
Participating with diversity

*Participation and culturally and linguistically
diverse consumers, carers and communities*

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February 2007

Participate in Health Conference

Links between participation and diversity policies

Victorian 'Participation' policy context

- ❑ *Community Health Services – Creating a Healthier Victoria (DHS, 2004)*
- ❑ *Doing it with us not for us (DHS, 2006)*
- ❑ *How to Develop a Community Participation Plan (DHS, 2006)*

Victorian 'Cultural Diversity' policy context

- ❑ *Valuing Cultural Diversity (Victorian Office of Multicultural Affairs, 2002)*
- ❑ *Cultural Diversity Guide: Multicultural Strategy (DHS, 2004)*
- ❑ *Health Service Cultural Diversity Plans (DHS, 2006)*

Links between participation and diversity policies

- ❏ Opens up the health care system to different perspectives
- ❏ Promotes organisational change, including management and staff competencies and 'organisational culture'
- ❏ Increases appropriateness of care/access to quality of care

Links between participation and diversity policies (cont)

- ☐ Increases consumer and carer understanding of the health care system
- ☐ Encourages consumer and carer participation and decision making in treatment and care
- ☐ Encourages partnerships with community in the delivery of health care/accountability

A question for your reflection and discussion

❏ In your experience, as a health worker what has enabled you most to work “with” and open up the participation of culturally and linguistically diverse communities?

OR

❏ In your experience, as a community member, (especially from a diverse background) what has enabled you most to be able to work with and participate in health services?

Enablers for 'participation with diversity'

- 🖥️ Organisational commitment
- 🖥️ Learning cultural competency
- 🖥️ Finding out who is out there and who is and isn't using the service you are providing
- 🖥️ Access to appropriate language services

More enablers for 'participation with diversity'

- Access to health information
- Culturally-specific health care settings
- Workforce diversity
- Acknowledge diversity within diversity

And more enablers for 'participation with diversity'

- ❑ Developing partnerships
- ❑ Equal partnership
- ❑ Resourcing

Challenges

- ❑ Issues of representation/heterogeneity of CALD communities
- ❑ The democratic form of participation may not be familiar to certain CALD groups
- ❑ CALD consumers, carers and communities' lack of familiarity with the Australian health system

Challenges

- ❑ The perception of some health service providers that CALD consumers, carers and communities are difficult to engage and involve
- ❑ The tailoring of existing participation approaches

Health Issues Centre

“ Consumer Participation and Culturally
Linguistically Diverse Communities:
A Discussion Paper”