

Increasing capacity of alcohol and other drugs (AOD) treatment services to support Culturally and Linguistically Diverse (CALD) people and their communities

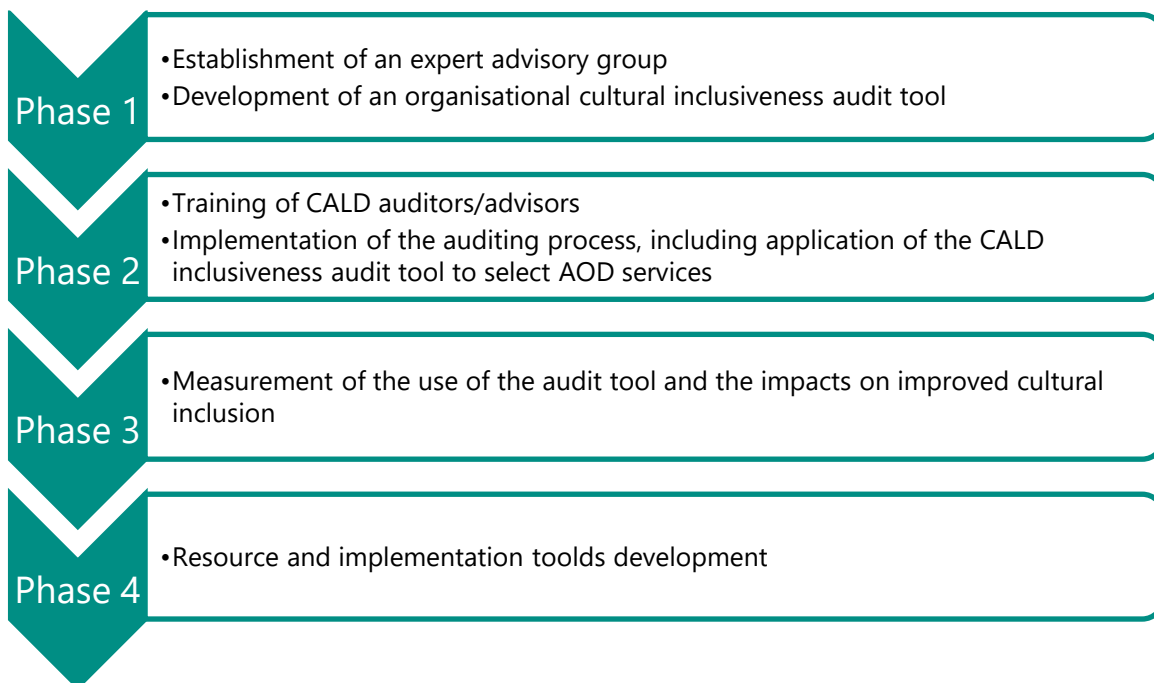
PROJECT OVERVIEW

Cultural inclusiveness in health service provision means that there is awareness of, and respect for people from different cultural backgrounds. Cultural inclusion in the context of AOD treatment provision also recognises the importance of responding to specific cultural needs to ensure that care is safe, equitable and of high standard.

This project aims to devise, implement and evaluate an auditing process to enhance the cultural inclusion of mainstream AOD treatment services in supporting people from CALD communities accessing treatment. The auditing process aims to optimise service experiences by identifying organisational factors that support best practice cultural inclusion. The tool will be piloted in four NGO AOD services for use in public health and NGO services.

The primary outcome for the project is increased awareness and workforce capacity of mainstream AOD services in supporting clients from CALD communities.

The project involves the following phases:



WHY PARTICIPATE?

Data collected from NADAbase over the past five financial years show:

- 8.7% increase in clients born outside of Australia
 - 1.8% increase for preferred language being not English
- ✓ Access to an independent, evidence based appraisal supported by a CALD community member. The audit will look beyond areas that services normally collect feedback on, and go in depth to help determine where your service's strengths are and what can be improved.
 - ✓ Use involvement as evidence in accreditation/QI cycles.
 - ✓ Opportunity to build linkages with specialised CALD community services.
 - ✓ Leadership for other services in the NGO AOD sector.

HOW CAN I PARTICIPATE?

[Expressions of interest are now open](#) to NADA members in the Central and Eastern Sydney PHN (CESPHN) and South Eastern NSW PHN (Coordinare) catchment areas to participate as a pilot site to the project.

Eligibility criteria

- At least one service/program delivery site located in the CESPHN or Coordinare catchment areas
- NADA member
- Willing and able to commit to the audit process including
 - CEO or senior management signed service level agreement with NADA and DAMEC for participation
 - Ability to devote staff and time and other necessary resources to participating in audit process and address recommendations
 - Participate in the evaluation of the project led by UNSW

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