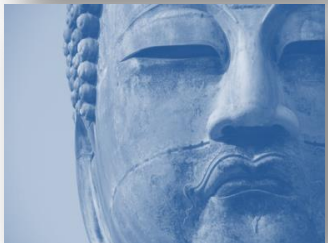


# Cultural Responsiveness Plan 2019-22



**ST VINCENT'S  
HOSPITAL**  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

**ASPIRE ACHIEVE INNOVATE**

Cultural Diversity Committee  
St Vincent's  
February 2019

## Executive Summary

The Department of Health's 2009 *Cultural responsiveness framework: Guidelines for Victorian health services* provides six standards across four quality and safety domains in culturally responsive care which outline minimum standards and measures for health services and is congruent with the *Victorian clinical governance policy framework*. St Vincent's Cultural Responsiveness Plan, covering a three year period, is aligned to St Vincent's strategic plan.

The Cultural Responsiveness Plan is a collaborative effort by the Cultural Diversity Committee members. This has been vital as many measures which relate to the six standards as set out by the Department of Health require input and reporting from various departments across St Vincent's.

This is St Vincent's Cultural Responsiveness Plan for the period of 2019 -22 and it integrates outcomes of projects completed in the last interim which are now part of annual activities as well as new opportunities for improving health care for CaLD consumers.

Specifically, members of the Cultural Diversity Committee successfully completed:

1. Upgrade of the SVHM culturally responsive care online training module and training video
2. Completion and launch of the SVHM iPad/iPad language application
3. A Project improving CaLD experience/ increasing residential care occupancy
4. Literature search on Length of stay of CaLD patients in hospitals.

Looking towards the new three year cycle, the Cultural Diversity Committee has collated a number of major improvement plans across the health service which will be rolled out over the next three years, the most notable being:

1. A Longitudinal study on CaLD length of stay (LOS) at SVHM
2. A Health Literacy Project
3. Cultural awareness training: Retrospective participant registration
4. Interfaith space project
5. CALD staff project

*Chair, Cultural Diversity Committee*  
*Manager of Language Services, Interpreter Services*  
*Secretary, Cultural Diversity Committee*  
*Cultural Diversity Program Coordinator, Mission*

February 2019

## Cultural Responsiveness Plan 2019-22

Actions/ projects	Domain 1 Organisational Effectiveness	Domain 2 Risk management	Domain 3 Consumer participation	Domain 4 Effective workforce
	<p><b>Standard 1</b> A whole-of-organisation approach to cultural responsiveness is demonstrated</p> <p><b>Standard 2</b> Leadership for cultural responsiveness is demonstrated by the health service</p>	<p><b>Standard 3</b> Accredited interpreters are provided to patients who require one</p>	<p><b>Standard 4</b> Inclusive practice in care planning is demonstrated, including but not limited to: dietary, spiritual, family, attitudinal, and other cultural practices</p> <p><b>Standard 5</b> CALD consumer, carer and community members are involved in the planning, improvement and review of programs and services on an ongoing basis</p>	<p><b>Standard 6</b> Staff at all levels are provided with professional development opportunities to enhance their cultural responsiveness</p>
<b>Ongoing /Annual</b>	<p>CAC and CDC link</p> <p>Executive staff member on CDC</p> <p>Employment of Cultural Diversity Program Coordinator</p> <p>Active participation in seminars by CDC members</p> <p>Review CDC TOR</p>	<p>Audit of interpreter services</p> <p>Provision of in-house Interpreter services</p> <p>Reports on use of interpreter services</p>	<p>Census data and statistical collection on CALD communities</p> <p>Network with CALD community groups</p> <p>Link between CAC and CDC</p>	<p>Comprehensive training program</p> <p>Monthly news items</p> <p>Forums</p> <p>CD webpage</p> <p>Present at orientation</p> <p>On-line training program</p>
<b>2019-20</b>	<p>CRP due Oct 2019</p> <p>IP: Development and endorsement of a SVHM Diversity and Inclusion Policy</p>	<p>IP: Health literacy Project (TBC)</p>		<p>Conduct survey on outsourcing of training</p> <p>IP: retrospective participant registration on WorkDay</p>
<b>2020-21</b>		<p>IP: Upgrade of language app (Android capacity + additional languages) pending funding</p>	<p>IP: Interfaith space project</p> <p>CaLD survey</p>	
<b>2021-22</b>	<p>Review <i>Language Services Guideline</i></p> <p>CRP due Oct 2019</p> <p>Review <i>Cultural Responsiveness Guideline</i></p>	<p>IP: Longitudinal study through PAS for CaLD LOS at SVHM</p>		<p>IP: CALD staff project</p>

