

# Multicultural and Deaf Action Plan

Cultural and Linguistic Diversity

*2022-2025*

Meeting the needs of people from  
a multicultural or deaf background



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## Diversity at Peninsula Health

Peninsula Health is committed to ensuring that the needs of all individuals within our diverse community are met in an appropriate and respectful manner.

In partnership with consumers and carers, we aim to provide an environment that recognises and responds to individual consumer and carer needs, supports and preferences and which meets expectations.

## Peninsula Health Diversity Framework



# Message from the Chief Executive

Peninsula Health is committed to meeting the needs and preferences of people from a multicultural and deaf background to ensure they have equal access to safe, personal, effective and connected healthcare, close to home.

*The Multicultural and Deaf Action Plan 2022-2025* provides a framework to help us develop and implement actions to ensure that our services, programs and facilities are inclusive of people from a multicultural and deaf background. This Action Plan will help us to meet the needs of multicultural and deaf community members who use our services, visit our sites, or work within our organisation. It will ensure that their interests and needs are considered in service planning and provision.

This Action Plan builds on the work of the *Culturally and Linguistically Diverse (CALD) Action Plans 2010–2013* and *2017–2020*. The terminology used aligns with the preferences of the multicultural and deaf consumers who contributed to development of the plan, to utilise the more accessible term ‘Multicultural and Deaf’ in place of CALD.

On behalf of the Executive team, I would like to acknowledge the extraordinary contribution of the Multicultural and Deaf Community Advisory Group, consumers, their carers and staff who developed our *Multicultural and Deaf Action Plan 2022-2025*. I encourage all Peninsula Health staff to use the information contained in this plan in their local areas to ensure safe, personal, effective and connected care for every person, every time.



Felicity Topp  
Chief Executive Peninsula Health

## CALD Plan 2017–2020: outcomes

- ✓ Inclusion of multicultural and deaf consumers' needs in the health-service-wide Accessibility Audit
- ✓ External website reviewed and updated; a translation function for some document types has been added
- ✓ Awareness-raising via events associated with Cultural Diversity Week and Harmony Day
- ✓ Formalised process agreed and implemented for regular review of Peninsula-Health-specific translated written materials
- ✓ Multicultural and Deaf CAG consumers participate as consumer representatives on a variety of Peninsula-Health-wide committees

## How the Multicultural and Deaf Action Plan 2022–2025 was developed

Peninsula Health's *Multicultural and Deaf Action Plan 2022 - 2025* was developed through:

- Literature review of contemporary evidence regarding best practice
- Review of current legislative and regulatory requirements
- External consultation via focus groups
- Internal consultation via a staff survey

## How we implement, monitor and evaluate the Multicultural and Deaf Action Plan 2022-2025

- The *Multicultural and Deaf Action Plan* is made available to staff (via Prompt) and the community (via the external website)
- Actions identified in the *Multicultural and Deaf Action Plan* are included in Peninsula Care Plans locally
- The Executive Director of Nursing and Midwifery is identified as the Executive sponsor for the action plan
- The Diversity Steering Committee is responsible for overseeing the implementation, monitoring and evaluation of the *Multicultural and Deaf Action Plan* in consultation with Peninsula Health's Multicultural and Deaf Community Advisory Group
- Peninsula Health reports progress on the plan through the Quality of Care Report and Annual Report

## What will make the Multicultural and Deaf Action Plan work?

- It has been developed in partnership with key consumer representatives and staff
- It is a core part of planning for all services, departments and units in their service provision, projects and policies
- It has solid support from Peninsula Health Executive and Senior Management
- The Diversity Steering Committee is responsible for overseeing the implementation, monitoring and evaluation of the Action Plan in consultation with Peninsula Health's Multicultural and Deaf Community Advisory Group
- The content of the action plan will be used to support inclusion of relevant information in Peninsula Health training and education programs
- Specific key performance indicators will be reported to the CAG and Diversity Committee to support continuous improvement
- The Accessibility Audit will provide specific feedback to local areas regarding specific elements of performance against the requirements of the Action Plan
- Specific actions are delegated to leaders of relevant, aligned project or operational leads where appropriate

## Guiding Principles

The guiding principles underpinning this action plan have been drawn from the Victorian Government Cultural Responsiveness Framework (2009).

- Every person has the right to receive high-quality health care regardless of their cultural, ethnic, linguistic and religious backgrounds or beliefs
- Understanding and addressing the links between ethnicity, culture and language will improve health care for culturally and linguistically diverse communities
- Embedding cultural responsiveness in health care systems is a viable strategy to reduce disparities in health outcomes which may be exacerbated by cultural, language and religious differences
- Multicultural and deaf consumer, carer and community participation will enhance culturally responsive health care delivery

# Goal 1: Our Care – we will create a culturally safe environment for our multicultural and deaf consumers to receive health care in

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## 1.1 Organisational commitment

A whole-of-organisation approach to cultural safety is demonstrated.

- An organisation-wide governance framework for cultural safety is articulated, including reporting lines for data and issues relevant to the provision of care to multicultural and deaf consumers
- Staff are aware of this action plan and implement it in their work
- Annual self-assessments of organisational maturity are completed
- Organisational brochures and other marketing collateral reflects our diverse community and, where relevant, includes statements supporting and respecting cultural diversity
- Cultural competence is included in policies relating to:
  - staff recruitment and retention
  - training and staff development
  - language services access and communication
  - management of grievances and complaints
  - community participation
  - care planning
  - family violence response and referral
- An overarching multicultural and deaf policy is developed, building on the existing interpreter guideline, to provide broader guidance for staff as to options to support multicultural and deaf consumers
- Our diverse community is appropriately represented on planning and monitoring committees

## 1.2 Cultural competence

Peninsula Health operates in a system of behaviours, attitudes and policies that create a safe, accessible and welcoming environment for multicultural and deaf consumers to receive excellent care in.

- Incorporate cultural competence into position descriptions and performance development review template
- Work in partnership with external services to ensure information regarding our services is available to people from a multicultural and deaf background and their carers, particularly in relation to demographics underrepresented in terms of service access
- Provide multicultural and deaf awareness training for staff and volunteers whose role it is to welcome people to our services (such as reception, concierge and ward clerks)
- Provide staff and volunteers with multicultural and deaf awareness education which includes opportunities for them to experience some of the day-to-day challenges faced by people from multicultural and deaf backgrounds, supported by consumer stories and consumer involvement where relevant and appropriate
- Provide diversity awareness education and training to undergraduate and postgraduate students on placement with us
- Raise the profile of the specific needs of people from multicultural and deaf backgrounds through events such as Harmony Day and Cultural Diversity Week

### 1.3 Language services and information

Accessible and appropriate language services and information are provided to all consumers who require them.

- Consumers can communicate in their preferred language at point of first contact and at all levels of interaction with the organisation via a range of strategies, including but not limited to interpreters
- Translated written information is available to staff and consumers (clinical and organisation specific)
- Information provided is sensitive to cultural beliefs and behaviours

### 1.4 Advocacy and support

Support is provided to people from multicultural and deaf backgrounds to ensure they have a positive healthcare experience.

- Clinical handover processes facilitate the delivery of culturally competent care
- Internal and external website functionality, capability and navigation is enhanced to better support people from a multicultural and deaf background (such as Auslan interpretation, voice overs/audio for sight impaired, translated information)

### 1.5 Delivery of care

Care provided to multicultural and deaf consumers is safe, personal, effective and connected.

- Screening, assessment and care planning reflect cultural and ethnic considerations
- Prevention, treatment and maintenance plans reflect factors related to cultural competence
- Clinical guidelines and treatment frameworks account for differences related to culture and traditional beliefs and practices
- Outreach services are provided to target populations to facilitate access to care where this is culturally appropriate
- Non-denominational spaces for reflection are available on all sites delivering bed-based care
- Food choices reflect community diversity

## Goal 2: Our People – we will support and develop our workforce to enable them to improve the health of multicultural and deaf consumers

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We promote practices that include people from multicultural and deaf backgrounds and which support them to participate fully.

### 2.1 Workforce capability

Staff are well equipped to provide culturally appropriate services which are safe, personal, effective and connected.

- Diversity awareness principles are incorporated into the Peninsula Health Corporate Orientation program
- Staff receive training in cross-cultural communication
- Staff are trained in the appropriate use of qualified interpreters
- Cultural competence training is available to staff for professional development
- Cultural considerations and specific supports are included in training such as family violence and cognitive bias

### 2.2 Workforce diversity

Our workforce is diverse and reflective of the broader community context. This includes the paid workforce, as well as volunteers and consumer representatives.

- Provide employment material in accessible formats to enable enquiry and application by people from multicultural and deaf backgrounds
- Train staff involved in human resource management and recruitment in issues around disclosure, reasonable adjustment and interviewing techniques for candidates from multicultural and deaf backgrounds

- Build partnerships with local migrant employment organisations
- Include the needs of staff from multicultural and deaf backgrounds in organisation-wide and department-specific employment policies/guidelines
- Ensure that ‘reasonable adjustment’ such as the adaptation of the physical environment, provision of specialist equipment or resources and job redesign is offered to support employment of staff and consumer representatives/volunteers from multicultural and deaf backgrounds according to Peninsula Health’s Equal Employment Opportunity policy
- Build partnerships with local volunteer agencies who assist people from multicultural and deaf backgrounds to identify volunteering opportunities
- Ensure workforce diversity includes access to bilingual staff supported by policies and processes to support those staff and provide clear guidance as to their role in supporting multicultural and deaf consumers

### 2.3 Diversity champions

Diversity champions are identified within local areas, with roles and responsibilities supported by the Local Leads Framework.

### 2.4 Acknowledgment of excellence

We will recognise and celebrate achievements in the provision of culturally competent care to multicultural and deaf consumers.

- Work with People and Culture and Corporate Communications to develop sustainable and well embedded recognition processes

## Goal 3: Our Community – we will partner with multicultural and deaf agencies, community groups and organisations

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### 3.1 Partnerships with community organisations

We will form equal partnerships with multicultural and ethno-specific agencies, organisations and community groups.

- Staff, clients and relevant communities have input into the monitoring and evaluation of cultural competence activities
- Co-design/provision of opportunities for participation and decision making at an individual and group level
- Whole-of-community approach – people can be marginalised within their own communities/cultural groups and it is important that a range of views and experiences are considered
- Support for training and orientation processes
- There is evidence of appropriate use and referral of multicultural and deaf consumers to partner agencies where appropriate

### 3.2 Community consultation

We ask people from multicultural and deaf backgrounds and their carers to help us break down barriers and promote understanding.

- Support people from multicultural and deaf backgrounds and their carers to undertake consumer representative roles within the organisation
- Partner with relevant community advisory groups (such as disability, older persons and carers) to bring the consumer voice to service planning, delivery and evaluation

## Goal 4: Our Ideas – we will embed systems and processes to help us learn, improve, innovate and deliver exceptional care to multicultural and deaf consumers

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### 4.1 Data and feedback

We collect and monitor relevant information to understand demographic and service utilisation (i.e. who is in our community and who is/isn't using our service), and the quality of the service we provide to multicultural and deaf consumers.

- Mechanisms are in place to collect and disseminate information on cultural competence, including relevant data and resources
- The implementation and results of cultural competence activities are monitored and evaluated as part of quality improvement processes
- Data is routinely available on cultural and language needs, populations and clients served
- The organisation conducts regular assessments of its progress
- Consumer feedback is actively sought via existing consumer advisory structures, focus groups as required, engagement with community groups
- Consumer feedback from complaints and compliments is provided to the Community Advisory Group and Diversity Committee

## Goal 5: Our Workplace – We will ensure our facilities support equity of access for multicultural and deaf consumers

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### 5.1 Accessible services

Our buildings and facilities are accessible to people from a Multicultural and Deaf background. This includes existing buildings and facilities as well as future developments.

- An annual audit supported by consumers is conducted of all sites and services
- Provide adequate accessible toilet facilities (including high needs toilets)
- Provide adequate designated accessible parking at all sites
- Support way-finding and moving through sites with adequate signage using internationally recognized symbols
- Provide consumers with information regarding specific features of sites and services (such as location of accessible parking, accessible toilets, ramp entry, concierge, key contacts to arrange an Interpreter) prior to entry to the service where possible or as soon as practicable on entry
- Virtual platforms enable language support for both staff and consumers, including use of closed captions

# Appendix 1: Resources

## **Centre For Ethnicity And Health**

[www.ceh.org.au](http://www.ceh.org.au)

## **Ethnic Communities Council Of Australia**

[www.eccv.org.au](http://www.eccv.org.au)

## **Health Translations**

[www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

## **Language Services Policy - Victoria**

[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

## **How To Work With Interpreters**

[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

## **How To Work With Sign Language Interpreters**

[www.education.vic.gov.au](http://www.education.vic.gov.au)

### **Deaf Australia**

[www.deafaustralia.org.au](http://www.deafaustralia.org.au)

### **Aussie Deaf Kids**

[www.aussiedeafkids.org.au](http://www.aussiedeafkids.org.au)

### **Hearing Australia**

[www.hearing.com.au](http://www.hearing.com.au)

### **Cultural Competence Self-Assessments**

(individual and organisational tools for self-assessment)

[www.amparo.org.au](http://www.amparo.org.au)

### **Mental Health - Working With Culturally And Linguistically Diverse Clients**

[www.health.nsw.gov.au](http://www.health.nsw.gov.au)

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We are proudly inclusive.

