



Multicultural Partnership Strategy

Together for Better Health



Acknowledgment

South Western Sydney Local Health District acknowledges the traditional custodians of the land that falls within the boundaries of South Western Local Health District - the peoples of the Darug, Dharawal and Gundungurra Nations. We also acknowledge that all of the health facilities across the District are built on their traditional lands and we pay our respects to Aboriginal Elders past and present and extend that respect to all Aboriginal peoples.



The Partnership



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Foreword

One of the greatest strengths of south west Sydney is its diversity. From Traditional Owners to those who have moved to Australia, it is home to many people who each share their knowledge, skills, traditions and cultures.

High-quality healthcare is essential to wellbeing. Complex health systems can create barriers to access and quality of service delivery. This is particularly true for people from multicultural communities whose needs are not always considered and addressed.

South Western Sydney Local Health District has a responsibility to ensure services and supports in the region are culturally responsive. The District acknowledges people need different approaches based on their cultural background.

The District is committed to working closely with members of the community to better understand how it can adjust its services and supports to improve health equity.

The formation of the South West Sydney Multicultural Partnership in 2022 cemented the importance of intentional, formal collaboration between the District and local multicultural organisations.

A successful partnership is built on a strong foundation of shared values. This strategy outlines how the Multicultural Partnership will work together, drawing on each others' strengths and experiences. Hospitals and services will be supported and encouraged to champion diversity and inclusion, and ensure research initiatives are developed to meet the needs of the people of south west Sydney.

The Multicultural Partnership thanks District staff, partner organisations and community representatives for their contribution to this Strategy and the Partnership. We look forward to continuing to work with and learn from you to achieve the best possible health outcomes.



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Our Vision

Together For Better Health:

Collaborating with our diverse communities, achieving better health outcomes for all.

Our shared values

A successful partnership is built on a strong foundation of shared values. The Multicultural Partnership is underpinned by NSW Health's CORE values of Collaboration, Openness, Respect and Empowerment.

COLLABORATION: The Partnership works as a team, leveraging each other's unique strengths and sharing responsibilities. The Partnership is committed to supporting one another to achieve our shared goals and vision.

OPENNESS: Open communication is key to developing trust within the Partnership. Individuals commit to expressing themselves honestly, listening actively and being transparent with feedback and decision making.

RESPECT: Each member's opinions, ideas and experiences is equally valued. We are committed to fostering an inclusive and supportive environment that respects diverse perspectives and recognises the contributions of our community.

EMPOWERMENT: The Multicultural Partnership aims to improve community outcomes in meaningful ways. A strong focus will be on delivering tailored education and training, and promoting health literacy.







How we will work together

Four focus areas will drive our actions towards achieving a healthier and more equitable future for our communities.



Embed culturally responsive practice throughout our health system



Partner with our community for better health outcomes and experiences



Support our teams to champion diversity and inclusion



Lead Multicultural Health Research and Innovation

Embed Culturally Responsive Practice Throughout Our Health Systems

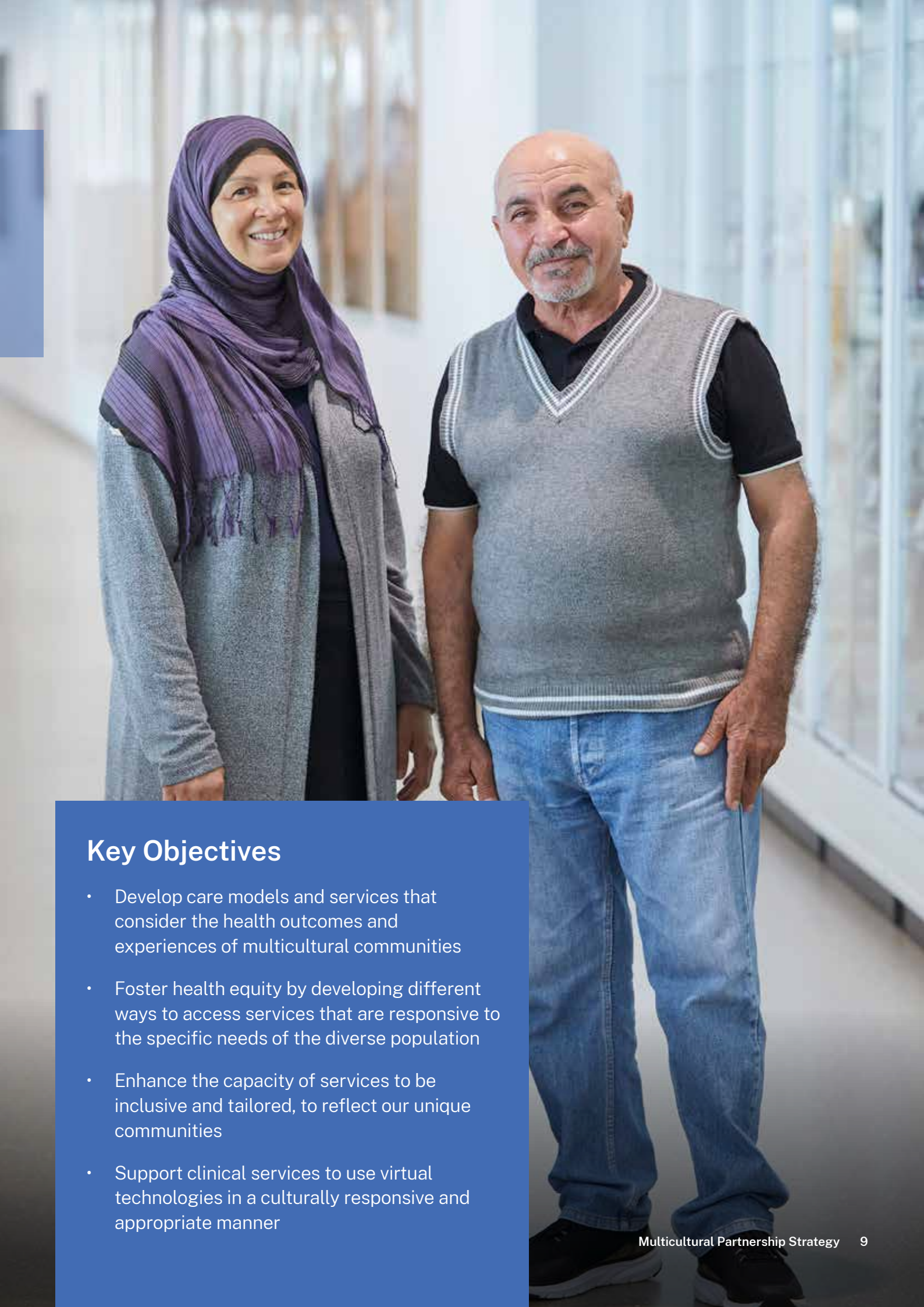
When health services overlook social and cultural factors impacting a person's health, outcomes are much poorer. Providing culturally responsive services and programs that are respectful of all backgrounds, values, customs and lifestyles requires a system-wide approach.

The Partnership strives to improve the delivery of care and reduce barriers to access for diverse communities. To achieve this, we will review services to ensure they are culturally responsive and meet the needs of people living in south west Sydney.

We will consult and partner with local multicultural communities in the design and development of services.

The District will tailor services and programs to the unique needs and preferences of local communities. Multicultural Health Services will also provide expert advice and consultation to clinical services.





Key Objectives

- Develop care models and services that consider the health outcomes and experiences of multicultural communities
- Foster health equity by developing different ways to access services that are responsive to the specific needs of the diverse population
- Enhance the capacity of services to be inclusive and tailored, to reflect our unique communities
- Support clinical services to use virtual technologies in a culturally responsive and appropriate manner

Partner with Our Community

For Better Health Outcomes and Experiences

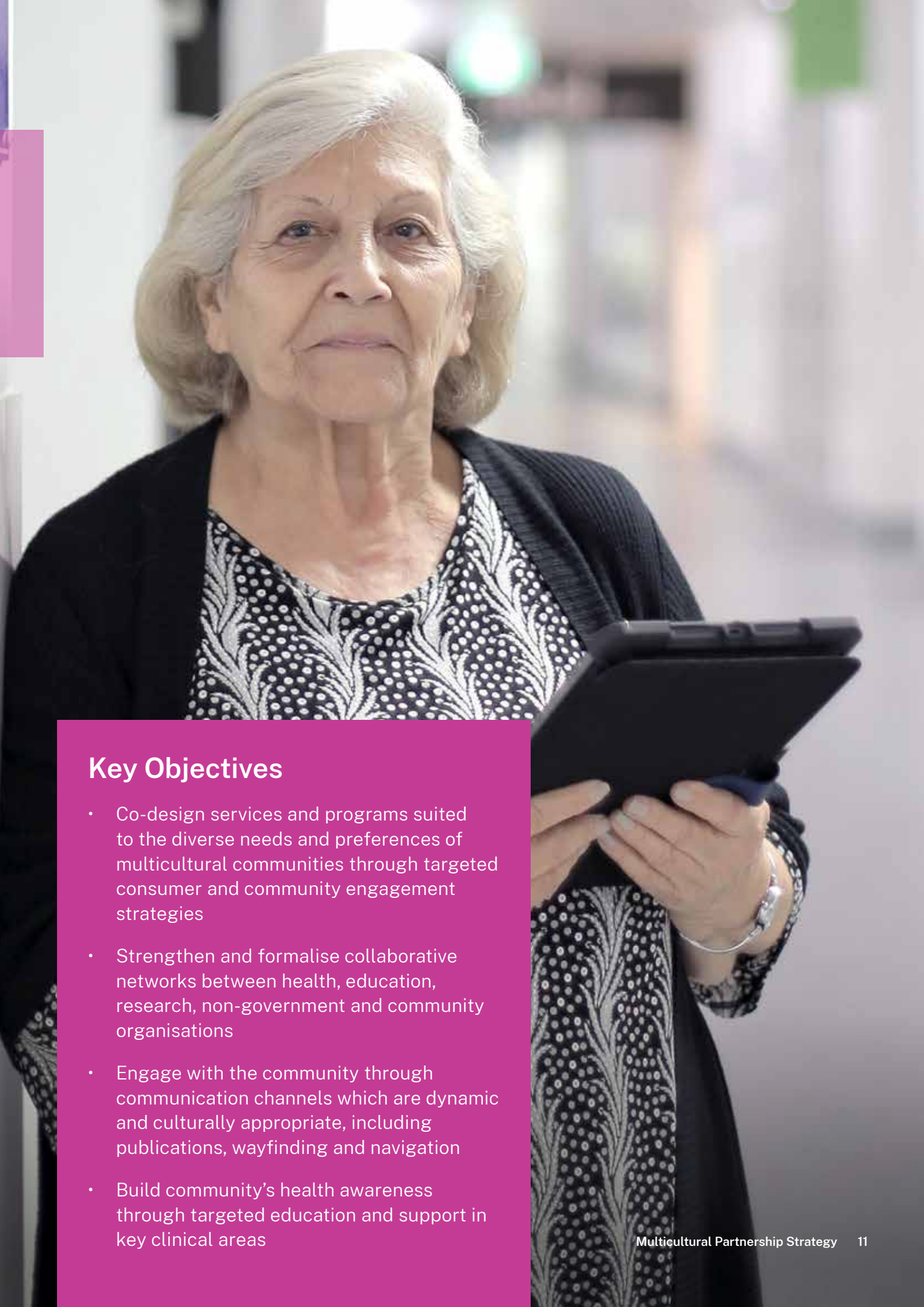
People from diverse backgrounds and communities experience unique challenges when navigating the health system. This often results in poorer health outcomes and social disadvantages.

Through meaningful collaboration, we can better understand the needs and preferences of multicultural groups. Consultation with community members and organisations will provide members of the community a space to provide feedback and help shape the way services are designed.

Our goal is to empower the community with the knowledge and tools to take an active role in their healthcare decisions. Targeted community events will aim to increase people's knowledge and understanding of health issues. Promotion of services will focus on increasing awareness and access to services including interpreter services.

We will refine the way we communicate and engage with one another and support patients, carers, and staff to use digital technologies. The District will ensure facilities and services are accessible including information found on signage, social media and websites.





Key Objectives

- Co-design services and programs suited to the diverse needs and preferences of multicultural communities through targeted consumer and community engagement strategies
- Strengthen and formalise collaborative networks between health, education, research, non-government and community organisations
- Engage with the community through communication channels which are dynamic and culturally appropriate, including publications, wayfinding and navigation
- Build community's health awareness through targeted education and support in key clinical areas

Support Our Teams to Champion Diversity and Inclusion

Cultural responsiveness and inclusion begin with effective leadership. Staff must feel both empowered to provide care to diverse communities and feel safe to express their own unique background.

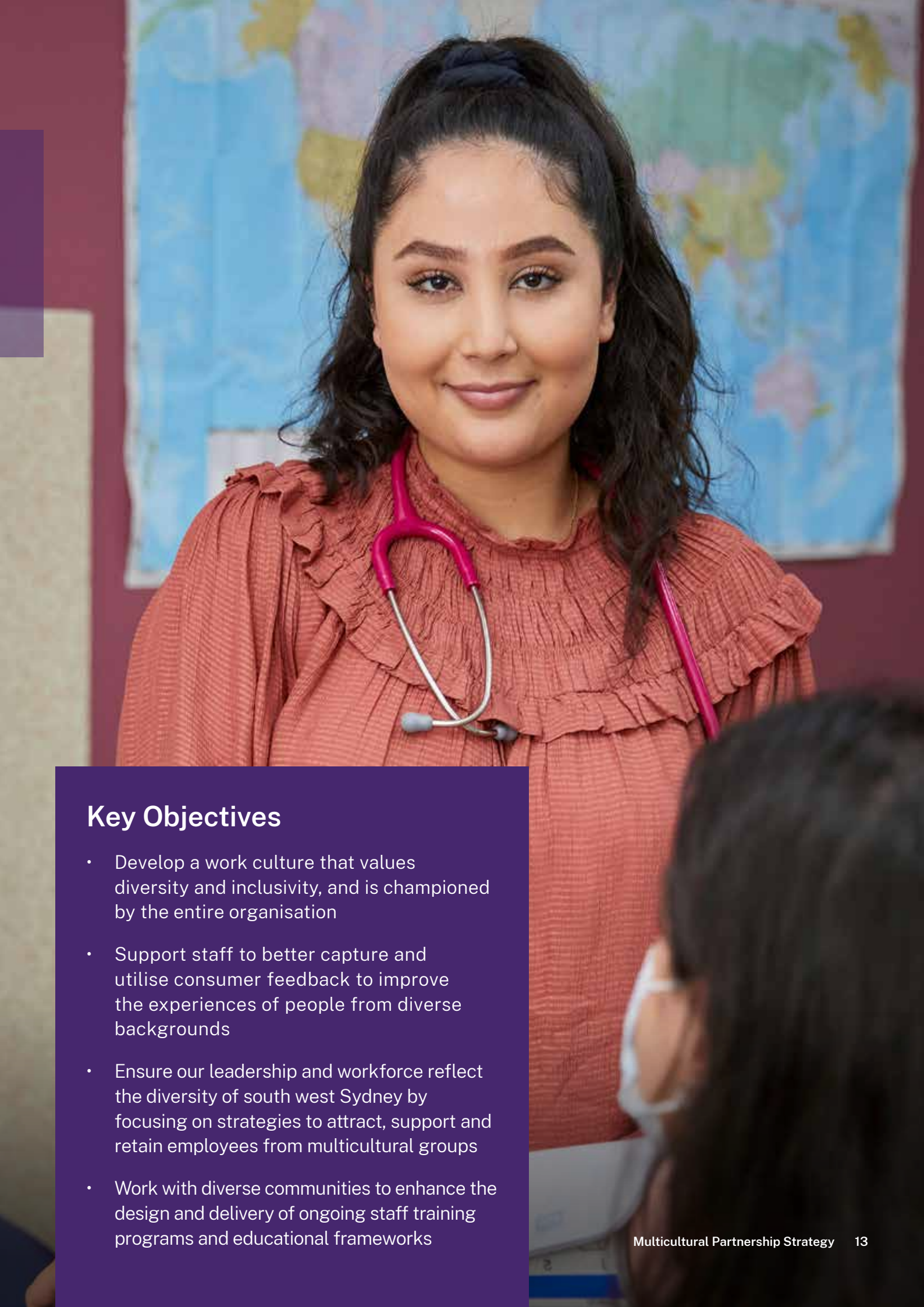
The District will ensure its leadership and workforce is reflective of the community which it serves. Inclusive recruitment will be a core focus in the development of the organisation. We will review strategies to attract, support and retain people from diverse backgrounds.

We will support staff members to engage with consumers and the community through networking and education opportunities. Multicultural communities will be involved in the design and delivery of culturally appropriate education and training.

Staff will be supported to better utilise virtual care with multicultural community members to ensure equitable quality of care and access to health services.

Consumer feedback pathways, including the 'My Experience Matters' survey, will be reviewed to ensure that individuals from all backgrounds have an equal chance to contribute. All consumer feedback will be sought and considered, regardless of demographic factors.





Key Objectives

- Develop a work culture that values diversity and inclusivity, and is championed by the entire organisation
- Support staff to better capture and utilise consumer feedback to improve the experiences of people from diverse backgrounds
- Ensure our leadership and workforce reflect the diversity of south west Sydney by focusing on strategies to attract, support and retain employees from multicultural groups
- Work with diverse communities to enhance the design and delivery of ongoing staff training programs and educational frameworks

Lead Multicultural Health Research and Innovation

The District aims to be at the forefront of research and innovation that promotes health equity, is representative of all members of the community and provides a strong understanding of health outcomes relating to diverse backgrounds.

This goal requires an approach that considers the unique experiences and needs of different multicultural groups. By prioritising culturally relevant research and improvement, the people of south west Sydney can benefit from health innovations that are tailored to their specific needs.

To create meaningful impact, research must reflect the diversity of our community, including strategies to support the active recruitment and participation of people from diverse backgrounds.

We must ensure we capture accurate data on the experiences and health status of multicultural communities to guide clinical service planning.





Key Objectives

- Drive research focused on and relevant to our diverse community with local, national and global reach
- Promote the inclusion of multicultural participants in the design and execution of research, including providing support to researchers to assist recruitment and participation
- Optimise the collection and use of data to better understand the needs and preferences of multicultural communities
- Pilot innovative projects and technologies to improve the health outcomes and experiences of people from diverse backgrounds

Want to learn more?

To learn more about South Western Sydney Local Health District and our plans for the future, go to the SWSLHD website:


www.swslhd.nsw.gov.au

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