

Plan on a page – VISION

An equitable, accessible and safe health system that ensures cultural and linguistic diversity is recognised and addressed in policy development, service planning and delivery

OUTCOMES	STRATEGIC OBJECTIVES	NSQHS ACTION
Outcome 1: NSW Health has strategies in place to improve access and quality of care for all people from culturally and linguistically diverse backgrounds, particularly people with vulnerabilities	Our organisation routinely considers the health needs of culturally and linguistically diverse consumers, their carers and their families in the development and review of strategic plans, clinical and non-clinical service plans and relevant policies	1.13 and 1.15
	Our organisation has systems and processes in place to support assessment, care planning, care delivery and transfer of care that meet the cultural and linguistic needs of consumers	1.15, 2.8 and 6.3
	Our local health district/specialty health network uses clinical record systems to track and monitor professional interpreter need and use	1.8, 1.16 and 2.4
Outcome 2: NSW Health supports people from culturally and linguistically diverse backgrounds to build their health literacy so they can be actively involved in decisions about their health	Our organisation routinely involves culturally and linguistically diverse consumers, their carers and their families when developing, implementing and evaluating programs, projects and resources	2.9 and 2.11
	Our organisation communicates effectively with consumers of culturally and linguistically diverse backgrounds using a range of appropriate formats, media and communication channels	2.8, 2.10 and 6.3
	Our organisation seeks to ensure that consumers, their carers and their families can access professional healthcare interpreters when required and that infrastructure is in place to support efficient provision of services	2.10
Outcome 3: NSW Health is responsive to people's individual needs, language and culture	Our organisation's leaders promote and improve cultural responsiveness	1.1
	Our organisation assesses the cultural responsiveness of our staff and addresses gaps. We embed cultural responsiveness into our wider training activities and our approach to providing services	1.20 and 2.14
	Our organisation provides services and has designated positions to work with and respond to the needs of priority culturally and linguistically diverse communities, including people from refugee backgrounds	1.15
Outcome 4: NSW Health understands the needs, experiences and identities of culturally and linguistically diverse communities in NSW	Our organisation collects accurate language, country-of-birth and need-for-interpreter data in our clinical record systems	1.16 and 6.11
	Our organisation and services can access clinical, population health, public health and demographic data on culturally and linguistically diverse consumers to: <ul style="list-style-type: none"> • develop our understanding of consumer service access and use, and patient journeys • identify priority health issues and groups of consumers who are at higher risk of poorer health outcomes • respond to the needs of these consumers, including small and emerging communities 	1.15
	Our organisation initiates or encourages research projects to understand evidence gaps for culturally and linguistically diverse consumers and communities	2.11