

Addressing cultural diversity in Australian health services

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Key Words:

ethno-specific care, service provision, culturally appropriate care, mainstream services

Research aim:

Recent changes in the model of health service delivery in Australia have resulted in the attrition of ethnic specific health services and the expectation that patients from culturally and linguistically diverse backgrounds will present to mainstream health services for all health problems however providers are often ill equipped to provide these services.

Results/Conclusion:

Extensive consultation ensured that the resources met providers' needs and were acceptable to communities. The Cultural Diversity Project resulted in the production of community health profiles - a guide for professionals and two resource booklets about providing culturally appropriate care for use in hospitals.

Implications:

The result provides a guide to best practice of clinical care, regardless of cultural or linguistic background. So what: Health services would be assisted by materials on ethnic cultural factors that avoided stereotyping and emphasised asking questions.

Cultural Group(s):

CALD (cultural profiles for 12 different groups provided)

Location of study:

Queensland

Age group:

Number included in study:

146

Type of participants:

110 interview within hospitals with health providers for CALD patients, 36 health provider focus group participants

Research approach:

Type of data:

Secondary data sources used:

Specific scales or analytical techniques used:

Implications/ Recommendations:

Notes: