

# Consumer participation and culturally and linguistically diverse communities

**Author/s:** Centre for Culture, Ethnicity, Health | **Year:** 2005 | **Publication type:** Conference proceedings | **Peer reviewed:** | **Topic area/s:** General Care

**Reference:** Centre for Culture Ethnicity Health (2005). Consumer participation and culturally and linguistically diverse communities, Richmond, Vic, Centre for Culture, Ethnicity and Health.

**Key Words:**

CALD care, evaluation of services

**Research aim:**

The report presents findings from a conference in 2005 which explored ways in which health and community organisations facilitate and support the participation of culturally and linguistically diverse consumers consumers in the planning, implementation and evaluation of services, programs and projects.

**Results/Conclusion:**

the report is organised around six themes: organisational commitment; cultural and linguistic appropriateness; support and mentoring for consumers; representative consumers; ethics, power, equality and reciprocity; levels and degrees of participation. These are followed by case study examples of work undertaken in the health and community sector. wo 'how to' resources are provided - a practical guide to CALD consumer participation; and making focus groups culturally and linguistically appropriate.

**Implications:**

**Cultural Group(s):**

**Location of study:**

New South Wales

**Age group:**

**Number included in study:**

N/A

**Type of participants:**

**Research approach:**

**Type of data:**

**Secondary data sources used:**

**Specific scales or analytical techniques used:**

**Implications/ Recommendations:**

**Notes:**

Report of conference proceedings with different service provider perspectives on CALD care