

2nd World Congress on

Health Economics Policy & Outcomes Research

June 29-30, 2017 | Madrid, Spain

CULTURAL COMPETENCE TRAINING IN SYDNEY LOCAL HEALTH DISTRICT AUSTRALIA

Dorothy Mary Johnston*

*Sydney Local Health District, Australia

Generally the health of immigrants in Australia is better than the health of Australian born people. Over time, however the immigrants lose this health advantage. (Health statistics New South Wales (NSW) 2013) This is due to a few factors including not knowing the health system and the language barrier.

20% of the NSW population speak a language other than English at home and in Sydney Local Health District (SLHD) 43% of the population speak a language other than English at home.

To promote equity in health care by the provision and advocacy for accessible, fair, culturally sensitive and appropriate health services, provision of information in community languages and use of professional interpreters where appropriate, as well as making changes to accommodate diversity SLHD health workers also need the skills to be able to work effectively with culturally diverse clients and colleagues. These skills are developed by the provision of Cultural Competence training to improve the effectiveness of health workers service delivery to immigrant clients.

The Multicultural Policy of the NSW Government is the Principles of Multiculturalism Act 2000. The Framework specifies that public contact staff, policy and management positions are to enhance their skills in "cultural competence" through cultural competence training and that staff in multicultural positions are supported to develop skills and career pathways

Cultural Competency training includes the education of health workers about government policy, the demographics of the health district, training in cross cultural communication skills and the development of an understanding of the impact of culture and benefits of diversity.

NSW Health is a registered training authority. The accredited course "Work with Diverse people" is the core component in the training for Diploma of Nurses and Certificate 3 in Health Administration. Health workers who complete this course develop cultural competency skills and receive a recognised qualification.

Biography

Dorothy Johnston graduated from London University and New South Wales University with specialties in Education and Health Promotion. Later on she started working at Sydney Local Health District as a Cultural Competence trainer. She has also worked in the field of health promotion to newly arrived migrants to Australia.

mary.johnston@sswahs.nsw.gov.au

Notes: