

Summary of Modules and Self-Reflection Tools

The Framework consists of a tailored set of modules and self-reflection tools, which allow organisations and individual practitioners to evaluate and enhance their cultural responsiveness. Users build on their strengths and address areas for improvement in a self-paced way, with free access to a range of support and resources to inform both professional and service development.

An overview of the Framework is provided below, followed by brief summaries of what each module and self-reflection tool contains. For more information on how to get started including expected steps and time involved, please read the User Guide.

Introductory Module

This module is provided for those individuals and services who have limited experience in culturally responsive care or cultural competence training. For those individuals or services who had attended or have had some experience in cultural competence training, this module is optional.

Introduction to Cultural Competence

The introductory module provides a conceptual foundation in cultural responsiveness within a healthcare setting. It can be used by individual practitioners, mental health services or Primary Health Networks. The Introductory Module was developed by the Centre for Culture, Ethnicity & Health.



Service Modules

There are four service modules. Together, these provide a comprehensive assessment of the cultural responsiveness of an organisation or mental health service. Users can choose to start with any module that addresses a current need or priority, or otherwise move through the modules sequentially.

Service Module 1:

Planning Strategically to Meet Multicultural Community Needs

'Planning Strategically to Meet Multicultural Community Needs' focusses on strategic planning for mental health services in a multicultural context.

Key principles covered include:

- Leadership & Resourcing
- Data Collection & Research



Service Module 2:

Developing Safe, Quality & Culturally Responsive Services

'Developing Safe, Quality & Culturally Responsive Services' takes an in depth look at how to ensure safe, quality and equitable service delivery in multicultural communities.

Key principles covered include:

- Equitable Access
- Service Delivery



Service Module 3:

Working Together to Promote Mental Health in Multicultural Communities

'Working Together to Promote Mental Health in Multicultural Communities' explores effective engagement with multicultural communities and stakeholders, in addition to mental health promotion and suicide prevention in a multicultural context.

Key principles covered include:

- Consumer & Carer Engagement & Co-Design
- Collaboration & Stakeholder Engagement
- Promotion, Prevention & Early Intervention



Service Module 4:

Building a Culturally Responsive Mental Health Workforce

'Building a Culturally Responsive Mental Health Workforce' looks at the policies and practices needed to help build a strong and culturally responsive mental health workforce across Australia.

Key principles covered include:

- Professional Development
- Diversity & Inclusion
- Resources & Support



Self-Reflection Tools

The self-reflection tools provide an opportunity to undertake a brief, overview assessment of cultural responsiveness. There are two self-reflection tools available: one tailored for Primary Health Networks (PHNs) and the mental health services they commission, and the other for individual practitioners.

Primary Health Network: Self-Reflection Tool

This self-reflection tool provides PHNs and the mental health services they commission with a brief, overview assessment of cultural responsiveness. It can be used as both a reference point in the commissioning and monitoring of mental health services, as well as a way to better understand the needs of a PHN or service before undertaking a service module.



Individual Practitioner: Self-Reflection Tool

This self-reflection tool provides individual practitioners with a quick and accessible way to reflect on the cultural responsiveness of their practice. Practitioners can identify both their strengths as well as any areas they may wish to work on, with a list of resources of support available for their ongoing professional development.



Modules

Introductory Module

Introduction to Cultural Competence

This module is provided for those individuals and services who have limited experience in culturally responsive care or cultural competence training. For those individuals or services who had attended or have had some experience in cultural competence training, this module is optional.

The Framework is supported by an introductory module, which provides a conceptual foundation in cultural responsiveness. The introductory module is an engaging and interactive way to learn about cultural responsiveness and its relevance to healthcare settings. It may be undertaken by individual practitioners as well as mental health services and Primary Health Networks.

This module was developed by the Centre for Culture, Ethnicity and Health. Users registering for the introductory module through the Framework gain free access to this normally costed program.

“Introduction to Cultural Competence’ is an interactive training which will help you to be culturally responsive to your diverse clients. This training is pitched at an introductory level for people who are already working in culturally responsive settings. Training will take 60-90 minutes and can be accessed from any computer with internet access. You can complete the training at your own pace, progress is saved and you can continue the training from where you left.



What you'll get from the full Introduction to Cultural Competence Suite.

- Strategies to work with clients that don't speak the same language or share the same culture.
- Improved cross-cultural communication techniques.
- Improved knowledge of when and how to use interpreters.
- Understanding of how your culture can negatively impact service provision and how to reduce this.
- Why you need skills to work with overseas born Australians."

The introductory module provides information, rather than involving the process of self-assessment, action planning, implementation and review involved in the service modules. As such, it can be used as an entry point to the Framework, before undertaking the service modules. Services might also identify their staff completing the introductory module as an action arising after completing a self-assessment within a service module.

Service modules

The Framework consists of four service modules, which together provide a comprehensive review of the cultural responsiveness of an organisation or mental health service. Each module guides the user through a process of self-assessment, action planning, implementation and review, with information and supporting resources available throughout. Users work through each module at their own pace, and receive a certificate of completion following the module review.

Service Module 1: Planning Strategically to Meet Multicultural Community Needs

This module focusses on strategic planning for mental health services in a multicultural context. It covers the following key principles which underlie effective strategic planning.

Principle 1: Leadership & Resourcing

Leadership and resourcing are essential factors to achieving meaningful improvements in the cultural responsiveness of a mental health service.

This principle includes the following key indicators: strategic plan, policy, language services policy, budget, and activating the Framework.

Principle 2: Data Collection & Research

Data collection and research provides the information required to accurately understand and address the mental health needs of diverse communities.

This principle includes the following key indicators: local profile, data collection, outcomes and satisfaction, evidence and community networks, research and development.

Service Module 2: Developing Safe, Quality & Culturally Responsive Services

This module takes an in depth look at how to ensure safe, quality and equitable service delivery in multicultural communities. It examines what culturally responsiveness looks like when people access and use a mental health service. It covers the following principles:



Principle 3: Equitable Access

Equitable access to mental health services for people from CALD backgrounds is key to ensuring that everyone in the community can get the support they need when they need it.

This principle includes the following key indicators: language services practice, promotion, outreach, rights and responsibilities, service navigation and cultural needs.

Principle 4: Service Delivery

At the point of service delivery, there are a number of key considerations to help translate good intentions into good practice. This includes how to translate broader principles such as person-centred, family focused and recovery-oriented care into practices that are meaningful to people from CALD backgrounds.

This principle includes the following key indicators: assessment, treatment and support, and coordinated care.

Service Module 3: Working Together to Promote Mental Health in Multicultural Communities

This module explores effective engagement with multicultural communities and stakeholders, in addition to mental health promotion and suicide prevention in a multicultural context. It covers the following key principles:

Principle 5: Consumer & Carer Engagement & Co-Design

Engaging effectively with multicultural consumers, carers and communities in the co-design, delivery and evaluation of mental health services is an important driver of quality improvement.

This principle includes the following key indicators: inclusion and co-design, approaches to engagement, remuneration and support.

Principle 6: Collaboration & Stakeholder Engagement

Developing effective working relationships with key stakeholders will go a long way to building the cultural responsiveness of a mental health service.

This principle includes the following key indicators: networks and external representation.

Principle 7: Promotion, Prevention & Early Intervention

Stigma can be significant in CALD communities, and there are a number of key considerations when it comes to mental health promotion and suicide prevention in a multicultural context.

This principle includes the following key indicators: mental health promotion, suicide prevention and targeted approaches.

Service Module 4: Building a Culturally Responsive Mental Health Workforce

This module looks at the policies and practices needed to help build a strong and culturally responsive mental health workforce across Australia. It covers the following key principles:



Principle 8: Professional Development

Providing staff with opportunities to learn about cultural responsiveness, reflect on their assumptions and embed their learning into practice is essential.

This principle includes the following key indicators: awareness and cultural competence.

Principle 9: Diversity & Inclusion

Developing policies and practices that attract and retain a diverse and inclusive workforce helps to build the cultural responsiveness of a mental health service.

This principle includes the following key indicators: recruitment, diversity, specialists and remuneration.

Principle 10: Resources & Support

Ensuring staff have access to resources from both within the organisation and through external partners will support them to work in a culturally responsive way.

This principle includes the following key indicators: internal support and external support.

Self-reflection tools

The self-reflection tools provide an opportunity to undertake a brief, overview assessment of cultural responsiveness. There are two self-reflection tools available: one tailored for Primary Health Networks (PHNs) and the mental health services they commission, and the other for individual practitioners.

Primary Health Network: Self-Reflection Tool

For PHNs and the mental health services they commission, the self-reflection tool can be used in two main ways. Firstly, the tool can be used as a reference point in the commissioning and monitoring of mental health services in the PHN's region. Alternatively, the tool may be used as an entry point for the PHN or the services they commission to identify their needs, and then go deeper by undertaking relevant a service module.

Individual Practitioner: Self-Reflection Tool

For individual practitioners, the self-reflection tool is a quick and accessible way to reflect on the cultural responsiveness of their practice. The brief, overview assessment allows the practitioner to identify both their strengths as well as any areas they may wish to work on. Practitioners can then use the list of relevant resources and support provided to further develop their cultural responsiveness, and re-visit the tool at any time to reflect on their progress.

