

How to provide support as a health service leader

How to be culturally aware

Enabling and supporting diversity

Recognising the needs, wishes and preferences of our diverse communities.

Recognition

- ✓ Are we recognising the needs, wishes and preferences of diverse consumers, carers, family and kinship groups in the community? Are we aware of these factors in the way we generally talk about mental health?
- ✓ Does the service recognise that people and families may live with multiple and overlapping forms of discrimination and disadvantage?
- ✓ Does the service recognise that some people may have been marginalised and experienced trauma in previous use of services?

Engagement

- ✓ Does the service have productive connections and partnerships with members or representatives of diverse groups in planning and decision-making committees, and in its workforce?
- ✓ Are there strategies for strengthening and supporting these partnerships, and for designing engagement that supports culture and identity?

Voice

- ✓ Does the service enable diverse voices to be heard regarding lived experience, accessing the service, and ways of improving safety and quality?

Further information

Framework for Mental Health in Multicultural Australia

This Framework is a useful tool to help organisations identify what they can do to enhance their cultural responsiveness.

The NGO CALD Mental Health Lived Experience Workforce: Standards and Guidelines – self assessment tool for organisations

This document covers a range of cultural and CALD standards to support organisations to achieve diverse consumer and carer participation.

Find out more

Visit our **website** to read **Section 3** of the Guide.



Australian Government
National Mental Health Commission