

Working with Cultural Diversity- The Cultural Support Program

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Cultural Support Program (CSP)

- Pool of 180 bilingual staff across 30 priority languages
- Work with health services to improve access to and delivery of services for migrant communities.
- Stringent selection criteria for recruitment. Cultural Support Workers (CSWs) come from diverse range of professional backgrounds
- Unique to SLHD



Priority Languages



Established communities

New and emerging communities

Scope of Practice



Broad scope of practice:

- Community engagement
- Community Education
- Resource Development
- Research
- Media and communications
- Health system navigation

Ongoing professional development:

- Role induction
- Skills-based
- Content driven

Support and supervision from CSP Coordinator



- **Welfare checks** for travellers returning to Australia from mainland China in February/March 2020 and **community liaison** with Chinese community organisations
- Provided **in-language concierge and cultural liaison** at COVID pop-up testing and vaccination clinics in areas of high migrant density.
- Conducted **in-language contact tracing** on behalf of the PHU in response to COVID-19 cases and close contacts.
- Conducted **audits of commercial and retail strips for in-language COVID-19 signage** in suburbs with high migrant populations **distributed in-language resources**.



- Developed a range of **multilingual resources** in more than **20 priority languages** to enhance COVID-19 health literacy, many of which have been adopted by the MoH for state-wide.
- Developed and delivered **multiplatform communication campaigns** targeting priority communities in response to local clusters, cases and hot-spots and to promote vaccination clinics.
- Conducted **focus groups in-language** with community members to build understanding of **barriers and enablers to vaccination uptake** (Arabic, Chinese, Korean, Macedonian, Spanish, Vietnamese, Bangla, Urdu, Nepalese, Farsi, Mongolian and Rohingya).



Benefits & Challenges

- Responsive
 - Agile & Flexible
 - Room to Grow
 - Opportunity
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- Recruitment
 - Availability
 - Role delineation

Thank you

