Western Australia is the most culturally diverse state in Australia and this diversity is increasing. Almost a quarter of Australia’s population was born overseas from over 200 countries. Culture, language, traditions and beliefs have implications for mental health and how illness and its treatment are delivered and interpreted.
The National Cultural Competency Tool

Is a practical and easy to use package designed to enhance the capacity of mental health services to effectively work transculturally.

- Comprises National Cultural Competency Standards, practical aids and a self-assessment checklist.
- Is designed to progressively embed culturally competent practices into organisational processes.
- Will assist with the introduction of processes such as linking with transcultural mental health experts, accessing appropriate interpreters and collecting appropriate cultural data to facilitate planning.
- Will lead to more accurate diagnoses and increased positive clinical outcomes.
- Is easily adaptable and specifically designed for use by public, private and non-government organisations (NGO) regardless of size.

Benefits of Implementation

- Results in real service changes demonstrated by:
  - Easier assessment of clients
  - Improved consumer, carer and family engagement
  - Better communication between service providers and clients
  - Improved mental health outcomes
- Meets clinicians’ demands for practical culturally responsive processes.
- Meets community demands for a culturally responsive change in the provision of care.
- Translates service requirements related to cultural competency into practice.
- The Tool is aligned and facilitates compliance with:
  - National Standards for Mental Health Services (Standard 4: Diversity Responsiveness)
  - Evaluation and Quality Improvement Program (EQuIP)
  - Australian Council on Healthcare Standards (AHCS)
  - National Safety and Quality Framework
  - 4th National Mental Health Plan
  - National Mental Health Policy 2008
  - Legislation requiring mental health services to be accessible and appropriate to all Australians.

Free Training and Support

- Focused on imbedding cultural competency into organizational processes.
- Available to all public, private and NGO mental health services statewide.

FACT SHEET

Cultural competency is being aware, responsive and sensitive to cultural diversity.

The National Cultural Competency Standards

1. The service’s Strategic Business Plan, or equivalent, recognises the relevance of transcultural mental health issues in service planning, implementation and evaluation.
2. The service collaborates with key mental health government and broader community stakeholders working with people from culturally and linguistically diverse (CALD) backgrounds.
3. The service engages in evaluation, research and development of culturally appropriate service delivery relevant to transcultural mental health.
4. The service ensures equitable access for people from CALD backgrounds and their carers and families.
5. The service adheres to a Language Services Policy.
6. The service makes available and encourages:
   - Mental health cultural competency training for its staff with independently and externally evaluated state-endorsed cultural competency training where available
   - The use of culturally appropriate assessment and planning tools
7. The service ensures CALD consumer and carer participation in service planning, implementation and evaluation.
8. The service has proactive support from senior management for developing transcultural mental health initiatives.

For further information or to register your interest:
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