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9(2)(a)

RE Official Information Act request CDHB 10214

I refer to your email, dated 30 October 2019, requesting the following information under the Official Information Act from Canterbury DHB in relation to culturally appropriate Asian health services. I note your request was clarified on 31 October 2019.

The local resident population at the 2018 census who identified as being of an Asian ethnicity or decent (and including those born locally within New Zealand) - and the more likely cohort of people to access our mental health services over tourists from Asian countries who visit on holiday to the area - is in Canterbury, 11% (66,672 of the total Canterbury population of 599,694).

1. What training do all frontline staff (those who deal directly with patients, across all sectors of health) have for providing culturally appropriate services to people from the Asian community?

Under the Health Practitioners Competence Assurance Act each registration authority is responsible for setting the standards of clinical competence, cultural competence, and ethical conduct. Training for a number of the Canterbury DHB health professionals is based around the concept of cultural safety which means that the clinician recognises the impact his or her personal culture may have on his or her professional practice.

Cultural includes, but is not restricted to, age or generation; gender; sexual orientation; occupation and socioeconomic status; ethnic origin or migrant experience; religious or spiritual belief; and disability. Unsafe cultural practice is any action which may diminish, demean or disempower the cultural identity and well-being of an individual in our care.

Although there is no specific training for front line staff undertaken at Canterbury DHB in regard to culturally appropriate services to people who come from multiple countries and backgrounds among the very rich and culturally diverse range of Asian communities, we offer the CALD (Culturally and Linguistically Diverse) training which was developed by Waitemata DHB. www.ecald.com; This was created to provide guidance for health practitioners experiencing cross-cultural interactions with migrant and refugee patients from linguistically, culturally and religiously diverse backgrounds, as well as cross-cultural interactions between colleagues in a culturally diverse workplace. The link to this website section for Asian communities in particular is: <https://www.ecald.com/assets/Resources/Chapter-2-Introduction-to-Asian-Cultures.pdf>.

The courses that have been offered face to face for Canterbury DHB this year have been eCALD 'Cultural Competency and Working with Interpreters' (offered on 5th and 6th of June and 19 and 20th November 2019), 'Working with migrant patients' (19th Nov) and 'Working with refugee patients' (20th Nov). We are not aware of any other specific courses for working with Asian Health held this year.

2. How many people from the Asian community seek mental health services or support for mental health at the Canterbury DHB each year for the last five years?

The number of people of Asian ethnicity supported by Canterbury DHB's Specialist Mental Health Service is shown in **Table one** (below).

Table one:

Financial Year	2014-15	2015-16	2016-17	2017-18	2018-19
No. people (distinct NHIs)	253	287	282	306	331

3. How long is the current waiting list for Asian Mental Health clients (if there is one)?

Waiting times vary according to the nature of the service people are referred to e.g. crisis service, Anxiety Disorders Unit. The average waiting time from referral to first contact for all Specialist Mental Health Service consumers was 10 days for the 12 months ending 31 October 2019. For people with Asian ethnicity the average waiting time was 8 days.

4. How many clinical staff, i.e. trained professionals does the Canterbury DHB have to provide fully culturally appropriate Asian mental health services, can I have this broken down into the different Asian groups?

Specialist Mental Health Services does not have specialist Asian mental health workers.

5. How many cultural advisors does the Canterbury DHB have and can I have this broken down into different Asian groups?

While Canterbury DHB doesn't employ cultural advisors specifically for different Asian groups we employ a number of nursing and other clinical staff from Asian nations and cultural backgrounds. These staff are, on occasion, able to provide advice to wider staffing sectors about culturally appropriate service provision where required, including to our mental health services. In addition we also have interpretation services on call.

All health professionals are expected to take into account the cultural needs of a consumer and their family/whanau when providing care.

6. How many complaints has the Canterbury DHB received about the lack of culturally specific services for Asian people in the last five years? Can I have this broken down by each year?

There have been no complaints received by the Canterbury DHB about the lack of culturally specific services for Asian people in the last five years. However we did receive one complaint from a patient in 2018 relating to (Asian) cultural sensitivity in the time we have been recording on Safety 1st. (2.5 years). We are declining to provide the specifics of this complaint under section 9(2)(a) of the Official Information Act to protect individual privacy.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely



Melissa Macfarlane
Acting Executive Director
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