

Diversity Dialogues | What is equal opportunity & how does it support equity & diversity in healthcare

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Acknowledgements

Thanks go to all who attended the forum; particularly the Panel members who were Mike Hart (Equal Opportunity Commission), Ruth Lopez (Cultural Diversity Unit DoH), Champo Ngweshe (Ishar), Tania Harris (HCC) and Elizabeth Davies (Equal Opportunity Commission). Panel members underpin Diversity Dialogues and their input, knowledge and experience are integral to the forums' effectiveness; once again thanks and appreciation to all of you.

Feedback

Feedback comments reflected people's thoughts and included:

- Learning about the practical applications of equity
- A very knowledgeable and interesting panel - I enjoyed each of them telling us about what they do. Discussion after very thought provoking, too.
- Interesting in a room of health workers, some people didn't know about the National Safety and Quality in Health Service Standards.
- The Q&A session was really useful
- Increased knowledge about the role of the Equal Opportunity Commission
- It was all very interesting - particularly to hear what other people/organisations do
- Enjoyed open discussion - good variety on panel
- Great discussion with attendees in sector & good panellists

Forum evaluations indicated that the forum assisted people to develop their knowledge in this area.

Recommendations

The recommendations made at the forum were many and varied and are noted below:

- Interpreter use in health care - work with entities that work with GPs, chemists, local governments to increase and encourage use of interpreters
- Educate communities about Safety and Quality in healthcare
- Think Patient First
- Provide an information centre that is accessible to healthcare staff – DoH – Ruth (DoH) responded that a corporate website is being developed and that the Cultural Diversity Unit will have a CaLD hub in that space.
- Increase and improve the information flow around CaLD communities – from boards and committees to people on ground level e.g. pharmacy, nursing staff
- Utilise and uphold National Safety and Quality Standards re interpreter use – GPs come under this
- More transparent communication between providers and patients/clients e.g. inform patients what happened to staff concerned in a patient complaint? What were the actions taken that followed the incident?
- Health care providers need to develop a model – Needs and Impact - use EOC's Substantive Equity
- HCC and EOC run a workshop regarding Substantive Equity in healthcare
- Increase education for CaLD communities about their rights in healthcare
- Lobby the Federal Government re increased funding provision for interpreter services

- Encourage Primary Health to attend these forums and workshops
- Develop campaigns re preventative health care

