



**HEALTH CONSUMERS'
COUNCIL**
YOUR VOICE ON HEALTH

Diversity Dialogues

A Multicultural Perspective on Pregnancy, Birth and Postnatal Care Report | May 2015

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Department of **Health**

Background

Diversity Dialogues was initiated as a means of providing a forum for members of Culturally and Linguistically Diverse (CaLD) communities and health care providers to meet, to comment on and to discuss various aspects of health care provision. The aims are to:

- encourage culturally aware and competent health care provision to CaLD health consumers
- educate and inform health care providers
- provide networking and learning opportunities for all who attend.

Recommendations are fed on to health care providers and to the Department of Health.

Frequently forums are held in partnership with other service providers. Health topics to date have been (for example) Men's Health, Dementia, Mental Health and the use of interpreters in health care. This forum was held in partnership with DNAMER, KEMH, with support from Jenny Owen, Midwifery Educator.

A multicultural perspective on pregnancy, birth and postnatal care

Acknowledgements:

To the people who agreed to be Panel members, Ms Joansy Pegrum (Burma/Myanmar), Dr Asifa Asif (Pakistan), Ms Eva Mwakichako (Kenya) and Mr and Mrs Gabi and Aisha Turi (Ethiopia), I can't thank you enough for agreeing to participate. Your comments are invaluable in assisting health care providers develop their understanding of working with people from diverse cultures and to then be able to apply that in their work. Thank you for being willing to donate your time and your knowledge, I appreciate you more than I can express.

Thanks also go to Jenny Owen for agreeing to be part of the forum and for her support, it is much appreciated. I would also like to mention Dr Zarrin Siddiqui (Associate Professor in Medical Education (Assessment) – UWA) who was supportive of the forum and invaluable in the recruitment of Dr Asifa Asif! Boht boht shukriya Zarrin.

Lucy Carter, Operations Manager at the HCC, is owed thanks for her assistance on the day, and for taking the great photos you will see here.

The forum:

Almost seventy people attended in person whilst four regional areas engaged via video conferencing. There was a keen level of interest in the topic and people demonstrated their willingness to engage with and learn from the Panel members.

The format of Diversity Dialogues is to ask panel members to introduce themselves and to provide some cultural information re the topic area. During the refreshment break there is the opportunity for everyone to meet and network; when the forum resumes it is open for Q&A.



Joansy Pegrum, Dr Asifa Asif and Eva Mwakichako

Many questions were asked of the Panel and much networking was done during the break. This provides an invaluable opportunity for service providers and community members to speak face to face about concerns. It also accommodates community members being able to inform providers on a one on one basis and can help to build relationships between community and provider; it is one of the corner stones of community development and engagement.



Justine and Eva Mwakichako

Whilst it was not possible to record the Q&A session, the recommendations that were put forward were noted. Please feel free to share this information with colleagues; some recommendations can be implemented on site whilst others will require further support.

Recommendations made:

- There is a need for greater service provision in this area of health in the southern corridor which has a lack e.g. there is Ishar in the northern corridor
- It is important that female doctors and nurses are provided as much as possible
- If a male practitioner has been called to a labour ward e.g. an x-ray is required, forewarn the woman so she can be aware of this and prepared
- Explain more about the placenta well before the birth and what is done with it, in Pakistan it is disposed of
- Admission paperwork – needs to have room for specific cultural requirements
- Needs to be more information about types of analgesia
- More information needs to be provided around contraception
- More information about support groups and playgroups
- Assisted delivery – needs to be more information provided about this during pregnancy

- People need the opportunity to build a relationship with their child health nurse, this cannot happen when they are changed all the time and discourages some mothers from engaging fully
- Needs to be more community education re roles e.g. child health nurses
- Hospital advocacy services for CaLD



Mr and Mrs Gabi and Aisha Turi

- More community mother's groups/programs – child health, could OMI be involved here?
- Redirected funding
- More midwifery group practices
- Identified community members to be liaised with by government departments etc.
- Greater explanation required of various concepts e.g. mother's groups
- Have a paid position for a liaison person who meets with/engages with communities
- More translated books/materials re development of baby, also pictorials
- Greater use of bi-cultural women – see above recommendations
- Increase services around women's health south of the river

Dr Asifa Asif and Christine

Evaluations:

Fifty five evaluation forms were collected. Comments include:

Which part of this forum was of most interest to you? Why?

- Having a panel with people from a diverse group and in particular a male perspective on maternal care and child birth in Australia vs home country
- How important culture is to CALD clients
- The panel was fantastic! It was really interesting to hear of their experiences and perspectives
- What was helpful to clients. The stories of the panel member's experience with their own and other post natal cultural practices
- The mention of trauma and grieving. Not having extended family
- Listening to panel members talk about different cultural norms in the prenatal period having an awareness of these norms will allow me to have a greater understanding of how to care for patients from different cultures
- Wanting to improve my practice with CALD population and picked up tips here and there



Lyn and Jenny

Any other comments?

- Simple explanation for getting back to basics with clients was excellent advice
- Great panel
- More time for recommendations
- More work with groups coming up with recommendations and referring back forum
- Very well organised- it was a nice session and nice that afternoon tea was provided- please have more forums.
- Please let us know when these forums come up so we can plan to attend
- Enjoyed it, and made me think of the differences and problems faced by migrant families

- Thank you for opportunities to learn, contribute and implement new ideas into society etc.

The majority of people who attended thought that “The forum helped me develop greater knowledge and understanding of the importance of considering culture in my practice” with a similar response to the statement “After attending this forum I have a better idea of how to work effectively with culturally diverse patients and families”.

Included in the evaluation is space for suggestions for future forums, it is encouraging to see so many ideas, the HCC will do its best to respond over time. Diversity Dialogues is a great opportunity for sharing information and growing networks; we hope to see you at one of them.

