

Cultural Integrity in Service Delivery

A whole organisation response to CALD reproductive and sexual health

Family Planning NSW is committed to providing equitable and accessible reproductive and sexual health services, by using a holistic approach to engage with culturally and linguistically diverse (CALD) communities.

policy and planning

Our CALD-specific state plan identifies strategies to deliver integrated services across FPNSW centres and considers tailored activities for priority populations.



clinical services

Half of the clients visiting our Fairfield Multicultural Service are from CALD backgrounds and are seen by medical and nursing staff who are from CALD backgrounds or who have experience working with CALD communities.



health promotion

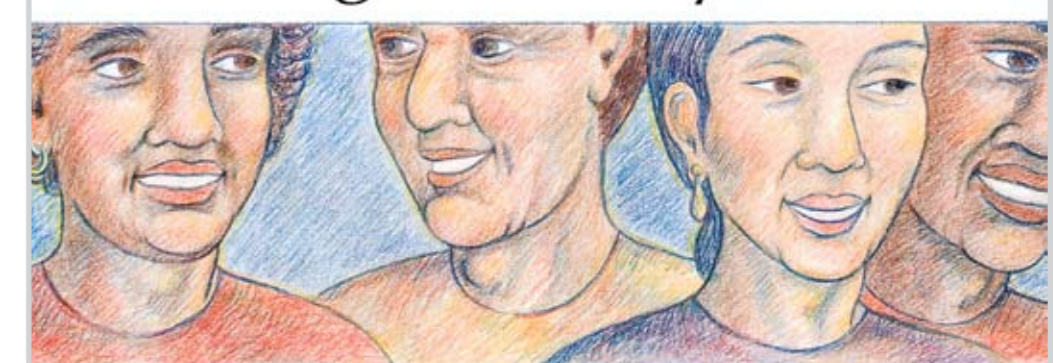
Health promotion campaigns are developed in consultation with CALD community members. The RAP4AC – Project and Forum was conducted to determine the sexual health information needs of urban African and refugee women.



resource development

We strive to meet the needs of new and emerging communities by using plain English and translations. The recently launched Women & HIV Factsheets are currently being translated into three priority languages. The *Multilingual Body Charts* are available in seven languages. The *Down There* DVD has been translated into Mandarin, Persian and Arabic.

BODY TALK Multilingual Body Charts



professional education

Training courses which specifically address cultural competency around reproductive and sexual health: *Sexuality and Health*, *Down There* and *Talking Taboo*. These professional education courses, available throughout NSW, link to community education activities enabling participants to conduct community education sessions.



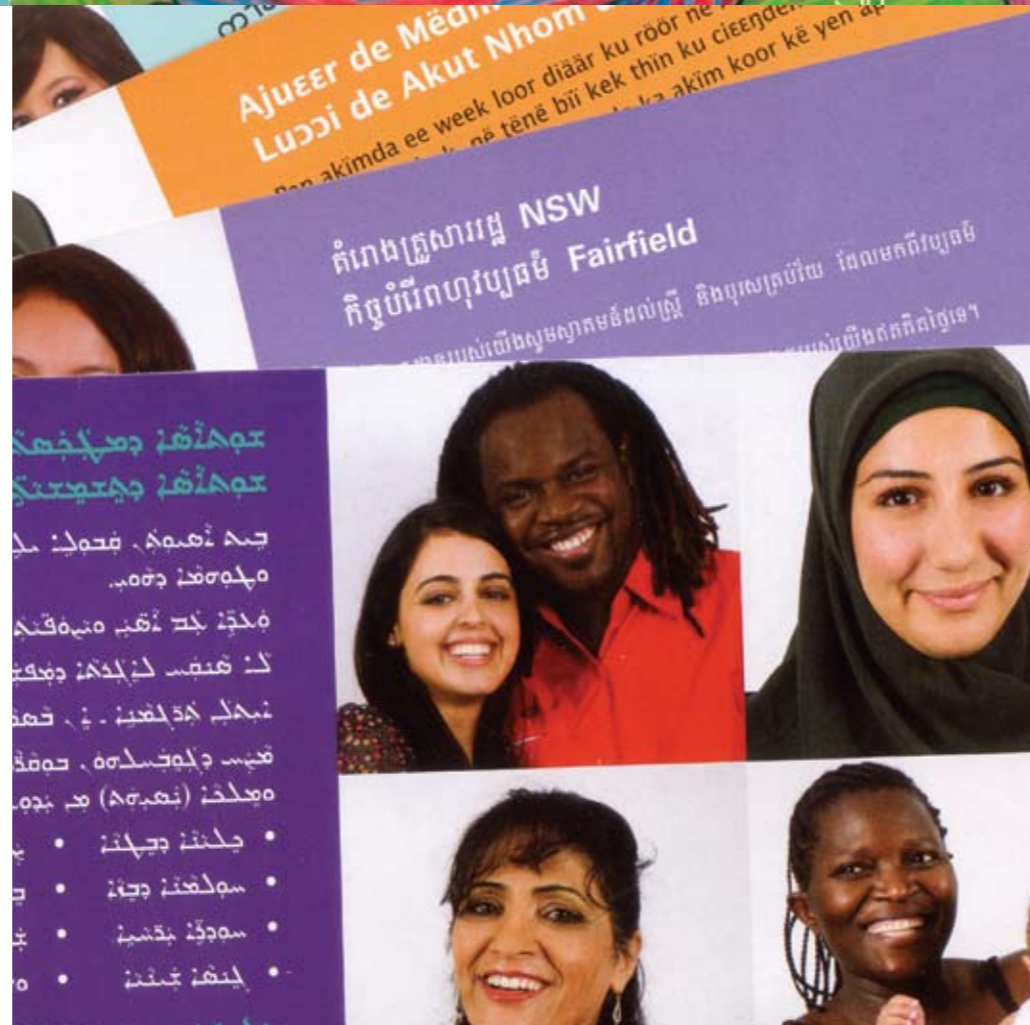
community education

Half of our education requests are to provide community education sessions, where we use translators or the bilingual skills of our own health promotion officers. Training is culturally sensitive and appropriate and we use CALD specific resources including *Down There* DVD, FPNSW translated Factsheets, *Multilingual Body Charts* and our *Contraceptive Kits*.



marketing and cultural competency

To reflect the CALD community, we developed a photo library with local community models from 12 different backgrounds. These images are used on our website, health promotion and training resources and sexual health promotion materials.



research and evaluation

FPNSW collects data about clinic visits, country of birth and language spoken at home which allows for service analysis. This information gives FPNSW a better understanding of the communities accessing and not accessing our services.



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