

Co-Production Sessions CALD Engagement Project Wellways Australia

Overview of the CALD Project

There is a significant lack of engagement within mental health, disability and carer services from the Arabic speaking population within Australia.

This is due to several factors including quality of service provision, access inequalities and experiences of trauma. Within the Arabic speaking community, there is a lack of mental health literacy, especially among groups and leaders who possess substantial influence. Subsequently, while great strides have been made in training service providers to be more culturally sensitive, structural barriers still remain to the Arabic communities' access to services, including lack of bilingual staff, discrimination, language and translation barriers, low literacy and poverty.

Wellways Australia created the CALD Engagement Project with the aims of obtaining feedback from the community about how these barriers may be reduced; and how Wellways as a service provider can reflect these considerations in its service delivery.

The CALD Engagement Project has consulted with the Arabic speaking community to understand:

- How Wellways can tailor its service provision to be more culturally accommodating to the Arabic speaking community.
- How Wellways can tailor its service provision to attract and on-board more Arabic speaking participants.
- How Wellways can contribute its expertise and resources to assist in breaking down the barriers to service access within the community.

Co-Production Sessions - What will we be discussing?

Session 1: How should organisations structure their service provision to be culturally accommodating?

Talking points:

- Should we prioritise hiring bilingual staff or staff who are the same cultural background as participants?
- What type of essential training should we provide staff supporting Arabic speaking clients?

Session 2: How do we build partnerships with Arabic speaking organisations?

Talking points:

- Why are partnerships important? E.g. Filling in gaps across services.
- How do we reduce conflicts of interest when creating partnerships?

- What would organisations need from Wellways to create an effective partnership? E.g. culturally appropriate services, bilingual staff, streamlined referral pathways.

Session 3: What are some key considerations when attempting to increase exposure within the Arabic speaking community?

Talking points:

- How do the Arabic speaking community access information?
- How do we present services in a welcoming and culturally appropriate way? E.g. emphasising the confidentiality of services, community representation within marketing campaigns, Arabic speaking peer workers with lived experience.

Session 4: How do we contribute to increasing mental health literacy within the Arabic speaking community?

Talking points:

- Are Mental Health Literacy Education Sessions enough?
- How do we continue the momentum of our outreach within the community? E.g. referring participants to other organisations and/or programs.

Contact Us



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