

Developing a culturally and linguistically diverse organisational audit tool for drug and alcohol treatment services: Evaluation findings and insights from culturally and linguistically diverse experts

Authors: Tata De Jesus¹, Robyn Horwitz², Sujith Kumar Prankumar², Joanne Bryant², Alison Jaworski³, Ahmad Jadran³, Loren Brener²

¹*Network of Alcohol and other Drugs Agencies (NADA), Sydney, Australia;* ²*University of New South Wales Centre for Social Research in Health (CSRH), Sydney, Australia;* ³*Drug and Alcohol Multicultural Education Centre (DAMEC), Sydney, Australia*

Presenter's email: tata@nada.org.au

Background: Australia's National Drug Strategy identifies Culturally and Linguistically Diverse (CALD) communities as a priority population, given risk factors arising from migration, resettlement, acculturation, or refugee-like experiences. NADA and DAMEC developed and implemented an organisational audit tool to assess how Alcohol and other Drugs (AOD) residential treatment services respond to the needs of CALD clients across all aspects of service delivery, including governance, environment, community liaison and workforce profile.

Description of Intervention: UNSW's Centre for Social Research in Health evaluated the project through a mixed-methods approach to map organisational capacity to support CALD clients and to evaluate the efficacy and acceptability of the project. Further consultations were conducted with CALD experts through a hypothetical case study on help-seeking behaviours in CALD communities.

Acceptability: Overall, cultural inclusion across organisational practices is not high, in contrast to staff perceptions of their own and their colleagues' competence. There was high acceptability of the audit process and participants expressed hope that this would be made available more broadly. Due to the diversity within and between communities, CALD experts stressed the importance of engaging with CALD clients holistically, with considerations around cultural practices reflecting in data collection.

Conclusion and Next Steps: The project is being expanded to measure efficacy of the audit tool in AOD non-residential settings. Furthermore, NADA is developing a AOD CALD worker network that could act as a mouthpiece for broader issues affecting CALD practitioners and inform wider sector development and advocacy projects.

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