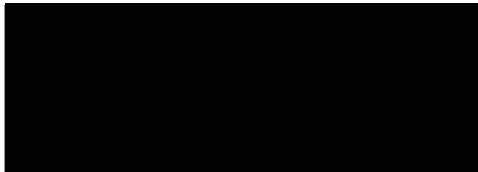




**Hospital Services**

North Shore Hospital Campus  
Shakespeare Road, Takapuna  
Private Bag 93-503, Takapuna  
Auckland 0740  
Telephone: 09 489 0527  
Facsimile: 09 486 8339

15 November 2019



Dear 

**Re: OIA request – Culturally appropriate Asian health services**

Thank you for your Official Information Act request of 30 October 2019 seeking information about culturally appropriate Asian health services from Waitematā District Health Board (DHB).

Before responding to your specific questions, it may be useful to provide some context about our services to assist in the interpretation of the information provided. Waitematā DHB serves a population of more than 630,000 across the North Shore, Waitakere and Rodney areas, the largest and one of the most rapidly growing DHBs in the country. We are the largest employer in the district, employing around 7,500 people across more than 80 different locations, with 30% of our workforce identifying as Asian. Waitematā DHB's Asian Health Service provides a range of cultural and language-specific services to Asian patients and community members. To view more information view <http://www.asianhealthservices.co.nz/>

In response to your specific request, we are able to provide the following information:

**1. What training do all frontline staff (those who deal directly with patients, across all sectors of health) have for providing culturally appropriate services to people from the Asian community?**

The following cultural trainings and workshops are available for all Waitematā DHB staff:

- Cultural and linguistically diverse (CALD) competency courses:
  - Culture and cultural competency
  - Cultural competency and working with interpreters
  - Working with migrant patients
  - Working with refugee patients
  - Working with interpreters
  - Working with Asian mental health clients
  - Working with religious diversity
  - Working with CALD families: disability awareness
  - Working in a mental health context with CALD clients
  - Working in a mental health context with CALD children and adolescents
  - Working with addiction with CALD clients
  - Cultural competency and customer service
- Asian cultural workshop at orientation for new graduate nurses and newly employed nurses
- Asian cultural workshop at orientation for allied health new graduates
- Asian cultural workshops for specific services on requests (e.g. palliative care, emergency department, child health, chaplaincy service and volunteer programme)
- Other cultural workshops for workforce development

- Muslim cultural workshop and former refugee cultural workshop for health professionals (including mental health).

**2. How many people from the Asian community seek mental health services or support for mental health at Waitematā DHB each year for the last five years?**

Financial Year	Number of mental health and addiction service users	Number of Asian clients	% of Asian clients
2014/15	19,222	1,105	5.75%
2015/16	23,017	1,490	6.47%
2016/17	24,561	1,736	7.07%
2017/18	24,640	1,858	7.54%
2018/19	25,384	2,013	7.93%

**3. How long is the current waiting list (if there is one)?**

There is currently no waiting list for our Asian Mental Health Service.

**4. How many clinical staff, i.e. trained professionals does Waitematā DHB have to provide fully culturally appropriate Asian mental health services, can I have this broken down into the different Asian groups?**

The ethnicity data of our Asian workforce in specialist mental health and addiction services, which includes full-time, part-time, fixed-term and casual staff, is provided below. Data for the Asian Mental Health Service team is answered in question 5 below. Figures provided are as at October 2019.

Mental Health staff	Total
Asian*	33
Chinese	35
Filipino	49
Indian	111
Indo-Fijian	19
Korean	23
Sri Lankan	4
<b>Total</b>	<b>274</b>

\*Ethnicities within Central, East, South, Southeast and Western Asia have been banded together in order to protect the privacy of individuals under section 9 (2) (a) of the Official Information Act.

**5. How many cultural advisors does the Waitematā DHB have and can I have this broken down into different Asian groups?**

There are 11.95 full-time equivalent (FTE) Asian cultural workers and 31 contracted Asian cultural workers and health professionals for cultural-specific needs:

	Asian cultural workers	Ethnicity	Spoken languages
Asian Patient Support Service	4.75 FTE	Chinese Korean	English, Mandarin, Cantonese, Korean

	10 contractors	Chinese Korean Indian Filipino Japanese Pakistani	English, Mandarin, Cantonese, Korean, Hindi, Tamil, Urdu, Pashtu, Filipino, Tagalog, Cebuano (Bisaya)
Asian Mental Health Services	5.5 FTE	Chinese Korean	English, Mandarin, Cantonese, Korean
	21 contractors (psychiatrists, psychologists and other mental health professionals)	Chinese Korean Indian Japanese Malaysian	English, Mandarin, Cantonese, Korean, Hindi, Punjabi, Japanese, Malay, Indonesian
Community Child Health Service	1.7 FTE	Taiwanese Korean	English, Mandarin, Korean

**6. How many complaints has Waitematā DHB received about the lack of culturally-specific services for Asian people in the last five years? Can I have this broken down by each year?**

There have been no complaints received about the lack of culturally-specific services for Asian people in the last five years.

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**Debbie Holdsworth**  
Acting Director Hospital Services  
Waitematā District Health Board