

Recovery principles for people of CALD background at MI Fellowship Victoria

Delphi study results from Sue Farnan's thesis categorised into areas of service within the MIFellowship Victoria

Collectivism and family related issues	Handbook	Intake	Programs	Memberships	Events & communication	Consumer Unit	Regional & org issues	Org services
Consult about how to have family involved in care	Yes	Yes			N/A			
Involve family in engagement of participants eg viewing the programs			Yes	Yes	N/A			
How relevant is independence?	Yes	Yes			N/A			
Work with family til comfortable			Yes	Yes	Yes			
Support family and participant	Yes	Yes	Yes	Yes	Yes			
History of family relationships should be sought to assess risks and strengths		Yes			N/A			
Gather history of family in relation to migration, trauma and torture		Yes						
Consult with family re plan for recovery		Yes	Yes	Yes	N/A			
Enquire about heads of family and decision making and consult accordingly		Yes						
Families should be invited to critical points – IPP, review, exit and referral		Yes	Yes	Yes	Yes			
Gender issues								
Gender preferences should be taken into account when allocating workers and interpreters	Yes	Yes	Yes	Yes	N/A	Yes	Yes	

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Stigma	Handbook	Intake	Programs	Membership	Events & communications	Consumer Unit	Regional & org issue	Org Services
Provision for gender specific programs for men and women	Yes	Yes	Yes	Yes	Yes			
Resources should be allocated to community education within these communities					Yes	Yes	Yes	
Leaders of CALD communities should be invited to MI Fellowship events					Yes		Yes	
Peer education has an important role to play					Yes	Yes		
CALD participation in consumer and carer participation is important						Yes	Yes	
Resources should be allocated to community liaison with CALD communities							Yes	
Consultation with communities to establish appropriate language and issues should be undertaken					Yes	Yes	Yes	
Program staff should be recruited from a range of CALD backgrounds							Yes	
Ethno-specific arenas should be used for programs	Yes		Yes		Yes	Yes	Yes	

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A peer support model should be used to work with people of CALD backgrounds			Yes			Yes	Yes	
Ethno-specific programs should be offered			Yes		Yes	Yes		
Cultural beliefs and practices								
Utilise spiritual/religious beliefs in recovery plan	Yes		Yes			Yes		
The role of support workers should be thoroughly explained	Yes	Yes	Yes					
Financial support should be sought to support cultural healing practices			Yes					
Staff should enquire about the person's belief systems regarding recovery and incorporate those into the recovery plan (Chinese herbs, prayer space, including religious figures)	Yes		Yes					
Staff should enquire about what cultural practices staff should adhere eg taking shoes off, Ramadan	Yes		Yes					
All forms of healing practices being utilised should be recorded in the file		Yes	Yes					

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Cross cultural communication with participants from a CALD background								
Staff should be aware of cultural customs and adhere to them eg speaking to head of family first, eating only after the head of the family		Yes	Yes					
As many people from CALD background are illiterate staff should take the time to fill out forms and paperwork		Yes						
Staff should enquire about about historical differences that would make it hard to work with particular groups and plan interpreting and workers accordingly		Yes						
Interpreters and bilingual workers should be engaged	Yes	Yes	Yes					
Staff should engage in more formal, impersonal communication with many cultural groups	Yes	Yes	Yes				Yes	
Community relationships								
Confidentiality should be discussed early in engagement	Yes	Yes	Yes					

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Issues related specifically to refugee populations								
Staff should expand their role to one of advocacy where necessary			Yes					
Staff should refer on to appropriate organisations for issues beyond our scope (eg trauma needing counseling)			Yes					
Staff should have training regarding refugee needs							Yes	
Control of decision making is an important concept for refugee populations		Yes	Yes					
Mi Fellowship should seek partnerships with refugee specialist organisations when working with refugees		Yes	Yes					
Staff should engage with communities at their own events to develop trust					Yes		Yes	
Staff should take time to develop relationships and trust with individuals and communities		Yes	Yes		Yes		Yes	