

Cultural responsiveness toolkit

This toolkit provides practical resources to guide you, your practice and/or organisation in ensuring you are being culturally responsive. They are aligned to each section of the framework for ease of use.

Do you know of a great resource that is not in our toolkit? [Please let us know.](#)

Levels	Indicators	Examples	Suggested resources
Patient	Patients have access to eye resources in their preferred language	Provide translated materials in languages other than English e.g. patient pamphlets & videos.	<ul style="list-style-type: none"> Vision Initiative – download multilingual pamphlets, posters & videos Medline - Pamphlets in multiple languages
	Health literacy is assessed by the practice/organisation to aid in communication	Practice's new patient questionnaires include some questions to ascertain patient's health literacy level e.g. "Do you need help understanding and reading medical or health materials?"	<ul style="list-style-type: none"> Centre for Culture, Ethnicity & Health – health literacy resources
	Feedback mechanisms available to obtain patient feedback	Conduct patient feedback surveys (anonymous)	<ul style="list-style-type: none"> RACGP patient feedback template RVEEH patient feedback form Survey Monkey how to create patient satisfaction survey
Practitioner	Cultural responsiveness training is undertaken by optometric and practice staff	Undertake professional development related to cultural responsiveness <ol style="list-style-type: none"> How to use an interpreter effectively Complete self-reflective checklist periodically to assess change over time 	<ul style="list-style-type: none"> Cultural Diversity Health - Clinicians Guide for working with interpreters Optometry Australia: Self-reflection checklist Complete CPD module on CALD responsiveness within Institute of Excellence (coming later in 2021)
Practice/organisation	Practice audits or reviews are conducted regularly	<ul style="list-style-type: none"> Practice manager and staff completes self-reflective checklist How does my practice promote and advertise to patients our cultural and linguistic competency? Conduct practice environmental and systems assessment – is the practice wheelchair accessible? Is there appointment book flexibility to allow for longer consultations? Conduct a review of your practice or organisation's level of cultural responsiveness using this toolkit 	<ul style="list-style-type: none"> Optometry Australia: Self-reflection checklist National Centre of Cultural Competence – self assessment for primary care practitioners
	Community engagement	<ul style="list-style-type: none"> Attend/sponsor community and cultural events in a professional capacity. Conduct educational talks on eye health to community groups 	<ul style="list-style-type: none"> Australian Government – Community engagement strategy Optometry Australia – Download suite of editable PowerPoint presentations for community talks

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Levels	Indicators	Examples	Suggested resources
Professions	Resources	<ul style="list-style-type: none"> Share resources that members can use in their practices to assist patients e.g. develop eye care information sheets in different language, develop short videos of diverse people explaining a medical procedure. Provide opportunities for members to share resources Help members facilitate community engagement activities 	<p>Vision Initiative – download multilingual pamphlets, posters & videos</p> <p>Cultural Diversity Health – competency standards framework for clinicians</p> <p>ASCO (USA) – Guidelines for culturally competent vision and eyecare</p> <p>Advancing cultural competence in optometry</p>
	Organisational audit	Conduct a review of the practice or organisation’s level of cultural responsiveness	CXO – Advancing cultural competence in optometry
	Professional development and training	Provide members opportunities to upskill their cultural responsiveness practices	Optometry Australia – Culturally responsive practice webpage collates CPD resources
Community	Seek local demographic characteristics and statistics	Obtain demographic information of the local community to identify any groups that require more targeted engagement	Demographic profiles of 300+ local communities in Australia
	Collaborate with local social service and health agencies	<ul style="list-style-type: none"> Build relationships with other agencies such as migrant resource centres, community health, primary care centres 	Contact your local Council to find out the relevant agencies in your area.

