

MAKING A DIFFERENCE

service provider checklist #1

providing information and services for culturally diverse consumers



- Is information about your service available to consumers in a **range of languages & formats** like audiotapes, CDs, brochures?



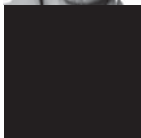
- Do you use **interpreters**? Are consumers told they have the right to an interpreter? Is there an easy way for people to identify their preferred language?



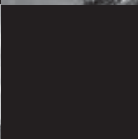
- Have interpreters been provided with basic information & training about **working with mental health consumers**?



- Have all staff & volunteers participated in **cultural competency training**?



- Do posters, pictures & other promotional materials **reflect the cultural diversity** of the service's consumers and community?



Based on **REALITY CHECK**: culturally diverse mental health consumers speak out published by MMHA.

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MAKING A DIFFERENCE

service provider checklist #2 planning & evaluating services for culturally diverse consumers



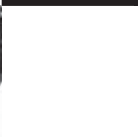
- Does your organisation **value diversity, cultural competence & consumer involvement**? Is this reflected in service delivery, planning, evaluation and documentation?



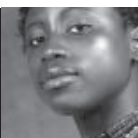
- Does your service **train & support consumers** to work with other consumers?



- Is your service aware of **local ethno-specific services**? Does it refer to these services where appropriate?

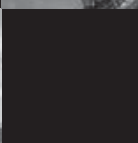


- Does your service **work collaboratively** with local ethno-specific agencies to draw on their expertise?



- Does your **service evaluation** measure how well your consumers reflect the cultural diversity of the population in your area?

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