

How do CALD consumers and carers experience the service? Here are some of the **functions** on which the organisation may chose to focus.

Availability – Does the organisation have the range and capacity of services to meet the needs of its diverse local community?

Accessibility – How do individuals and their family members enter the service, navigate and exit it? What might improve these experiences e.g. making services available at certain times and locations, improving availability of language services and materials?

Utilisation – How is the service being promoted and to whom? Consider tracking service use e.g. length of time in service, drop-out & return rates. Are certain community groups are underutilising the service? What strategies may help to address this?

Adapted from

Hernandez, M, Nesman, T., Mowery, D. Acevedo-Polakovich, I. & Callejas, L. (2009) Cultural competence: a literature review and conceptual model for mental health services. **Psychiatric Services**. Aug. Vol.60. No. 8. Pp 1046-1050.