

# Equitable Access: Engaging CALD Communities in the DAC Initiative



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## Background

The SWSLHD Direct Access Colonoscopy (DAC) program aims to improve timely access to colonoscopy services for patients with positive FOBT result through the national bowel cancer screening program, ensuring equitable healthcare access (Cancer Institute 2024).

Engaging with Culturally and Linguistically Diverse (CALD) communities is crucial to enhance patient experience, and program uptake with at least 34% of patients from a CALD background accessing the service



## Objectives

- to improve engagement with CALD communities,
- enhance the design of resources, and
- increase participation in the DAC program, ensuring representation consistent with the community's demographic composition

## Methods

1. Collaboration with resource designers and community leaders from top overseas-born populations in the region (SWSLHD & SWSPHN 2019).
2. A gap analysis revealed that the letter consumers receive after a positive FOBT lacks translation options. This project also delved deeper into cultural beliefs, working closely with the Arabic Council.
3. Identified strategies to enhance community awareness of available resources to support the engagement of the CALD community in the DAC program - culturally tailored communication, community information stalls, and feedback sessions to refine resources and address specific community needs.



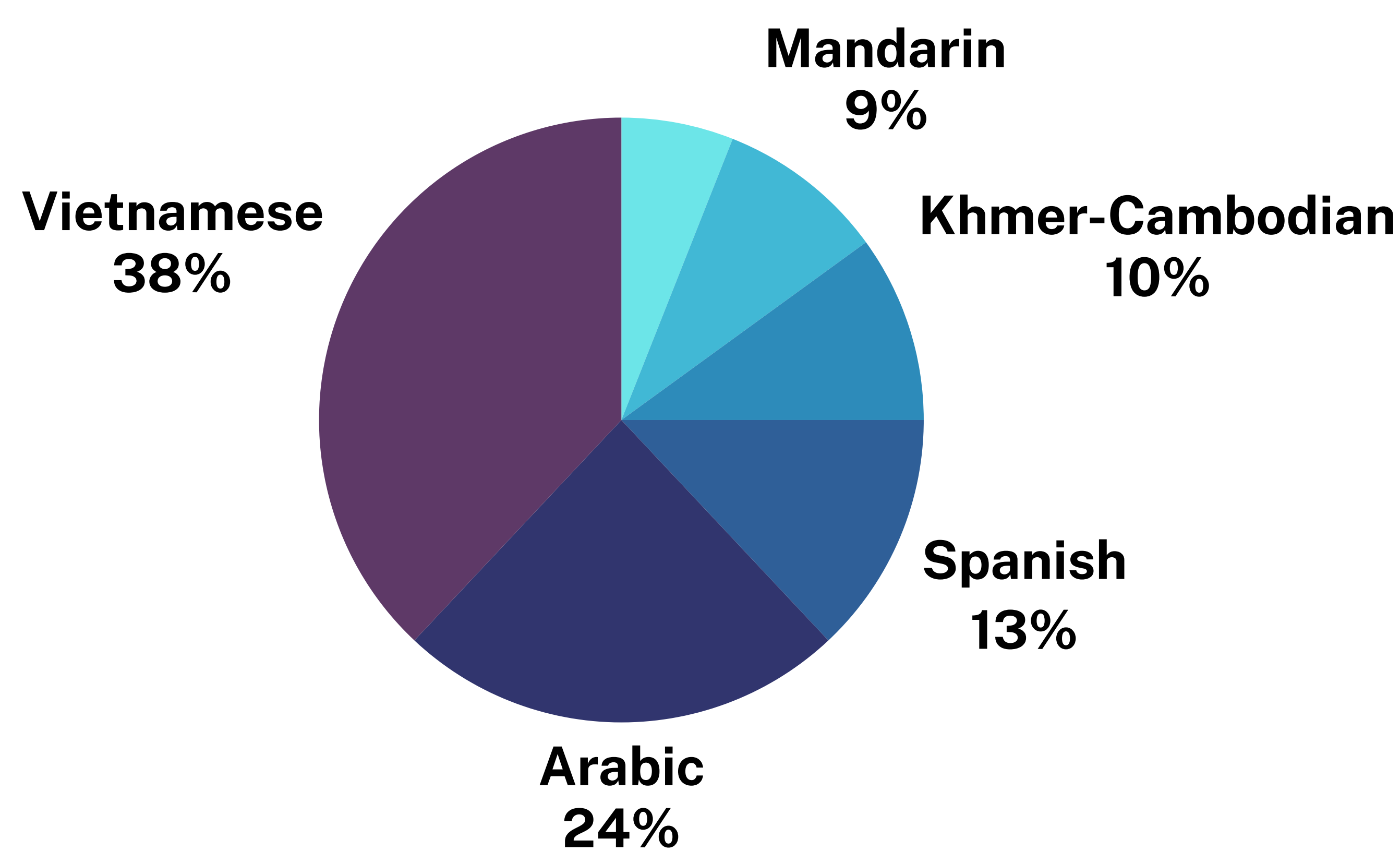
## Analysis

The engagement initiatives led to significant improvements in resource design and patient experience. Participation in the DAC program among the top three overseas-born populations (Vietnam, Iraq, and Lebanon) was consistent with their representation in the community population (Shultz & Englert 2021).

## Conclusion

The project enhanced engagement with CALD communities, improved resource design, and increased participation in the DAC program.

These efforts ensured equitable access to colonoscopy services, reflecting the community's diverse demographic composition. Continued collaboration with community leaders and tailored communication strategies are essential for sustaining these improvements and further enhancing healthcare equity.



Preferred languages other than English for DAC patients

## References:

- Cancer Institute NSW (2024), [Direct access colonoscopy model of care](#)
- Shultz PK & Englert K (2021), [Cultural Validity as Foundational to Assessment Development: An Indigenous Example](#)
- SWSLHD & SWSPHN (2019), [South West Sydney: Our Health -An in-depth study of the health of the population now and into the future](#)

