

# Culturally and Linguistically Diverse (CALD) Engagement in Redevelopment

Jemima Jabez<sup>1,2</sup>, Sharon May<sup>1</sup>, Dr Robyn Taylor<sup>2</sup>, Dr Claire Deakin<sup>2</sup> and Prof David Greenfield<sup>2</sup>

<sup>1</sup> South Western Sydney Local Health District

<sup>2</sup> University of New South Wales

## 1. Background

- Developing culturally safe healthcare environments remains an important priority for hospitals undergoing redevelopment.<sup>1</sup>
- Culturally safe spaces can enhance service accessibility for diverse communities and can lead to improved health outcomes.<sup>2</sup>

## 2. Objectives

**Knowledge Gap:** How to engage diverse consumers in large-scale healthcare redevelopment projects?

**Research Question:** How can staff engage diverse consumers and communities in metropolitan hospital redevelopment?

## 3. Methods

A mixed methodology approach:

Data Collection Tool	Participants	Analysis Approach
Survey	Consumer Representatives (n=25-40)	Descriptive statistics and thematic
Semi-Structured Focus Group A and B	Hospital Staff with redevelopment experience (n=4-6)	Thematic
	Managers in Hospital Redevelopment (n=4-6)	Thematic
Patient Experience Survey	Data records (n=30-100)	Descriptive statistical

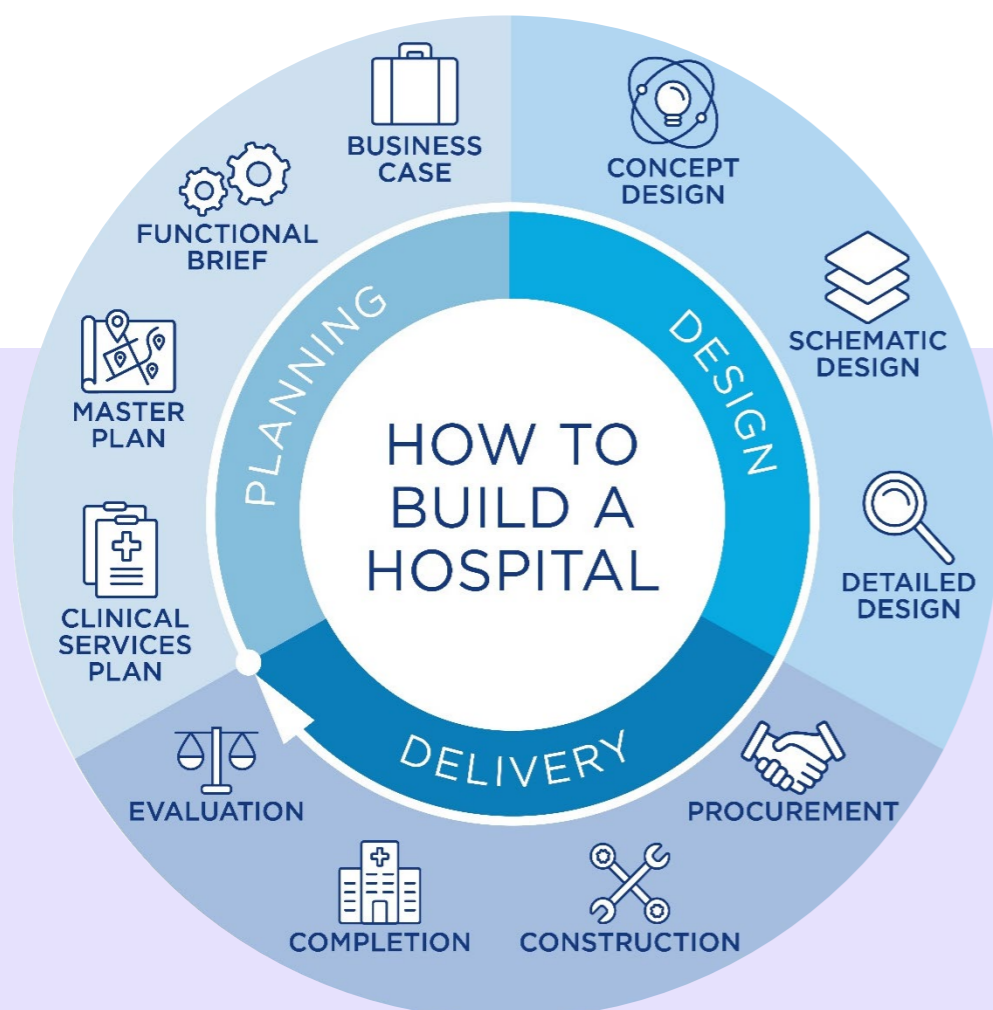


Figure 1. How to build a hospital.<sup>3</sup>

## 4. Conclusion

This study will have a positive impact across various areas within the Hospital and link with the strategic plan.<sup>1</sup>

This project will improve:

- Community engagement processes around redevelopment,
- CALD accessibility to health care services and
- Health outcomes of the CALD population.

## 5. References

1. SWSLHD. (2022). SWSLHD Strategic Framework 2022-2027. SWSLHD, [https://www.swslhd.health.nsw.gov.au/pdfs/StratPlan-Framework\\_22.pdf](https://www.swslhd.health.nsw.gov.au/pdfs/StratPlan-Framework_22.pdf)
2. O'Hara, J. K., & Canfield, C. (2024). The future of engaging patients and families for patient safety. *The Lancet*, 403(10429), pp. 791-793.
3. Health Infrastructure. 2017. How to build a hospital. NSW Health Infrastructure, [https://www.hinfra.health.nsw.gov.au/WWW\\_Hinfra/media/SitelImages/PDF/180312\\_HTBAH-Booklet\\_LR.pdf](https://www.hinfra.health.nsw.gov.au/WWW_Hinfra/media/SitelImages/PDF/180312_HTBAH-Booklet_LR.pdf)

## 6. Contact details

Jemima Jabez, Graduate Health Management Trainee  
Email: [Jemima.jabez@health.nsw.gov.au](mailto:Jemima.jabez@health.nsw.gov.au)  
Mob: 0414 241 569

If you have any questions, feedback or would like updates, please scan the QR code.

