

Evaluating Mental Health Services for Non-English Speaking Background Communities

Organization: Multicultural Mental Health Australia

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This report documents a project, funded under the National Mental Health Strategy in Australia, aimed to consider the main barriers which people of non-English speaking background experience when they need public mental health services. The project explored both these barriers, and service responses to them in the Australian context, and in the academic literature. The project then considered how services might easily and effectively track and respond to their own performances. On the basis of this research a framework for an organizational self-assessment was developed. The report includes an overview of the project and the self-assessment tool that was developed, as well as three case studies where the tool was implemented. Though designed for organizations in Australia, this tool is applicable for mental health care settings in the United States as well.

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