

28 November 2019

Jessie Chiang
Reporter
RNZ



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Via email: jessie.chiang@rnz.co.nz

Dear Ms Chiang

Official Information Act Request – Asian mental health services

On 6 November 2019 under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

Could you please provide me with the following under the Official Information Act:

1. What training do all frontline staff (those who deal directly with patients, across all sectors of health) have for providing culturally appropriate services to people from the Asian community?
2. How many people from the Asian community seek mental health services or support for mental health at the Whanganui DHB each year for the last five years?
3. How long is the current waiting list for Asian mental health services (if there is one)?
4. How many clinical staff, i.e. trained professionals does the Whanganui DHB have to provide fully culturally appropriate Asian mental health services, can I have this broken down into the different Asian groups?
5. How many cultural advisors does the Whanganui DHB have and can I have this broken down into different Asian groups?
6. How many complaints has the Whanganui DHB received about the lack of culturally specific services for Asian people in the last five years? Can I have this broken down by each year?

Whanganui District Health Board's response:

1. What training do all frontline staff (those who deal directly with patients, across all sectors of health) have for providing culturally appropriate services to people from the Asian community?

All patients presenting to frontline Community Mental Health Services are treated with dignity and respect; however there is currently no specific training provided for frontline staff with regards to providing services for people in the Asian community.

2. How many people from the Asian community seek mental health services or support for mental health at the Whanganui DHB each year for the last five years?

Jan – Nov 2019 = 5
Jan – Dec 2018 = 3
Jan – Dec 2017 = 20
Jan – Dec 2016 = 20
Jan – Dec 2015 = 12
Jan – Dec 2014 = 20

3. How long is the current waiting list for Asian mental health services (if there is one)?

WDHB do not provide services specifically for Asian mental health services.

4. How many clinical staff, i.e. trained professionals does the Whanganui DHB have to provide fully culturally appropriate Asian mental health services, can I have this broken down into the different Asian groups?

WDHB trained professionals do not have specific training to provide culturally appropriate Asian mental health services. We are a small DHB where all trained health professionals are expected to provide clinically and culturally approved care for all consumers that come into our service.

5. How many cultural advisors does the Whanganui DHB have and can I have this broken down into different Asian groups?

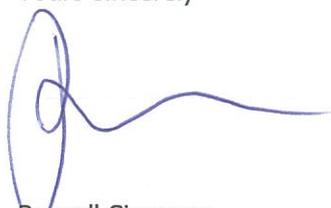
WDHB has Kaumatua and Kuia executives, senior cultural advisors and Māori health team.

6. How many complaints has the Whanganui DHB received about the lack of culturally specific services for Asian people in the last five years? Can I have this broken down by each year?

Our complaints reporting system shows that WDHB has received no complaints about the lack of culturally specific services for Asian people in the last five years.

Should you have any further queries about the above information, please contact our OIA co-ordinator Deanne Holden at deanne.holden@wdhb.org.nz

Yours sincerely



Russell Simpson
Chief Executive