

Cultural Competence



Cultural Competence

by Julie Fraser

Welcome to the July edition of our newsletter.

Our focus for this edition is Cultural Competence. There are many definitions of cultural competence. According to Cross et al. (1989), "Culturally competent organisations have a set of congruent behaviours, attitudes and policies that come together in a system, agency or among professionals; enabling that system, agency or those professionals to work effectively in a cross-cultural situation". Refer to diagram below.

For organisations and professionals to work effectively in a cross-cultural situation, cultural competence has to be developed at the policy and administrative level. It has to be grounded in the social, cultural and linguistic needs of culturally and linguistically diverse (CALD) consumers to improve service delivery.



No one can be entirely culturally competent. Rather, it is an ongoing work in progress, and it requires everyone's involvement from the Board and CEO to the personal care workers. This process is an investment that strengthens the overall governance of the organisation. CALD consumers need to feel welcomed, safe, respected and treated with dignity.

The current aged care reforms reflect a human rights approach that is entwined with the people-centred approach. The people-centred approach reflects on the whole experience of care needs and should automatically incorporate cultural factors of an individual. It is imperative that the work of researchers and policy makers reflects the increasingly diverse population.

Changes in the aged and community care services have also created numerous business opportunities making it a dynamic and competitive market. A successful organisation constantly strives towards building cultural competence.

We provide training on:

Multiple Ways People are Diverse

Explores the key concepts and characteristics of diversity using the Diversity Conceptual Model.

Older People Culture and Trauma

Develops strategies to support older CALD consumers who have experienced trauma.

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Multicultural Advisory Service

Quarterly Newsletter

July 2017

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Save these dates!

Events across Queensland

Cultural Competence

Cultural Competence at a Team Level

By Annalise Webb

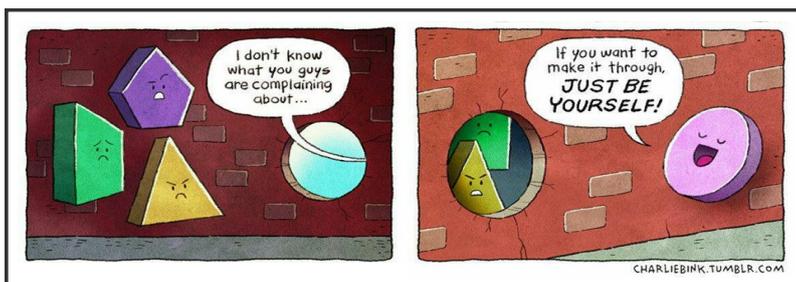
Working with a culturally diverse team brings both challenges and opportunities. If a manager is not trained and supported to handle this aspect of leadership they may mishandle some cultural challenges at work. As an example: what we consider a “motivational” factor in one culture can be de-motivating to people from another culture. Some people find it highly motivating being independent in their own job. Other people however, will feel extremely uncomfortable with that “freedom”, because they expect their manager to tell them exactly how to do their job.

Many managers are used to leading a team who share the same cultural norms, values and basic assumptions, and feel that they need support and knowledge to lead a culturally diverse team. They often

express that they find it difficult to reach the desired level of efficiency because of the time spent on sorting out misunderstandings and ensuring that everyone on the team is pursuing the same goal.

Developing cultural competence within a team is one of the most challenging task managers of culturally diverse teams are facing, but there is help available.

Our training module *Working in Culturally Diverse Teams* is just one of the many training topics that the Multicultural Advisory Service offers in-house. It is designed to help diverse teams work better together and raise their level of cultural competence and performance. Please contact the Multicultural Advisor from Diversicare in your region to discuss.



Celebrate Seniors Week 19-27 August 2017



Celebrating a Queensland for All Ages
August 19-27

Useful Definitions

What is Culture?

“Culture is the learned, shared, patterns of beliefs, values, attitudes, behaviours, and characteristic of a society or population.”

What are beliefs?

Beliefs are contextual assumptions one holds to be true, especially without proof.

What are values?

Values refer to principles, ideals and standards of behaviour that determine one’s priorities.

What are attitudes?

Attitude refers to the way one thinks and feels about something, especially when this shows in the way one behaves.

What are assumptions?

Assumptions are things considered likely to be true, without proof.

What is bias?

Bias is a prejudice or inclination for or against one person or group, especially in a way considered unfair.

What is discrimination?

Discrimination is the practice of treating one person or a group of people differently from other people or groups of people; especially on the grounds of race, gender, sexual preference, ability, age, physical features or political beliefs.

What is cultural awareness?

Cultural awareness recognises that we are all shaped by our cultural backgrounds, which influences how we interpret the world around us, perceive ourselves and relate to other people.

What is world view?

World view is the way one sees and understands the world.

What is ethnocentric?

Ethnocentric is believing that the people, customs, traditions of one’s own group is superior to those of other groups.

Cultural Competence

Cultural Competence at an Organisational Level

By Marcela Fischer

Cultural competence offers a framework through which to improve service delivery to consumers from culturally and linguistically diverse backgrounds (CALD).

Cultural competence at the organisational level refers to a set of congruent behaviours, attitudes, and policies that enable an organisation to work effectively in a multicultural environment. Organizational structures are not static and change as the communities change.

Requirements for Organisational Cultural Competence

- The organisation needs a defined set of values and principles, along with demonstrated behaviours, attitudes, policies, and structures that enable effective work across cultures.
- The organisation needs to value diversity, conduct self-assessment, manage the dynamics of difference,

acquire and institutionalise cultural knowledge, and adapt to diversity and the cultural contexts of the communities it serves.

- The organization must incorporate the above in all aspects of policy making, administration, and service delivery and systematically involve consumers and families.

How to assess the value that your organisation places on cultural competence

- Is cultural competence a core value of your organisation?
- Do the organisation's policies reflect the organisation's commitment to cultural competence? Is there a cultural competence plan or diversity strategy in place?
- Are staff members aware of the organisation's cultural competence plan and is it implemented in their work?

- Does the executive take responsibility for implementing and monitoring cultural competence initiatives?
- Are there resources and infrastructure needed to plan, deliver and evaluate culturally competent services?
- Are clients' needs assessment conducted regularly?
- Is the service delivery tailored to the demographics of your organisation?

To discuss how your organisation can improve its cultural competence, please contact the Multicultural Advisor from Diversicare in your area.

Tip: Try to embed cultural competence into every aspect of your organisation and at every level.

Tip: Reduce linguistic and cultural barriers for CALD consumers by conducting individual and organisation self assessments.

Cultural Competence at a Professional Level

By Bushra Aman

We may have different religions, different languages, different coloured skin, but we all belong to one human race.
Kofi Annan

Every organisation's environment will play a big part in developing staff motivation in cultural competence and in implementing culturally competent services. If the organization does not support its staff's professional development in cultural competence, staff members will most likely feel inadequate and pressured, and will also lack the ability to work well with multicultural clients.

With strong cultural competence we can create a positive environment for consumers where they can feel that their concerns have been understood, not dismissed or ignored. Consumers should also feel that they have received optimum services, which will help to develop a sense of trust in a service. The result will be a more productive environment for staff and clients.



Therefore, it is the responsibility of the organization to provide in-service training, continuing education, and other professional development activities for its staff. Some examples include:

- inclusion of diversity awareness training at induction

- accredited and non-accredited training that helps staff members upskill and meet the needs of diverse consumers
- networking events that focus on strengthening skills for collaboration with culturally and linguistically diverse communities

A professional development training plan should be part of the position requirements for each staff member and manager. Becoming culturally competent is a process. Training and support for engaging in culturally responsive services is more effective when delivered consistently across a period of time involving follow-up sessions rather than through a single session.

Cultural Competence

Cultural Competence at an Individual Level

By Thana Roysmith

“The ability to identify and challenge one’s own cultural assumptions, one’s values and beliefs. It is about developing empathy and connected knowledge, the ability to see the world through another’s eyes, or at the very least, to recognise that others may view the world through different cultural lenses”

A culturally competent individual is likely to possess:

- A strong knowledge of how one’s own culture shapes attitudes, perceptions and behaviours
- A valuing of diversity and willingness to learn about other peoples’ cultures
- Specific knowledge of the language,

customs and values of particular cultures

- The skills to feel comfortable and communicate effectively with people from diverse cultural backgrounds
- An awareness of the limited value of stereotyping individuals from certain cultures or ethnicities

Cultural competence is also an ongoing process as it is not always possible to know everything about everyone’s culture. We acquire knowledge of other people’s cultures when we interact with them.

An important quality in developing cultural competence is self-awareness. Self-awareness is the ability to know one’s own

thoughts, feelings, beliefs, attitudes and taking responsibility for one’s own world views. These factors influence us when we interact with people especially from other

cultures and have an impact on service delivery. Hence staff needs to be equipped with knowledge, attitudes and behaviours to work with the diversity of clients and colleagues.

The Multicultural Advisory Service provides Cultural Competence training to help your staff to develop these qualities. Please contact the Multicultural Advisor from Diversicare in your area.

Queensland Multicultural Month

August 2017

Upcoming events across the State

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Working In Culturally Diverse Teams

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Pursuing Organizational Cultural Competence – Improving Cultural Competence

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Culture and Mental Health

Increases understanding of how migration experiences influence holistic care.

Culture, Health and Wellbeing

Explores how culture influences perception on health and wellbeing in maintaining a healthy lifestyle.

Cultural Awareness

Explores the meaning of culture and how it affects perceptions, assumptions and worldviews.

Cross Cultural Communication

Develops strategies for effective cross-cultural communication.

Culturally Inclusive Services

Explores the need for culturally inclusive services by reviewing workplace practices and services.

Working Effectively with Interpreters

Explores the need for the use of professional interpreters in accordance with legislation.

Culture and Disability

Explores various cultural perspectives about disability and its impact on service delivery to CALD consumers.

Working in Culturally Diverse Teams

Explores the impact of cultural diversity in the workplace.

Cultural Briefings

Explores specific cultures, their customs, traditions, values, beliefs and the ways of life of CALD communities.

We can organise specialist presenters to provide workshops for:

- RUDAS: Dementia assessment scale for multicultural clients
- Lifestyle and Leisure Activities for CALD clients
- Supporting CALD older people who have experienced trauma.

We partner with specialists to present:

- Culture and Continence
- Culture and Dementia

We Offer:

- Resources for service providers and CALD communities (e.g. Multicultural Calendar, Little Book of Cultural Tips, Online Community Profiles, Food Project Resources, Communication Tools, Telephone Interpreting Services)
- Provide support in multicultural service delivery to aged care providers and identify gaps in services
- Coordinate events, forums and expos on specific cultural or awareness days
- Participate in forums and consultations to advocate for CALD communities
- Provide information sessions to CALD communities
- Seek community views on how services can meet their needs
- Identify issues affecting CALD clients and assist with providing strategies
- Provide feedback at federal, state and local level

For further information, contact MAS officers:

Locations:

Region/s	Mobile	Email
MAS Team Leader - State wide	0407 045 203	J.fraser@diversicare.com.au
Brisbane Region	0413 054 642	baman@diversicare.com.au
Brisbane Region (CALD Community)	0413 512 967	mas.brisbanesouth@diversicare.com.au
Cairns Peninsula Region	0432 322 154	mas.peninsula@diversicare.com.au
Gold Coast Region	0431 017 943	mas.goldcoast@diversicare.com.au
Logan/West Moreton/Central Queensland	0434 254 812	mas.westmoreton@diversicare.com.au
North Brisbane/Sunshine Coast/Wide Bay Regions	0447 721 968	mas.sunshine@diversicare.com.au
North Queensland Region	0407 045 203	mas.northern@diversicare.com.au
North Queensland Region (CALD Community)	0428 332 965	cald.tsv@diversicare.com.au

Cultural Competence

Brisbane Region

Contact Bushra Aman, 0413 054 642
baman@diversicare.com.au

- **3 Aug** - Muslim Faith presentation to the Northside service providers
- **9 Aug** - Culture and Disability Training for Dept. of Community, Child Safety and Disability
- **17 Aug** - Cross Cultural Awareness Training for Aftercare
- **24 Aug** - Culture and Mental Health Training for Aftercare
- **12 Sep** - Muslim Cultural Briefing, Mackay
- **20 Oct** - Culture Awareness Training for community

Brisbane Region

Contact Taryn Quach, 0413 512 967
mas.brisbanesouth@diversicare.com.au

- **10 Aug** - Information session at the Taiwanese community, Acacia Ridge Community Centre
- **20 Aug** - Information session for the Sikh community, Sikh Temple, Eight Mile Plains

North Brisbane/Sunshine Coast/ Wide Bay Regions

Contact Thana Roysmith, 0447 721 968
mas.sunshine@diversicare.com.au

- **5 Aug** - Qld Multicultural Moth celebration Picnic at Cotton Tree Park, 11am to 2pm. Hosted by Diversicare and Nambour Community Centre
- **7 Aug** - Cultural Awareness, Isis Community Care, Childers
- **8 Aug** - Cultural Awareness, Kolan Community Options, Gin Gin
- **16 Aug** - Open Session, Working with Interpreters, Maryborough Neighbourhood Centre
- **22 Aug** - Aged Care Reform presentation at Seniors Week lunch, Mundubberra

UPCOMING EVENTS

Mark your Calendar

- **23 Aug** - Aged Care Reform presentation at Seniors Week lunch, Eidsvoll
- **6 Sep** - Community Information Session, Aged Care Reforms at Maryborough Neighbourhood Centre
- **12 Sep** - Indian Cultural Briefing, Mackay
- **20 Sep** - Cross Cultural Communication, CommLink, Sunshine Coast
- **21 Sep** - Communicating Across Cultures, Volunteering Sunshine Coast
- **27 Sep** - Cross Cultural Communication, CommLink, Sunshine Coast

Gold Coast Region

Contact Annalise Webb, 0431 017 943
mas.goldcoast@diversicare.com.au

- **26 Jul** - Open session Cross Cultural Communication and Working with Interpreters, 9:30am to 1pm, Currumbin RSL
- **25 Aug** - International Café for Seniors Week, 9am to 5pm, Southport Church of Christ, cnr Olsen Ave and Griffith Way, Southport
- **12 Sep** - Open session Culture and Dementia, Upper Coomera Centre

Logan/West Moreton/Central Qld

Contact Anyuon Lai, 0434 254 812
mas.westmoreton@diversicare.com.au; or

- **3rd week in Jul** - Open session on Cross Cultural training, Toowoomba (venue and time TBA)
- **4th week in Jul** - Cultural Briefing
- **15,16,17 Aug** - Cross Cultural Communication training, Centacare Capricornia, Rockhampton (venue and time TBA)

- **11 Aug** - Cultural Awareness training, Centacare, Emerald (venue and time TBA)
- **14-18 Aug** - Cultural Briefing, , Rockhampton (venue and time TBA)
- **20 Aug** - Culture and Languages Festival, Toowoomba Multicultural Agency, Queens Park, Toowoomba
- **13 Sep** - Cultural Awareness training, RSL Care, Toowoomba

North Queensland Region

Contact Julie Fraser, 0407 045 203
j.fraser@diversicare.com.au; or
Iris Min He, 0428 332 965
caldtsv@diversicare.com.au

- **19 Jul** - Communicating Across Cultures, Life Without Barriers, Mackay
- **19 Jul** - Communicating Across Cultures, Open Session, Mackay
- **20 Jul** - Mackay Providers Presentation, Mackay
- **16 Aug** - Working With Interpreters, Burdekin Community Association, Ayr
- **17 Aug** - Seniors Week 2017, 11am, Carlyle Gardens, Condon. Light lunch provided. Hosted by Diversicare, ECCQ, MAS and adcq
- **19 Aug** - Celebrate Diversity Through Food and Culture, 4:00pm-10:00pm, PCYC Aitkenvale. A joint event with Life Without Barriers.

Cairns Peninsula Region

Contact Marcela Fischer, 0432 322 154
mas.peninsula@diversicare.com.au

- **Every 1st Thursday of the month** — Monthly Seniors Morning Tea and Information Session, 10am to 12pm, Hambledon House Community Centre, for more information contact 0432 322 154
- **Date and venue TBA** - Multicultural and Seniors Week MAS Signature Event, MAS Multicultural Seniors Wellbeing Luncheon Forum