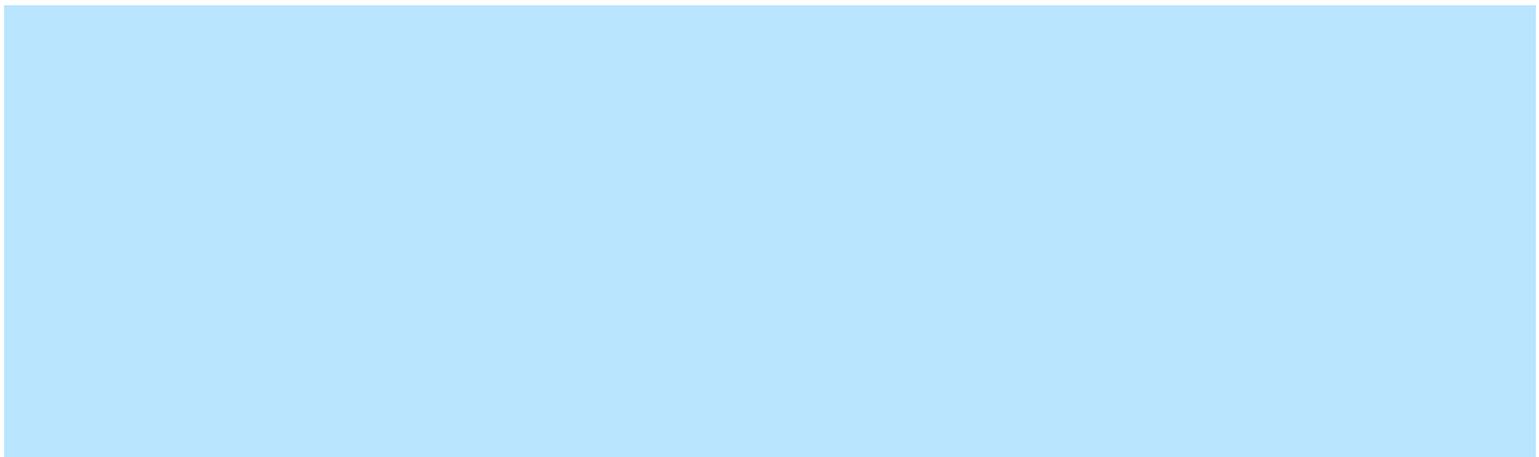




# **Cultural competency audit tool**

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01 November 2017



## Things to consider

Understanding the level of cultural competence within your organisation is a vital first step in building successful and appropriate programs and services for CALD communities. To begin your cultural competency audit you will need to consider establishing point in time, baseline internal measures across the following areas:

### 1. Leadership in Diversity

- Consider whether or how your organisation includes diversity issues in strategic and operational planning. Is there an overarching diversity statement or policy that is concerned with culturally appropriate services? Is there a service leader responsible for the development and implementation of cultural competency? Are senior managers made responsible for elements of cultural competency across the organisation that fall under their jurisdiction?

### 2. Planning and Evaluation

- Has your organisation developed a client/catchment profile that is based on quantitative (population data) and qualitative (discussion group/forums) data that identifies CALD population and issues? Are CALD clients/carers involved in program and service design? Are CALD diversity issues part of organisational service planning?
- Do you undertake in-language customer satisfaction surveys to inform continuous improvement, determine the cultural appropriateness of services and the cultural competence of staff?

### 3. Engagement and Partnerships of CALD in Service Planning, Implementation and Evaluation

- Has your organisation fostered links, consulted and liaised with relevant local CALD community structures? Do CALD clients/ carers participate in key organisational committees and reference groups? Have you developed an information distribution and exchange relationship with key CALD and ethno-specific structures? Have you sought language and cultural skills that reflect current and future clients through the recruitment of bilingual staff?

## **4. Organisational Capacity**

- Does your organisation consider broader language, cultural skills or cultural competency in recruitment process? Have budgets been identified to support the development of cultural competency? Do you deliver and require staff to undertake cultural competency training?

## **5. Promotion and Communication**

- Does your organisation have the information and communication skills to inform existing and potential CALD clients about the program and services you offer? Do you successfully promote awareness of your programs and services to CALD clients/carers? Has your organisation sought to support CALD clients to fully benefit from client centred programs and approaches?

## **6. Appropriate Service Delivery that is Accessible and Responsive**

- Has your organisation informed CALD clients/carers about their right to seek and receive a service that meets their linguistic and cultural needs? You're your organisation have policies and procedures to accommodate CALD clients' service access needs (language, family, religion, food)? Are service assessment processes and tools culturally sensitive?
- Do you have a language service policy? If so does it encourage appropriate resource use in cross cultural communication? Provide guidelines for the appropriate use of interpreters, bilingual staff, bilingual volunteers and bilingual carers/family? Engage with an appropriate professional interpreter service?
- Do you provide resources to support cross cultural communication (for example signage, bilingual resources)? Is there effective staff training in the language policy and the effective use of interpreters?