

STANDARD 4.4 - CULTURALLY COMPETENT SERVICES

Reflective Prompt Questions

- What does cultural competence mean to you?
- How does your practice demonstrate your understanding of cultural competence?
- What have you learned about working with people from different cultural backgrounds in the last 12 months?
- How has this new knowledge influenced your practice?
- What policies and procedures does your organisation have in relation to providing culturally competent services?
- How do these policies and procedures guide your practice?
- What are the most challenging aspects of providing culturally competent services?
- How does your practice ensure that people from different ethnic and indigenous backgrounds can participate in their case management and in providing feedback to you and your organisation?
- What are some considerations to be aware of when working with interpreters?
- How do the intake and assessment procedures within your organisation enable workers to determine the cultural, spiritual and linguistic issues that will need to be considered for each person?
- What relationships have you/your organisation developed with indigenous and multicultural organisations?

- What extra work in this area – consultation, networking, development of referral pathways for example – do you think could be beneficial and support your service delivery?
- How do you keep your knowledge about the cultural diversity in your community up to date?
- How do you respond to the assumption that violence is a “normal” part of life in some ethnic/indigenous communities?
- What other assumptions are you aware of that influence work you do with people from culturally diverse backgrounds?
- What skills and knowledge assist you to work effectively and creatively with people from different cultural backgrounds?
- How do you/your organisation ensure the services you provide to people from different cultural backgrounds is relevant, meets their needs, is culturally competent and reflects contemporary practice and changing community need?