

Cultural Competence Audit

Cultural Competence			
At the Organisational Level		At the Individual Level	
Reaching out to Culturally Diverse Communities	Developing Accessible, Inclusive and Appropriate Programs	Cross Cultural Communication and Understanding	Culturally Competent Practice

Cultural Competence Audit – Some Key Areas

What	How – Some ways to do this	We know/do or know/do well	We need to know/do or improve our knowledge or the way we do it
We know the make up of our community	<ul style="list-style-type: none"> We keep up to date with demographic information We collect information about people who use our service e.g. language spoken 		
We build the meeting the needs of a diversity community into our planning process	<ul style="list-style-type: none"> We set goals/objectives for meeting the needs of particular sections of the community 		
We have fair recruitment and employment practices	<ul style="list-style-type: none"> The way we recruit and employ staff attracts members from our diverse community 		

	<ul style="list-style-type: none"> • We accommodate the needs of staff from Equal Opportunity (EEO) groups • We promote on merit 		
We make sure all our staff have the knowledge and skills required for working with a diverse community	<ul style="list-style-type: none"> • We provide training on topics such as working with interpreters • We have information on communicating and working well with a diverse community 		
We build networks with groups who represent different sections of the community	<ul style="list-style-type: none"> • We have connections or information about key individual/groups/organisations e.g. organisations for migrants and refugees 		
Our communication strategies are appropriate for a diverse community	<ul style="list-style-type: none"> • Our posters, brochures letters, section, media announcements website, and other communication strategies are appropriate for different sections of the community • Our material e.g. brochures include images of diversity • We consult in ways that are appropriate for different sections of the community 		
We reach out to sections of the community not using or underutilising our services/programs/facilities	<ul style="list-style-type: none"> • We target sections of the community to promote our service/program/facility 		
We have and use resources to work appropriately with different sections of the community	<ul style="list-style-type: none"> • Our budget includes the use of resources such as interpreters/translators 		
The way we work supports and	<ul style="list-style-type: none"> • We prevent and challenge 		

<p>promotes diversity</p>	<p>discrimination within the team and towards members of the community e.g. speaking respectfully about people from different religious backgrounds</p> <ul style="list-style-type: none"> • We develop programs and practises to meet needs of different individuals and sections of the community 		
<p>We evaluate our service/program according to how well it is meeting the needs of a diverse community</p>	<ul style="list-style-type: none"> • In our plans we have measures/indicators for how well we meet the needs of a diverse community • We seek feedback from different sections of the community 		
<p>Other areas relevant to your service/program</p>			