

Cultural competence

The organisation provides services that are culturally appropriate to clients.

1. The organisation provides services that recognise and respect clients' ethnic, cultural and spiritual values and beliefs.

Guidance:

The organisation will have a policy and procedure in place to ensure work with clients is carried out in a culturally competent manner.

Evidence the organisation ensures services are culturally appropriate may be found in:

- cultural diversity in client data
- cultural diversity of staffing
- cultural training and supervision provided to staff
- consultations with cultural group(s)
- the use of cultural networks, and advocacy and interest groups
- the translation of documents and records
- documentation relating to the use of cultural advocates
- data on ethnicity used to design and deliver appropriate programmes and services.

1.1 The organisation provides services which meet the specific needs of Māori.

Evidence the organisation meets the specific needs of Māori may be found in:

- the provision of cultural supervision
- access to and use of cultural advice
- cultural representation to staff and members of governance
- the use of Te Reo Māori and tikanga throughout service and programme delivery
- effective links with whānau, hapū and iwi where children/young people are Māori
- the use of Māori practice models
- the use of practice tools supporting links to whānau, hapū and iwi.

1.2 The organisation provides services that meet the specific needs of Pacific peoples.

Evidence the organisation meets the specific needs of Pacific peoples may be found in:

- access to and use of cultural advice
 - cultural representation to staff and members of governance
 - the use of Pacific languages throughout service and programme delivery
- effective links with the Pacific community, particularly where children/young people are of Pacific origin.

2. The organisation consults with, and where appropriate makes referrals to and negotiates protocols with, Māori, Pacific peoples and other cultural and specific interest services.

Guidance:

Client files will record ethnicity and/or iwi affiliation and where relevant referrals are offered or made to iwi, kaupapa Māori, Pacific or other cultural and specific interest services.

Evidence may be provided through:

- processes in place to ensure information the client has given about his/her connections to whānau, hāpu, iwi and marae and significant others is used as a resource in planning and delivering services and programmes
- established relationships with iwi, kaupapa Māori, Pacific or other cultural social services
- referral protocols in place with iwi, kaupapa Māori, Pacific or other cultural and specific interest services.
- meeting records of liaison and/or consultation meetings with iwi, kaupapa Māori, Pacific or other cultural and specific interest services
- the provision of information to clients about services provided by iwi, kaupapa Māori, Pacific or other cultural and specific interest services, which may include pamphlets and promotional information.