

# **Promoting an Organisational Culture that Values Diversity**

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# Presentation Overview

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- HACCC Pilot Project Details
- Framework for Cultural Competence within HACCC Services
- HACCC Cultural Competence Training
- Key Findings

# *CALD Training for HAACC Services Project*



Department  
of Ageing,  
Disability &  
Home Care

Funded by the Department of  
Ageing, Disability and Home Care

## UNIQUE PARTNERSHIP:

- University of New South Wales (SPHCM)
- Aged & Community Services Association of NSW & ACT (ACS)
- NSW Transcultural Aged Care Service (TACS)
- Ethnic Communities' Council of NSW (ECC)



UNSW



# HACC Pilot Participants

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12 HACC Organisations -

5 in the Inner West and 7 in the Nepean Cumberland Prospect

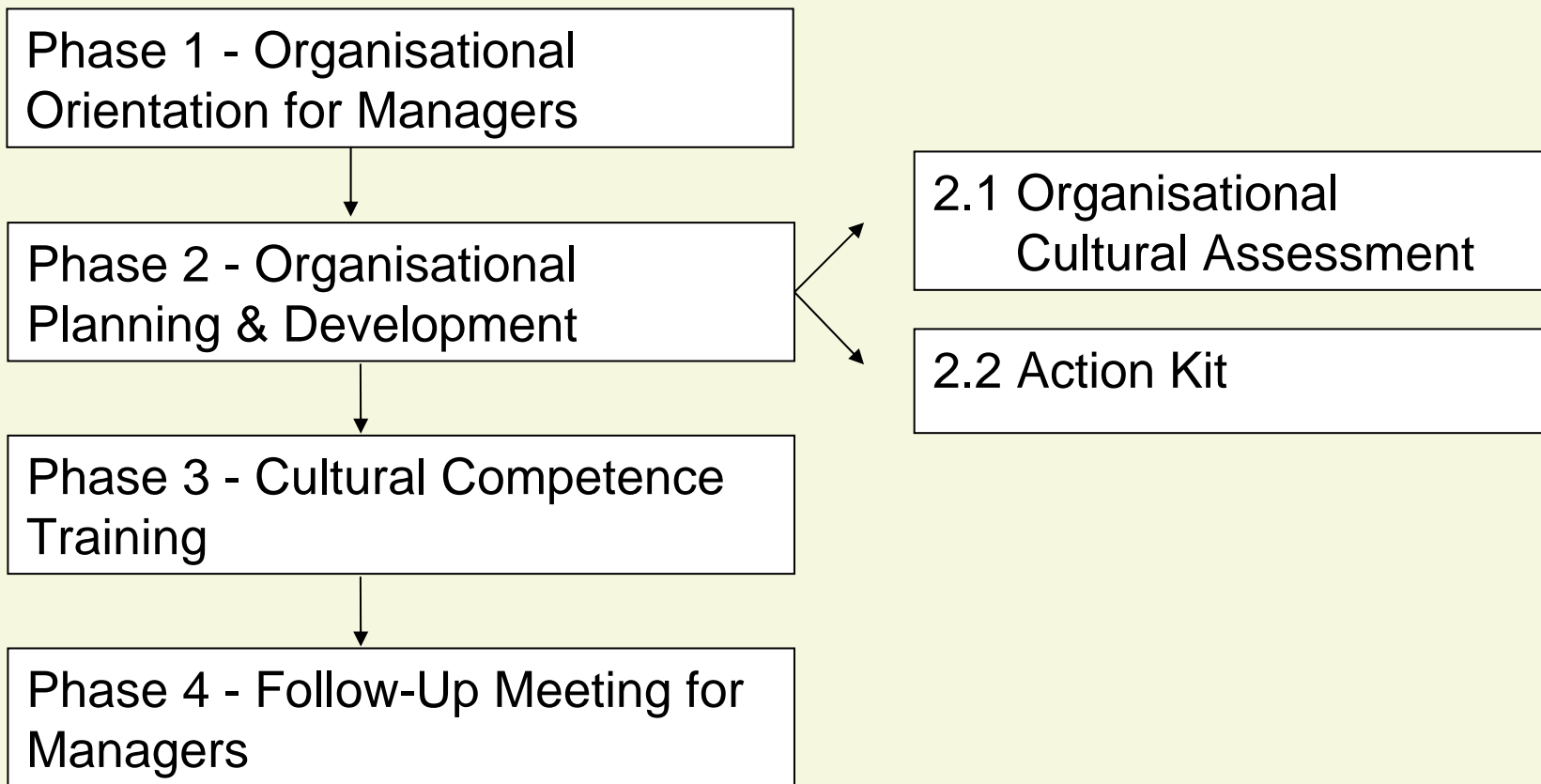
## HACC Service Types

- Home Modification and Maintenance x 2
- Centre-Based Day Care x 3
- Meals (Home and Centre) x 2
- Domestic Assistance and Housework x 3
- Personal Care and Community Nurses x 4
- Community Transport x 2
- Respite Care x 6
- Social Support x 5
- Case Management x 1
- Volunteer Management x 1

# HACC Pilot Overview

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*Caring for People, Embracing Diversity*



# Framework for Cultural Competence within HACCC Services

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1. Cultural Awareness, Knowledge and Skills
2. Planning Information
3. Communication and Information
4. Client, Family and Community Involvement
5. Organisational Environment
6. Training and Professional Development
7. Assessment and Evaluation

# Framework for Cultural Competence within HACCC Services

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1. Cultural Awareness, Knowledge and Skills
  - Identify your own culture
  - Learn more about other cultures
2. Planning Information
  - Gather background data for the region
  - Develop a community profile
  - Compile a resource list of ethno-community organisations

# Framework for Cultural Competence within HACC Services

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## 3. Communication and Information

- Cross-cultural communication (verbal, non-verbal, interpreters etc)
- Information and materials

## 4. Client, Family and Community Involvement

- Importance of including the client and their family in planning
- Develop partnerships with community organisations and involve CALD community groups in service planning and evaluation

# Framework for Cultural Competence within HACCC Services

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## 5. Organisational Environment

- ❑ Development of policies, procedures and mission statements
- ❑ Value diversity
- ❑ Culturally diverse hiring and employee representation

## 6. Training and Professional Development

- ❑ Training should be on-going and flexible
- ❑ Specific to the changing needs of the service and environment
- ❑ Consistent and coherent framework

# Framework for Cultural Competence within HACCC Services

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## 7. Assessment and Evaluation

- Cultural self and organisational assessment
- Client needs, outcomes and satisfaction surveys assessed
- Staff training assessment and evaluation

# HACC Cultural Competence Training

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3½ hour introductory session covering:

- Cultural Awareness
  - What is Culture? Simple definition & concepts (Iceberg)
  - Visible (language, food, dress) and Invisible aspects (beliefs, attitudes, values)
  
- Cross-cultural Communication
  - Effective Cross-cultural communication
  - Elements of face-to-face communication
  - Communication Aids
  
- Strategies for Cultural Competence
  - Case studies and strategies
    - Adjusting Services, Resolving Misunderstandings, Negotiating Difference and Raising Concerns

# Key Findings (1)

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The pilot demonstrated:

- the importance of the role of the manager in prioritising cultural competence and motivating their staff to be involved
- the benefit of having a framework to guide services through the process, yet flexible enough for it to be tailored to the particular needs of that organisation
- the need for external support and assistance to help organisations with their planning and development

# Key Findings (2)

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The pilot demonstrated:

- the importance of good communication systems and processes within organisations
- the benefit of providing professional development opportunities for staff and volunteers
- cultural competence training needs to be complemented by a range of in-service activities that reinforce and apply its content
- the importance of monitoring and evaluation strategies for both staff and clients to ensure needs are being met

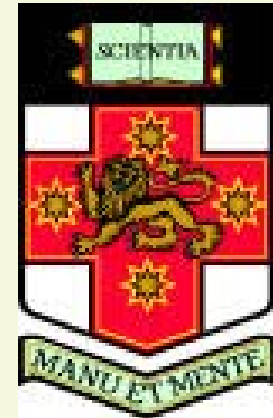
# Further Information

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- Thank you