


FROM TOLERANCE TO RESPECT: CULTURAL COMPETENCE IN PRACTICE

Cultural Competence
and Emerging Communities

September 2006

Context for today's session

- Increased awareness
 - Skills and knowledge
 - Direct Service
 - Service planning/development
 - Good Practice
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What do you think of when you hear the term “small and/or emerging community”?



How small and emerging communities may be perceived

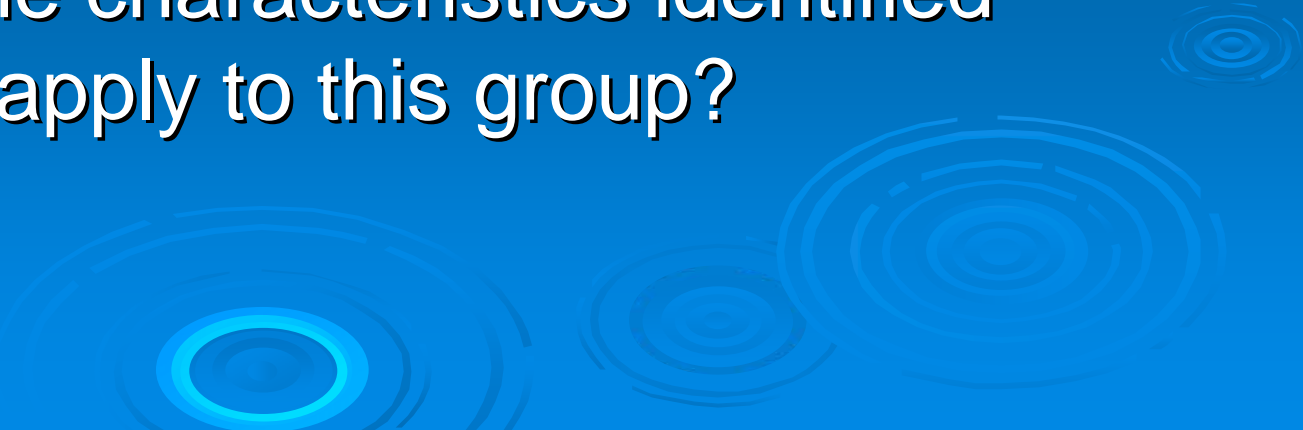
- Small and emerging **throughout Sydney or NSW**
- Small and emerging **within a particular area or region**
- Communities that are a **smaller part of a larger community**
- Communities that are small and emerging **within a particular rural or regional area** , but may also be part of a larger community elsewhere,

Service implications apply for each of the above.

Characteristics of small and emerging communities


- Size (less than 100 – approximately 8,000);
- Geographically dispersed and often highly mobile;
- Newly arrived (last 5-10 years);
- Often under Refugee or Special Humanitarian Program;
- Little or no familiarity with Australian systems;
- Lack of sustainable community structures;
- Diverse composition (religious, political, ethnic);
- Lack of extended family members and elders/leaders;
- Focus of organisations not welfare;
- Culture distant from norms of host culture.

Activity


- Consider your work situation
 - Tell a partner of a small and emerging community of which you are aware
 - Which of the characteristics identified previously apply to this group?
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General Settlement Needs

Some settlement needs and difficulties are common to all new settlers, including those from small and emerging communities. These include: *(your notes)*



Specific needs of small and emerging communities

- Language services and bilingual workers
 - Service provider awareness
 - Issues for members of the community
 - Information
 - Organisational issues
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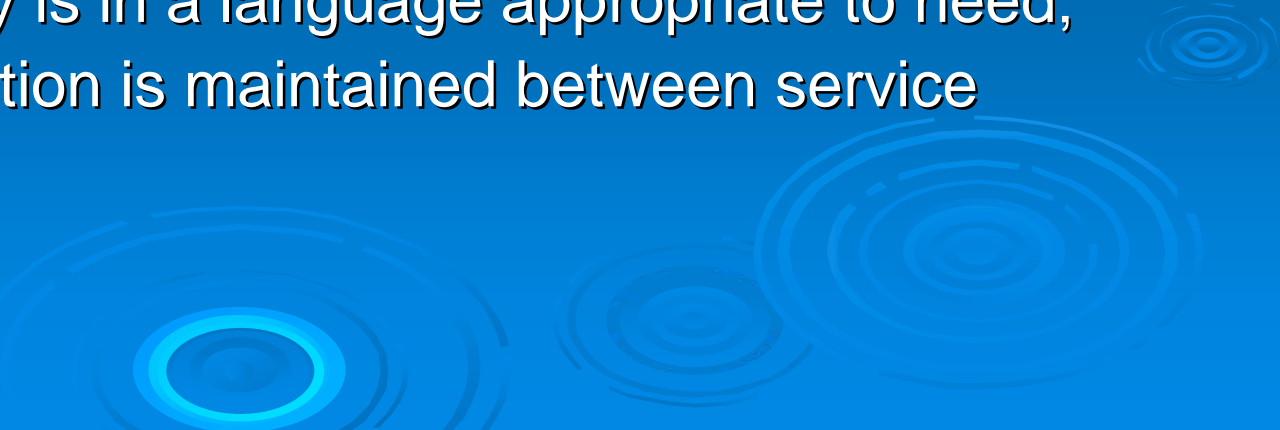
Angelo

- **The experience of community members in attempting to access services;**
- **How can services work with clients from small and emerging communities – particularly those from Africa?**

Good Practice Principles

- Respect for individuals
 - Equity in access
 - Participation
 - Empowerment
 - Fairness and social responsibility
 - Recognising cultural diversity
 - Privacy and confidentiality
 - Quality of work environment
 - Partnerships and collaboration
 - Quality and integrity of outcomes
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SOME GOOD PRACTICE TIPS

- **Providing Client-centred services-**
 - Have an understanding of background issues and needs to ensure socially, culturally and linguistically appropriate service delivery;
 - Socially, culturally and linguistically appropriate services are provided according to the client's need;
 - Information dissemination is through appropriate media and in relevant languages;
 - Service delivery is in a language appropriate to need;
 - Close co-operation is maintained between service providers.
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Some Good Practice Tips (Contd)

- **Service Planning/Development**
- Projects are responsive to community needs, respond to community issues, and involve the community

Experience of a Worker

Some do's, don't's and lessons learnt along the way



Some Useful Contacts

(See Handout)

