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| **Purpose** | Service users and their families receive culturally safe services that recognise and respect their ethnic, cultural and spiritual values and beliefs. | |
| **Scope** | The processes described apply to all personnel that have contact with service users and their families. | |
| **References** | | |
| **Publications** | [Cross-Cultural Resources](http://www.ecald.com/Resources/Cross-Cultural-Resources/Toolkits-Manager/type/View/ID/1854)  [Intercultural Capability Resources](http://ethniccommunities.govt.nz/story/intercultural-capability-resources) | |
| **Service**  **policies and procedures** | Interpreter Services  Service Delivery Pathway | |
| **Definitions** | | |
| **Culture** | A general definition for culture is:  *“Culture are the learned, socially acquired traditions and lifestyles of the members of a society, including their patterned, repetitive ways of thinking, feeling and acting.” (Harris, 1983)*  Culture may include but is not limited to: ethnicity, spirituality, disability, gender, sexual orientation/identity, age, religious practice, political beliefs.  Other definitions:  [Tamu Education](http://www.tamu.edu/faculty/choudhury/culture.html)  [Wikipedia](http://en.wikipedia.org/wiki/Culture)  [Collins English Dictionary](http://www.collinsdictionary.com/dictionary/english/culture) | |
| **Cultural Service Provider Contacts** | | |
| Asian Supports | | [www.asiannetwork.org.nz/](http://www.asiannetwork.org.nz/)  [Sae Woom Tor (Korean Mental Health Support)](http://www.saewoomtor.org.nz/) |
| Chinese mental health peer support | | [Bo Ai She](http://www.tepou.co.nz/story/2008/12/19/bo-ai-she) |
| Support and information (transgender, Sexual Orientation, religion etc) | | [OUTlineNZ](http://www.outline.org.nz/)  [RainbowYouth](https://www.ry.org.nz/)  [Gender Bridge](http://www.aucklandcouncil.govt.nz/SiteCollectionDocuments/aboutcouncil/committees/socialcommunitydevelopmentforum/meetings/scdfminattitem5-2-genderbridgeandtranscommunities.pdf) |
| Refugee services | | [www.refugeeservices.org.nz/](http://www.refugeeservices.org.nz/)  [Auckland Refugee Community Coalition](http://aucklandrefugee.org.nz/)  [Refugees and wellbeing](http://aucklandras.org.nz/m-cald.html) |
| Support services | | [Raeburn House Support Services List](http://www.raeburnhouse.org.nz/new-to-nz) |
| [Auckland Ethnic Communities](http://ethniccommunities.govt.nz/taxonomy/term/175?page=1) | | |
| [Common Ground](http://www.commonground.org.nz/common-issues/identity/cultural-identity/) | | |
| [Ethnic community services in Auckland](http://ethnicaffairs.govt.nz/community-directory/by-region/auckland) | | |
| [Ethnic Affairs NZ](http://ethnicaffairs.govt.nz/community-directory/by-region/auckland) | | |
| [Ethnic communities](http://ethniccommunities.govt.nz/) | | |
| [Migrant and Refugee Health](https://www.healthnavigator.org.nz/healthcare-in-nz/migrant-refugee-health/) | | |
| [Muslim Support and Charities](https://muslimdirectory.co.nz/dir/muslim-support-charities/) | | |
| [NZ GP webdirectory](http://www.nzgp-webdirectory.co.nz/WEB+DIRECTORY/SEXUAL+HEALTH/GAY+LESBIAN+AND+GENDER+IDENTITY.html) (gay-lesbian-gender identity services) | | |
| [Rainbow Community Liaison and Training Team](http://www.affinityservices.co.nz/rainbow-community-liaison-and-training-team/) | | |
| [Religious diversity in NZ](https://teara.govt.nz/en/diverse-religions/page-1) | | |
| [The Lowdown Cultural Identity](https://thelowdown.co.nz/behaviours/cultural-identity) | | |



**Cultural competent and diverse workforce**

**Manager and Personnel**

**The service will achieve this by staff:**

* Having access to education/training on [cultural competency](http://www.health.govt.nz/news-media/news-items/cultural-competency-course-added-learnonline).
* Having access to cultural advisors and [resources](https://www.tepou.co.nz/training-directory/cald-cultural-competency-courses-and-resources/6).
* Visiting a variety of culturally diverse organisations during orientation.
* Having access to interpreters.
* Having access to cultural supervision.

The service will pro-actively pursue recruiting a culturally diverse workforce.

**Cultural relevant service delivery**

**Manager and Personnel**

Service users and their families will have access to:

* Cultural needs assessment.
* Service provision in line with the identified concepts, values and beliefs (within NZ laws).
* Information on [Consumers’ Rights](http://www.hdc.org.nz/the-act--code/the-code-of-rights/listen-to-your-rights-in-different-languages) in the [preferred language](http://www.hdc.org.nz/utilities/your-rights).
* Cultural specific [community organisations](http://ethnicaffairs.govt.nz/community-directory).
* [Interpreter Services](http://ethnicaffairs.govt.nz/browse/language-line).
* Advocacy via [HDC advocacy services](http://advocacy.hdc.org.nz/find-an-advocate.aspx) or specific cultural advocacy services.
* Cultural specific [service providers.](http://ethnicaffairs.govt.nz/community-directory/by-region/auckland)

# Consultation

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