



**Multicultural
NSW**

TOOL: Cultural competency audit for organisations

Things to consider

Understanding the level of cultural competence within your organisation is a vital first step to building successful and appropriate programs and services for culturally diverse communities. To begin your audit, consider establishing baseline internal measures across the following areas:

1. Leadership in diversity

How does your organisation include diversity issues in strategic and operational planning?	
Is there a main diversity statement or policy concerned with culturally appropriate services?	
Is there a service leader responsible for the development and implementation of cultural competency?	
Are senior managers made responsible for cultural competency within their jurisdiction?	
Does your leadership team reflect the cultural diversity of NSW?	



2. Planning and evaluation

Has your organisation developed a client/catchment profile that is based on quantitative (population data) and qualitative (discussion group/ forums) data that identifies culturally diverse population and issues? Are culturally diverse clients/carers involved in program and service design? Are diversity issues part of organisational service planning?	
Do you survey customers in different languages to inform continuous improvement, assess the cultural appropriateness of services and the cultural competence of staff?	

3. Engagement and partnerships with culturally diverse people in service planning, implementation and evaluation

Has your organisation fostered links, consulted and liaised with relevant local culturally diverse community groups?	
Do culturally diverse clients/carers take part in key committees and reference groups?	
Have you recruited bilingual staff with language and cultural skills that reflect current and future clients?	



4. Organisational capacity

Does your organisation consider broader language, cultural skills or cultural competency in the recruitment process?	
Have budgets been identified to support the development of cultural competency?	
Do you deliver cultural competency training to staff?	

5. Promotion and communication

Does your organisation have the information and communication skills to inform existing and potential clients about your services?	
Do you successfully promote awareness of your programs and services to culturally diverse clients/carers?	
Has your organisation supported culturally diverse clients to fully benefit from client-centred programs and approaches?	

6. Appropriate and responsive service delivery

Has your organisation informed culturally diverse clients/carers about their right to receive a service that meets their linguistic and cultural needs?	
Does your organisation have policies and procedures to accommodate different access needs (language, family, religion, food)?	

Are service assessment processes and tools culturally sensitive?	
Do you have a language service policy? If so, does it encourage appropriate resource use in cross-cultural communication?	
Do you provide guidelines for the appropriate use of interpreters, bilingual staff, bilingual volunteers and bilingual carers/family?	
Do you use a professional interpreter service?	
Do you support cross-cultural communication (such as signs, bilingual resources)?	
Is there effective staff training in the language policy and the effective use of interpreters?	

