

AOD service makeovers:

Measuring and enhancing organisational cultural competency

EDIT HORVATH MSocSci Hons, COP

ANNE BATEMAN MSW, MPA



AOD Provider **Collaborative**
WORKING TOGETHER TO MAXIMISE POSITIVE OUTCOMES

www.aodcollaborative.org.nz



Culture



AOD Provider **Collaborative**
WORKING TOGETHER TO MAXIMISE POSITIVE OUTCOMES

www.aodcollaborative.org.nz





IT'S ABOUT ORGANISATIONAL CULTURE:

- Behaviours, attitudes, practices, policies and structures, which enable systematic, sustainable and effective service delivery in culturally diverse situations.
- Recognising, acknowledging, respecting and valuing potential multiple memberships in various cultural and sub-cultural groups, which also influence access, utilisation and quality of services, for our people, organisations and their stakeholders.

The WAY we do we do stuff here



ORGANISATIONAL CULTURAL COMPETENCY TOOL



OUR PILOTS:

- Higher Ground
- Phoenix (Emerge Aotearoa)
- Abacus (a Private Training Provider)
- Tupu (Pacific Addictions Regional Service under the Pacific Mental Health & Addictions Service at Waitemata DHB)
- Odyssey House

Their Experiences:

1. Positive learning, focus on relevant issues
2. Wish to repeat the process to show improvement



Key Findings

Example for Development:

Boards, management and administration to reflect the diverse characteristics of clients more, and staff having more knowledge and understanding of their Boards and strategic plans



SO WHAT TO DO?

Strategies for Development:

- Influence, when possible, Board selection processes to reflect the diversity of service users in governance.
- Board members to be present at celebrations, graduations get them involved at relevant events, including time to meet and greet Board members.
- Name Board members on internet and intranet.
- Board members to visit services, update them, especially as part of their induction then ongoing.
- Strategic plan to be accessible on intranet for staff. Managers to present it to their teams and operationalise it in team meetings.





PLEASE GET IN TOUCH:

Anne Bateman

Chair, AOD Provider Collaborative

021 481 466

anneb@odyssey.org.nz

Edit Horvath

Senior Consultant, AWLS Ltd

021 0327223

edit@activeworklife.com

Special thank you to CMDHB for
their support



AOD Provider **Collaborative**

WORKING TOGETHER TO MAXIMISE POSITIVE OUTCOMES

www.aodcollaborative.org.nz



THANK YOU!



AOD Provider **Collaborative**
WORKING TOGETHER TO MAXIMISE POSITIVE OUTCOMES

www.aodcollaborative.org.nz