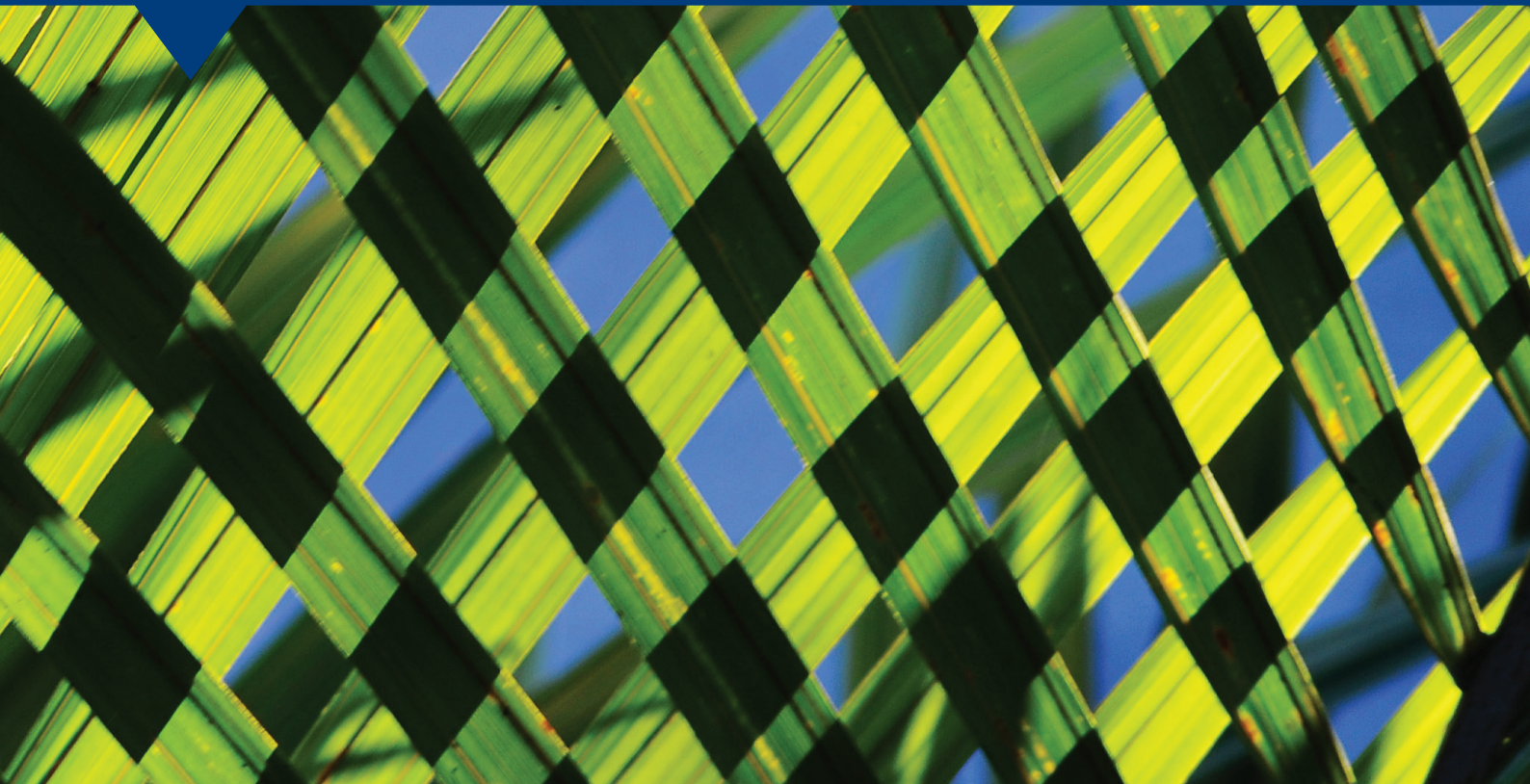


Organisational Cultural Competency Measurement Tool V3

/ 2016

(Note: a guide on how to use this tool will be developed by mid-2017 to support its use by other organisations)



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“Why this survey?”

People with addiction problems come from diverse cultures and it is important that our services can effectively engage and work with this diversity. What happens in our organisations has a big impact on how culturally responsive we, as individuals, can be, and so the cultural competence of our organisation is important to understand and enhance.

The Counties Manukau AOD Provider Collaborative has developed a survey tool to measure organisational cultural competency so that services can self-assess and, can use it to enhance how they support clients.

Your organisation has decided to use this survey to find out what you think about its level of cultural competence. All staff are encouraged to complete the survey. There are four areas of cultural competency that you will be asked about:

1. Tikanga competencies
2. Organisational characteristics
3. Policies and procedures
4. Service delivery

All information will be kept anonymous. The information will be used for internal planning and quality improvement for your organisation.

When you answer the survey questions, please use the following definitions of terms:

Organisational Cultural Competency:

Behaviours, attitudes, practices, policies and structures, which enable systematic, sustainable and effective service delivery in culturally diverse situations. Culturally competent organisations recognise, acknowledge, respect and value 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.

Tangata whaiora/ service users/ consumers/ clients:

Are used interchangeably to refer to those utilising alcohol & other drug (AOD) services.

Culture:

Is defined in a comprehensive and holistic way, and thus includes a variety of individuals and groups, such as Māori, Pasifika, ethnic origin and migrant experiences, languages, occupation, socio-economic status, group affiliations, youth, aging, generational differences, rainbow (LGBTTI or lesbian, gay, bisexual, transgender, takatāpui and intersex), religious or spiritual beliefs, world views, life experiences, various abilities and conditions etc.

Your thoughts are important to us. Please complete this survey based on your own experiences at your workplace.

Personal details

Your gender: Female Male Transgender Your own definition _____

Your age: Between 18 & 25 yrs Between 26 & 44 yrs Between 45 & 64 yrs 65+ yrs

Your sexuality (optional):

Gay Lesbian Bisexual Heterosexual Your own definition _____

Your ethnicity (tick as many as you identify with):

Māori – please specify your iwi _____

Pasifika – please specify _____

NZ European / Pakeha Asian – please specify _____

Other – please specify _____

Your area at work (tick as many as you identify with):

service delivery administration management governance

1) Tikanga Competencies

In this survey Tikanga refers to general behaviour guidelines for daily life and interaction in Māori culture.

Acknowledging the unique social, cultural and political factors of Aotearoa /New Zealand society, our measurement tool reflects paradigms and worldviews of both partners to te Tiriti o Waitangi / the Treaty of Waitangi, respecting the dignity of people and to ensure the safety of all involved.

Circle your relevant answer. Thank you.

1. Our organisation consistently acknowledges the place of tangata whenua and the relevance of te Tiriti o Waitangi / the Treaty of Waitangi in Aotearoa /New Zealand.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

2. Our organisation regularly upskills all employees (management and staff) of the implications of te Tiriti o Waitangi / the Treaty of Waitangi to our services and Tikanga (general behaviour guidelines for daily life and interaction in Māori culture).

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

3. Our staff consistently exhibit cultural competence in interactions with Māori stakeholders, Tangata Whaiora, their whanau /families, staff, communities etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

Please share with us any comments, ideas, issues in relation to the statements above:

2) Organisational Characteristics

1. Our Board membership reflects the diverse characteristics of our people we serve. (Board membership refers to the governing body of an organisation, which can be Board of Trustees etc.)

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

2. Our management and administration reflect the diverse characteristics of our clients.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

3. Our service delivery staff reflect the diverse characteristics of our service users.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

4. Our organisation understands and responds to the reality and experiences of our consumers, such as their social, cultural, spiritual and economic backgrounds.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

5. I feel that I am understood and respected in my workplace, my culture, beliefs and values are recognised and accepted.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

6. Our organisation has a Mission / Vision, which is inclusive of all persons to receive appropriate services.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

7. Our strategic plan clearly states goals relating to developing aspects of our organisational cultural competency. This includes removing barriers to opportunities and /or reducing disparity, unfairness, inequity etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

8. The environment of our organisation is diverse and reflects the characteristics of our service users (i.e. spaces we meet / work, food, art, celebrations and activities).

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

9. In the communities we serve, our organisation provides leadership and has relevant and effective partnerships with our key stakeholders.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

Please share with us any comments, ideas, issues in relation to the statements above:

3) Policies & Procedures

1. Our organisation has a policy and practice to actively recruit and select employees from diverse populations.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

2. Our organisation has a policy and practice to actively recruit and select employees who have experience working with populations reflecting diverse backgrounds.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

3. Our organisation regularly upskills all members of our organisation regarding the special circumstances and characteristics of each other, including staff, our clients and the communities we live in, to improve our organisational cultural competency.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

4. Our cultural competency training initiatives are beneficial and improve our work and outcomes with our consumers.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

5. Our organisation regularly assesses the cultural competency knowledge and behaviour of our staff (both management and service delivery), i.e. as part of training needs, performance reviews etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

6. Our organisation systematically gathers appropriate diversity data about our workforce and our clients.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

7. Our organisation consistently analyses appropriate diversity data about our workforce and our service users, and develops and implements strategies for increasing diversity across the organisation and the people we serve.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

8. Our organisation monitors outcomes and effectiveness of our service(s), regarding relevant cultural / diversity groups.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

9. Our organisation systematically and regularly surveys our consumers about their experiences of our service delivery, in light of their specific and varied cultural needs and expectations.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

10. Our organisation has an effective process in place to address feedback / complaints about barriers to opportunities, inequalities and inappropriate language or behaviour.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

11. Our organisation accommodates space or time off for religious / cultural observances that are not part of the standard work calendar.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

12. Our organisation has successful strategies to ensure the appropriate retention of our relevant diverse workforce.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

13. Our organisation matches service delivery models with our clients' individual and specific cultural and diverse needs to serve them better.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

14. Our organisation has incorporated cultural / diversity issues into our Quality Improvement efforts.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

15. Our organisation systematically and regularly evaluates our policies, processes and functions to ensure that they reflect our service users' cultural /diversity needs and expectations to serve them better.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

16. Our organisational communications and written materials (marketing, signage, newsletters, surveys, employee handbook, job application form, education materials etc.) are available in languages other than English.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

These languages are: _____

17. Our organisation identifies the languages spoken in our communities we serve.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

These languages are: _____

Please share with us any comments, ideas, issues in relation to the statements above:

4) Service Delivery

1. Our staff consistently demonstrate cultural competence in their interactions with diverse groups; they recognise and respect the differences in communication styles and accepted behaviours that vary across cultures.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

2. Our staff do not impose their own beliefs and values on our consumers, for example beliefs about gender identity and roles, religious or spiritual beliefs etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

3. Our staff are comfortable and competent discussing issues, barriers and opportunities in relation to various cultural and sub-cultural groups and individuals.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

4. Our staff acknowledge that some individuals may have different reading levels in English and/or their native language(s), therefore we provide information to take home in their preferred language(s).

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

5. Our staff allow alternatives to written and /or electronic communication, which may be preferred, such as communicating verbally, modelling recommendations, and using pictures, video / audio clips.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

6. Our staff consider the cultural and linguistic background of our clients when selecting materials to assist service delivery, e.g. pictures, books, videos, music, food etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

7. Our staff know of interpretation resources and seek assistance from trained interpreters, bilingual co-workers and/or related professionals who can help to interpret, as needed.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

8. Our staff understand and respect that our service users' cultural norms may influence communication, including eye contact, interpersonal space, use of gestures, comfort with silence, turn-taking, topics of conversation, asking and responding to questions, greetings, interruptions, use of humour, decision-making roles etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

9. Our staff take into account our consumers' and their families' norms and preferences when planning appointments, outings, celebrations, meals, services in the home, recommendations etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

10. Our staff understand and respect the impact of culture on life activities, including education, family roles, religious/faith-based activities, gender roles, alternative medicine, customs, alternative beliefs and practices, employment, perception of time, views of wellness and disabilities, value of Western medicine and treatment etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

11. Our staff are aware that the roles of family members may differ within or across culture or families, and explicitly provide appropriate opportunities for the inclusion of extended families.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

12. Our staff respect non-traditional family structures, e.g. blended families, divorced or same gender parents, grandparents or other family members as caregivers etc.

Not really = 1 To some extent = 2 Almost there = 3 Completely = 4 Don't know = 0

Please share with us any comments, ideas, issues in relation to the statements above: