

Fact Sheet

Cultural Competence Checklist

AVERT
FAMILY VIOLENCE



**Collaborative Responses in
the Family Law System**



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Fact Sheet: Cultural Competence Checklist

For each individual, embracing diversity means demonstrating the following competencies and behaviours:

Self Awareness:

- Perform self-reflection on one's own values/ beliefs, incorporating feedback from peers
- Express an awareness of one's own views as different amongst many people
- Identify cultural differences amongst clients and colleagues in a range of contexts
- Acknowledge one's own feelings and behaviours towards working with clients, families and colleagues who have different cultural backgrounds, belief systems and work practices
- Explore one's strategies for resolving conflicts that arise between self and colleagues and/ or clients from diverse groups
- Identify and seek guidance, support, knowledge and skills from role models who demonstrate cultural proficiency
- Recognise and address inequitable, discriminatory, and/ or racist behaviours or institutional practices when they occur
- Acknowledge the presence or absence of individuals from diverse cultural backgrounds at all levels in the workplace, reflecting the cultural makeup of the clients or community being served
- Reflect and act on ways to be inclusive in all aspects of one's practice.

Communication:

- Be aware of different communication styles and the influence of culture on communication
- Be aware of one's preferred communication style, it's strengths and limitations, and how it affects colleagues and clients
- Use a range of communication styles to effectively communicate with clients and colleagues
- Seek and participate in learning opportunities that include a focus on communication and diversity.



New learning:

- Acquire knowledge of the range of cultural norms, beliefs and values relevant to clients and colleagues as a starting point to foster understanding and further inquiry
- Be aware of the disparities of access and outcomes that exist for diverse populations and understand the factors and processes that contribute to them (e.g. health outcomes, access to care, economic wellbeing, job opportunities)
- Recognise how culture and diversity influence behaviours and interactions
- Develop and apply cultural competence knowledge and skills in areas of communication, conflict resolution and change management.