

Strategies to increase Cultural Competency

- Be aware of your own cultural beliefs (including assimilation and acculturation) and how they might influence your interpretation of other cultures.
- Explore and become aware about the client's cultural approach and attitudes towards topics such as disability, impairment and health in general.
- Develop knowledge about the local populations, communities, families and individuals (e.g. social greetings).
- Form a trustworthy and cooperative rapport with the client's support system (e.g. family, carer, partner etc.) by validating their cultural views.
- Avoid stereotyping and recognising individual differences from recognised cultural practices.
- Create resources such as leaflets, handouts or information packages in different languages (commonly spoken languages in your area of service) in order to support understanding about related topics of speech and language therapy.
- Gather information, when appropriate and available, from interpreters and cultural alike community members about appropriateness of social routines / practices.
- Create a directory of bi/multilingual interpreters and staff facility member that may be able to assist during clinical sessions.
- Include bilingualism and cultural principles in the policy making, planning, assessment and service delivery process.
- Select culturally sensitive material, resources and activities for both assessment and intervention.
- Respect beliefs, religion and cultural norms, while still providing clear and evidence-based advice, assessment and intervention. Highlighting and problem-solving where there are conflicts in these areas, to deliver an acceptable and accessible service (tag to Equitable vs Equal)