



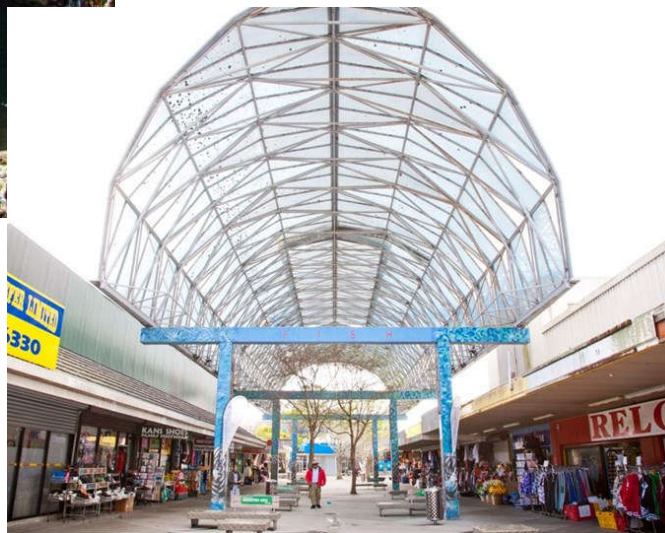
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Cultural safety  
and competency  
– What do we  
need to  
consider?

# Objectives

1. To increase your awareness of cultural safety and competency
2. Discuss the differences between cultural safety and competency
3. Why is it essential?
4. What can you do about it?
5. How can you make changes in your practice?
6. Provide resources

# Introduction



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# Increasing awareness

## Why is there a need for cultural safety and competency?

- Lower life expectancy and poorer health status
- Receive less and poorer quality care
- Poor communication
- Lack of trust
- Biases

(Curtis, Jones, Tipene-Leach, et al., 2019)

# Māori experiences in New Zealand health services

“...the services that he got were very westernised, there was a touch of Māori tradition but not a lot...his mum she very much does immerse herself in Māori culture... she stayed quite detached... If there was a bit more of a Māori element it would have created more of a connection with her...”

Sheehy, Wepa, & Collis, 2024



# What is the difference?

## **Cultural safety**

Making sure your clients feel respected and understood

- Self-reflection
- Power dynamics
- Client-centered care

## **Cultural competency**

Your ability to provide high level care to a person from any cultural background

- Knowledge
- Skills
- Attitude

(Curtis, Jones, Tipene-Leach, et al., 2019)

(Curtis, Jones, Tipene-Leach, et al., 2019)

# What's the difference?

	<b>Safety</b>	<b>Competency</b>
Focus	Client experience, self-reflection, biases	Knowledge, skills, and attitudes
Approach	Ongoing process	Static skills and knowledge
Client interaction	Client's experience of care	Understanding the client's culture

(Curtis, Jones, Tipene-Leach, et al., 2019)

(Papps & Ramsden, 1996)

# Why is cultural safety and competency essential?

- Client outcomes
- Health Equity
- Skills
- Responsibility
- Safe environment

(Papps & Ramsden, 1996)





# What can you do?

How can you make changes today to be more culturally safe and competent?

- Self-directed learning
- Self-reflection
- Communication and language
- Empower disabled people

(Wepa, 2003)



(Koptie, 2009)  
(Koptie, 2009)

# Could you make changes in your practice?

## **Cultural safety:**

- Self-reflection on bias prior to assessment
- Ask open ended questions to capture cultural practices
- Be collaborative – include whānau

## **Cultural competency:**

- Consider language barriers
- Educate yourself
- Respect traditions

Koptie, 2009

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(Koptie, 2009)  
(Koptie, 2009)

# Could you make changes in your practice?



“Recognise whānau as a resource for recovery...they’re actually healing faster, [with] us as a whānau being here. We’re not getting in the way, we’re not a hindrance, we’re not here to be a burden...we’re here ‘cause it supports them”

Sheehy, Wepa, & Collis, 2024

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# Resources



Board expectations



Tae Ora Tinana – a  
good resource



Ngā Paerewa Te Tiriti  
eLearning



Pasifika Engagement  
Training



Biases in health care

# Key takeaways

Health inequities exist

Cultural safety directly influences the disabled persons experiences

Attitudes and respect affect cultural competency

Continuous self-reflection and adaptation is essential

Your personal practice will influence health inequities in New Zealand

Increasing awareness and knowledge will lead to better overall outcomes for disabled people and their whānau

# References

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