



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS405A Work effectively with culturally diverse clients and co-workers

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Apply an awareness of culture as a factor in all	1.1 Work practices followed are culturally appropriate
	1.2 Work practices followed create a culturally and

human behaviour	psychologically safe environment for all persons
	1.3 Work practices are reviewed and modified in consultation with persons from diverse cultural backgrounds
2 Contribute to the development of relationships based on cultural diversity	2.1 Respect for cultural diversity is demonstrated in all communication and interactions with clients, colleagues and customers
	2.2 Specific strategies are used to eliminate bias and discrimination in dealing with clients and co-workers
3 Communicate effectively with culturally diverse persons	3.1 Respect for cultural diversity is demonstrated in all communication with clients, their families staff, customers and others
	3.2 Communication is used constructively to develop and maintain effective relationships, mutual trust and confidence
	3.3 Where language barriers exist, efforts are made to communicate in the most effective way possible
	3.4 Assistance is sought from interpreters or other persons as required
4 Resolve cross-cultural misunderstandings	4.1 Issues that may cause conflict are identified
	4.2 If difficulties or misunderstandings occur, cultural differences are considered
	4.3 Effort is made to sensitively resolve differences, taking account of cultural considerations
	4.4 Difficulties are addressed with appropriate people and assistance sought when required

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of assessment:

Demonstration of respect and inclusiveness of culturally diverse people in all work practices

Effective communication demonstrated with culturally diverse persons

Effective use of strategies to eliminate discrimination and bias in the workplace

Essential knowledge:

Recognition of cultural diversity in Australian society with many individuals living in many cultures

Recognition of cultural influences and changing cultural practices in Australia and its impact on diverse communities that make up Australian society

Knowledge of one's own cultural conceptions and pre-conceptions and perspective of diverse cultures

Recognition of impact of cultural practices and experiences on personal behaviour, interpersonal relationships, perception and social expectations of others

Recognition of culture as a dynamic social phenomenon.

Recognition of culture as a range of social practices and beliefs evolving over time

Recognition that the word 'normal' is a value-laden, excluding concept that often precludes acknowledgment of the diversity of people, their life experiences and situations

Recognition of the unique way individuals may experience a culture and respond to past experiences

Knowledge of the principles of equal employment opportunity, sex, race, disability, anti-discrimination and similar legislation and the implications for work and social practices

Knowledge of availability of resources and assistance within and external to the organisation in relation to cultural diversity issues

Knowledge of the role and use of language and cultural interpreters

Essential skills:

Ability to employ culturally respectful practices

Ability to sensitively and respectfully communicate with persons of diverse backgrounds and cultures

Ability to respectfully and sensitively respond to cultural beliefs and practices that may cause harm

Ability to form effective workplace relationships with co-workers and colleagues of diverse backgrounds and culture

Ability to participate in identifying and implementing culturally safe work practices

Ability to employ basic conflict resolution and negotiation skills

Relationship with other units:

This unit can be delivered and assessed independently, however holistic assessment practice with other general health services units of competency is encouraged.

Resource implications:

Resource requirements include all the relevant resources commonly provided in the health service setting. Specific tools may include:

Relevant policies and procedures manuals, legislation and standards

Organisation's mission statement, strategic and business plan

Other documentation relevant to the work context such as:

organisational charts

organisations protocols for access to interpreter services

Method of assessment:

Assessment may include:

observation of work performance

written tasks

interview and questioning

authenticated portfolio/log book

supporting statement of supervisor(s)

authenticated evidence of relevant work experience and/or formal/informal learning

Context of assessment:

This unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions.

Assessment should be conducted on more than one occasion to cover a variety of circumstances to establish consistency.

A diversity of assessment tasks is essential for holistic assessment.

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Range Statement

Work practices may relate to:

Dealing with persons of diverse race, ethnicity, class, ability, sexual preference and age
Compliance with duty of care policies of the organisation
Collection and provision of information
Communication
Provision of assistance
Contact with families and carers
Physical contact
Care of deceased persons
Handling personal belongings
Provision of food services

Work practices that are culturally appropriate would be non-discriminatory and free of bias, stereotyping, racism and prejudice.**Cultural diversity may include:**

Ethnicity
Race
Language
Cultural norms and values
Religion
Beliefs and customs
Kinship and family structure and relationships
Personal history and experience, which may have been traumatic
Gender and gender relationships
Age
Disability
Sexuality
Special needs

Communication may be:

Verbal
Appropriate gestures and facial and physical expressions
Posture
Written
Signage
Through an interpreter or other person

Strategies to eliminate bias and discrimination may include:

Cross cultural work teams
Cross cultural employee representation on committees
Workplace free of culturally insensitive literature, posters, signage
Inclusion in decision-making

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Unit Sector(s)

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