



# Cultural Safety Policy

## **Purpose**

To ensure all contractors deliver and facilitate services in a sensitive and culturally safe manner to ensure the individual and their family/whanau feels supported and protected.

To ensure members feel safe and secure in the knowledge that their individual values, beliefs and cultural wishes are acknowledged and respected by all contractors.

## **Definitions**

**Culture** is a word for people's 'way of life', meaning the way groups do things. Different groups of people may have different cultures. A culture is passed on to the next generation by learning. Culture is seen in people's writing, religion, music, clothes, food, cooking, and in what they do. It includes patterns of learned behavior and values which are shared among members of a designated group and are usually transmitted to others of their group through time.<sup>1</sup>

**Cultural safety** can be defined as the effective nursing practice of a person or family from another culture that is determined by that person or family. Its origins are in nursing education. It includes the effective care of a person/family by a health professional who has undertaken a process of reflection on their own cultural identity and recognizes the impact of this on their practice.

Unsafe cultural practice is any action, which diminishes, demeans or disempowers the cultural identity and well-being of an individual.<sup>2</sup>

## **Scope**

This policy applies to all contractors, members, families/whanau, nominated representatives and volunteers.

## **The standard is met when**

1. Each member's ethnic origin is identified and documented during sign up.
2. Each member's individual cultural needs and choices are actively sought and documented in their Help Plan in consultation with the member and their family/whanau of choice.

---

<sup>1</sup> Wikipaedia

<sup>2</sup> Nursing Council of New Zealand, Guidelines for Cultural Safety, the Treaty of Waitangi and Maori Health in Nursing Education and Practice, 2011, p. 7.

Alternative formats will be made available depending on the member's needs. This may include written language, audible tape, interpreter, braille and large print.

3. All members and their family/whanau of choice receive information on the Code of Health and Disability Services Consumers Rights as set out in the Consumer Rights Policy. This information is made available in various languages as required/requested.
4. The member and their family/whanau of choice, as appropriate, are able to participate in and contribute to the planning, development, monitoring and evaluation of member service delivery plans.
5. Each individual member's set of cultural and spiritual beliefs and values are acknowledged and respected in a sensitive manner, without judgment and discrimination irrespective of what these are.
6. An individual's culture and or religion do not preclude them from equal opportunity to receive quality care and service delivery.
7. All members are encouraged to participate in their usual value and belief practices.
8. Member access to cultural support/independent advocacy services are supported.
9. Good Friends has established induction and education programs for all contractors in cultural safety focused on respecting each member's culture, value and beliefs without judgment and discrimination.
10. Good Friends commitment to meet this standard, identify service shortfalls and improvement opportunities is met through:
  - planned internal audits
  - consumer surveys
  - complaints/concerns process
  - annual quality and risk review
11. All contractors are expected to:
  - a. have an understanding of cultural safety and the Treaty of Waitangi.
  - b. complete education in consumer rights and cultural safety awareness.
  - c. actively support and participate in the implementation of this policy.

### **Associated Documentation**

Consumer Rights Policy

Maori Health Policy

Tikanga Guidelines

Cultural Guidelines

## **Reference**

HDSS 8134: 2008 1.1.6 - Consumer Rights

Consumers receive culturally safe services which recognize and respect their ethnic, cultural, spiritual values and beliefs.

HCSS 8158:2012 1.13 -Individual Values and Beliefs respected

Consumers receive culturally safe services which recognize and respect their ethnic, cultural and spiritual values and beliefs.