

# cultural competence in planning, monitoring & evaluation

This tip sheet covers one of seven domains used to measure cultural competence. Each domain includes a set of indicators of good practice.

How to ensure that programmatic and operational plans address cultural competence issues, and how to assess the level cultural competence in these plans.

## Why is it important?

Cultural competence in planning, monitoring and evaluation results in services that effectively meet the needs of current clients and communities, and are flexible enough to respond to changing circumstances and emerging populations.

## Client, community and staff input

### Indicators

- Culturally and linguistically diverse communities are represented on relevant planning and monitoring committees.
- Staff, clients and relevant communities have input into cultural competence plans.
- Staff, clients and relevant communities have input into the monitoring and evaluation of cultural competence activities.
- Staff and consumers actively participate in planning, monitoring and evaluation.

### Good practice example

A local council establishes a CALD working group to inform its diversity plan. The working group includes council staff, a representative from the local migrant resource centre and CALD consumer representatives. The group identifies culturally competent initiatives for the diversity plan and ensures that a staff member is responsible for their implementation and evaluation.

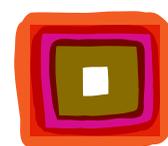
## Plans and their implementation

### Indicators

- Planning documents, including budget allocations, address cultural competence issues.
- A cultural competence plan is created and implemented.

### Good practice example

When developing its cultural competence plan, a mental health service includes a column for identifying and allocating the resources required to implement each aspect of the plan.



## Collection and use of information

### Indicators

- Data collected from and about clients and target communities is used to inform planning.
- All areas of the organisation (eg policy, programs, operations) collect and have access to relevant data .
- The implementation and results of cultural competence activities are monitored and evaluated as part of quality improvement processes.

### Good practice example

To inform its planning, a community health centre makes it mandatory for all programs to collect data on clients' country of birth, ethnicity, language(s) spoken at home, preferred language and need for an interpreter.

### Reference

This tip sheet is based on Indicators of Cultural Competence in Health Care Delivery Organisations: An Organisational Cultural Competence Assessment Profile , prepared by the Lewin Group Inc. under contract with the USA Department of Health and Human Services (2002).

## Other tip sheets in this series

A framework for cultural competence

Cultural competence in organisational values

Cultural competence in governance

Cultural competence in communication

Cultural competence in staff development

Cultural competence in organisational infrastructure

Cultural competence in services & interventions