

The perspectives and concerns of staff working with clients with diverse cultural heritage: Cultural safety at the Kirketon Road Centre, a primary healthcare service for marginalised people

Julie Dubuc¹, Sophie Pereyra Bowdler^{1,2}, Edmund Silins^{1,3}, Aleksandra Adzic¹, Lucy Cho¹, Rosie Gilliver¹, Joanne Mawson¹, Joey Wong¹, Phillip Read^{1,4}

¹Kirketon Road Centre, South Eastern Sydney Local Health District, Sydney, Australia, ²School of Education and Social Work, University of Sydney, Sydney, Australia, ³National Drug and Alcohol Research Centre, UNSW Sydney, Sydney, Australia, ⁴Kirby Institute, UNSW Australia, Sydney, Australia

Presenter's email: Julie.dubuc@health.nsw.gov.au

Introduction / Issues: A culturally competent workforce improves service delivery to culturally and linguistically diverse (CALD) clients and is essential for high quality culturally appropriate care. We aimed to better understand the perspectives and concerns of staff affecting engagement with CALD clients to inform strategies to improve service-level cultural competence.

Method / Approach: In October 2022, a cross-sectional 29-item survey of staff was conducted. Staff were invited to reflect on their engagement with CALD clients. Quantitative (Likert scale) and qualitative questions spanned domains of self-reflection, engagement approach and training and development. Participation was voluntary and anonymous. Descriptive analyses were used to summarise results.

Results: Perceptions/concerns of clinical and non-clinical staff differed little (n=36). A majority (86%) agreed they had a sense of their own cultural identity and for 78% this influenced their work with CALD clients. Over 90% agreed that connections with a culture different to their own helped engagement with all clients regardless of their specific cultural background. Other results will be presented.

Discussions and Conclusions: Staff were generally confident in their ability to discuss cultural issues and engage with CALD clients. They identified areas for further education and training and provided insights on how KRC could increase engagement with CALD clients.

Implications for Practice or Policy: Culturally competent staff are more open to the views and perspectives of others. Cultural competency improves employees' self-awareness as individuals within a diverse team. It is important to prioritise cultural competency and equip staff with the skills to effectively engage CALD clients, potentially improving health/social outcomes for this priority group.

Disclosure of Interest Statement: PR has received research funding from Gilead Sciences, as well as institutional and individual honoraria from Gilead Sciences, Abbvie and MSD.