

## CULTURAL COMPETENCY GUIDELINES

As part of the Diverse Cymru BME Mental Health Cultural Competence Certification Scheme

We at Mental Health Matters Wales have attained a culturally competent organisation status.

As part of the process was a requirement that we ensure that all our projects are aware of the principles, requirements and need for projects to provide culturally competent services

To this end we require that you give consideration (as set out in the examples provided) of how culturally competent your services are in the following areas:

### **Environment and Organisational Commitment**

- A welcoming environment for all cultures that you serve (e.g. interpretation services, 'quiet' / multi faith rooms, appropriate signage)
- Culturally appropriate recruitment, retention, progression and training practices
- Practical demonstrable senior management commitment to promote cultural competent services

### **Communication, Consultation and Engagement**

Good communication, consultation and engagement mechanisms with the wider community in your area of work

### **Cultural Competence and Professional Development**

Provision of Cultural Competence and Unconscious Bias training opportunities for all staff

### **Outcomes Monitoring**

Mechanisms for the ongoing monitoring of culturally equitable outcomes for the wider community, and mechanisms to address any issues identified from this monitoring

Signed



**Richard Jones - Chief Executive Officer**

Signed



**Michaela Moore – Director**