

12 hour stopover worksheet: providing culturally safe places

	<i>Desirable</i>	<i>What is, or could be, the equivalent in your own work situation</i>	<i>How do you, or could you, measure how people experience what you do</i>
a)	Provide translator		
b)	Be friendly and welcoming (remembering they are cultural expressions too)		
c)	Make sure the rules are clearly understood (not just written down)		
d)	Provide points of access to 'own' people – inside and/or outside the system (consulate, telephone)		
e)	Provide resources so can locate self, better understand context (clock, calendar, map, etc)		
f)	Allocate a 'buddy' or guide (so don't have to repeat developing a communication system with someone new)		
g)	Be tolerant of difference: assume any behaviour that seems 'inappropriate' (odd, rude) may have a cultural explanation so check before responding, if possible		
h)	Provide some 'private' space		
i)	Provide access to comfort food, 'toy', etc		
j)	Have way of collecting feedback from staff / clients about level of cultural safety/issues		
k)	Show an interest in 'other' cultures, without putting the members in the spotlight		
l)	Make images neutral (e.g. stick figures) or diverse (represent a range of cultural groups)		
m)	Learning basics of group/s you work with a lot		

➤ Remember that a power imbalance further complicates communication