

## Culturally Competent FV response model

## primary care system Policy Policies on multicultural recruitment, engagement with and referral of women to ethno-specific domestic violence agencies, and on use of interpreters. primary care providers Budget Budget allocation to cultural competency activities; and to Aware Multicultural service infrastructure such as Aware of one's position of Primary care providers should speaker phones to privilege, biases, and be representative of the local enable use of assumptions. cultural and ethnic diversity. interpreters. Efficient Access to and skilled in Willing using interpreters; Willing to understand Relevant wording of women's cultural screening questions; Women beliefs, family values, Questions on women's centred previous primary care preferences, background, care experiences, and past Physical setting and family support; trauma. Visual images, Training Referral to ethno-specific posters, and family Training on interaction with agency. violence brochures in culturally diverse women multiple languages; Inclusive experiencing family violence, Display materials that Active commitment to antiand on use of interpreters. represent local cultural racism; Genuine interest in diversity: women's culture; Assure Recognition of local unconditional support; Share festivals. respect for women's decision. **Data Recording** Recording client's Cultural Indigeneity, ethnicity, competency assessment language spoken, Managers engaging in critical reflection English language questions to understand primary care proficiency, and setting's level of cultural competency. familial/community support.

- Evidence-based model recommended by a systematic review (44 studies and grey literature about practises that demonstrate CCFV responses from the perspective of primary care providers and women of minority ethnic/racial backgrounds)
- The model recommends four individual-level actions and seven whole-of-practice-level actions: these eleven actions guide care design and delivery that promotes a culturally safe primary care environment for women of diverse ethnic and racial backgrounds experiencing family.

Pokharel, B., Yelland, J., Hooker, L., & Taft, A. (2023). A Systematic Review of Culturally Competent Family Violence Responses to Women in Primary Care. Trauma, Violence, & Abuse, 24(2), 928–945. https://doi.org/10.1177/15248380211046968