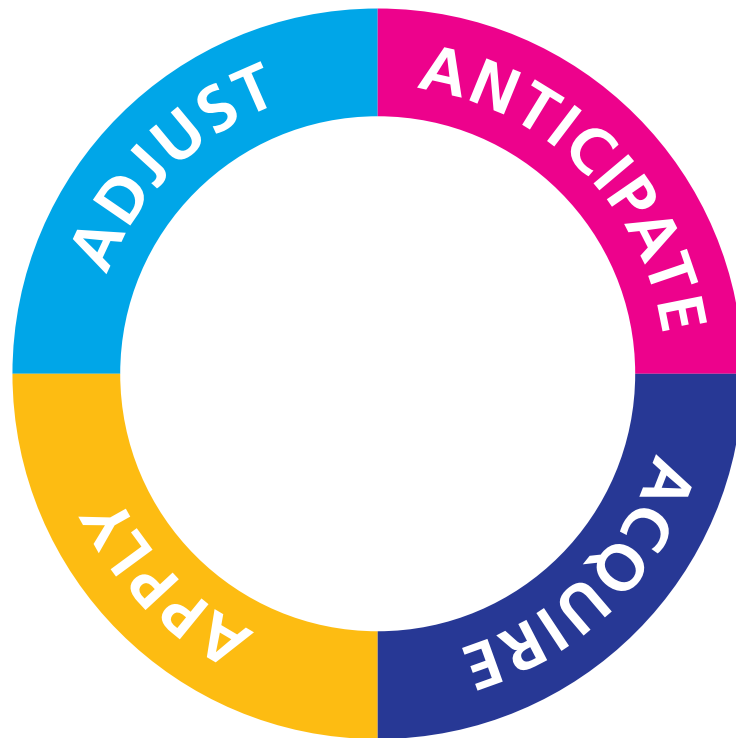


# MAC 4As Model



## Principles of Cultural Intelligence (CQ) include:

**Anticipating** that there is cultural diversity and that knowledge, skills, competencies and resources will be required to meet the cultural diversity of self; residents; clients, consumers; paid staff and volunteers

**Assuming** values; attitudes and perceptions as culturally determined, and diversity within society, communities, groups, families and individuals will be demonstrated

**Acknowledging** other cultures; values; attitudes and perceptions as valid for their members

**Acquiring** knowledge, skills, competencies and resources

**Accessing** information; resources and training to develop cultural content knowledge, skills and competencies

**Assessing** information; resources and services for cultural specific perspectives

**Applying** knowledge, skills, competencies and resources

**Aspiring** to responding to and reflecting core value characteristics as the critical ones for each culture

**Affirming** culturally targeted responses; resources and actions

**Adjusting** policies and procedures; programmes; activities and actions

**Agreeing** to modify responses and actions to meet needs in a culturally appropriate and targeted manner

**Attributing** diverse cultural values; attitudes and responses and becoming more skilled and competent, as well as sensitive



Multicultural  
Aged Care

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