**Statement of Ethics Approval**

Ethical approval for the research study exploring the role of Cultural Support Workers in the New Zealand healthcare settingwas sought from The University of Auckland Human Participants Ethics Committee. As no concerns were raised during this process, approval was given for the study to proceed.

In order to approach Waitemata District Health Board (WDHB) employees, the study proposal was submitted to the Awhina research and knowledge centre. This centre is authorised by the WDHB to consider and approve any research applications made to the organisation. A Confidentiality Agreement was signed between the centre and the researcher, and the study was approved to proceed.

Participants were sent a written participant information sheet (PIS) which included details about the study, and the opportunity was provided for participants to clarify and discuss any concerns or questions they had prior to their signing the consent form. Participants were also advised on the PIS, and verbally, of their right to withdraw from the study without explanation. A consent form (Appendix V) was explained and signed by participants prior to the interview.

Confidentiality was maintained throughout the study with no identifying information linking the participants to the final report. Numerical identifiers were used to identify transcripts. The data gathered was stored in a password-protected file on the researcher’s personal computer. At the conclusion of transcription, the audiotapes were erased and the transcripts transferred to a disc to be stored in a secure drawer in the researcher’s home office for a period of six years.

Ethical issues identified by the researcher include the appropriateness of cross-cultural research. Although the study would appear to meet the criteria for cross-cultural research as described by Spoonley (2003), “when the researcher and the person or community who are the object of the research are culturally different” (2003, p. 51), the focus of the study is on a specific role rather than on any particular culture or ethnicity. However, the researcher does acknowledge that she is from a different ethnic group and culture from those of the study participants and that there is the potential for misunderstanding of language and culturally specific concepts. Accepting this, considerable care is required to ensure any potential ethical or practical issues that may arise during the course of the study are identified and addressed in a culturally appropriate and respectful way.

Participants’ recruitment meant that they represent a diverse range of ethnicities and languages. As a requirement of the CHW role is to be bilingual, the interviews were conducted in English, even though it was acknowledged that, for some participants, English is a second or even third language. Advice was sought from a cultural advisor and colleague on any potential issues that may arise and care was taken throughout the process to ensure any cultural norms and practices were adhered to.