

**LEP:**  
**Cultural Understanding of the issues**

- o Receipt of public benefits
- o Mental health issues
- o Domestic Violence (DV)
- o Sex/Gender and relational stereotypes
- o Family configuration and protocol

**Ask: What am I assuming?**  
**Talk less and notice more**

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**LEP: Cultural Context of Client's Life Experience**

Cultural knowledge vs. experience

How does it help or hinder your understanding of the client?

Hidden barriers  
Past Trauma  
Education

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**LEP: Differing Understandings of Systems and Bureaucratic Processes**

Differing Concepts of:

- Process
- Roles
- Ownership/ Entitlement
- Decision making
- Terms of art in Legal world

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