

CULTURALLY AND LINGUISTICALLY DIVERSE PEOPLE



Culturally and Linguistically Diverse People (CALD) refers to people from a non-English speaking background and/or culture. CALD groups face barriers especially in aged care. Here are some tips to overcome some common barriers¹.

BARRIERS	TIPS
<p>Attitudes, values, and beliefs differ between cultures, including how people view care (e.g., most Filipino families traditionally prefer to have their children care for parents versus using aged care services).</p>	<ul style="list-style-type: none"> • Ask your client about their culture and how aged care works in their cultures. • Participate in the clients' cultural celebrations. (e.g., "Hi Jocelyn, I was just wondering how does aged care work in your country?").
<p>Communication (e.g., clients may speak another language, which can make it difficult to understand what care they need).</p>	<ul style="list-style-type: none"> • Use strategies like cue cards, translators, family members, interpreters to communicate. (e.g., "Hi Ms. Kim, I would like to inform you that we have government-funded interpreter services that you and your mother can access. It is free of cost and could help you make an informed decision. Please let me know if you want to access this service or if you want to know more information about it").
<p>Adapting to environment (e.g., culture shock can occur with clients because of migrating to a new place).</p>	<ul style="list-style-type: none"> • Partner with the CALD community and organisations². (e.g., introduce your client to new community (e.g., introduce your client to new community members who share the same cultural backgrounds. This could help them to adjust to their new environment).
<p>Navigating the aged care system (e.g., for some people the aged care system is new, this may pose challenges when navigating My Aged Care).</p>	<ul style="list-style-type: none"> • Supply information and training sessions about how to access, My Aged Care and CHSP providers. • Help the client navigate through the aged care system. (e.g., "Can I help you navigate My Aged Care?" "I found an information session we could go to, so we both can learn more about aged care").

1. AIHW, (2020)
 2. Department of Health, (2019)

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BARRIERS	TIPS
<p>Culturally and Linguistically Diverse (CALD) support (e.g., not every carer knows another language, learning how to access and participate in multicultural activities can help the client).</p>	<ul style="list-style-type: none"> • Learn how to access interpreters and multicultural information. • Seek/attend training opportunities for CALD staff/ volunteers. • Plan activities to celebrate diversity. (e.g., “Hi Lee, the Chinese festival is on this weekend! Do you want me to go with you to the festival?”).
<p>Stereotyping (e.g., Jose, can speak English, but that does not mean he can read it. Sometimes assumptions are made, it is always good to ask questions and check in).</p>	<ul style="list-style-type: none"> • Plan activities to promote diversity and introduce multiple cultures. • Be open to learn about different cultures. • Do not assume that everyone can speak or read English¹. (e.g., introduce your client to new community members who share the same cultural backgrounds. This could help them to adjust to their new environment).

RESOURCES

AIHW (Australian Institute of Health and Welfare), (2020). *GEN Aged care data snapshot 2020—third release.*, Canberra: GEN.

<https://www.gen-agedcaredata.gov.au/Resources/Access-data/2020/October/Aged-care-datasnapshot%E2%80%94942020>

Department of Health, (2019). *Actions to Support Older Culturally and Linguistically Diverse People: A guide for aged care providers.* Aged Care Sector Committee Diversity Sub-group. Australian Government.

<https://www.health.gov.au/resources/publications/actions-to-support-older-cald-people-a-guide-for-agedcare-providers>

Lilly Xiao: *Cross-cultural care program for aged care staff*

<https://www.openlearning.com/courses/developing-themulticultural-workforce-to-improve-the-quality-of-care-for-residents>