

## E.13 Cultural Awareness

### 1.0 INTRODUCTION/BACKGROUND

Mercy Services acknowledges the unique gifts and needs of people from culturally and linguistically diverse (CALD) backgrounds. Mercy Services seeks to be sensitively aware of Mercy Services clients' cultural issues, recognising that we are all shaped by our cultural background. At the same time Mercy Services appreciates that no individual can be reduced to a set of cultural norms and that their individual needs and preferences are most important.

Due to their unique status as the first peoples of this land the concerns of Aboriginals and Torres Strait Islanders are addressed in the Mercy Services Reconciliation Policy.

### 2.0 SCOPE

The purpose of this policy is to ensure that all CALD people have equal access to Mercy Services programs and that Mercy Services develops tailored approaches, when appropriate, to meet their needs.

### 3.0 POLICY STATEMENT

Mercy Services will make itself aware of cultural diversity and issues in the potential and actual client population.

Mercy Services will promote access to its services for people from a CALD background.

Mercy will support and encourage self protective strategies and behaviours that take into account clients' individual and cultural needs.

Mercy Services will, as far as is practical, accommodate the cultural, linguistic and spiritual requirements of Mercy Services clients.

People who may not be able to articulate their needs effectively through use of the English language will be given the opportunity to work with an interpreter if desired, including an Auslan interpreter. Mercy Services employees and volunteers will respect clients' right to refuse interpreting services.

Mercy Services employees will make use of written information to the client in their preferred language where available. In cases where the client does not speak English an interpreter service will be used to ensure that the client understands the assessment and review process, the services being offered and the general information provided e.g., in the Client's Handbook.

Where appropriate, Mercy Services staff will continually improve their awareness of, and skills in responding to, the particular barriers faced by CALD people.

## 4.0 PROCEDURES

### 4.01 Service Planning

The Chief Executive Officer (CEO), through the relevant Manager, is responsible for ensuring that annual operational planning:

- facilitates community participation in service design and development;
- identifies the needs of the local and/or targeted community;
- communicates Mercy Services' planning objectives in the preferred language of clients and their families, and
- offers a variety of ways to provide feedback.

Program Coordinators will take into consideration the cultural, linguistic and religious needs and preferences of clients when planning and reviewing services, with input from their families and members of the local community.

### 4.02 Service Brochures

Relevant Mercy Services service brochures can be available in the most common languages spoken across the Local Government Areas (LGA):

Language spoken at home <sup>1</sup>	Cessnock LGA	Lake Macquarie LGA	Maitland LGA	Newcastle LGA	Singleton LGA
English	47,276	175,717	62,918	129,595	21,216
Macedonian	3	496	16	1,241	3
Italian	40	596	81	969	32
Mandarin	31	240	86	930	11
Greek	23	299	41	886	11
German	78	471	114	386	34
Cantonese	46	345	162	478	33
Arabic	20	174	69	638	13
Polish	36	277	113	332	36
Tagalog	47	164	97	256	47
French	42	188	44	224	21
Vietnamese	19	83	33	274	19
Dutch	38	229	34	113	10
Hindi	16	164	28	198	16
Serbian	6	100	27	251	6
Urdu	20	44	37	114	12
Punjabi	9	63	68	70	3
Maltese	17	38	9	13	17

Brochures are distributed to venues and agencies which potential clients and/or their families are likely to access.

### 4.03 Interpreters

Upon referral, clients and their families are informed of their right to access professional interpreting services at any time, and of the availability of telephone interpreting services.

<sup>1</sup> Data from Australian Bureau of Statistics Census 2011 (listed in order of most spoken across LGAs)

The need for an interpreter service will be clearly identified in the client's file.

Professional interpreting services will be offered to clients:

- when Care Plans are developed and reviewed;
- whenever informed consent is required; and
- as requested by clients and/or their families

The Hunter New England Health Service Migrant Health Service Interpreter Service has advised of the policy to be followed for booking Health Care Interpreters.

1. Health Care Interpreters are available free of charge to assist with clients having limited or no English.
2. Health Care Interpreters are available between 9.00 a.m. and 5.00 p.m. - Monday to Friday. They can be booked by phoning the Booking Clerk on 4924 6285-6.
3. After-hours emergency service is available through Lifeline on 13 11 14.
4. If a client presents with little or limited English, inquire tactfully if he/she may wish to use an interpreter (clients may not know that a free and confidential service is available).
5. Level of English can be deceiving. Please check that the client understands instructions using the feedback method. Cultural differences may give a wrong impression of level of understanding.
6. Double check the language needed, e.g. a Yugoslav client may need a Macedonian, Serbian or Croatian interpreter or a Chinese client may speak Mandarin or Cantonese language.
7. Please give the Health Care Interpreter Service as much notice as possible of the appointment. Interpreters often have densely packed schedules.
8. If an appointment is cancelled by either a client or staff member, please let the interpreter service know as soon as possible so that the interpreter can be notified.
9. Please indicate on the client's records that an interpreter is required as the client speaks a language other than English.

#### **4.04 Human Resources**

Mercy Services actively recruits bilingual staff for programs with a high proportion of current or potential clients of a language other than English.

The CEO, with assistance from Managers and Coordinators, is responsible for supporting the cultural, linguistic and spiritual needs of employees.

When a client is referred to Mercy Services, the Coordinator (or delegate) will consider the best employee/volunteer match such as that the cultural background, age and gender of the worker/volunteer is most appropriate to the client's needs/interests.

Mercy Services staff and volunteers are trained in cultural awareness, appropriate communication and the correct use of telephone and on-site interpreting services.

Only staff and volunteers who have received training in cultural sensitivity will be able to work directly with indigenous clients and people from a CALD background.

#### 4.05 Culturally Appropriate Care

All Mercy Services employees and volunteers are aware of the cultural and religious impact on the acceptability of providing certain health and personal care procedures.

Different cultural representations and perceptions of dementia are taken into consideration when discussing the subject with people with dementia and their families.

Mercy Services will provide culturally appropriate therapies that promote and enhance the quality of life for people with dementia from culturally and linguistically diverse backgrounds.

Mercy Services will provide culturally appropriate food services that meet clients' cultural and religious needs and preferences concerning diet and food preparation.

#### 4.06 Family and Cultural Supports

The emotional support needs of Mercy Services clients will be identified, addressed and regularly reviewed, with input from family members (with client consent).

Mercy Services clients will be assisted to maintain cultural and other support networks.

Staff are sensitive to norms and traditions about receiving help from outside family networks including those associated with critical life events.

#### 4.07 Spiritual Support

Mercy Services supports the current and desired practices and beliefs of clients, and schedules regular reviews of spiritual needs.

Where appropriate, the current and desired practices and beliefs of clients is noted in the client file. Mercy Services assists clients to maintain religious networks, and facilitate appropriate religious representation as required.

The impact of religion on all services, including health and personal care and food services, is documented (*e.g. Care Plan, file note, roster*) and strictly followed.

## 5.0 REFERENCES

<b>1. Australian Standards</b>	a) nil
<b>2. Legislation</b>	a) Racial Discrimination Act, 1975 (Cth) b) Anti-Discrimination Act, 1977 (NSW)
<b>3. Professional guidelines</b>	a) nil
<b>4. Codes of Practice</b>	a) nil

<b>5. Codes of Ethics</b>	<p>a) Australian Association of Social Workers Code of Ethics <a href="http://www.aasw.asn.au/document/item/1201">http://www.aasw.asn.au/document/item/1201</a></p> <p>b) Australian Psychological Association Code of Ethics <a href="http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf">http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf</a></p> <p>c) The Nursing and Midwifery Board of Australia. Registration Requirements <a href="http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx">http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx</a></p> <p>d) Integrity in the Service of the Church <a href="https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards">https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards</a></p> <p>e) Mercy Services Code of Conduct</p>
<b>6. Evidence</b>	<p>a) DADHC(1998) <u>Standards in Action</u></p> <p>b) Dept Health &amp; Ageing (2005) <u>Provider Guide to Community Care Quality</u></p> <p>c) Commonwealth of Australia (2002) <u>The Home and Community Care National Standards Instrument and Guidelines</u></p> <p>d) Partners in Culturally Appropriate Care (PICAC) initiative in NSW (NSW Transcultural Aged Care Service, Croydon Health Centre (<a href="http://www.nswtacs.org.au">www.nswtacs.org.au</a>) Ph: (02) 9378 1216.</p>
<b>7. Mercy Services Values</b>	<p>a) Justice, Respect, Care, Unity, Service</p>

**6.0 OTHER RELATED POLICIES AND PROCEDURES**

- A.01 Mission and Philosophy
- A.03 Code of Conduct (staff and volunteers)
- A.05 Reconciliation
- C.04 Program Performance & Monitoring
- C.05 Quality Improvement
- E.01 Service Guarantee
- E.02 Service Access and Equity
- E.03 Meeting Individual Needs
- E.04 Client Fees
- E.05 Client Participation, Decision Making & Advocacy
- E.06 Involvement of Family and Friends
- E.08 Complaints
- E.09 Client Records
- E.11 Coordination with other services
- E.17 Privacy Policy
- G.06 Safe Home Visiting Policy & Procedure

**7.0 RELATIONSHIP WITH STANDARDS**

<b>Aged Care Accreditation Standards</b>	<b>Home Care Standards</b>	<b>NSW Disability Standards</b>	<b>EQulP Standards</b>
3.5, 3.6, 3.8, 3.9,	1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.4, 3.5	1.1, 1.2, 1.5, 1.8, 1.9, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.4, 3.5, 5.1, 5.2, 5.5,	1.1.1, 1.1.6, 1.3.1, 1.6.1

**8.0 DOCUMENT CHANGES RECORD**

<b>Dates of change</b>	<b>Section altered</b>	<b>Natures of changes made</b>
27/04/2009	Section 5 Service Delivery and Section 6 Client Rights	First record of document
20/11/2009	All sections	Update format and content
25/03/2011	7.0 Relationship to Standards	Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQUIP 5 Standards
27/11/2012	All Sections	Organisation name updated
07/07/2014	a) 3.0 Policy Statement b) 4.02 Service brochures c) 7.0 Relationship to Standards	a) Add section on encouraging self protective strategies that respect cultural differences. b) Replaced list of languages with table showing most common languages other than English across the area c) Added Aged Care Accreditation and update Disability Standards
20/03/2017	All sections	Replace GM with CEO
Review due 20/03/2020		