Culturally Safe Care

Reference/s	Aged Care Act 1997:
	- Quality of Care Principles (Aged Care Quality Standards) Standards 1 Dignity and Choice
	- User Rights Principles (Residents Rights)

Purpose

1. The purpose of this policy is to describe Benevolent Living (Benevolent) policies and procedures for providing culturally safe care.

Policy

2. Benevolent values diversity and is committed to providing culturally safe care for residents from culturally and linguistically diverse backgrounds. We will work in partnership with residents and their representatives to ensure that individual customs, beliefs, cultural and ethnic needs identified and met.

3. Benevolent has a zero tolerance to prejudice and discrimination, including race discrimination.

Culturally Safe Care

4. Culture is the traditions, values and ideas which are shared by groups of people.

5. A Culturally Safe Environment is one that where diversity if valued and where there is no assault challenge or denial of their identity, of who they are and what they need.

6. Culturally Safe Care is care provided by care staff that value diversity, foster individual differences and do not discriminate on any basis, including age, gender, sexual orientation, culture, ethnicity or religion.

7. Culturally Competence is the combination of cultural safety knowledge and skills combined with a genuinely inclusive approach.

8. A culture and ethnicity glossary of terms is provided at Appendix 1.

Admission

9. There shall be no barrier to residents from culturally and linguistically diverse backgrounds entering Benevolent.

10. Residents individual customs, beliefs, cultural and ethnic needs will be identified on admission and met.

11. Strategies to ensure culturally safe care in the first month of care will be recorded on an Interim Care Plan.

Assessment

12. Focal assessment of culture, ethnicity and language will be conducted for all residents to identify specific needs.

13. Assessment will be undertaken in partnership with the resident or their authorised representative.

14. Cultural and communication assessments are integrated into iCare.

Care Planning

15. An individual Lifestyle Plan will be developed for each resident which includes specific needs related to culture and ethnicity.

16. The Lifestyle Plan will be developed in partnership with the resident, their nominated representatives and any agency or care provider the resident wishes to be engaged.

17. The effectiveness of lifestyle enhancement strategies will be evaluated along with routine care evaluation (four-monthly) and whenever indicated by changes in needs or expressed concerns.

Referral and Shared Care

18. Where needs related to culture and language cannot be met internally or the resident requests engagement of external agencies or service providers, referral will be arranged.

19. Resident consent will be sought prior to referring for external support.

20. The Registered Nurse will coordinate care with external agencies and services providers to ensure any directions are included in the resident's care plan.

Dignity and Choice

21. Cultural and linguistic diversity will be valued and fostered.

22. Assessment and planning will be undertaken in close partnership with the resident or their authorised representative.

23. Individual preferences in relation to care related to culture and ethnicity will be respected.

24. Residents will be supported and assisted to:

   o Maintain community cultural and religious contacts and attend community events.

   o Observe/celebrate significant cultural events and celebrations.

   o Communicate in their preferred language (by use of translator/interpreter) or by use of cues/communication boards.

- o Maintain dietary observances/restrictions, in addition to specific food likes/dislikes.

- o Practice personal care requirements in accordance with religious and/or cultural beliefs.

- o Access special dietary needs related to culture and ethnicity.

Complaint Management

25. Complaints from residents or representatives in relation to prejudicial treatment or race discrimination (by staff, contractor or volunteers) will be investigated by the Operations Manager and employee pe3rformance management action taken in accordance with human resource management policies if indicated.

Quality Improvement

26. Benevolent values feedback from staff about its policies a3nd procedures. Feedback can be directed to the policy owners as outlined above.

27. Benevolent will audit compliance with this policy through the inte3rnal audit program and use the findings to inform improvements to culturally safe care.

28. Benevolent will monitor the degree to which residents feel that the care they receive is culturally safe through its resident satisfaction survey process

Staff Education and Support

29. All new employees will receive training on culturally safe care upon the commencement of employment and on a regular basis.

Monitoring

30. The Director of Nursing is responsible for ensuring residents individual interests, customs, beliefs, cultural and ethnic backgrounds are valued and fostered within the facility.

Appendix 1 Culture and Ethnicity Glossary

Term	Definition/Explanation/Details	Source
Auslan	Auslan is a recognised language used by the deaf and hearing impaired community.	Deaf Services Qld
Australian South Sea Islanders	Australian South Sea Islanders are the direct descendants of South Sea Islanders who were brought into Australia between 1863 and 1904 to work as indentured labourers. Most were brought to Queensland and New South Wales to work in the sugar industry. They are a distinct cultural group with a unique history and have contributed greatly to the cultural and economic development of Queensland.	Department of Communities Glossary of Terms http://www.communities.q ld.gov.au/resources/multic ultural/media/multicultura l-affairs-glossaryof-terms.pdf Retrieved 20 March 2012
Bilingual Staff	Bilingual staff are people who are fluent in two or more languages but their language skills are not formally assessed.	Queensland Government Language Services Policy (2011)
Cultural Competence	Practically, at a personal level, cultural competence is the ability to interact comfortably with, and provide services effectively to, people from a wide range of ethnic/cultural and linguistic backgrounds. Cultural competence includes the ability to overcome language barriers. At an organisational level, cultural competence requires policies and systems that support and facilitate individual cultural competence. At both levels, cultural competence is an ongoing process. There is no final destination to reach. The individual's understanding, knowledge and skills will, ideally, just continue to grow.	Department of Communities Glossary of Terms http://www.communities.q ld.gov.au/resources/multic ultural/media/multicultura l-affairs-glossaryof-terms.pdf Retrieved 20 March 2012
Culturally and linguistically diverse (CALD)	Refers to the range of different cultures and/or language groups represented in the population who identify as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken	Based on Department of Human Services, 2006

Term	Definition/Explanation/Details	Source
	at home, including people who are deaf or hearing impaired.	
Culture	In broad terms, culture relates to the traditions, values and ideas which are shared by groups of people. Culture does not necessarily coincide with national boundaries, for example African-American culture, Kurdish culture, or Western culture. Culture can also be dynamic and constantly adapting to changing circumstances and new challenges.	Department of Communities Glossary of Terms http://www.communities.q ld.gov.au/resources/multic ultural/media/multicultura l-affairs-glossaryof-terms.pdf Retrieved 20 March 2012
Interpreter	An interpreter is a person who conveys oral messages, concepts and ideas from one language into another language (including sign language), with a high degree of accuracy, completeness, objectivity and sensitivity to the cultures associated with the languages of expertise.	Department of Communities Glossary of Terms http://www.communities.q ld.gov.au/resources/multic ultural/media/multicultura l-affairs-glossaryof-terms.pdf
ISIS	The term ISIS is an acronym for Interpreter Service Information System	Queensland Health Multicultural Services
Language Services	Language services are services provided by agencies which address communication issues affecting people with limited proficiency in English, this may include speakers of Aboriginal and Torres Strait Islander languages and Auslan (Australian Sign Language).	Queensland Government Language Services Policy (2011)
Pacific Islander people	Migrants to Australia from the island groups of Micronesia, Melanesia and Polynesia are referred to collectively as 'Pacific Islander people'. Despite often being grouped together in this way, populations from these different regions are heterogeneous with diverse cultures, languages and religions.	Queensland Health response to Pacific Islander and Māori health needs assessment
Professional interpreter	For languages where NAATI accreditation testing is available, NAATI issues accreditation at the following levels:	Queensland Government Language Services Policy (2011)

Term	Definition/Explanation/Details	Source
	o Paraprofessional Interpreter (lowest level) o Professional Interpreter o Conference Interpreter o Senior Conference Interpreter (highest) o For languages where NAATI accreditation testing is not available, NAATI issues a recognition level: o Recognised Interpreter	
Racism	Racism is a term used to describe the belief that some groups are superior to others based on cultural, linguistic or religious or perceived biological differences. These beliefs often underpin practices and behaviours which result in inequalities between different groups. Institutional racism occurs when a policy, rule or practice which is set by the dominant cultural group, and have built into social systems, disadvantages some groups and results in unequal power, resources or opportunities for those groups because of their culture, language or religion.	Department of Communities Glossary of Terms http://www.communities.qld.gov.au/resources/multicultural/media/multicultural-affairs-glossaryof-terms.pdf Retrieved 20 March 2012
Refugee	Article 1 of the international Convention relating to the Status of Refugees 1951 defines a refugee as "a person who is: o outside of her country of nationality or habitual residence, and o has a well-founded fear of persecution o because of race, religion, nationality, membership of a particular social group, or political opinion, and o unable or unwilling to avail himself or herself of the protection of that country, or to return there, for fear of persecution". Only a very small proportion of refugees are resettled from their country of asylum to third countries, such as Australia.	Department of Communities Glossary of Terms http://www.communities.qld.gov.au/resources/multicultural/media/multicultural-affairs-glossaryof-terms.pdf

Term	Definition/Explanation/Details	Source
	Under the Australian Government's Humanitarian Program, an asylum seeker can apply for a permanent refugee protection visa while offshore (outside of Australia), or onshore (within Australia). Upon receipt of a permanent visa, refugees and humanitarian entrants are eligible for various kinds of assistance in order to settle in Australia. Further information is available from the Australian Government Department of Immigration and Citizenship on www.immi.gov.au.	
Special needs population	Refers to refugees, Australian South Sea Islander people and Pacific Islander people. Identified in the Queensland Government Multicultural Policy as new and emerging communities due to their relative social and economic disadvantage.	Queensland Multicultural Policy (2011)