

S3G “Tools of the Trade” Workshop Series

The Systems 3 Group Pty Ltd

S3G

>Consulting
>Training
>Diagnostics

Cultural Diversity – Meeting the needs of all residents (MA11)

Looking after Culturally and Linguistically Diverse Residents

A one (1) day program for the Aged Care Industry

Imagine if failing health meant that you had to leave your home and family to start a new life in an unfamiliar place with unfamiliar people. Now imagine if this was not your country of origin. What kind of cultural shock would you face? A new home, new ‘neighbours’ and new cultural norms may lead to confusion, alienation and loneliness.

The proportion of culturally and linguistically diverse residents is increasing in aged care. Our duty of care is to develop the relevant skills and knowledge to assist older Culturally and Linguistically Diverse (CALD) residents to have the same opportunity for quality of care and life as all other residents. Revealing awareness of cultural issues to residents conveys interest, concern and respect. This can only enhance rapport with your residents and their families.

This is an interactive course developed by The Systems 3 Group, to provide staff with the knowledge to enhance the quality of life of residents with culturally diverse backgrounds whilst complying with the Accreditation Standards. This program keeps us focussed on the individual, but provides a perspective about residents’ cultural backgrounds.

The one day training course covers the following:

Cultural issues

- What is culture?
- Culture and stereotyping
- Range of cultural differences
- Relevant legislation
- Effective communication
- Communication differences
- Reducing potential for conflict
- Support services - use of interpreters

Lifestyle & Safety

- Food & Leisure
- Environment
- Religious beliefs
- Family involvement
- Security and safety

Management & Clinical Care Issues

- Information systems
- Information sources
- Management implication
- Pain & Restraint
- Privacy & dignity
- Staff interaction
- How does CALD fit in with the Aged Care Standards



Who should attend this course?

- Any care supervisors and managers working in the residential aged care and community care industries.
 - Any staff with the responsibility for caring for culturally diverse residents.
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Cost

\$ 286.00 (incl GST). Fees include course materials, lunch and refreshments

Discount Policy

One – two participants – no discount from scheduled fee

Three – four participants from the same organization, booked on the same course – 5% discount

Five or more participants from the same organization, booked on the same course – 10% discount.

Discounts only apply if training fees are received in a single payment. Discounts do not apply retrospectively.

Course Pre-Requisites

Nil

In-house Options

Why should you consider it? Some reasons are:

- It is usually more cost effective to train 5 or more people in-house rather than place them on a public training program.
- This will maximise the benefits of the training as the skills learnt can be implemented immediately. Course participants are not required to "translate" the information to their site after a public training program.
- The training program can be easily modified to concentrate on topics of your choice
- The timing of the program is your choosing

Many residents and staff expect new comers to assimilate into the dominant Anglo-Australian culture. Service providers now celebrate cultural difference, and are becoming more attuned to the needs of individuals from different cultural backgrounds.

Experiences of health and illness vary widely as a result of the residents' beliefs, behaviours, past experience in Australia and experiences prior to migration.

Good health care depends on our sensitivity and empathy towards these differences.

