

Cultural diversity must be considered across all organisational policies and practices in order to provide culturally responsive aged care and disability services and a culturally inclusive work environment.

The following checklist will assist you in the development of culturally inclusive policies that address cultural diversity across all levels of service design and delivery. Discuss with others in your organisation when and how this checklist could be used with your multilingual and multicultural community members.

Communication	
Are professional interpreting services used: 1. when care plans are developed and reviewed 2. whenever informed consent is required; and as requested by care recipients and/or their families?	
Are all care recipients and their families informed of their right to access professional interpreting services at any time, and of the availability of telephone interpreting services?	
Is information regarding services provided in the preferred language of care recipients and their families?	
Dementia Care	
Have dementia assessments been reviewed for cultural bias and do they recognise the impact of culture and the migration experience in understanding individual behaviour?	
Are the different cultural representations and perceptions of dementia taken into consideration when discussing the subject with people with dementia and their families?	
Does your service provide culturally appropriate therapies that promote and enhance the quality of life for people with dementia from culturally and linguistically diverse (CALD) backgrounds?	
Emotional Support	
Are the emotional support needs of your care recipients identified, addressed and regularly reviewed, with input from family members?	
Are care recipients assisted to maintain community and other support networks?	
Does your service explore the availability of volunteers to provide recreational visits to isolated care recipients in their preferred language?	
Food Service	
Does your service provide culturally appropriate food services that meet care recipients' cultural and religious needs and preferences concerning diet and food preparation?	
Are menu choices provided in the preferred languages of care recipients?	
Are staff responsible for food services trained in culturally appropriate food preparation?	
Health & Personal Care	
Does your service identify and address individual cultural, linguistic and spiritual needs across all health and personal care services?	
Are information about health and personal care services, including information about specific procedures, provided in the preferred language of care recipients and their families?	
Are staff aware of the cultural and religious impact on the acceptability of certain health and personal care procedures?	

Human Resources	
Does your organisation actively promote the recruitment of bilingual staff?	
Does your organisation support the cultural, linguistic and spiritual needs of employees?	
Are staff provided with training in cultural awareness, appropriate communication and the correct use of telephone and on-site interpreting services?	
Leisure Activities	
Are the cultural, linguistic, and religious needs and preferences of care recipients, taken into consideration when planning and reviewing recreational activities, with input from their families and members of the local community?	
Are care recipients supported to maintain community networks?	
Does your service provide access to multicultural media?	
Palliative Care	
Are individual cultural, linguistic, and spiritual needs, supported across all integrated palliative care services?	
Are staff aware of the cultural and religious impact on the acceptability of certain palliative treatments?	
Are staff responsible for palliative care familiar with the different cultural and religious practices around death, dying and bereavement?	
Service Planning	
Does your organisation facilitate community participation in service design and development?	
Has your organisation identified the needs of the local and/or targeted community?	
Does your organisation communicate the organisation's planning objectives in the preferred language of care recipients and their families, and offer a variety of ways to provide feedback?	
Spiritual Support	
Does your service support the current and desired practices and beliefs of care recipients, and schedule regular reviews of spiritual needs?	
Is the impact of religion on all services, including health and personal care and food services documented and strictly followed?	
Does your service assist care recipients to maintain religious networks, and provide appropriate religious representation as required?	

Adapted from: www.culturaldiversity.com.au