

Course Information Sheet

Culturally Inclusive Care

Course Code	AOC17110-B-R-NZ	Course Series	Individual Wellbeing
--------------------	-----------------	----------------------	----------------------

Learning Pathway	Individual Support
-------------------------	--------------------

Course Description	<p>People living in residential care come from a variety of culturally and linguistically diverse backgrounds. This course explores the needs of older people from culturally and linguistically diverse backgrounds and identifies strategies to deliver culturally and linguistically appropriate care and support.</p> <p>Filmed in various residential care homes, this course uses real examples to demonstrate how culturally inclusive care is delivered to older people from a variety of culturally and linguistically diverse backgrounds. It includes interviews with experts and staff working within the sector and explores how CALD older people can receive care that is sensitive and responsive to their culture, beliefs, needs and preferences.</p>
Subjects covered include	<p>Culturally and Linguistically Diverse (CALD) - Health Literacy – Individual, Organisational and Systemic Barriers – Challenges – Needs – Conscious and Unconscious Bias - Practical Strategies – Effective Communication – Professional Interpreters – Food and Nutritional Requirements – Culturally Safe Living Environment – Social and Spiritual Support – Culturally Safe Care</p>

Target Audience	All Staff
------------------------	-----------

Learning Outcomes	<p>After viewing this course, participants should be able to:</p> <ul style="list-style-type: none"> • Discuss the challenges faced by older people from culturally and linguistically diverse backgrounds • Recognise the needs of older people from culturally and linguistically diverse backgrounds • Identify practical strategies to deliver culturally and linguistically appropriate care and support
--------------------------	--

Course Information Sheet

Subject Matter Expert

Carolina Valencia Coleman is a social justice and diversity consultant, who is an experienced program, project developer and facilitator.

Over the past 18 years, Carolina has specialised in inclusive practice, working across migrant and refugee health, youth sector, aged care, community health and language services. Carolina has worked within Not-for-Profits, Local Governments, State Government agencies and most recently in partnership with the Department of Health, embedding diversity practice in aged care services.

Carolina’s goal has remained the same within all of these different sectors. She has worked to support mainstream services to respond and implement redesigned services, in partnership with their diverse consumer groups. Most recently, Carolina has begun decolonising practices to unfold her stories, practices and approaches, as well as designing and delivering anti-racism training for organisations, programs and individuals.

Key Definitions

Culturally and Linguistically Diverse (CALD)	A term used to identify people from different cultures, or people who speak a language that is different to the dominant language of the country they live in.
Culture	A set of customs, beliefs and guidelines of an individual who identifies as part of a particular community or society. These guidelines shape their worldview and behaviour. Culture can also include religion e.g. Judaism.
Linguistic	The language someone speaks e.g. English, Maori, Mandarin Chinese, Spanish or Hindi.
Diversity	That which makes us unique or different to one another. It can include our life experience, ethnicity, culture and beliefs.

Course Information Sheet

Resources to Support Your Learning

[Diversity Works NZ](#)

[Why cultural safety rather than cultural competency is required to achieve health equity: a literature review and recommended definition](#)

[Code of Health and Disability Services Consumers' Rights - Health and Disability Commissioner](#)

Active Learning Hours

This course and the accompanying assessment may require up to three hours of active learning. It is the learner's responsibility to calculate how many hours of active learning have taken place. The course viewed must be relevant to the care worker or nurse's context of practice for it to be considered continuing professional development. Certificates are available from your coordinator.

DISCLAIMER:

Except where otherwise stated, scenarios depicted in this course are fictional and any resemblance to any person or event is purely coincidental. The information in this course has been prepared as general information only. It is not intended to provide legal, industrial or other specialist advice and should not be relied upon as such. All advice and information are professionally sourced and provided in good faith and, while all care has been taken, no legal liability or responsibility is accepted for any possible error. For direction concerning your particular circumstances, independent advice should be sought. Copyright 2021. The contents of these Learning Resources remain the property of Altura Learning. They are for the exclusive use of current members of Altura Learning; their use, distribution, and storage are subject to the terms and conditions laid out in Membership Agreements. Altura Learning and Engage. Inform. Inspire are registered trademarks of Altura Learning.