

Quick Reference Guide

Culturally Inclusive Care

The Needs of CALD Older People

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| Cultural Needs | <ul style="list-style-type: none"> • A preferred title, like “Aunty” or “Uncle” as a sign of respect • Staff gender preferences • Privacy considerations • Food preferences and customs • Opportunities to connect with their culture and with people who have shared experiences and worldviews |
| Linguistic Needs | <ul style="list-style-type: none"> • Interpreting or information services • Resources in their first or fluent language • Enjoying connection and humour • Opportunities for self-expression, to be understood and to communicate what is meaningful |
| Religious Needs | <ul style="list-style-type: none"> • Specific religious practices • Involvement in rituals and festivals |
| Spiritual Needs | <ul style="list-style-type: none"> • Meaningful connection • The inclusion of specific spiritual practices and rituals |
| Psychological Needs | <ul style="list-style-type: none"> • Emotional, mental and psychological distress or trauma • The need for connection within a larger multigenerational community |
| Physiological Needs | <ul style="list-style-type: none"> • Access to appropriate support services • Social inclusion • An opportunity for affection, intimacy and touch |
| Medical Needs | <ul style="list-style-type: none"> • Access to appropriate medical care • Support to make informed decisions about their care • Provision of care that respects their values, beliefs and preferences |

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DISCLAIMER:

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