

Culturally Safe Care

System	Health and Wellness
System owner	Health and Wellness Manager
Reference/s	<p>Aged Care Act 1997:</p> <ul style="list-style-type: none"> - Quality of Care Principles (Aged Care Quality Standards Standards 1 Dignity and Choice - User Rights Principles (Residents Rights) <p>National Disability Insurance Scheme Act (Cth.) 2013</p>

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 is 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 values diversity, fosters individual differences and does not discriminate on any basis, including age, gender, sexual orientation, culture, ethnicity or religion.
7. Cultural Competence is the combination of cultural safety knowledge and skills combined with a genuinely inclusive approach.
8. Translation services are available for those who may require it.
9. [HW-11 Appendix 1](#) provides a [Culture and Ethnicity Glossary](#) for reference.

Admission

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

11. Residents individual customs, beliefs, cultural and ethnic needs will be identified on admission and met.
12. Strategies to ensure culturally safe care in the first month of care will be recorded on an Interim Care Plan.

Assessment

13. Focal assessment of culture, ethnicity and language will be conducted for all residents to identify specific needs.
14. Assessment will be undertaken in partnership with the resident or their authorised representative.
15. Cultural and communication assessments are integrated into iCare.

Care Planning

16. An individual Lifestyle Plan will be developed for each resident which includes specific needs related to culture and ethnicity.
17. 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.
18. The effectiveness of lifestyle enhancement strategies will be evaluated along with routine care evaluation (three-monthly) and whenever indicated by changes in needs or expressed concerns.

Referral and Shared Care

19. 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.
20. Resident consent will be sought prior to referring for external support.
21. 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

22. Cultural and linguistic diversity will be valued and fostered.
23. Assessment and planning will be undertaken in close partnership with the resident or their authorised representative.
24. Individual preferences in relation to care related to culture and ethnicity will be respected.
25. 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.

- Communicate in their preferred language (by use of translator/interpreter) or by use of cues/communication boards.
- Maintain dietary observances/restrictions, in addition to specific food likes/dislikes.
- Practice personal care requirements in accordance with religious and/or cultural beliefs.
- Communicate through the services of an interpreter as required.
- Access special dietary needs related to culture and ethnicity.

Complaint Management

26. 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 performance management action taken in accordance with human resource management policies if indicated.

Quality Improvement

27. Benevolent values feedback from staff about its policies and procedures. Feedback can be directed to the policy owners as outlined above.
28. Benevolent will audit compliance with this policy through the internal audit program and use the findings to inform improvements to culturally safe care.
29. 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

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

Monitoring

31. The Health and Wellness Manager is responsible for ensuring residents individual interests, customs, beliefs, cultural and ethnic backgrounds are valued and fostered within the facility.

Change Register

Date	Amendment and Reason for Amendment
1/7/2019	Policy review to align to the Aged Care Quality Standards and title change from Director of Nursing to Health and Wellness Manager
1/7/2020	Change routine evaluation from 4 monthly to 3 monthly and reference TIS and Auslan translation services.
19/5/2021	Scheduled review, minor spelling corrections, add reference to NDIS.

Approval Date	Designation	Signature
19/05/2021	Health and Wellness Manager	Helen Cleary