



Multicultural
Aged Care



Cross Cultural Communication in Assessment & Care Planning

Building Bridges:
Cultivating Cultural Intelligence
8th August 2023

Centre of Excellence in Cultural Diversity and Inclusion

Kurna Acknowledgement



Adelaide and its surrounds are nestled within the lands traditionally owned and protected by the Kurna people and their forebears

for many thousands of years.

Throughout the Adelaide Plains, the Kurna people

have performed age-old ceremonies of celebration, initiation and renewal.

In convening this meeting, we take the opportunity

to acknowledge and honour

the Kurna people's traditional ownership of this land, their living culture

and the unique role they have played in the life of this region.

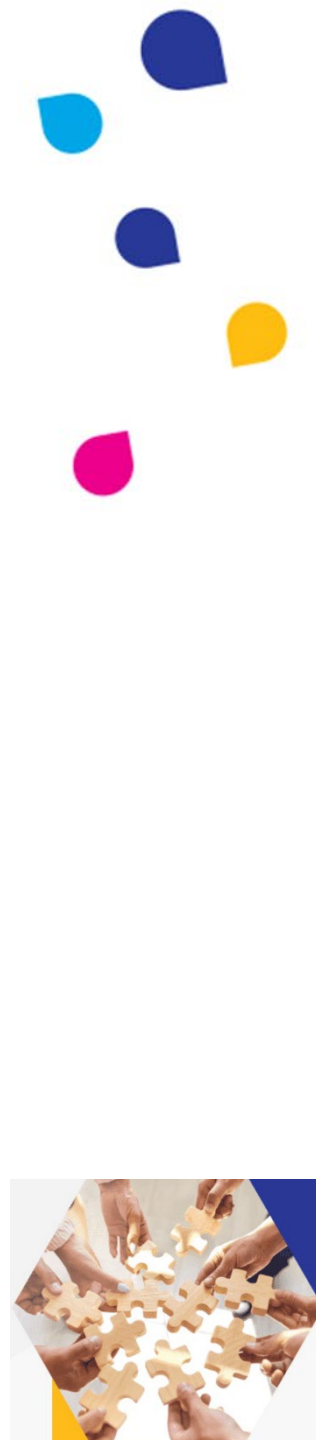
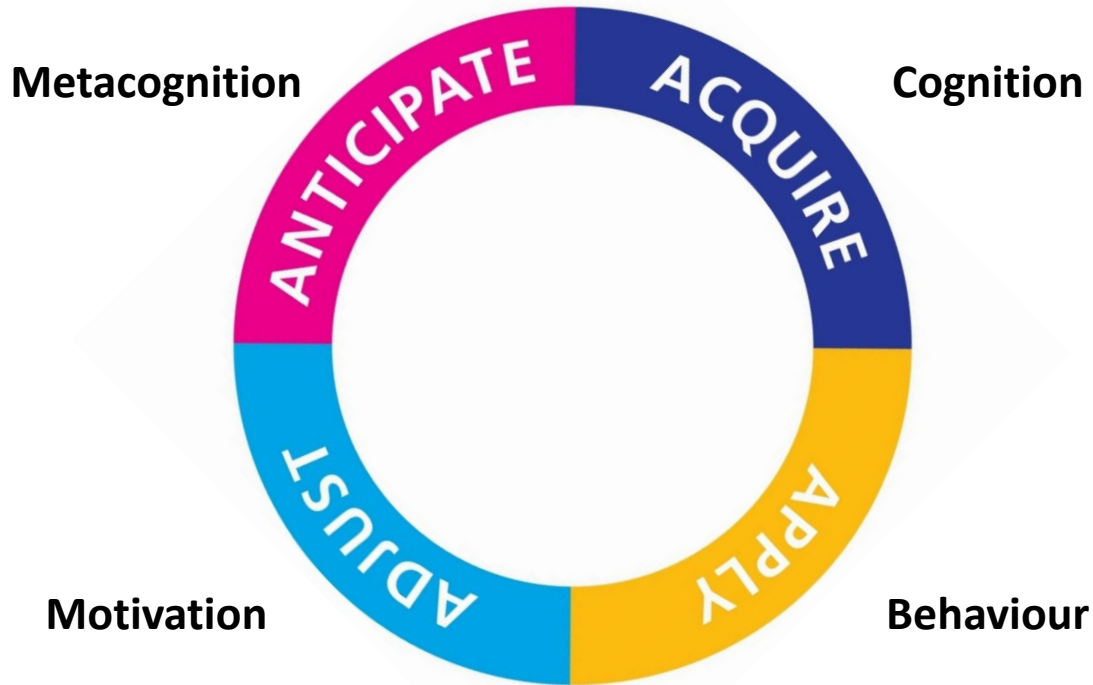
Anticipated learning outcomes

- Increased capacity in managing a culturally diverse workplace
- Enhanced culturally appropriate professional behaviour and improved effectiveness in goals achievement
- Improved knowledge on how to identify cultural challenges and barriers and understand the key components of a successful assessment and care planning process
- Improved strategies in place to manage and reconcile cultural dilemmas and values within a culturally diverse workplace
- Reviewed techniques to navigate language barriers and complexities when working with culturally diverse clients, improving communication and collaboration

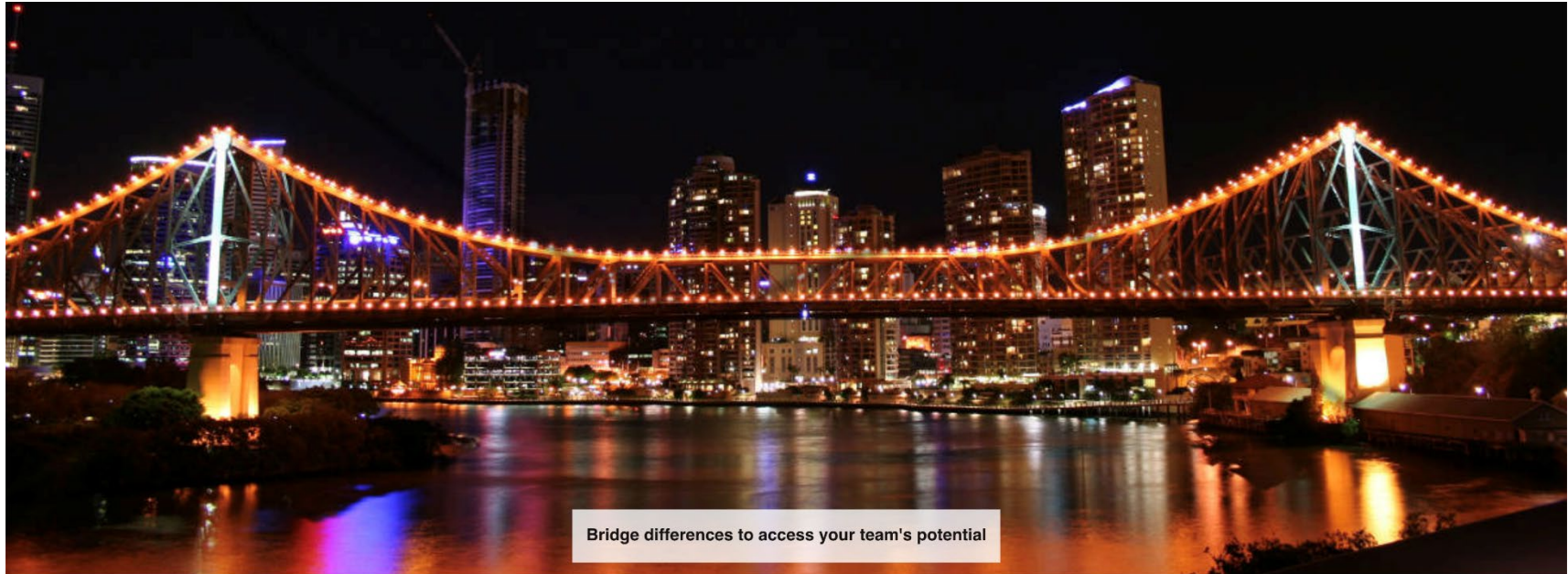
... through building of bridges and goodwill
applying culturally appropriate professional behaviour.



Cultural Intelligence (CQ)



Building Bridges



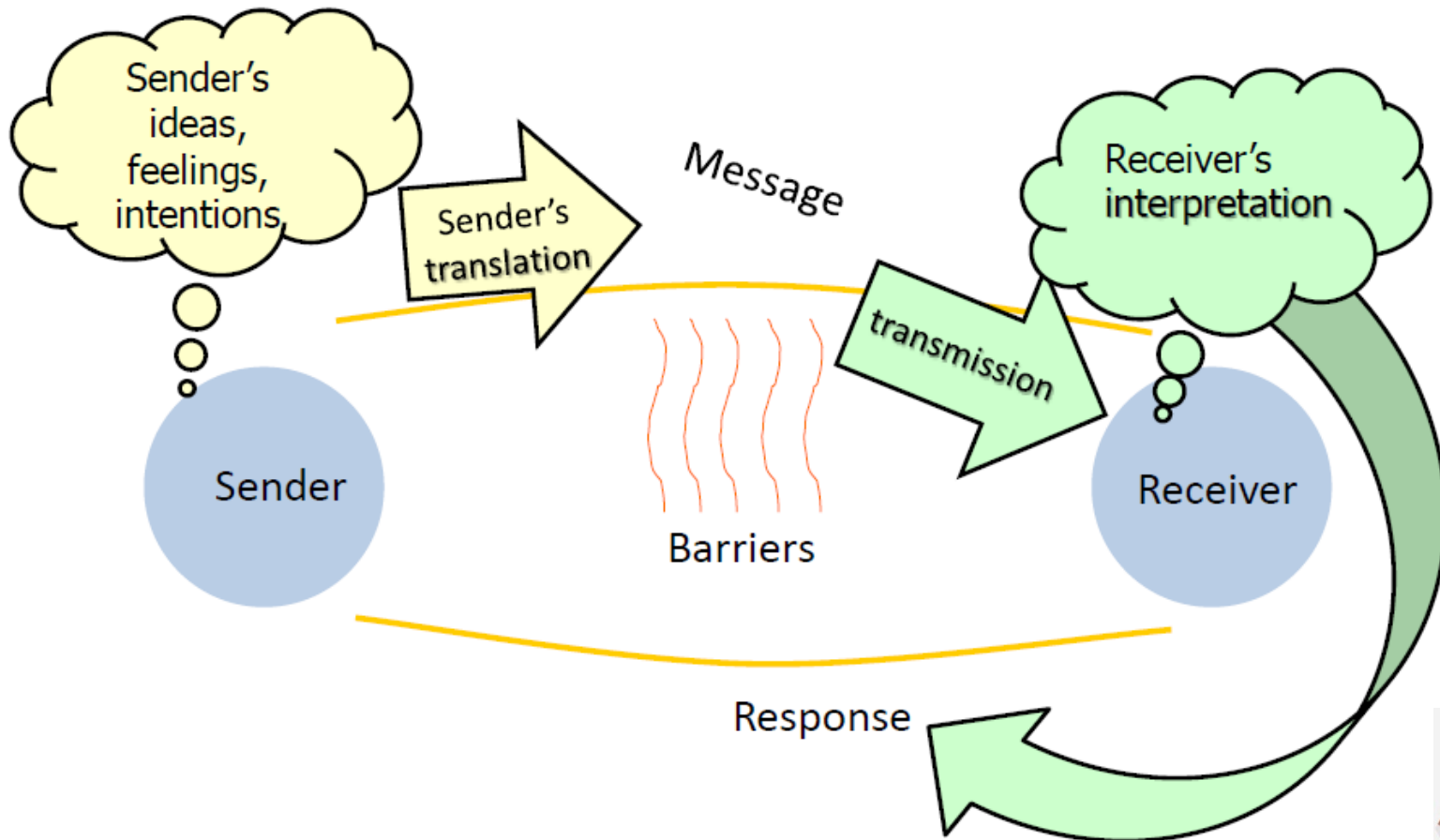
Bridge differences to access your team's potential



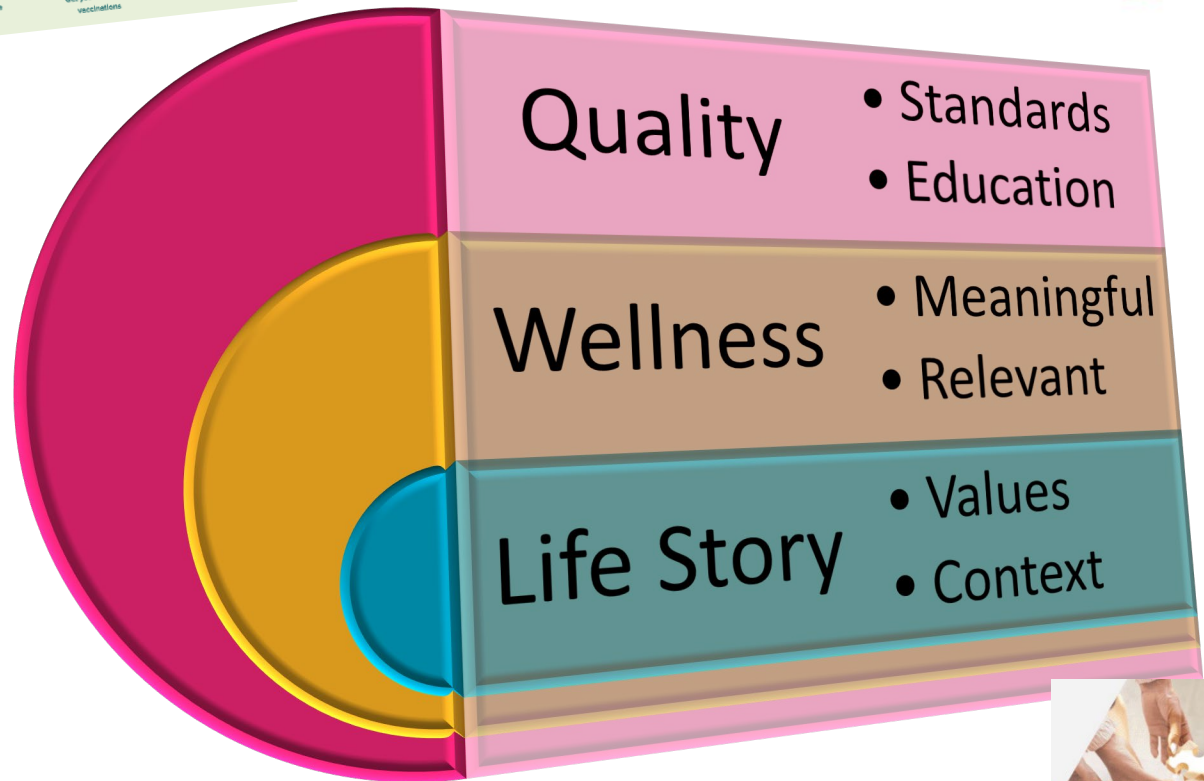
Website: <https://www.culturaldetective.com/>



Cross Cultural Communication



Assessment and Reassessment



Key Components



Key Components



- Create a comfortable space for sharing
- Acknowledge the person's feelings
- Let the person guide the conversation
- Wait to speak
- Be encouraging

- Cultural interpretations of non verbals
- Do not jump to conclusions and assumptions
- Do not plan what you are going to say next
- Adjust eye contact
- Do not impose your solutions or opinions
- Ask questions

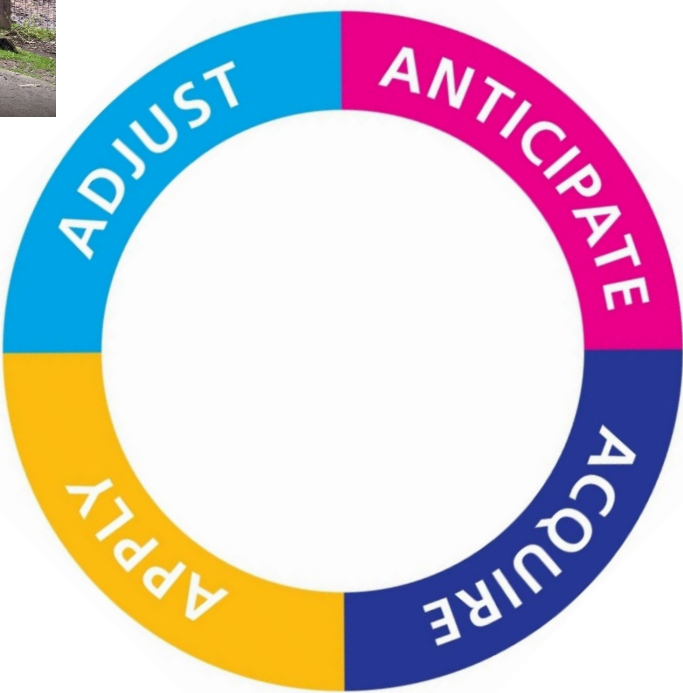
- Ask, listen and hear
- Build trust
- Demonstrate patience
- Act with integrity
- Be inclusive in the conversation
- Don't interrupt
- Stay focused

Culturally Safe Communication

- Demonstrate understanding
- Personalised communication
- Rapport
- Language/words
- Time
- Non verbals
- Personal space
- Touch
- Silence – different meanings
- Eye contact – meanings
- Titles
- Shame
- Active listening
- “Yes” – is it yes or no
- Questions – direct and indirect
- Clear instructions
- Options and ownerships
- Making decision
- Communication assistance and cultural support



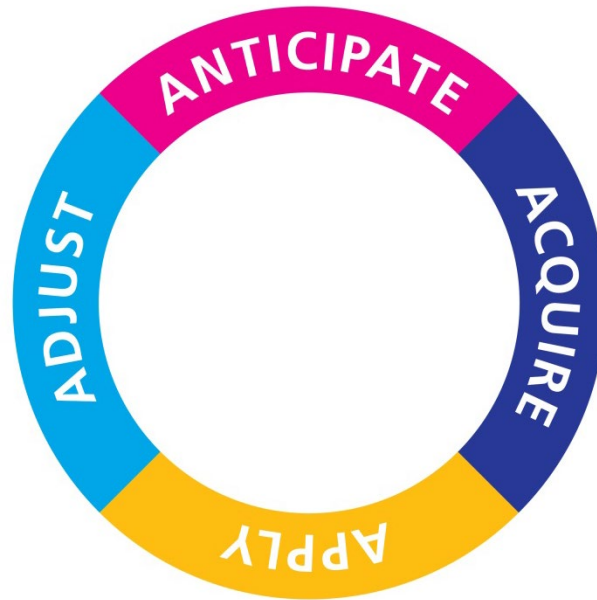
Care Planning



Connect the dots



Anticipate diversity



Adjust
assumptions

Acquire
cultural
information

Apply knowledge



Please scan the QR code to access the
Webinar Series – Evaluation Form

Or click on the link below:

<https://www.surveymonkey.com/r/KR8MDGX>

Thank you for your participation
Let us keep in touch

Watch the space:
[https://mac.org.au/training-education-
information/training-schedule/](https://mac.org.au/training-education-information/training-schedule/)





For more information:

Contact MAC (PICAC SA)

Information, resources and training opportunities

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