

**Service Users with Special Needs – Culturally and Linguistically Diversity (CALD)**

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<b>Policy Type</b>	<b>Clinical Policy Document</b>
<b>Purpose of the Policy</b>	<p>Care Assess is committed to specialising in assessment and coordination of home and community aged care and brokerage of service provision for people living in the community.</p> <p>This policy outlines the steps used by Care Assess to guide all staff about the steps to find mutually acceptable means of communication to make certain that service provision and care planning for all service users with special needs are managed appropriately and is considered as an essential component of all business processes currently employed by Care Assess.</p>
<b>Definitions</b>	<p><b>Cultural and Linguistic Diversity (CALD)</b></p> <p>Refers to a wide range of cultural groups that make up the Australian Population and Australian Communities. The term acknowledges that groups and individuals differ according to religion and spirituality, racial backgrounds and ethnicity as well as language.</p> <p>The term Cultural and Linguistic diverse background is used to reflect, intergenerational and contextual issues not only migrant experience<sup>1</sup>.</p>
<b>Policy</b>	<p>Care Assess actively supports independence among older people in Tasmania’s culturally and linguistically diverse communities, by focusing on an individualised method of Assessment, Care Planning, Reassessment and Reviews of older people from culturally and linguistically diverse (CALD) communities in receiving :</p> <ul style="list-style-type: none"> <li>• HACC services, (Post Acute Program, Home Independence Program, Home Care, Community Aged Care Packages and Avoidance of Hospital Admission).</li> <li>• Health Assessments,</li> <li>• Mental Health Sessions – Mental Health Nurse Incentive Program</li> <li>• Care Planning</li> </ul>

- Veterans Home Care.

Services include:

- domestic assistance
- home and garden maintenance,
- allied health professional reviews
- meal assistance – preparation or organisation
- nursing or personal care from HACC,
- or help from a carer or family members to cope in their daily lives.

Whatever the living circumstances, care is tailored to the particular needs so that with support and with better help, older members of CALD communities can live more independently, and enjoy an enhanced quality of life in their homes and communities.

Care Assess will ensure that all brokerage agreements with Service Providers include specific CALD information.

Information for CALD clients must be made available in languages other than English or consideration to the use of professional interpreter services to ensure that arrangements for the consent for care and the delivery of care for CALD clients and their carer's are appropriate.

The decision to request a qualified interpreter can be made by the client, carer's or responsible person.

The decision as to the level of interpretation required is to be discussed with the Clinical Team Leaders.

Information about how to access a professional interpreter is to be provided to the client or to Service Providers for whom a brokerage agreement has been commenced.

AUSLAN – Australian Sign Language - Interpreters for the Deaf and Hard of Hearing.

For profoundly deaf clients an AUSLAN interpreter must always be used:

- during assessments
- requesting consent
- constructing a care plan
- referral to another service is required

For the hard of hearing other methods of communication can be considered including; IT – Ipad, writing.

**AUSLAN – freecall 24 hours 7 days a week – 1800 982 212**

	<p><b>Translating and Interpreting Service (TIS) 131450</b></p> <p>Care Assess staff training will include CALD information sessions.</p> <p>Care Assess Consumer and Community Engagement processes to include CALD clients.</p> <p>Carers of Care Assess CALD clients are recognised and respected and valued, these carers are partners in the care of our clients.</p> <p>Carers are supported to include mechanisms for Best Practice in the care of CALD Clients.</p>
<b>Scope</b>	<p>Category of Staff</p> <p>Care Assess Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Clinical Management Staff.</p> <p>Clinical Co-ordinators who act as mentors to all clinicians within Care Assess.</p> <p>Registered Nurses and Enrolled Nurses under the direction of a Registered Nurse.</p> <p>Program Coordinators responsible for specific programs administered by Care Assess.</p> <p>Care Assess Agents and Contractors (includes sub contractors and temporary contractors).</p>
<b>References</b>	<ol style="list-style-type: none"> <li>1. The Royal Australian College of General Practitioners 2007. RACGP Curriculum for Australian General Practice Multicultural health.</li> </ol>
<b>Related Policies</b>	<p>Home Care Common Standards Standard 1 – Effective Management EO 1.4 Community Understanding and Engagement EO 2.1 Service Access EO 3.4 Advocacy</p> <p>EQUIP 5 Clinical Standard 1.1 Consumers / patients are provided with high quality care throughout the care delivery service.</p>

**Date Implemented:**  
**Version:**  
**Endorsed by:**  
**Review dates:**