

Question 20 (7 marks)

- (a) What does the term *cultural diversity* mean? 2

This refers to a population that accepts multiculturalism. Everyone has a different culture, ideals and a way of life and this must be addressed with no language, religion or any other discrimination barriers to health services.

- (b) How can aged care, health care facilities and/or allied health services cater for various cultures? 5

Health facilities and services must address the different needs of different cultures. Some services offer various priests or religious authorities to work with patients and may also offer prayer rooms for them. The integration of bilingual staff is important for patients to feel comfortable and included. Training is needed to increase knowledge and education about various cultures. There are some services specifically made for a culture, for example an Aboriginal hospital. The use of interpreters and picture cards can also be used to enhance communication.

priests
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rooms/praying
re services eg
original
ore training
lingual staff
du
rds