

Question 20 (7 marks)

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

Accepting and acknowledging that there are cultural differences when working in health care and by respecting the individuals needs and differences.

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

Health services can assist individuals in acknowledging their culture by asking the client about their culture in a sincere and dignified way and see what local communities have to offer for different cultures. If any other services are available ask the client if they'd like to attend. Have management speak to staff on the appropriate actions to take when dealing with the client and any possible mis-interpretations over culture.