

**Question 20** (7 marks)

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

Respecting the differences that may occur between cultures and finding ways to communicate with them without offending them.

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

There are many forms of communication devices available these include multi-cultural calendars, information to be available in different languages, interpreters, the use of activities or spiritual/religious programs, one-on-one time with clients to get to know them. Also food preferences should be taken into account.