

Working with diverse people: Video 3

Transcript

- I think, from a perspective of residents, their cultural background is not really taken into account, for example, there was somebody who would have loved to have been here today and couldn't her father is Sri Lankan. Now, Sri Lankan's meals soup is served last and she has to tell the staff that every day. So his soup comes and by the time his main meal comes and he eats that soup's cold, so I don't think there's a training to help people understand that difference.

- We see racism on both sides, we see people that are racist from care staff, it's something that I try and guide them through that, that you know people are different, everyone's different and they're culturally different. Things that we find acceptable perhaps the Indian population find unacceptable and so we have to guide them through that, it's not acceptable to have racism showing at all, whatever you feel, you're here to care for the resident and we need to try to adapt culturally to all of their needs. From residents we see that against staff because many years ago when this population was in Australia we had a White Australia policy, it was not acceptable to have a black person, there's a great movie on at the moment called Ladies in Black which depicts it perfectly, the racism that was in Australia in the 50s, now these people are all from that era, so it's understandable that we're seeing people that come through with racist backgrounds, but that's not for us to judge that's for us just to deal with it.

- There's a Greek couple here and she's absolutely obsessive about looking after her husband and she's fantastic in that she's created a vegetable garden out there and she drives people mad because she's so obsessive about everything and I just think she's the typical Greek wife really, but I'm not sure that that's understood by everybody.

- Well a lot of the staff are from different countries so there you have a problem with accents, which is very difficult for a person who is deaf to pick up on an accent, I feel that that is a huge problem.

- So I haven't worked out whether it's culture, language, or lack of concentration, but I have had to teach myself a new way of speaking, so I never ever use the negative, if I say don't shut the door, the door gets shut, if I say leave the door open it stays open and there's countless examples that I could give you of that where I've just had to learn don't use the negative and I really don't put it down to language cause it happens with people who are very fluent in English as well, it's something about a lack of concentration.