

Workplace Diversity

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An Australian Government Initiative



Workplace diversity

□ Australian Public Service:

- Gender
- Age
- Language
- Ethnicity
- Cultural background
- Sexual orientation
- Religious belief and
- Family responsibilities.
- Other

- <http://www.apsc.gov.au/publications01/diversityguidelines.pdf>



Cultural diversity



What is culture?

- **Culture** refers to norms and practices of a particular group that are learned and shared and guide thinking, decisions, and actions. <http://www.culturediversity.org/basic.htm>
- **Cultural diversity** defined as ethnic, gender, racial, and socioeconomic variety in a situation, institution, or group; the coexistence of different ethnic, gender, racial, and socioeconomic groups within one social unit www.dictionary.com



Puzzle time...



Cultural competence

- To be culturally competent we must understand our own world views and those of the student or patient, while avoiding stereotyping and misapplication of scientific knowledge. Cultural competence is obtaining cultural information and then applying that knowledge. This cultural awareness allows you to see the entire picture and improves the quality of care and health outcomes. <http://www.culturediversity.org/cultcomp.htm>
- To be culturally competent the nurse needs to learn how to mix a little cultural understanding with the nursing care they offer. <http://www.culturediversity.org/cultcomp.htm>
- Centre for Cultural Diversity in Ageing <http://www.culturaldiversity.com.au/>



Challenges

- What do you see as the challenges when working with international students?
- How can we address these?

Case study

- An undergraduate nursing student, also a physician trained in China, following several weeks of in-class theory and practice about communicating with patients, was to begin clinical placement on a Medical unit.
- During the first few days he was observed on several occasions to pick up a patient's medications, shove the cup under the patient's nose, and command "Take!"
- Bednarz, H. Schim, S. Doorenbos, A. (2010) Cultural diversity in nursing education: Perils, pitfalls and pearls. *Journal of Nursing Education* 49:5, 253-260.
- In this case the student's proficiency with English was adequate, but his cultural background as a man and physician in China created significant barriers.

Another case study...

- You are preceptoring a female international student from India who is doing a bridging course to obtain nursing registration in Australia.
- They are caring for Mr Griffiths (76yo retired farmer) who has been admitted with an exacerbation of COPD.
- After feeling confident with the students understanding of oxygen requirements during the patients shower, you knock to check and find that the oxygen therapy is continuing as discussed, but Mr Griffiths is being showered with his gown on.

Role model

- Know yourself
- Listen and learn

*"Do not treat others the way you want to be treated.
Treat others the way **they** want to be treated"*