

**Diversity**

**Covering:**

CHCDIV001 Work with diverse people

Workbook

*Insert your name in the box provided and complete the declaration.*

|  |  |
| --- | --- |
| Participant Name: |  |
| Declaration:  | [ ]  I confirm that this is my own work. |
| Signature: |  |
| Date: |  |

**This Workbook must be submitted within 30 days after completing the workshop.**

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# Introduction

In order to complete this module, you are required to complete the following activities in this workbook:

1. Complete some questions about diversity
2. Reflect on your cultural awareness
3. Complete questions related to a set of case studies about diversity

Further instructions are provided for each of these activities below. The boxes in gray are to be completed by your assessor.

Refer to the Reference Materials to assist you in completing answers to some of the questions. You will need to use the Internet or other reference sources to complete some of the questions.

In addition, you will need to complete the following practical skills during the workshop for this course:

1. Demonstrate good communication skills when managing three patients from diverse social and cultural background

# Short Answer Questions on Diversity

1. Describe cultural awareness, cultural safety and cultural competence and give an example of how this impact work roles.

Cultural Awareness

|  |  |
| --- | --- |
| Description |  |
| Impact on work roles |  |

Cultural Safety

|  |  |
| --- | --- |
| Description |  |
| Impact on work roles |  |

Cultural Competence

|  |  |
| --- | --- |
| Description |  |
| Impact on work roles |  |

1. How would you define diversity?
2. Australia is primarily a Western culture. For each of the points below, give an example for western culture and how that impact on different people. An example is provided on the first line.

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Example in Western Culture** | **Impact on different people** |
| *Community Attitude* | *Nuclear familiar is the best for children development* | *Makes families with one parent feel less worthy.* |
| **Community Attitude** |  |  |
| **Language** |  |  |
| **Policy** |  |  |
| **Structures** |  |  |

1. Describe the characteristics of each of these forms of diversity:

|  |  |  |
| --- | --- | --- |
|  | **Form of Diversity** | **Description** |
| **a** | **Culture** |  |
| **b** | **Disability** |  |
| **c** | **Religion** |  |
| **d** | **Gender (including intersex)** |  |
| **e** | **Age** |  |
| **f** | **Sexual orientation** |  |

1. Read the website <https://humanrights.gov.au/our-work/education/face-facts-cultural-diversity> which presents information about cultural diversity in Australia.

Give an example of how cultural diversity impacts on the different areas of work in life listed in the table below:

|  |  |
| --- | --- |
| **Area**  | **Example of how cultural diversity impacts** |
| 1. **Political**
 |  |
| 1. **Social**
 |  |
| 1. **Economic**
 |  |
| 1. **Cultural**
 |  |

1. Name the law that makes each of the following forms of discrimination illegal:

|  |  |
| --- | --- |
| **Discrimination** | **Name of Law** |
| Age |  |
| Disability |  |
| Race |  |
| Sex |  |

1. Give one (1) example of how these laws benefit workers in Australia.
2. Name one consequence of breaching anti-discrimination law.
3. What is the Universal declaration of human rights?
4. Select one (1) article from the Universal declaration of human rights. What human need is met by this human right. An example is provided on the first line.

|  |  |
| --- | --- |
| **Article** | **Human Need** |
| *5* | *Not subject to torture* |
|  |  |

Note: the website <https://humanrights.gov.au/education/employers/quick-guide-discrimination-law> which is designed to provide assistance to employers on human rights can assist you in answering the next four questions.

1. Describe an example of a framework, approach or instrument that can be used in the workplace to reflect human rights.
2. It is against the law to discriminate against a women who is breastfeeding. Give an example of how an employer can ensure women who are breastfeeding are not disadvantaged.
3. An employee has a responsibility not to bully another employee. Give two (2) examples of what would be considered bullying behaviour.

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |

1. What document exists in many workplaces to reflect the rights and responsibilities of employees and the employer?
2. Name two (2) responsibilities you have to contribute to a diverse workplace.

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |

1. In the table below, name an issue affecting Aboriginal and/or Torres Strait Islander people, against each heading:

|  |  |
| --- | --- |
| Social |  |
| Political |  |
| Economic |  |

1. Give an example of how western culture, systems and structures impact on Aboriginal and/or Torres Strait Islander peoples’ engagement with services.

|  |  |
| --- | --- |
| Culture |  |
| Systems |  |
| Structures |  |

1. Identify one marginalised group of people in Australia. For that group, complete the following table.

|  |  |  |
| --- | --- | --- |
| a | Marginalised group |  |
| b | Protection required |  |
| c | One (1) Physical health need |  |
| d | One (1) Mental health need |  |
| e | One (1) Emotional health need |  |
| f | Impact of discrimination and negative attitudes |  |

1. Name two (2) advantages and two (2) disadvantages of using translators in communicating with patients.

|  |  |  |
| --- | --- | --- |
| No | Advantages | Disadvantages |
| 1 |  |  |
| 2 |  |  |

1. Give an example of how imagery can be used to promote and support diversity in the workplace.
2. Describe a current influence which impacts on diverse communities in within Australia and how it might impact on your work in health? For example, the public debate about same sex marriage could lead to patients being unwilling to disclose their sexual orientation.

|  |  |
| --- | --- |
| Current Influence |  |
| Impact |  |

1. Describe a changing practice in Australia which impacts on diverse communities? For example, the changing practice of increasing the number of women on Boards.
2. Give an example of how diversity practices and experiences have impacted on the following:

|  |  |
| --- | --- |
| Personal behaviour |  |
| Interpersonal relationship |  |
| Perception |  |
| Social expectations of others |  |

**Short Answer Questions**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Q Number** | **S** | **NYS** | **Q Number** | **S** | **NYS** | **Q Number** | **S** | **NYS** |
| Question 1 |  |  | Question 9 |  |  | Question 17 |  |  |
| Question 2 |  |  | Question 10 |  |  | Question 18 |  |  |
| Question 3 |  |  | Question 11 |  |  | Question 19 |  |  |
| Question 4 |  |  | Question 12 |  |  | Question 20 |  |  |
| Question 5 |  |  | Question 13 |  |  | Question 21 |  |  |
| Question 6 |  |  | Question 14 |  |  | Question 22 |  |  |
| Question 7 |  |  | Question 15 |  |  | Question 23 |  |  |
| Question 8 |  |  | Question 16 |  |  |  |  |  |
| **Feedback if not yet satisfactory** |

# Reflect on Diversity

Answer the following questions.

1. Reflect on your own social and cultural background and how it might impact on your ability to communicate with others from different social and cultural backgrounds. Complete the table below by identifying, for SIX of the elements below, how that element may impact on your ability to communicate with others. The first line provides an example.

|  |  |
| --- | --- |
| **Social/Cultural Element** | **How it might impact on your ability to communicate with others****Answer for SIX only.** |
| *Religion* | *I make assumptions about how people should treat each other based on Christian values.* |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| Religion | Education |
| Gender | Marital Status |
| Age | Family |
| Disability | Friends |
| Sexual orientation | How you dress |
| Race | Hobbies |
| Country of birth | Interests |
| Parent’s country of birth | General Attitude to Life |
| Language spoken most often |  |

1. Identify three people who regularly appear in the media, where you strongly disagree with their views. How would their views impact on your ability to communicate with them?

|  |  |
| --- | --- |
| Name of person | How their views might impact on your ability to communicate with them |
|  |  |
|  |  |
|  |  |

1. The table below presents some key considerations when working with others from different cultural backgrounds. Complete the table by indicating if this is something you do now or is an area where you need to do some more work.

|  |  |  |
| --- | --- | --- |
| **Key consideration** | **I do this now** | **I need to do work on this** |
| Be aware of your own cultural influences. |  |  |
| Be aware of judging other people's behaviour and beliefs according to the standards of your own culture. |  |  |
| Be aware of making assumptions about cultural influences and applying generalisations to individuals. |  |  |
| Understand that the behaviour and beliefs of people within each culture can vary considerably. |  |  |
| Understand that the extent to which people adopt practices of their new country and retain those from their cultural background can vary within communities, even within families. |  |  |
| Understand that not all people identify with their cultural or religious background. |  |  |
| Understand that culture itself is a fluid entity, undergoing transformations as a result of globalisation, migration and the diaspora influence. |  |  |
| Increase your knowledge about different cultural practices and issues through cultural background information sessions and/or resources and cultural awareness training. |  |  |
| Understand the importance of appropriate communication. |  |  |

Source: <http://www.culturaldiversity.com.au/resources/practice-guides/cultural-awareness>

|  |
| --- |
| 1. What limitations do you have in your social awareness?
 |
|  |

|  |
| --- |
| 1. How could you better work inclusively?
 |
|  |

|  |
| --- |
| 1. What will you do differently as a result of completing the above exercises?
 |
|  |

**Assessor Feedback**

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| All questions completed. |  |  |
| Identified and reflected on own social and cultural perspectives and biases |  |  |
| Identified own limitations in self and social awareness |  |  |
| Used reflection to support own ability to work inclusively  |  |  |
| Identified and acted on ways to improve own self and social awareness |  |  |
| Completed a structured approach to reflect on own perspectives on diversity |  |  |
| All answers are written in plain English with good spelling and grammar. |  |  |
| Feedback if not yet satisfactory: |

# Case Studies

Complete all of the questions for each of the case studies below.

1. **Use of social media**

A Facebook friend of yours works in the same organisation as you. They post on the Facebook page the following message:

My workplace sucks. They provide first aid to everyone .. gays, blacks. I don’t think we should have to treat everyone.

What would you do?

1. **Promotion**

You are aware that a colleague has missed out on a promotion because of her ethnic background. You have heard that one of the interviewing panel had stated that they did not want to work with anyone who was not Australian.

What would you do?

**Assessor Feedback**

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| All questions completed. |  |  |
| Diversity and inclusiveness are valued and respected |  |  |
| Contributes to relationships based on appreciation of diversity |  |  |
| Encourages a safe workplace for all |  |  |
| Assistance from interpreters are sought |  |  |
| Any difficulties are reported to appropriate people |  |  |
| All answers are written in plain English with good spelling and grammar. |  |  |
| Feedback if not yet satisfactory: |

# Assessment Outcome

|  |  |
| --- | --- |
| Participant Name:  |  |

|  |  |  |
| --- | --- | --- |
|  | **Outcome** | **Re-Assessment** |
| **Assessor to Complete** | **S** | **NYS** | **S** | **NYS** |
| Short answer questions on Diversity |  |  |  |  |
| Reflection on diversity |  |  |  |  |
| Case Studies |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Satisfactory | Not Yet Satisfactory | Date |
| Overall Outcome of Assessment |  |  |  |
| Overall Outcome of Re-assessment |  |  |  |

**Feedback:**

|  |  |
| --- | --- |
| Assessor Name: |  |
| Signature: |  |
| Date: |  |