



## GIH ACCESS ENDOSCOPY DAY PROCEDURE CENTRE

### POLICY TITLE: **CULTURAL, LANGUAGE & RELIGIOUS DIVERSITY**

GIH Access Endoscopy has developed this policy as a minimum standard to ensure that optimal care is given to the patient. Management and GIH employees **MUST** comply with this policy and ensure standards are integrated into the facilities clinical systems and employee's practice.

<b>Policy Purpose:</b>	To ensure all patients admitted to GIH Access Endoscopy feel welcome, supported and safe; feel confident they can participate in the decision-making process of their care with dignity and respect for their cultural and religious background, within the capability of a small day procedure facility.
<b>Policy Statement:</b>	<ol style="list-style-type: none"><li>1. GIH Access Endoscopy has adopted the philosophy of the Australian Charter of Healthcare Rights.</li><li>2. There is an expectation that all staff members and all accredited Medical Practitioners, will abide by the Charter.</li><li>3. The Board of Directors and Executive Management acknowledge the traditional owners of the land within which GIH Access Endoscopy is located. The Bunerong and Wurundjeri people form the majority of the local Aboriginal population.</li><li>4. GIH Access Endoscopy will actively work with the Aboriginal and Torres Strait Islanders where possible, and within its capability, to achieve a culturally aware safe health service.</li><li>5. A positive network with 'Aboriginal &amp; Torres Strait Liaison Officers' within other community organisations will assist this process, along with active engagement and involvement with members of the Bunerong and Wurundjeri people.</li><li>6. It is the intention of GIH Access Endoscopy to invite members of the Aboriginal and Torres Strait Island community to contribute to the education and training of staff members; as well as the systems, processes and programmes within the organisation.</li><li>7. The Board of Directors, Executive Management team and staff members of GIH Access Endoscopy are culturally diverse, with a diverse ethnic background. There is therefore, an appreciation of the need to be sensitive to diverse cultural</li></ol>

	<p>requirements, as well as religious and language requirements. The Board of Directors, Executive Management team and staff members of GIH Access Endoscopy are committed to ensuring patients feel welcome, respected and well supported.</p>
Scope of Application:	All patients
Policy refers to:	All employee's and accredited health professionals.
Expected Outcome:	<ul style="list-style-type: none"> <li>• Patient feels safe, respected, comfortable and confident in the care they are receiving.</li> <li>• Patients are informed of their rights and avenues of communication.</li> <li>• Staff members and accredited Medical Practitioners are aware of their duty of care, and required service provision.</li> <li>• Cultural, language and religious diversity is respected, recognised and supported.</li> </ul>
Procedure/Guidelines:	<ol style="list-style-type: none"> <li>1. Information regarding cultural, language and religious requirements is gathered during the admission period. This information contributes to formulating a Patient Centred approach to care planning.</li> <li>2. Where language is identified as a risk regarding full understanding of the anaesthetic and procedure to be performed, arrangements are made to secure an appropriate professional interpreter.</li> <li>3. Where religious requirements are present, consideration of the day and time of admission is factored in e.g., Sabbath-Judaism, Sunday-Christians, Ramadan and prayer time-Islam; with acknowledgement of other religions such as Hindu, Buddhism etc.</li> <li>4. Religion, and culture in general, also play a factor in the content of food e.g., pork, vegetarians, vegans, Halal.</li> <li>5. Significant factors are included in the documentation and handover to each service.</li> </ol>
Supported References:	<p>Australian Commission on Safety &amp; Quality in HealthCare (2017): <i>National Safety &amp; Quality Health Service Standards – Guide for Day Procedure Services</i>, Commonwealth of Australia. <a href="https://www.safetyandquality.gov.au/about-us/governance/">https://www.safetyandquality.gov.au/about-us/governance/</a></p>

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Victorian Government (2013): *Health Services (Private Hospitals and Day Procedure Centres) Regulations 2013*, Victorian Government Printing Office, <https://srhr.org/.../03-Australia-Victoria-Health-Services-Private-Hospitals-and-Day-Regulations-2013>.

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