

Engaging with culturally and linguistically diverse (CALD) carers: A checklist

This checklist is a practical tool intended to guide Carers NSW staff and other stakeholders working with carers through key steps and principles of CALD carer engagement.

Engaging with culturally and linguistically diverse (CALD) carers: A checklist will be most effective as a tool when used in conjunction with the other components of the Carers NSW CALD carer engagement toolkit:

- *Engaging with culturally and linguistically diverse (CALD) carers: A guide*
- *Engaging with culturally and linguistically diverse (CALD) carers: An overview*

Project planning

Have you...

✓	<i>Example text</i>
	1. ...ensured that the aims and objectives of the project are clear, including why you are seeking to engage with CALD carers, which community/ies are your focus, and why?
	2. ...found out about the community/ies you are seeking to engage by looking at demographic data?
	3. ...leveraged existing networks and conducted desktop research to identify key community representatives who may be able to assist with the project?
	4. ...considered whether translated materials and/or use of interpreters will be required, and reflected this in your project budget and timeline?
	5. ...considered whether participants and other stakeholders will be reimbursed for their time, and reflected this in your project budget?
	6. ...allowed plenty of time in your project timeline for community consultation and translation of resources, where required?
	7. ...chosen data collection methods that are suitable and accessible for the community/ies you are seeking to engage with, especially if new and emerging communities with a trauma history are going to be involved?
	8. ...involved community representatives and CALD sector stakeholders in project planning, e.g. through membership of an advisory committee?
	9. ...consulted with community representatives about any social or cultural norms that you may need to be aware of in communicating with the community/communities of interest?
	10. ...completed a Carers NSW Ethical Review Form for the project (if a Carers NSW staff member)?

Project promotion

Have you...

	11. ...sought advice from community representatives about which contacts and communication channels will be most effective in reaching the community/ies you are engaging with?
	12. ...used design, layout and images that are simple, inclusive and culturally appropriate in your promotional materials?
	13. ...used plain English, avoiding sector jargon, including the term 'carer', which does not exist in many languages?
	14. ...arranged for translation if required, and ensured that translations are checked by a member of the community for clarity and accuracy?
	15. ...communicated the aims and objectives of the project clearly in promotional materials, as well as what kind of commitment is expected and whether reimbursement is offered?
	16. ...communicated how participants' personal information will be handled and provide the opportunity to participate anonymously, where possible?

Project implementation

Have you...

	17. ...booked an interpreter in advance (where required) for the appropriate language or languages?
	18. ...organised catering (where required) which is culturally appropriate?
	19. ...prepared translated materials (where required) to provide to participants, e.g. presentation slides, consent forms and project information?
	20. ...prepared contact information to support (where required) participants with a trauma history?

Project reporting

Have you...

	21. ...asked participants, including interpreters and stakeholders assisting with the project, for feedback on how the project was conducted?
	22. ...acknowledged in reporting your findings that there is variation within CALD communities and refrained from making assumptions and generalisations?
	23. ...provided participants and other stakeholders with an opportunity to review and provide input on your findings and conclusions?