

Engaging with culturally and linguistically diverse (CALD) carers: An overview

This overview identifies key principles and considerations embedded in the Carers NSW CALD carer engagement toolkit. It is intended to be used by Carers NSW staff and other stakeholders working with carers as a desktop reference to support inclusive engagement.

Engaging with culturally and linguistically diverse (CALD) carers: An overview refers to two 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: A checklist*](#)

Key principles

Ethical and effective CALD community engagement is underpinned by the following principles:

- Relationships based on trust and rapport
- Understanding the community
- Continual learning and self-awareness
- Ethical commitment to respect, fairness and human rights

→ See [*Engaging with culturally and linguistically diverse \(CALD\) carers: A guide*](#), page 6

Understanding culture and caring

Of the 850,000 carers in NSW, around 1 in 5 were born in a country where English is not the main language, and around 1 in 10 speak a language other than English at home.

The experiences of carers from CALD backgrounds can be influenced by their cultural values, migration histories, exposure to trauma, educational opportunities, literacy levels and the availability of culturally appropriate services in their local area.

Carers from CALD backgrounds are more likely to be 'hidden carers' who do not recognise themselves as carers, or are not recognised by others, often as a result of cultural expectations and practices regarding caring.

It is important to be aware of the possible impacts of cultural values and expectations, including stigma and roles within the family, while also being sensitive to the diversity within CALD communities and the unique life experiences of each carer.

Carers from CALD backgrounds are also more likely than other carers to have experienced barriers to accessing services due to factors such as language, disconnection from mainstream communication channels, and a lack of awareness of the rights and responsibilities of service users.

It is therefore important to adapt your engagement approach to address any barriers which may exist for members of the CALD community/ies you are seeking to engage with.

→ See [*Engaging with culturally and linguistically diverse \(CALD\) carers: A guide*](#), pages 7-12

Using evidence to inform your engagement

Before commencing any project or promotional strategy where CALD engagement is a focus, it is important to find out some basic demographic information about the community/ies you are hoping to engage with. This can be done through using easily-accessible data and statistics tools including the [ABS QuickStats](#), [SBS Census Explorer](#), [Local council websites](#) and [Settlement Reports](#).

→ See *Engaging with culturally and linguistically diverse (CALD) carers: A guide*, pages 13-16

CALD carer engagement: Tools and techniques

Community representatives can be an invaluable sources of information and connections within CALD communities. For example, they may have insight into the diversity within CALD communities, as well as cultural customs and norms, specific challenges facing those communities, and effective strategies for engaging with them. A community representative can be any person who is from the community, holds a position of trust and speaks the language of the community.

Targeted promotion of projects and consultations is often helpful when engaging with CALD communities, and may include translating information, promotion via ethnic radio and newspapers, and direct phone calls or face-to-face meetings with community representatives and community members.

Culturally appropriate consultation may include providing on-site or telephone interpreters, hiring bilingual workers, and adapting the communication approach to respond to social norms around disability, ageing and caring.

→ See *Engaging with culturally and linguistically diverse (CALD) carers: A guide*, pages 17-24

Interpreting and translating

Translating materials and working with interpreters is often critical to successfully engaging with CALD communities. However, these tools are not enough on their own to enable effective engagement; they must be used in alongside culturally appropriate outreach, consultation and building respectful relationships. It is also important to carefully consider how and when to use translated materials and/or interpreters to ensure the approach will be effective and to maximise the use of resources.

→ See *Engaging with culturally and linguistically diverse (CALD) carers: A guide*, pages 20-22

Inclusive evaluation and research

It is important to build evaluation into your project from the beginning and to identify the relevant stakeholders and consider how to facilitate their involvement. It is also important to consider the ethical implications of research and evaluation with carers from CALD backgrounds, particularly when engaging people from new and emerging Communities or refugee backgrounds. Partnerships with universities can assist with ethical and evidence-based research and evaluation with CALD communities.

→ See *Engaging with culturally and linguistically diverse (CALD) carers: A guide*, page 25-27