Tools and Resources

CHECKLIST: COMMUNICATION WITH OLDER PEOPLE FROM A CALD BACKGROUND

The following checklist highlights good cross-cultural communication practice when working with people from CALD backgrounds. This can be used when you prepare to engage with a tenant or applicant who comes from a CALD background to ensure all aspects are covered as part of preparation for effective communication and engagement.

Keep in mind that limited proficiency in English: • does not reflect an individual's level of intellectual functioning, and • has no bearing on one's ability to communicate in one's language of origin, nor in one's literacy in their own language or origin	☐
Make the environment conducive to communication. Avoid places with too much background noise, distractions and where interruptions are likely to happen	☐
Give the speaker plenty of time to communicate. Having to hurry creates tension which affects the way people speak	☐
Listen	☐
Use only qualified language interpreters when communicating with tenants who lack adequate English communication skills. This is especially important where the information to be discussed is critical to the wellbeing of the person	☐
All information relating to key service delivery contexts should have information sheets translated into the required range of community languages. Websites should also have google translate functions to support review and comprehension	☐
Speak clearly but do not raise your voice. Speaking loudly will not ensure that you will be understood	☐
Speak slowly throughout the conversation and **repeat** when you have not been understood or **ask the person to tell you what has been said** to confirm that they understand	☐
Use words your listener is likely to know. Avoid jargon and popular idioms or slang	☐
Do not speak Pidgin English. It is not easier to understand and can sound condescending	☐
Avoid jokes as these may not be understood by your listener. Irony, satire and sarcasm should be avoided for the same reasons	☐