

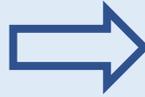
# Engaging with culturally and linguistically diverse (CALD) consumers to improve safety in cancer services



## What's the problem?



People from culturally and linguistically diverse (CALD) backgrounds are often at risk of harm from receiving healthcare.




How are people involved in their cancer care to improve safety and are these methods suitable for culturally diverse people?

## What we did:



We used five group discussions to see how people are involved in their cancer care and whether these methods work for culturally diverse people.

## What we found:



People have different beliefs and preferences about being involved in their cancer care. Some current methods to involve people do not suit different individual, social and cultural beliefs.

How we can make current methods more suitable:

<b>Easy to understand information</b>	Interpretation of information that suits different cultures and languages not just 'word-for-word' translation
<b>Include pictures</b>	Use pictures, photos and/or videos to help with communication
<b>Communicate in different ways</b>	Include options to use different ways of communicating e.g. online, face-to-face, telephone
<b>Adapt methods and information</b>	Use methods and information that meet different community and cultural needs
<b>Include family and carers</b>	Include ways to communicate that can involve family and carers

Cancer services need to have the right tools, skills and leadership to support how culturally diverse people are involved in their cancer care to improve safety.

