

Living Environment

Moving into a residential aged care facility can be an unsettling experience for any person. The experience can be even more overwhelming for people from culturally and linguistically diverse backgrounds, who may find many aspects of their new life are completely unfamiliar to them.

Taking into consideration residents' cultural backgrounds and preferences in the living environment of your facility will help to create an immediate and ongoing sense of familiarity and belonging.

Addressing cultural diversity in the living environment of your facility will also assist in the provision of a safe, comfortable and culturally inclusive environment consistent with resident care needs.

While it is most likely that residents will want to display artefacts of personal significance in their own rooms, consideration needs to be given to communal areas in relation to resident diversity. This may include having spaces where residents are able to carry out rituals and practices which are important to them.

In a layout that can be unfamiliar it's also important to make sure all residents can navigate their way around. If only English signs are provided, some residents may find it difficult to make the most of all the spaces in a facility.

Key Considerations

- Consult with residents and their carers about how your facility can be made more appealing and appropriate for a diverse range of people.
- Consider the needs and preferences of your residents from culturally diverse backgrounds when designing and decorating private rooms and public living spaces.
- Ensure that interior decorations in public or communal areas of the facility are culturally inclusive.
- Ensure interior decorations in public areas represent the cultural diversity of the local community and clientele – e.g. posters in community languages, maps and pictorial representation of other countries.
- Consider the language and communication needs of your residents in the living environment of your facility – e.g. provide signage in community languages.
- Provide facilities for a variety of religious and spiritual observances – e.g. a prayer room, chapel.

Practice guide

Useful resources

Aged Care Signage

Multilingual signage suitable for usage in aged care facilities.

Available for download in 66 languages: *Albanian, Amharic, Arabic, Assyrian, Bengali, Bosnian, Bulgarian, Burmese, Chaldean, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dari, Dinka, Dzonghka, Dutch, English, Farsi, French, Gaelic (Irish), German, Greek, Hakha Chin, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Korean, Latvian, Lithuanian, Macedonian, Malay, Maltese, Nepali, Norwegian, Oromo, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sinhalese, Slovak, Slovenian, Somali, Spanish, Swahili, Swedish, Tagalog, Tamil, Tetum, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yiddish.*

[Download Aged Care Signage](#)

Communication Cards

Depicting a wide range of daily activities and situations, multilingual communication cards can be used to prompt discussion, assist with directions and clarify a client's needs.

Available for download in 66 languages: *Albanian, Amharic, Arabic, Assyrian, Bengali, Bosnian, Bulgarian, Burmese, Chaldean, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dari, Dinka, Dzonghka, Dutch, English, Farsi, French, Gaelic (Irish), German, Greek, Hakha Chin, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Korean, Latvian, Lithuanian, Macedonian, Malay, Maltese, Nepali, Norwegian, Oromo, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sinhalese, Slovak, Slovenian, Somali, Spanish, Swahili, Swedish, Tagalog, Tamil, Tetum, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yiddish.*

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