

**适合消费者文化、语言和精神需求的护理计划**

**Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan**

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**Simplified Chinese - 简体中文**

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**关于本表格**

**About this Form**

本表格是一份护理计划。本护理计划：

*This form is a care plan. The care plan:*

• 帮助员工以尊重消费者文化、语言和信仰的方式来照顾消费者。

*Helps staff take care of people in a way that respects their culture, language, and faith.*

• 提供一些参考问题，帮助员工了解消费者如何才会有归属感和感到被  
尊重。

*Has questions to help staff find out what each person needs to feel included and respected.*

• 解释员工将采取哪些措施来让消费者感到舒适。

*Explains what the staff will do to make the person feel comfortable.*

• 解释还有谁将提供帮助，例如家人或朋友。

*Explains who else will help, for example family or friends.*

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|  |
| --- |
| **消费者/客户姓名：**  Name of consumer/client:  \*本表格使用消费者一词，是目前老年护理领域的常见做法。我们所说的消费者是指客户或护理对象。  *\*This form refers to consumers as currently common practice in aged care. With consumer, we mean client  or care recipient.* |
| **为消费者提供服务的组织名称：**  Name of organisation the consumer receives services from: |
| **今天日期：**  Today’s date: |
| **完成本计划的员工姓名和职位：**  Name and role title of staff member completing the plan: |

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**1. 消费者是否需要与相同文化或信仰的人交谈？这包括他们在海外的朋友和家人。**

Does this consumer need to talk to someone of their culture or faith?   
This includes their friends and family overseas.

1. 消费者需要什么才能更有归属感？

What does the consumer need to feel more included?

1. **我们做什么才能让消费者更有归属感？**

What will we do to make this consumer feel more included?

1. **负责此项工作的员工是谁？**

Who will be the staff to do this?

1. **还有哪些人将提供帮助？例如朋友、家人、多元文化组织。**

Who are the other people who will be helping? For example, friends, family, multicultural organisations.

1. **还有什么重要事项？**

Is there anything else that is important?

2. 消费者是否有对他们来说重要的文化或精神仪式，以及重要的日子或  
事件？

Does this consumer have any cultural or spiritual rituals, significant days   
or events that are important to them?

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What does the consumer need to feel more included?

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1. **还有什么重要事项？**

Is there anything else that is important?

3. 消费者是否有在其文化或信仰中重要的个人护理需求？

Does this consumer have any personal care needs that are important in their culture or faith?

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Is there anything else that is important?

4. 消费者是否喜欢与他们的文化或信仰相关的音乐？

Does this consumer enjoy music that is connected to their culture or faith?

1. 消费者需要什么才能更有归属感？

What does the consumer need to feel more included?

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1. **还有什么重要事项？**

Is there anything else that is important?

5. 消费者是否喜欢与他们的文化或信仰相关的媒体和娱乐，例如广播、  
报纸或电视？

Does this consumer enjoy media and entertainment, for example radio, newspapers or TV that are related to their culture or faith?

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1. **还有什么重要事项？**

Is there anything else that is important?

6. 消费者是否需要语言支持，例如口译员？

Does this consumer need language support, for example an interpreter?

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Is there anything else that is important?

7. 消费者是否有基于其文化或信仰的饮食喜好？

Does this consumer have any food preferences based on their culture or faith?

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Is there anything else that is important?

8. 消费者还有其他文化、语言或精神方面的关怀需求吗？

Are there any other cultural, language or spiritual care needs for this consumer?

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