

# Demystifying Cultural Differences

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## Culture Zones

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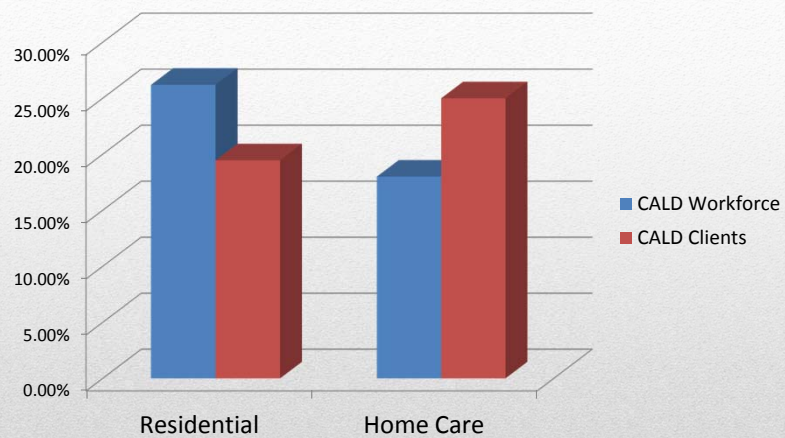
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- Why - facts and figures
- What - cultural fundamentals
- How – intercultural capabilities

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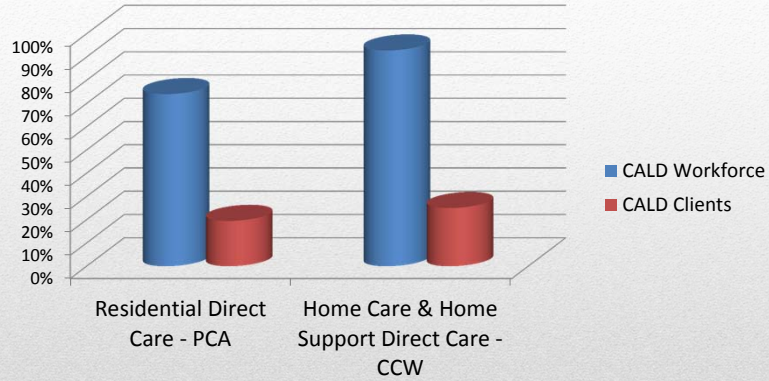
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Source: GEN Aged Care Data; DoH

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Source: GEN Aged Care Data; DoH

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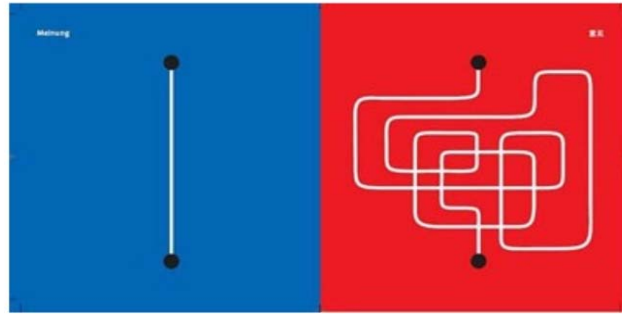
- Complaints = expressions of dissatisfaction with any aspect of a provider’s responsibilities that requires the Aged Care Complaints Commissioner (ACCC) to facilitate the resolution of the complaint
- Initiators – 42.5% representatives or family members; 17.6% care recipients; 26.8% anonymous
- Care type – 47% residential; 14% “help at home”

**Communication as one example**

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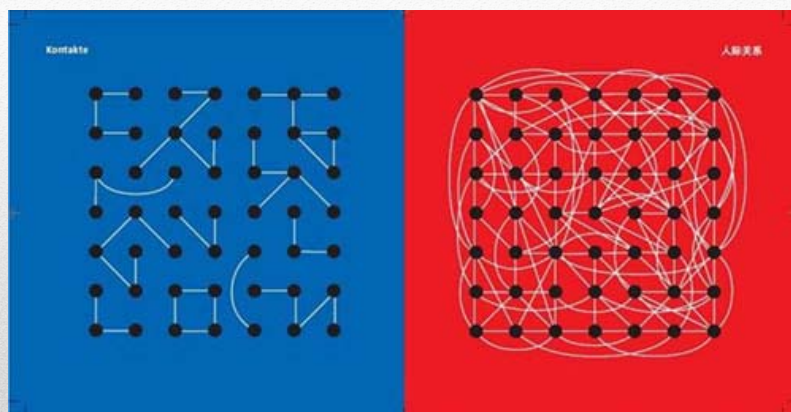
Opinions



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Source: [https://78.media.tumblr.com/92d207e7c3b088cf8e09df3993d40121/tumblr\\_nytbuyEpvO1s5qhgo10\\_1280.jpg](https://78.media.tumblr.com/92d207e7c3b088cf8e09df3993d40121/tumblr_nytbuyEpvO1s5qhgo10_1280.jpg)

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# (un)predictability

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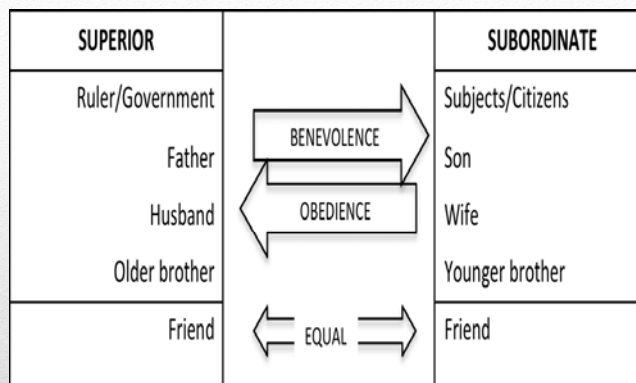


Figure 1: Confucian Five Relationships, derived from descriptions in Ames (1994), De Bary et al (1970), Huang (2004) and Tu (1998).

## Five relationships and reciprocity

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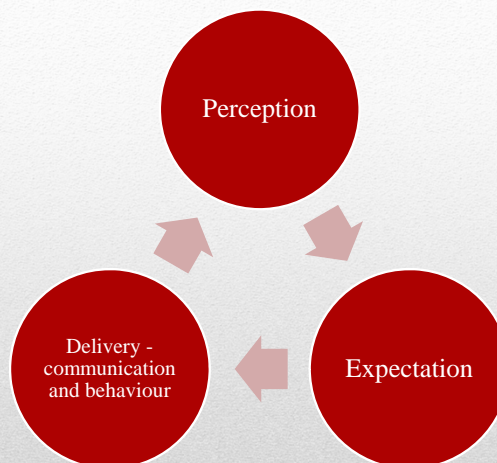


- Inherent social and cultural conditioning contribute to one's perception, understanding and behaviour, often irrespective of varying circumstances
- "Default expectations" – triggered by sensory cues

## Relational vs Structural

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## Cultural Challenges

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- Strategic level – policies and procedures to ensure intercultural education, raising awareness about one’s own cultural expectations and how they differ with “other” culture/s, in the context of the individual, whether a staff member or a client or the client’s family member
- Operational level – cultural sensitivity, seeking clarifications/explanations from the perspective of understanding the “other” better
- Overall strategy - switching “culture zones”

## Managing cultural challenges

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## References

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# Thank you

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