**EXAMPLE: Cultural Awareness Policy**

This example policy document relates to Domain 2 Consumer Centred Care, Sub-Domain 3 Cultural Safety - 2.3.1 of the Quality Care 2020 Requirements. This support document is provided as an ***example only*** and should be reviewed and adapted for your pharmacy ensuring it aligns with your pharmacy’s practices.

1. **Policy introduction and purpose- what is the policy about and why does the pharmacy have it, what is the policy intended to achieve?**

*E.g. the intent of this policy is to outline how XYZ Pharmacy will ensure that its staff and customers are provided a culturally safe environment and will be responsive to the needs of cultural diverse populations in the local community, including Aboriginal and Torres Strait Islander peoples, to ensure their health care needs are met.*

1. **Scope- identify who the policy applies to.**

*E.g. this policy applies to all staff, including contractors, employed by XYZ Pharmacy*

1. **Policy Statement – what is the policy statement of the pharmacy on this specific topic?**

*E.g. XYZ Pharmacy is committed to providing customers, their families and the community with a high level of Health care, information, support and services that are equitable, accessible and responsive to the cultural needs of the community.*

*No customer or staff member of XYZ Pharmacy will be discriminated against or disadvantaged because of their religion, cultural belief of practices. XYZ Pharmacy supports an environment which respects, protects and welcomes staff and customers of all religions and cultures.*

*Staff of XYZ Pharmacy are to ensure customers feel respected, welcome and safe in the pharmacy by taking into consideration various cultural back grounds, religions, health literacy levels etc.*

*XYZ Pharmacy aims to recognise and respond to the specific needs of the diverse cultural of our local community and opportunities for specific services can be implemented. This will be achieved by engaging and collaborating with prominent cultural groups in our community to identify what those needs are and ways in which the pharmacy can offer support and better customer service. Where appropriate and applicable other service providers and organisations may also be consulted and involved in this process.*

*Staff may be required to undergo training and education to ensure cultural diversity and awareness is achieved and maintained in the pharmacy, both when interacting with other staff and customers.*

*Both staff and customers will have access to a number of resources and support options in the pharmacy e.g. Translator services, printed documents, etc. To ensure health needs are being met and optimal health outcomes achieved.*

1. **Responsibilities and Actions – who is responsible for applying the policy. What actions will be taken if the policy is not followed by staff?**

*E.g. all employees of XYZ pharmacy are responsible for applying this pharmacy’s Cultural Awareness Policy.*

*Breaches of this policy will be individually assessed and action taken by relevant pharmacy management as required.*

1. **Any related documents or resources- e.g. applicable procedures, hyperlinks to training resources, guidelines, legislation etc.**

* [Guide to providing pharmacy services to Aboriginal and Torres Strait Islander people](https://my.psa.org.au/s/article/Providing-Pharmacy-Services-to-Aboriginal-and-Torres-Strait-Islander-People)
* [Communicating effectively with Aboriginal and Torres Strait Islander People](https://www.health.qld.gov.au/__data/assets/pdf_file/0021/151923/communicating.pdf)
* [Translation and Interpreting Service](https://www.tisnational.gov.au/)
* [Translated Resources NPS Medicinewise](https://www.nps.org.au/)

1. **Date last reviewed/ due for review - make note to ensure policy is current and applicable to pharmacy practices.**

*E.g. last reviewed on 20 March 2020 - due to be reviewed 20 March 2021*