

# Essential Tools for Workforce Development

## Checklist: My 'normal' and how it may be different

This resource is part of a series of resources in the online Diversity in Disability Toolkit.

For further information, see:  
[diversityindisability.org](http://diversityindisability.org)

## When entering a client's home, do you know what to expect? What is culturally acceptable?

When visiting a client from a different cultural background you may experience behavioural norms that contrast with your own 'way of doing things'.

Think about what you consider 'normal' and how it may vary to your clients. Its ok if you don't know everything, but being prepared can be very beneficial.

## What do you consider normal?

<b>Greetings &amp; gestures</b>	<b>Normal/ Expected</b>	<b>OK/ Neutral</b>	<b>Unusual/ Taboo</b>
Shake hands (male to male)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shake hands (female to female)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shake hands (male to female)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shake hands (adult to child)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kiss (male to male)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kiss (female to female)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kiss (male to female)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kiss (adult to child)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cuddle or hug	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give the 'OK' sign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give the 'thumbs up' sign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roll your eyes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Point with finger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Point with thumb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nod your head (up and down)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shake your head (left and right)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Say please and thank you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make direct eye contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Touch the head of another person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cross your legs when sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beckon with palm up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beckon with palm down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Checklist: My 'normal' and how it may be different

Hospitality	Normal/ Expected	OK/ Neutral	Unusual/ Taboo
Refuse a drink or food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help yourself to a drink or food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finish everything on your plate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leave food on your plate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear away dishes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Belch / burp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slurp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pass objects with your left hand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eat with your hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eat with your left hand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Hygiene &amp; Toileting</b>			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wear shoes inside the home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wear a mask if you have a cold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blow nose into a tissue or handkerchief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sneeze into your elbow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shower daily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use toilet paper for wiping after using the toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using water or bidet instead of wiping after using the toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing a person of another gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Checklist: My 'normal' and how it may be different

<b>Physical Contact</b>	<b>Normal/ Expected</b>	<b>OK/ Neutral</b>	<b>Unusual/ Taboo</b>
Touch (lifting, supporting, dressing) a person of another gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Touch the head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Touch the back or shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Touch the feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Be aware of what you consider 'normal'.  
Being prepared to adapt and adjust your behavior can make all the difference.

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