

other services

Cultural competence reviews

We can conduct an audit of the cultural competence of your organisation, identify areas for improvement and provide practical advice.

Social marketing

We can help you research and plan a social marketing campaign targeting CALD communities. We specialise in culturally sensitive issues.

Resource development

We can produce culturally and linguistically appropriate print and multimedia resources, or tailor English resources to suit CALD audiences.

Information

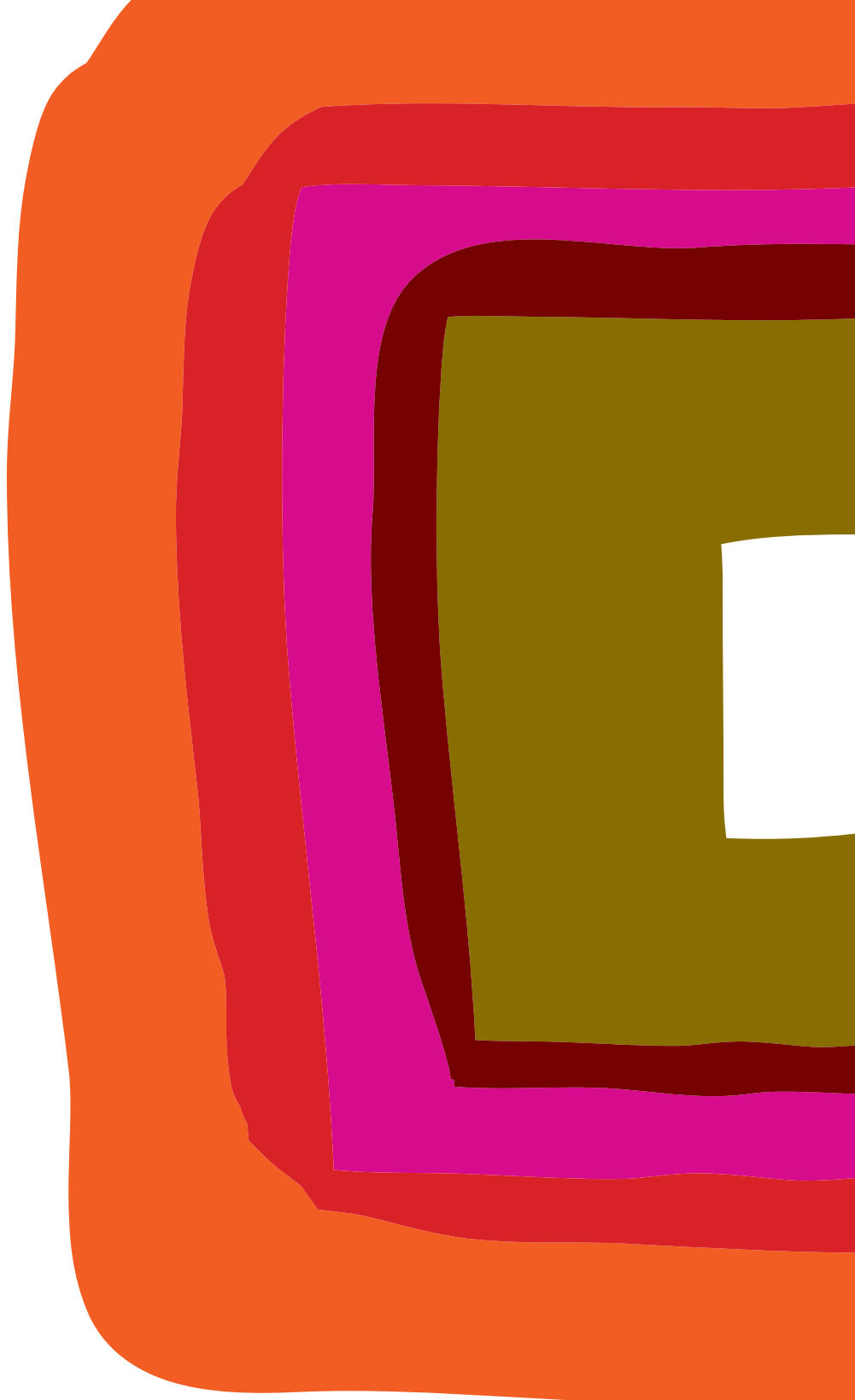
We offer Australia's only specialist library on culture, ethnicity and wellbeing, with a wide range of books, journal articles and multimedia resources available for loan.

contact us

Training Coordinator

Centre for Culture,
Ethnicity & Health
(03) 9342 714 | training@ceh.org.au

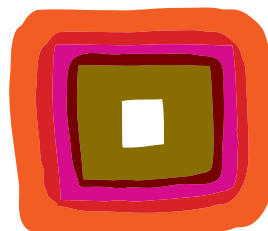
www.ceh.org.au





workplace training guide

cultural competence training for government,
health and community services



centre for
culture,
ethnicity
& health



do you need to work more effectively with migrant and refugee clients?

Are you planning a service or campaign for CALD communities?

Do you need to communicate with clients who have limited English?

Does important material get lost in translation?

Do you need to consult more effectively with your community?

Do you need to review workplace practices or policies?

Are you working on sensitive issues such as sexual health, family violence or problem gambling?



about us

The Centre for Culture, Ethnicity & Health (CEH) assists organisations to provide a higher quality of service to clients from culturally and linguistically diverse (CALD) backgrounds.

Our clients include hospitals, government departments, local councils, health centres, community services and higher education providers. We support them with training, social marketing services, resources, reviews and information.

our training

CEH can provide a training program tailored to the needs of your workplace.

Our workshops will help your staff to understand and overcome specific challenges relating to their work with CALD clients. We work with staff at all levels, from new employees to senior management, frontline and program delivery staff.

We are happy to provide generic 'cultural diversity' training if needed, but our strength lies in specialist topics relating to planning, communication and service delivery.

modules

Modules are tailored to the needs of your organisation. They can be combined or presented in a series on request.

Introductory

Introduction to cultural diversity

Explore your own culture, identify points of cultural difference, and understand the impacts of migration and settlement. This is a useful module for staff inductions.

Planning and strategy

Cultural competence for managers

Implement a framework to improve cultural competence at all levels from governance to policy, service delivery and staff development.

Sustainable engagement with CALD communities

How to build a cycle of consultation, communication and service provision between your agency and target CALD communities.

Social marketing in a multicultural society

How to create social marketing campaigns that address the beliefs, behaviours and values of CALD audiences.

Conducting focus groups with CALD communities

A step-by-step process for planning, recruiting, resourcing and conducting a focus group with participants from CALD backgrounds.

Communication

Using interpreters to best effect

Retain control of any situation involving interpreters, from telephone interpreting to working with groups, and learn how to handle client concerns.

Writing for cross-cultural communication

Learn techniques to craft culturally appropriate content, prepare English material for translation and negotiate the minefields of the translation process.

Language services: more than just interpreting

Implement a comprehensive language services strategy, from arranging qualified interpreters to providing translated resources to making the best use of bilingual employees.

Specialist topics

Understanding health beliefs

A framework through which to understand clients' views on health and illness, negotiate between differences of opinion, and find a common ground for action or treatment.

Meeting the needs of ageing CALD clients

Key principles and strategies for providing aged care to clients and families from CALD backgrounds.

Responding to problem gambling in CALD communities

Identify beliefs, risks and protective factors specific to CALD communities, and learn strategies to raise awareness and overcome barriers to help seeking.

Sexual health, viral hepatitis and CALD communities

Explore cultural perceptions, beliefs and barriers that exist in relation to sexual health and viral hepatitis, and identify implications for prevention, treatment and health promotion.



features of our training

Capacity building

Training is based on adult learning principles. It empowers participants to implement change in their own work practices and at a wider organisational level.

Interactivity

Participants are encouraged to share their own knowledge and experience, and work in groups to resolve issues and challenges.

Case studies

We will work with you to identify appropriate case studies for discussion and analysis.

Resources

Participants receive tip sheets, checklists and reading lists to enhance the information provided in the workshop.

participants' comments

"Excellent presenters with lots of great knowledge! I loved the interpreter session and the way our concerns were discussed and addressed. A fantastic course –thanks!"

Using an interpreter to best effect, May 2010

"Practical activities were integrated with case studies and cultural knowledge. I was impressed with the professionalism of the presenters."

Sexual health, viral hepatitis and CALD communities, June 2010

"The trainer included participants' input, and adapted the presentation to suit our knowledge and problems."

Cultural competence for managers and supervisors, September 2010

"It was good to see examples of specific misunderstandings arising from cultural differences, and ways to modify my own communication."

Cross-cultural communication for frontline workers, August 2010

"Lots of good examples and opportunities for discussion. Good use of case studies."

Writing for cross-cultural communication, June 2010



booking a workshop

We work with you to ensure that you get the training you want.

1 Needs analysis

Contact us to discuss your training needs and the outcomes you want to see.

2 Proposal

We will send you a detailed training proposal with an outline for the workshop and all relevant costs.

3 Client-specific material

We will work with you to identify activities and case studies that reflect the realities of your workplace.

4 Delivery

A CEH trainer will facilitate the workshop at the venue of your choice.

Training rates are available on request. The total cost of a workshop may also include:

- developing client-specific material
- additional resources, as required
- airfares and transport, as required