

## **Ready for the NDIS?**

### **Building your capacity to work effectively with CALD communities**

The Centre for Culture, Ethnicity and Health (CEH) can help you reach out and work with clients of Culturally and Linguistically Diverse (CALD) backgrounds under the NDIS.

CEH has been funded by the Department of Health and Human Services to support mainstream/universal disability service providers to work with CALD clients, including through the provision of professional development support to staff.

To this effect, CEH offers the following half-day (3 hours) and full-day sessions:

- Foundations of Cultural Competence
- CALD community engagement and participation
- Strengthening workplace diversity (managers only)
- Communicating effectively with interpreters
- Communicating effectively with interpreters Advanced (full day)
- How to develop materials for effective translation
- Health Literacy Intensive (full day)

All sessions have been adapted to the context of the NDIS and the disability sector and include relevant case studies and information about cultural understandings of disability.

If you would like to discuss with us how we can help your agency in this transition phase to the NDIS, please contact us via email: [sophied@ceh.org.au](mailto:sophied@ceh.org.au) or phone: 9418 99 11.

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## MODULES CONTENT

### **Foundations of Cultural Competence**

Introduces participants to key concepts of migration, diversity and cultural competence. Exploring their own culture and values through fun activities, participants reflect on how these can affect workplace interactions with CALD clients. Finally participants discuss strategies and tools for effective cross-cultural communication, including using interpreters.

### **CALD community engagement and participation**

Meaningful engagement is essential for high-quality program planning, delivery and evaluation. This training provides strategies for sustained and innovative engagement with your target communities, and methods to account for cultural considerations within the engagement strategy.

### **Strengthening workplace diversity (managers only)**

A service provider with a diverse workforce reflective of the communities it serves is better able to meet the needs of the wider community. This training explores key considerations and strategies to maximise benefits and reduce challenges associated with a culturally and linguistically diverse workplace.

### **Communicating effectively with interpreters (Introduction)**

Knowing when and how to work with interpreters is essential when working with clients with low English proficiency. Understanding how to integrate an interpreter into the conversation will lead to more effective communication.

### **Communicating effectively with interpreters (Advanced)**

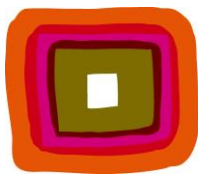
This training builds the expertise required to work with interpreters in a highly effective way to maximise practitioner/client communication and manage complex interpreting situations.

### **How to develop materials for effective translation**

Writing effectively for a diverse audience is part of all services in the health, local government and community sectors. This workshop builds skills in written communication with culturally diverse clients and communities, to ensure your message is well-pitched and reaches your target audience.

### **Health Literacy Intensive (full day)**

The course offers organisations the tools and knowledge to build their health literacy practice. The course takes place in an innovative, supportive learning environment. Participants learn practical ways to improve health literacy at an organisational, systems and practitioner level. They undertake projects that activate knowledge and benefit their organisations.



## Trainers

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### *Siri Gunawardana, Training Coordinator*

Siri Gunawardana has over 15 years of experience in migrant and refugee settlement, training and health promotion. Siri holds a Masters in Public Health, a Bachelor of Arts-Community Development, and Certificate IV in Workplace Assessment and Training.



### *Spase Veljanovski, Project Officer*

Spase commenced at CEH in September 2005. He has over 20 years' experience in access and equity work and language services in mental health, local government and community health. He has experience in project management, research, evaluation and has previously managed a team in a community health centre. Spase has expertise in language services, organisational cultural competence and health literacy. He is a trainer and project worker in all these areas. Spase has a Bachelor of Arts (Multicultural Studies), Master of Public Health and Certificate IV, Training & Assessment.



### *Jolyon Burford, Project Officer*

Jolyon works with clients to create targeted training outcomes and develops and delivers CEH's face-to-face and online training. Jolyon has worked with the community and education sectors for over 15 years in diverse areas such as youth work, facilitation, youth engagement through media production, teaching and project-based work around identity and filmmaking. Jolyon has a Bachelor of Social Science, Diploma of Education and a Cert. IV in Training and assessment.

