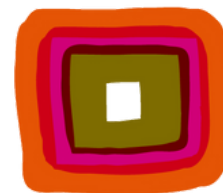


CEH

TRAINING GUIDE



centre for
culture,
ethnicity
& health

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Multicultural Community Engagement

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WHO WE ARE



DIVERSITY. EMPOWERMENT. INCLUSION.

The Centre for Culture, Ethnicity & Health (CEH) is a unique agency offering expertise in cultural diversity and health, Cultural Competence, social marketing, cross-cultural communication and consumer participation.

We assist organisations to provide a high quality of service to clients from migrant and refugee backgrounds. Our clients are across a range of industries and include hospitals, government departments, local councils, health centres, community services and higher education providers, among others. We support our clients with training, social marketing services, advice, resources and information.

OUR TRAINERS

CEH trainers are experienced in working with health professionals, community organisations and government.

We are skilled in:

- facilitating learning through discussion
- presenting information and tailoring content to our audiences
- encouraging participants to share relevant knowledge and experience
- giving examples of practical application of information and ideas that are directly relevant to participants' needs
- ensuring that theories and concepts are introduced in familiar and practical contexts.



WHAT WE OFFER

WORKSHOPS

Our recommended format for any live training, CEH workshops allow participants to learn from their peers' experiences, as well as reflect on their own practice. This interactive format allows participants to apply what they are learning in practical and engaging activities and explore their experience further through facilitated group discussions.

- Face-to-face or online
- Interactive group activities and discussion
- Opportunity for peer-to-peer learning
- 10 to 25 participants per workshop
- 2h – 6h duration based on your needs

PRESENTATIONS AND WEBINARS

This option is suitable for those with limited time available in a busy schedule, or to act as an introduction to more in-depth training to take place in the future. We present on a range of topics. Speak to a member of the CEH training team for more details on what can be covered in your webinar.

- Face-to-face or online
- Limited interaction
- Opportunity for up to 15mins of Q & A at the end
- Suitable for a large audience
- 1h – 1.5h duration

eLEARNING COURSES

CEH eLearning courses are our most flexible and convenient learning option. Designed with busy professionals in mind, these courses are rich in engaging and interactive content to enhance learners' understanding and retention. Learners may also be eligible to earn CPD points with their relevant institution.

- Flexible learning at your own pace
- Mobile phone compatible
- Courses can be purchased individually or in bulk

Topics include:

- Introduction to cultural competence
- Working with interpreters
- Health literacy
- Trauma-informed care

View our full eLearning catalogue at:

<https://cehonline.talentlms.com/catalog>

REFLECTION SESSIONS

These 1-hour sessions provide participants with the opportunity to reflect on how to apply their training and knowledge in their future work. The session consolidates learnings from workshops and eLearning courses through group activities and discussion.

OUR TRAINING APPROACH



OFFERING CULTURALLY COMPETENT SERVICE

Culturally competent service is tailored to the needs of clients from migrant and refugee backgrounds: it includes targeted communication, responsive service delivery and continuous evaluation and improvement. Our training supports Cultural Competence by sharing the best available knowledge, challenging attitudes, and increasing people's capacity for action.

We can assist your staff to:

- be aware of their cultural values and how these impact their work
- build their awareness and acceptance of cultural differences
- recognise that people from different cultures have different ways of communicating, behaving, understanding and problem-solving
- recognise that cultural beliefs impact clients' help-seeking activities, practices, interactions with care professionals and, ultimately, their health and wellbeing outcomes.

OUR LEARNING STRATEGY

Adult Learning Principles are the foundation of all CEH training, our modules interactive and outcome-focused.

We recognise that our training participants:

- are independent, self-directed learners
- have accumulated knowledge from work-related activities, family and community responsibilities, and education and training
- are goal-oriented and value a structured learning program with clearly defined elements
- are relevancy-oriented and respond best to learning that is applicable to their work or other responsibilities.

OUR TRAINING TOPICS



CULTURAL COMPETENCE

Understanding Cultural Competence principles enhances cross-cultural communication. This reduces misunderstandings related to cultural differences or language barriers.

This workshop can include:

- introduction to Cultural Competence principles
- unconscious bias
- communication styles
- plain language and checking for understanding
- language services and working with interpreters.

Each of the above topics can also be covered in a stand-alone workshop.



WORKING WITH INTERPRETERS

Working with Interpreters training will improve your ability to communicate with clients who have limited English proficiency. This will help your clients better understand the information provided and make informed health decisions.

This workshop can include:

- assessing the need for and interpreter
- booking an interpreter
- briefing an interpreter
- communicating via an interpreter
- debriefing with an interpreter for better outcomes
- working with bilingual staff.



HEALTH LITERACY

Health Literacy is about how people understand, access, and use information. Learning Health Literacy principles helps people in all sectors to communicate more effectively with clients and colleagues.

This workshop can include:

- principles of Health Literacy
- spoken plain language
- written plain language
- checking for understanding.

CEH workshops and presentations are tailored to our clients.
Speak with our trainers to plan training that fits your group's needs.



WORKING ACROSS CULTURES IN THE DISABILITY SECTOR

Understanding Cultural Competence principles specifically for the disability sector and NDIS providers can help you work better with these complex dynamics.

This workshop includes:

- exploring the role of Cultural Competence in disability work
- how to identify successful strategies for cross-cultural communication
- how culture, disability and power dynamics influence service delivery.



BUILDING A STRONG LIVED EXPERIENCE WORKFORCE

We know that services benefit greatly from Lived Experience Workers (LEWs), but we need to know how to support them. This workshop is designed for managers of LEWs. Through activity-based learning, we will explore how to implement strategies to build your own strong lived experience workforce.

This workshop includes:

- definitions and context
- challenges and how to address them
- safely supporting LEWs
- where and how to recruit LEWs.



MULTICULTURAL COMMUNITY ENGAGEMENT

Training in Multicultural Community Engagement will help you be able to design culturally appropriate consultations and work in collaboration with communities to design new services and programs. This training also helps you to meet a wide range of accreditation criteria.

This workshop includes:

- levels and types of community engagement
- different methods of community engagement
- addressing barriers to multicultural community engagement
- practical steps to engage with multicultural communities.



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