

**We welcome your comments about our services.** You can contact us on:

**p** 07 3846 1099  
**f** 07 3846 1107  
**e** info@diversicare.com.au

Contact your local HACC Multicultural Advisor at:

### **South Brisbane Region**

PO Box 5199, West End Qld Q 4101  
**p** 07 3846 1099  
**f** 07 3846 1107  
**m** 0413 512 967  
**e** mas.brisbanesouth@diversicare.com.au

### **Sunshine Coast Region**

P O Box 1697 Buddina Q 4575  
**P** 07 5493 9455  
**F** 07 5493 9444  
**m** 0447 721 968  
**e** mas.sunshine@diversicare.com.au

### **Northern Region**

PO Box 246 Thuringowa Central BC, Q 4817  
**p** 07 4723 1470  
**f** 07 4723 8492  
**m** 0407 045 203  
**e** mas.northern@diversicare.com.au

### **Peninsula Region**

PO Box 2429, Cairns Q 4870  
**p** 07 4051 4715  
**f** 07 4041 0772  
**m** 0432 322 154  
**e** mas.peninsula@diversicare.com.au

A Home and Community Care Initiative funded by the Federal/State Governments



# HACC

## MULTICULTURAL ADVISORY SERVICE



**Aim:**  
to enhance the capacity  
of HACC service providers  
to deliver culturally  
appropriate care



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



CERTIFIED  
QUALITY  
MANAGEMENT SYSTEM  
ISO 9001

## Our information services can:

- Partner with you to promote your services to culturally and linguistically diverse (CALD) clients
- Provide consultancy services to support your capacity to meet CALD client needs
- Link CALD clients to your service
- Provide information and data to assist with your program planning
- Support you to meet standards of care for CALD clients
- Provide multilingual and multicultural information and resources to help you provide culturally appropriate care to CALD clients
- Provide one to one mentoring to staff working with CALD clients and communities

## Our education services

### Our free workshops include:

- Cross-cultural awareness
- Cross-cultural communication
- Culturally inclusive services
- Cultural competence and aged care work
- Working with interpreters
- Culture and end of life
- Culture and disability
- Cultural briefings
- Cultural religious briefings
- Lifestyle and leisure activities for CALD clients
- RUDAS: Dementia assessment scale for multicultural clientele
- Supporting CALD older people who have experienced trauma
- Working in culturally diverse teams
- Diversity management

### Other topics can be developed to meet your service and staff needs

### Accredited Training - HLTHIR403B

- Work effectively with culturally diverse clients and co-workers

 Check our website for upcoming events:  
[www.diversicare.com.au](http://www.diversicare.com.au)