

How Cross Cultural Training benefits your organisation

One in four consumers in Australia are now from a different cultural background. The workforce has also become more diverse, making Cross Cultural Training invaluable.

It fulfils your legal requirement

Ensure that your consumers' needs are being met in accordance with the legal requirement.

Both Federal and State legislation require that your staff are able to provide culturally appropriate care to Culturally and Linguistically Diverse (CALD) consumers.

It grows your business

Providing inclusive services will lead to more business and revenue as demand from the ageing CALD population increases each year.

It improves your workplace

Using the skillsets provided in training, your staff will learn to better handle issues that arise from miscommunication, effectively preventing loss of consumers, time and money.

Applying the training will improve relationships with consumers, develop stronger team dynamics, and contribute to a more positive working environment.

Learn more and access our resources at
www.diversicare.com.au/mas

How it works

- We come to you.
- We tailor **free** training to your needs.
- Certificate of Participation is provided.
- We partner with you to promote your services to CALD consumers.

We can also organise specialist presenters to provide workshops for:-

- RUDAS: Dementia assessment scale for multicultural consumers
- Supporting CALD older people who have experienced trauma
- Culture and Continence
- Culture and Dementia

Call us today on **07 4723 1470**
for an obligation-free consultation.

Free Training Topics

Cultural Awareness – trains staff on how culture affects perceptions, assumptions and worldviews.

Cross Cultural Communication – shows how culture influences communication, and provides strategies for effective cross-cultural communication.

Culturally Inclusive Services – shows the multiple benefits of a culturally inclusive service, giving strategies to review, monitor and improve workplace practices.

Working Effectively with Interpreters – covers legislation and the need for professional interpreters.

Culture and Mental Health – trains staff on how culture, migration experiences, etc. impact on mental health, so as to influence holistic care.

Culture and End of Life – covers different end of life beliefs to enable staff to give appropriate care.

Culture and Disability – provides cultural perspectives on disability and its impact on CALD consumers.

Culture, Health and Wellbeing – shows how culture influences views on health and treatment.

Working in Culturally Diverse Teams – trains staff to deal with cultural diversity in the workplace.

Cultural Briefings – covers specific cultures, their customs, traditions, values and the ways of life of these CALD communities.

Multiple Ways People are Diverse – explores key concepts and characteristics of diversity using the Diversity Conceptual Model.

Older People, Culture and Trauma – provides strategies to support older CALD consumers who have experienced trauma.

What resources do we offer you?

Multicultural Calendar – this quality annual calendar includes culturally significant dates to help you plan cultural events tailored to your consumers' needs.

Little Book of Cultural Tips – assists support workers and coordinators by providing tips and information on culturally appropriate care to increase awareness in areas of cultural sensitivities.

Online Community Profiles – these profiles give an excellent overview of a diverse range of cultures.

Food Project Resources – collaboration with the Queensland University of Technology to understand the cultural food needs of consumers.

Communication Tools – links and tools to assist support workers and coordinators with basic communication in different languages.

Telephone Interpreting Services – we provide contact details to access various professional interpreters.

Signature Events – You can hold information stalls at our Multicultural events to connect with CALD communities. Attend our professional development forums, workshops and expos. Great for networking.

Diversicare
www.diversicare.com.au

My Aged Care
www.myagedcare.gov.au

Commonwealth Department of Health
www.health.gov.au

Queensland Community Care Services
www.qld.gov.au/community

National Disability Insurance Scheme (NDIS)
www.ndis.gov.au

**Call us on 07 4723 1470 to learn more
and to book your free training.**

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Why do your staff need Cross Cultural Training?

COMPLIANCE BUSINESS GROWTH EFFECTIVENESS



**Our Multicultural Advisory Service
(MAS) provides you with free training
tailored to your needs. Call us today.**



The Diversicare Multicultural Advisory Service is supported by funding from the Australian Government under the Commonwealth Home Support Programme. Visit the Department of Health website (www.health.gov.au) for more information.

