

Multicultural Advisory Service (MAS)

FREE Professional Development for Queensland Community Care & Aged Care Services

How Cross Cultural Training benefits your organisation:



It fulfils your legal requirement

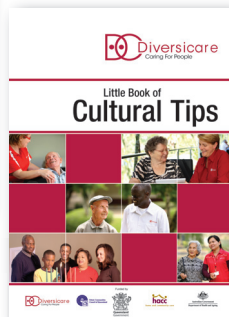
Ensure that your consumers' needs are being met in accordance with legislation.

It grows your business

Will lead to more business as demand from the ageing and disability **Culturally and Linguistically Diverse (CALD)** population increases yearly.

It improves your workplace

Applying the training will develop stronger team dynamics and improve relationships with consumers, saving time and money.



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.**

Free Resources:

- Multicultural Calendar
- Little Book of Cultural Tips
- Food Project Resources
- Online Community Profiles
- Communication Tools
- Information on Interpreter Services
- "In My Home" Cultural Briefing CDs

Call us today on 07 4723 1470 for more information

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Our Training Topics include:

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 – provides strategies on effective use of interpreters.

Culture and Mental Health – trains staff on how culture and migration experience 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.

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Please contact us on **07 4723 1470** for more information or to book your free training.

www.diversicare.com.au/mas