

Multicultural Advisory Service (MAS)

FREE Cross Cultural Training for CHSP and Aged Care Providers

How Cross Cultural Training benefits your organisation:



It fulfils your legal requirement

Ensure you comply with the level of care, safety and compliance required by the new Aged Care Quality Standards. Examples of the eight individual standards of care include:

- Consumer dignity and choice eg. Identity, culture and diversity
- Organisational governance

It grows your business

Will lead to more business as demand from the ageing **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
- App for your smart phone
- Online Community Profiles
- Communication Tools
- Information on Interpreter Services
- 'In My Home' Cultural Briefing CDs

Call us today on 0407 045 203 for more information

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Our Training Topics include:

Cultural Awareness – explores how culture affects perceptions, assumptions and worldviews to reflect on the service delivery and care relating to the Aged Care Quality Standards.

Cross Cultural Communication – shows how culture influences communication, and provides strategies for effective cross-cultural communication with a focus on the Aged Care Quality Standards.

Cultural Competence – shows the benefits of a culturally inclusive service by providing strategies to review workplace practices and embeds the Aged Care Quality Standards.

Working Effectively with Interpreters – provides strategies on effective use of interpreters and how this meets compliance with the Aged Care Quality Standards.

Culture and Mental Health – explores the impact of culture and migrant experience on mental health, and how the Aged Care Quality Standards can be embedded into service delivery for holistic care.

Culture and End of Life – covers different end of life beliefs to enable staff to provide appropriate care and addresses how the Aged Care Quality Standards are met.

Culture and Disability – provides cultural perspectives on disability and its impact on CALD consumers, incorporating the Aged Care Quality Standards.

Culture, Health and Wellbeing – shows how culture influences views on health and embeds the Aged Care Quality Standards.

Cultural Briefings – covers specific cultures, their customs, traditions, values and the ways of life, and embeds the Aged Care Quality Standards.

Multiple Ways People are Diverse – explores key concepts and characteristics of diversity using the Diversity Conceptual Model and embeds the Aged Care Quality Standards.

Culture and Dementia – provides cultural perspectives on dementia and embeds the Aged Care Quality Standards.

Communicating Across Cultures – explores diversity and how culture plays a role in effective planning, service delivery and embeds the Aged Care Quality Standards.

Working with Diverse Teams – provides strategies for staff to enhance Cultural Diversity in the workplace.

Find Your Local MAS Officer:

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Please contact us on **0407 045 203** for more information or to book your free training.
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