

Multicultural Advisory Service (MAS)

FREE Cultural Diversity Training for CHSP Aged Care Providers

How Cultural Diversity Training benefits your organisation:



Ensures your organisation meets the level of care, safety and compliance required by the strengthened Aged Care Quality Standards and Aged Care Diversity Framework.



As over 36% of the Aged Care workforce identify as CALD (Department of Health, 2020 Aged Care Workforce Census), it improves your workplace by helping your people to develop stronger team dynamics, leveraging the diversity within your team and improving relationships with consumers.



Grows your business - meet the demand as Australia's older culturally and linguistically diverse (CALD) population increases, now at around 30% of market share.

We can deliver in-house training programs tailored to your needs, or come to one of our open sessions. Certificate of Participation is provided.

Please contact us for more information or to book your free in-house training. Places at open training sessions can be booked on Eventbrite (Multicultural Advisory Service - ECCQ).

Subscribe here to receive our quarterly newsletter, details about events and information about resources.

Our training topics include:

- **Cultural Awareness** – explore how culture affects our perceptions, assumptions and behaviours and how we can improve service delivery and culturally safe care for CALD people.
- **Communicating Across Cultures** – understand how culture influences communication, and learn strategies for effective cross-cultural communication.
- **Cultural Briefings** – learn about specific cultures, their customs, traditions, values and ways of life. Which cultures do you need to learn more about? Talk with us!
- **Culture and Dementia** – provides cultural perspectives on dementia and addresses the Aged Care Quality Standards.
- **Culture and Mental Health** – explore the impact of culture and migrant or refugee lived experience on mental health for CALD people.
- **Culture and End-of-Life** – learn about cultural influences on end-of-life planning and dying to help provide culturally safe care.
- **Culture, Health and Wellbeing** – learn strategies for providing culturally safe care and explore how culture influences views on health, wellness and reablement.
- **Culturally Diverse Teams** – provides strategies on leading and supporting diverse teams, promoting better understanding and communication and building stronger teams.
- **Providing a Culturally Inclusive Service** – examine how your organisation interacts with multicultural communities, learn how to provide culturally inclusive care and how to encourage CALD people to access services
- **Working Effectively with Interpreters** – learn more about how to offer interpreting services to your CALD clients and how to make the best use of professional interpreters.



Contact your local MAS Advisor

Annalise Webb | Team Leader & Gold Coast

0431 017 943

masteamleader@eccq.com.au

**Thana Roysmith | North Brisbane,
Sunshine Coast, Wide Bay, North & South
Burnett Regions**

0447 721 968

massunshine@eccq.com.au

Marcela Fischer | Cairns Peninsula Region

0432 322 154

maspeninsula@eccq.com.au

**Anyuon Liai | Darling Downs, South &
West QLD, Central QLD & West Moreton**

0434 254 812

masruralremote@eccq.com.au

**Rhee Duthie | Gold Coast, Brisbane Metro
& Brisbane South**

0458 020 129

masgcbrisbane@eccq.com.au

www.eccq.com.au