

MIGRANT INFORMATION CENTRE (Eastern Melbourne) Multicultural Equity and Access Program

Working Effectively with People from CALD Backgrounds Training Program February - June 2012

The Migrant Information Centre (Eastern Melbourne) Multicultural Equity & Access Program provides **free** cultural awareness training and specific cultural training sessions for Home and Community Care (HACC) funded service providers in the Eastern Metropolitan Region in conjunction with the Eastern Region HACC Program at the Department of Health. Other workers from aged care and disability services may attend if there are places available. The following sessions will be offered from February to June 2012.

How to Use Interpreters and Translators

When: Tuesday 28 February 2012

Time: 10 am to 12.45 pm

Where: Monash Wheelers Hill Meeting Room
Wheelers Hill Library,
860 Ferntree Gully Road, Glen Waverley 3150

Details: This session looks at cross-cultural communication, identifying languages, how to access languages services, tips on working effectively with interpreters including role plays and preparing documents

Engaging with and Promoting your service to CALD communities

When: Friday, 25 May 2012

Time: 9.15 am to 12.30 pm

Where: Willis Room, Whitehorse Civic Centre
379—397 Whitehorse Road, Nunawading 3131

Details: Provides information, case studies and tips on how to engage with CALD communities and promote your services to CALD communities. The session will highlight good practice examples and tips that can be incorporated into your service

Specific Cultural Training Sessions

These sessions include information about local demographics, customs, beliefs, health issues, attitudes towards older people and aged care, perceptions about carers and caring, information about death and dying, barriers in accessing services, and tips on working effectively with clients from CALD backgrounds

Working Effectively with the Greek Community

When: Wednesday 14 March 2012

Time: 9.15 am to 12 pm

Where: Willis Room, Whitehorse Civic Centre
379—397 Whitehorse Road, Nunawading 3131

Understanding Judaism and Working Effectively with the Jewish Community

When: Tuesday, 20 March 2012

Time: 1.30 pm to 4 pm

Where: Meeting Room, Balwyn Library
336 Whitehorse Road, Balwyn 3103

Working Effectively with the Polish, Hungarian, and Croatian Communities

When: Thursday, 3 May 2012

Time: 9.15 am to 1pm

Where: Meeting Room 5, Maroondah Federation Estate
32 Greenwood Avenue, Ringwood 3134

Supporting Clients from CALD Backgrounds in Referral and Assessment Good Practice Forum

When: Thursday, 14 June 2012 **Time:** 10 am to 3 pm

Where: Function Room 4, Knox Civic Centre, 511 Burwood Highway, Wantirna 3152

Details: This special event is a whole day forum that will highlight how services and workers can support clients from a CALD background in referral and assessment using a holistic and person-centred approach.

REGISTRATION & ENQUIRIES: Wanling Zhang

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