



# Providing Culturally Responsive Service

## WHAT THE PROGRAM OFFERS

**TIME:** 9am-4.30pm

<b>DATE</b>	<b>CODE</b>
Wed 4 Aug 2010	PC-08
Tue 9 Nov 2010	PC-11

**VENUE:** West End Qld 4010 areas, details in registration

Morning/afternoon tea & lunch will be served.

**YOUR INVESTMENT (inclusive GST)**  
\$ 220 per person (\$200 per person for 4 or more)

### ENQUIRIES

Ph: 07-3844 9166 ; Fax: 07-3846 4453  
Email: admin@picc.org.au

The program focuses on practical information that raises awareness of the patterns of cultural difference likely to be encountered as staff interact with culturally diverse public and colleagues, particularly differences likely to generate negative perceptions. Participants become aware of the cultural assumptions they personally bring to each interaction.

The program builds valuable skills in handling language barriers that may exist when two people have different first languages. There is an emphasis on skill development and practical application. The program is primarily focused on client interactions but applies equally to interactions between colleagues.

### WHY?

### WHO SHOULD ATTEND?

All staff who provide client services or information to the public.

- ◆ For public contact staff: greater skill and understanding, increased confidence, less stress, more job satisfaction
- ◆ For team leaders, supervisors, managers: a solid grounding for supporting staff to overcome cultural and linguistic barriers.
- ◆ For departments: more efficient services, fewer complaints, higher staff morale, meet multicultural action plan training targets.

### Workshop Objective

- Identify diversity: Queensland's ethnic community birthplaces and language statistics (non-indigenous)
  - Explore the meaning of culture and how it affects perceptions and communications
  - Develop an awareness of the cultural assumptions that they bring to each interaction
    - Understand the migration and refugee experience, including culture shock
- Review important cultural differences impacting on interactions and perceptions of service quality
  - Handle language barriers that may exist when people have different first languages
  - Explore individual and organizational strategies for culturally competent service delivery

#### What participants have said about this program

"the day has given me an insight into different ideas and results in varied situations"

"Flowing presentation - presenter's broad experience evident in materials and facilitation"

"Enjoyed the training. I liked that it challenged and I did learn something about some of my pre-existing beliefs in relation to other cultures"

**Online registration is now available at [www.picc.org.au](http://www.picc.org.au)**

**A RANGE OF CUSTOMISED PROGRAMS ARE AVAILABLE FOR DELIVERY IN YOUR WORKPLACE**  
please contact Sandra Bennett, Client Liaison Manager on 0409 353 353, or email to [admin@picc.org.au](mailto:admin@picc.org.au)

*"An initiative of the Ethnic Communities Council of Queensland"*