



## **Cross Cultural Awareness & Communication training**

### **Course Overview**

This course provides an excellent overview to understanding & communicating with people from cultural and linguistically diverse (CALD) backgrounds.

The session will be tailored for people working in the disability sector.

### **Key Content Areas**

- Awareness of diverse cultures and impact on service provision
- What is different when we work with CALD participants/families?
- CALD barriers to service access
- Diverse beliefs regarding disability
- Myths and misconceptions regarding diverse communities
- Language/dialect identification
- Assessing the need for interpreters
- Language/dialect identification
- Communicating with people who have limited English.
- Effective use of professional interpreters (onsite/telephone)

### **Learning Outcomes**

- To understand the cultural barriers that impact on working with people with a disability and their families from CALD backgrounds.
- To enhance understanding & communication with people of CALD backgrounds

### **What is provided?**

- Participant handbook
- Language /dialect identification resources
- Certificate of attendance

### **Duration**

2.5 hours