

What agencies have said about our service

Prioletti Consultants ensures the quality of its service by various methods, including the use of participant evaluation.

A selection of comments is listed below:

“Our cultural plan has provided us with achievable outcomes and a clear direction” *Hume City Council*

“We are now looking forward to meeting the needs of diverse cultural groups in a more relevant manner!”
North Yarra Community Health

“Innovative and stimulating”
Holden Street Neighbourhood House

“Training has opened our eyes to the gaps in our service and how we can address the gaps in an achievable manner” *Vision Australia*

“No nonsense training with realistic and innovative tips for everybody!”
Do Care

“Maximum benefit in minimal time - just what we needed” *RVIB*



How to improve the quality of your service by meeting diverse cultural needs.



ABN:363 059 143 28

Improve the quality of your service by meeting diverse cultural need through Cultural Plans & Cross Cultural Training

The benefits of Cross Cultural training

Cross Cultural Training will provide agencies with the knowledge necessary to meet the needs of Culturally and Linguistically Diverse (C&LD) clients.

Prioletti Consultants have a range of training options which include:

- Understanding Cultural difference
- Learning about specific cultures
- Enhancing Cross Cultural communication, including the effective use of interpreters
- Marketing and promoting services to C&LD communities
- Developing relevant Cultural Plans

Training can be tailored to meet the specific needs of your agency.

Why cultural planning is important

Cultural planning is more than words, it is a necessary responsibility which can also bring about economic advantage.

- Service providers have a social responsibility to meet the diverse needs of their community in an equitable manner
- A culturally diverse workplace provides members of the organisation with opportunities for increased creativity and innovation
- Planning will reflect the service more accurately and enable service gaps to be identified and corrected
- Cultural planning will fulfil the contractual obligations of many organisations and will assist in attracting appropriate funds

What is a Cultural Plan?

A Cultural plan is a document which outlines an agency's commitment to increasing access and improving the quality of service to clients from Culturally and Linguistically Diverse (C&LD) backgrounds.

Cultural Plans provide agencies with a clear direction and identified goals.

Expertise and achievements of Prioletti Consultants

- Prioletti Consultants have more than 20 years experience in identifying organisational needs and the development of Cultural Plans
- Over 150 Cultural Plans have been developed for a wide range of services, both government and non-government
- A wide range of resources has been developed to assist agencies with understanding the needs of diverse cultural communities
- A particular interest has been the development and implementation of accredited Cross Cultural training packages