



Developing Your Knowledge and Skills About Culture and Language



Our Training Sessions

Building a Culturally Responsive Organisation

This program is for Managers/Team Leaders of Disability and Community Aged Care Services. Participants will learn practical strategies to build on the cultural responsiveness of their organisation. Participants will do a stock take of their organisations current cultural responsiveness strategies and will have the opportunity to reflect on and plan how to make the organisation more inclusive and reflective of the communities they do, or would like to serve.

Duration: Full day. Suitable for disability and aged care services.

Building and Managing a Diverse Workforce

This session will share practical ideas and reflections on developing a culturally diverse workforce that contributes to service delivery which is inclusive and reflective of Australian multicultural society.

Duration: 3 hours. Suitable for all service providers.

Building Collaborative Partnerships with Culturally Diverse Families and Children

The session will explore how to build trusting and meaningful relationships with CALD families and their children. Reflecting on common and diverse family values and who to seek support from in the community are also a focus of the session.

Duration: 3 hours. Emphasis on children's services providers - can be tailored to other services.

Communicating Effectively with Culturally Diverse Families and Clients

The session will explore the skills required to improve your communications with CALD families and their children.

Duration: 3 hours. Emphasis on children's services providers - can be tailored to other services.

Saying No to Racism

This session will focus on the impact that racism has on children, their families, communities and society. Participants will be given practical strategies to assist them in effectively addressing racism, and engaging in positive discussions about diversity.

Duration: 3 hours. Emphasis on children's services providers - can be tailored to other services.

Let's Talk About Race, Culture and Languages

This session will explore how children's views on race, culture and languages are constructed. We will also discuss ways in which educators can encourage positive attitudes towards diversity, initiate conversations around race and culture, and address prejudice when it occurs. The session will also address the importance of home language maintenance.

Duration: 3 hours. Suitable for providers of family and children's services.

Working Effectively with Refugee Families and Children

This session will provide background information of the refugee intake in Australia; the challenges faced by torture and trauma victims; refugee children and their families; the myths and facts about asylum seekers. It will also explore resources that can be used by services to assist in providing culturally appropriate and sensitive support and the use of inclusion strategies.

Duration: 3 hours. Emphasis on children's services providers - can be tailored to other services.

Learning a Second Language in Early Childhood/Multilingualism in Early Childhood

This session will explore the importance of a child's home language in their socio-cultural, cognitive and linguistic development and provide a framework for considering how bilingual language development can be supported, including when there are concerns about linguistic development. Participants will be encouraged to consider a range of child, family and educational factors that can be addressed to support children with communication delays to stay connected with their culture, community and identity.

Duration: 3 hours. Suitable for children's services providers.

To Celebrate or not to Celebrate

This session will help educators to better understand the importance of celebrations to children's cultural and religious identity and to gain an understanding of how to approach celebrations sensitively, appropriately and with authenticity. Participants will be shown how to develop a program of activities that celebrates the religious and cultural diversity of the children and families attending their service, and the local community more broadly.

Duration: 3 hours. Suitable for children's services providers.

Our Training Sessions

Disability & Diversity

This workshop focuses on how to provide person centred and culturally responsive support to individuals with a disability and their families or carers from culturally and linguistically diverse backgrounds. It includes ways of working that support the choice, control and community inclusion of the person with a disability and how engage in a way that respects their cultural diversity.

Duration: 4 hours. Suitable for all service providers, emphasis on disability services.

Disability Support Workers – Introductory Course

This two-day training session reflects the skill requirements for people entering the disability sector wishing to take on a support role. It is designed to provide understanding of the disability support service system, the role of support workers and what constitutes good practice and the desired outcomes for people with a disability and their families and carers.

Duration: 2 days. Suitable for individuals wishing to take on a support role in the disability sector or currently working in the disability sector.

FREE TRAINING!

NDIS Capacity Building for Carers/Individuals with Disability

Free public workshops introducing the NDIS to CALD individuals, families, carers and communities who want to learn more about how to navigate the new National Disability Insurance Scheme.

What services had to say about our training:

"Great workshop. We can't wait to go away and implement what we learnt about inclusive practice."

"I really enjoyed deconstructing the concepts of culture and identity."

"It's inspired me to learn more about the diversity in my service and the local community."

"I'm going to start making more of an effort to incorporate cultural competence into my staff discussions."

"It really boosted my confidence in working with CALD and refugee families."

"Thanks for a great workshop. It gave us some excellent ideas about how we can celebrate diversity in our service without being tokenistic."

"It helped me understand the importance of exploring the cultures and languages relevant to the children in my service."

View our public training calendar at www.ecsc.org.au/training

Register online or send an email to training@ecsc.org.au

For more information phone: **02 95691288**

Additional Information

Founded in 1978, ECSC began as a co-operative of seven organisations which received capital funding to build community child care centres for CALD children and families. We soon recognised that the needs of CALD families went beyond child care and our other projects were established in response to community needs. We now offer a range of services and projects that support CALD children, CALD people with disabilities and CALD older persons.

Key program areas include:

- Multicultural Children's Services
- Multicultural Disability Services
- Multicultural Services for Older Persons
- Multicultural Training and Advisory Services

We recognise that Australia is a diverse society.

ECSC has been a strong advocate for access and equity for Culturally and Linguistically Diverse (CALD) communities for close to 40 years. We know that individuals within these communities can face ongoing social and economic disadvantage because of a lack of responsiveness by some services and organisations to cultural and linguistic needs.

All Australians deserve to access services and quality care that meet their needs.

Our experience with CALD communities has shown us that they want the choice to be active participants in their local community too, this includes being respected and recognised; heard and acknowledged and have equal access to information and quality services.

Improving cultural competence strengthens your service delivery to all clients.

Embedding cultural competence as a core value of an organisation means diversity can be incorporated into every aspect of service delivery and workplace management. It will improve and strengthen partnerships between CALD clients and services and allow you to develop what ECSC considers as best practice in customer service.

Why cultural competence training?

Cultural competence is a set of skills, abilities and knowledge that organisations can acquire and apply to their benefit and the benefit of their clients. Cultural competence training allows us to reinforce this in a tangible and practical way.

We know that training is not enough. It is however a start on your cultural competence journey or an opportunity to check in on what you know and what you still need to develop. Even greater benefits come from a whole of service or organisation commitment to becoming diversity responsive. It is the right of all individuals to access and receive services that will contribute towards them living a good life.

Our approach

We pride ourselves on providing a multi-faceted and non-judgemental approach that appreciates the strengths that you already have in responding to diversity. Our training consists of a combination of presentation and facilitated discussion, based on standards of Cultural Competence. Our packages can be customised to emphasise specific areas of importance to your organisation.

Our trainers

We work closely with our team of experienced internal trainers and external consultants to design and create training sessions in response to the needs of service providers and communities. All of our trainers and consultants possess extensive experience.

Attending our courses

We offer popular courses as part of a public calendar which allows you to share with and learn from other organisations. Alternatively we can run a course in-house for your organisation and customise it to your specific needs.

Pricing

Please visit our public calendar on line for public course prices. Customised training can also be offered. Please contact us to discuss your specific needs.

www.ECSC.org.au