



SA Government
approved Cultural
Awareness Trainer

Cultural Competency Workshops

Australian Refugee Association (ARA)

ARA has been a leading agency in the successful settlement of migrants and refugees in South Australia since 1975.

ARA draws on this wealth of experience to provide cultural competency training, country profiles and information sessions for service providers, schools, child care services, businesses, SAPOL, hospitals, community groups, universities and government departments.

Our aim is to facilitate equity and access to services for our client group. ARA strives to build the capacity of services in Australia by enhancing cross-cultural communication, increasing understanding, promoting different approaches and assisting to develop management tools and organisational skills to facilitate effective communication.

Benefits of ARA's Workshops:

- ✓ Framework provided for working with people from Culturally and Linguistically Diverse (CALD) backgrounds
- ✓ Challenging and thought provoking
- ✓ Increased awareness of migration trends
- ✓ Enhanced cultural understanding and how it impacts behaviour
- ✓ Developed intercultural communication
- ✓ Understanding of what a refugee is and of their issues and needs
- ✓ Supported with resources

"I have been to many workshops over the last 25 years relating to child care and I have to admit that this would have to be one of the best, both informative and thoroughly enjoyable"



Programs Available

Each session is tailored to suit the needs of the agency. Ranging from 2.5 hours to full day sessions the workshops are interactive, informative and engage real life examples drawn from the communities themselves.

Topics and activities can include:

- ◆ information
- ◆ cultural orientation
- ◆ ethnic community speakers
- ◆ country demographics
- ◆ historical perspectives
- ◆ look at the concept of culture
- ◆ stereotyping and prejudice
- ◆ how to communicate effectively with client group
- ◆ needs and issues
- ◆ cultural clashes
- ◆ common misunderstandings
- ◆ diversity in the Workplace
- ◆ cross-cultural clientele
- ◆ re-thinking tolerance: multi-cultural issues in SA
- ◆ practical exercises
- ◆ interactive presentations
- ◆ group discussions
- ◆ videos and DVDs
- ◆ case stories

Cultural Immersion Workshops

Workshops for those who work with one or more cultures and want to learn more.

Be immersed in culture. Taste the food specific to the cultural group and talk with representatives about the diversity and differences within the culture. Learn about inclusive environments, key words and phrases, welcoming and engaging families and establishing and building relationships and more.

These workshops will assist you and your agency to welcome people from various cultural groups, develop partnerships, relationships and to appropriately include these cultures into your programs providing a diverse and engaging environment for all.

Country profiles can be specifically tailored to your needs and interests. Each workshop employs 1 - 2 Cultural Educators who originate from the country in focus.

"I enjoyed having my eyes opened into the cultural ways of these communities. I now understand various body language and behaviours"



"Great presentation learnt a lot of helpful information and some great strategies to use"

"Really creative mix of activities and thank you"

Cross Cultural Awareness

A basic introduction to culture.

Presented in an entertaining and comfortable atmosphere, this workshop is a non-threatening form of learning how cultural differences and similarities operate and how we interact within an increasingly globalised environment.

- What is culture: look at our own cultural profile and understand the meaning of cultural values, assumptions, stereotyping and how it impacts behaviour and communication
- Recognise cultural perceptions and assumptions

Cultural Competency

Recognise and value cultural differences and increase engagement with people using your services.

Being competent in cross-cultural functioning means learning new patterns of behaviour and effectively applying them in the appropriate settings. Further it must be manifested in every level of the service delivery system and be reflected in attitudes, structures, policies, and services.

Explore:

- What is cultural competency
- Skills to work with multiple cultures
- Identifying barriers and ways forward
- Integrating cultural competency in your workplace
- Identify barriers to service provision
- Knowing your target group



Workplace Communication

Have you ever been unsure about how to communicate with someone from another cultural group? Are you unsure about cultural etiquette and successfully communicating information to different cultural groups? Tailored to the context of your organisation's interactions, this program provides the tools needed in learning how to communicate effectively and overcome language barriers. You will also develop appropriate ways to avoid misunderstandings and broach and discuss sensitive and important issues with people from diverse backgrounds

This program offers training into improving customer service as well as effective teamwork within a cross-cultural environment. Aimed at bringing out the best in your organisation, this program emphasises teamwork, problem solving, and building successful client/organisational relationships. We all have a culture – how does it affect our view of the world? In order to assist organisations to achieve Cultural Competency we compare cultural behaviors and values of cross-cultural adaptation, explore different religions and traditions.



Workshops for schools

These workshops will assist schools to welcome people from various cultural backgrounds, develop partnerships, relationships and to appropriately include these cultures into school programs providing a diverse and engaging environment for all.

- Increase awareness and understanding of children from refugee and Culturally and Linguistically Diverse backgrounds,
- Increase the effectiveness of education for the children
- Promote a happy and healthy school environment – for students *and* staff,
- Increase opportunities to engage with the families of the children.

For more information and a quote please contact ARA's Research, Consultancy and Training Services:

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