



Cross Cultural Training In-depth- Commercial In Confidence

This course aims to provide staff with an understanding of the influence of the beliefs, values and behaviour of diverse groups of people, with an acceptance of the differences in people. The course also helps staff working extensively with multi-cultural clients, particularly Indigenous, to develop effective communication and service delivery.

Participants will have:

- (1) An Understanding of social practices and of historical government policies, their impact on service delivery.
- (2) Recognise and respond effectively to cultural diversity within and between Indigenous communities.
- (3) Developed confidence in using Interpreter services and an understanding of the importance and role of interpreters in delivering better service delivery outcomes.
- (4) An appreciation of the NT as a multicultural Environment and the impact of social practices on service delivery.
- (5) Knowledge of the historical and current policies and their impacts.
- (6) An Understanding of the cultural differences and barriers that exist in the workplace
- (7) The Ability to interact and communicate effectively and respectfully (engage with clients)
- (8) An understanding of kinship and relationships and how this affects service delivery.
- (9) Discussions on past and contemporary issues affecting Indigenous people including collectivism vs. Individualism, protection acts and assimilation policies.
- (10) Acknowledged Australian Indigenous history and its impacts on Indigenous people.
- (11) An Understanding the differences of geographic location on Indigenous people.

These Learning Objectives are taken from CROSS CULTURAL TRAINING FRAMEWORK: An implementation guide; www.ocpe.nt.gov.au