

## Trainers

Training sessions are conducted by accredited trainers who are based at:

- ❖ The Migrant Resource Centre (Southern Tasmania) Inc. and the Phoenix Centre (a support service for survivors of torture and trauma).
- ❖ As well as being experienced trainers, the training staff work in the area of migrant services and have direct experience and awareness of current issues in the provision of settlement services to people from culturally and linguistically diverse backgrounds.

## Bookings

Initial bookings can be made through the MRC's Cross Cultural Awareness Training Coordinator. You will then be allocated a trainer who will liaise directly with you to discuss your needs and preferred options.

Each workshop will be designed to meet the needs of your agency and additional promotional materials may also be

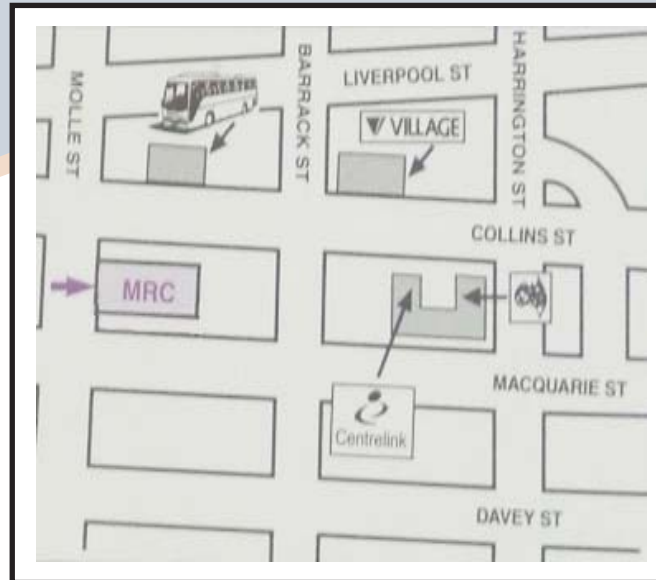
# To contact us:

Monday - Friday  
9 AM ~ 5 PM



**MIGRANT  
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CENTRE**  
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# Cross Cultural Awareness Training



The Migrant Resource Centre Offers a comprehensive Cross Cultural Awareness Training program relevant to government and non-government organisations who wish to provide a more sensitive and effective service to our culturally and linguistically diverse communities.

The workshop format offers the following selection:

### Facts and Information

- ❖ Diversity of the Tasmania population
- ❖ Migration history
- ❖ Government policies on migration

### Language and Communication

- ❖ Communication barriers
- ❖ Communicating across cultures
- ❖ Translating and Interpreting Service
- ❖ How to use interpreters effectively

### Cultural Diversity

- ❖ Definitions of culture
- ❖ Cultural diversity
- ❖ The impact of culture on behaviour

### Racism, Discrimination, and Stereotypes

- ❖ Values and attitudes
- ❖ Forms of institutional racism
- ❖ The Racial Discrimination Act
- ❖ Multi-culturalism

### Migration and Settlement

- ❖ Experiences of Tasmania refugees and migrants
- ❖ Categories of entry to Australia

### Torture and Trauma

- ❖ Effects of torture and trauma
- ❖ Skills and knowledge essential to working with survivors of torture and trauma

### The Multi-cultural Workplace

- ❖ Managing a culturally diverse workforce
- ❖ Client servicing
- ❖ Work place relations
- ❖ Conflict resolution

### Local Resources

- ❖ How, and who to contact for specific information
- ❖ Specialist support services for migrants

The Migrant Resource Centre conducts training in line with adult learning principles. Training packages are individually tailored by negotiation to suit the needs of the requesting agency.

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