



Planning for Culturally Relevant Services

Course Overview

This course provides participants with the knowledge and skills to deliver culturally appropriate services to people from Culturally and Linguistically Diverse (CALD) backgrounds. Training and resources will also be provided for the development of an innovative Cultural (Access & Equity) Plan.

Key Content Areas

- Identification of Barriers that prevent people from CALD backgrounds accessing services
- Understanding regional CALD demographic profiles and statistics
- Examples of culturally appropriate practice
- Service promotion to CALD communities (including use of ethnic media)
- Reviewing and evaluating effectiveness of culturally appropriate planning
- Development of an effective Cultural Plan
- Regional CALD resources available

Learning Outcomes

- An understanding of the barriers to service access and support available to assist people from CALD communities to have equal access to community services
- An understanding of resources and support available to assist in providing culturally appropriate services

Relevant Competencies

Aligned with the following units from the Certificate IV Community Services Package:

- CHCCD13B: Work within specific communities
- CHCCD1B: Support community participation

Target Group

Direct services workers, co-ordinators, planners/managers who are interested in improving and promoting services to people of CALD backgrounds.

Duration

3 hours