

CROSS-CULTURAL AWARENESS PROGRAM

Duration: Full day (6 hrs) (topics 1 & 2 **combined**)
Half-day (3 hrs) (select **either** topic 1 **or** 2)

Topic 1: Cultural Diversity (Migrants and Refugees in the Northern Territory)

Purpose

This session will explore the diversity of Australian society in general, and the Northern Territory in particular. It will give participants an insight into settlement issues faced by migrants and refugees in Australian culture and society.

Session Outcomes

From the session, participants will be able to:

- discuss current Australian migration and humanitarian programs and the concept of multiculturalism in Australia.
- differentiate between migrants and refugees and their motivations to make Australia their home;
- discuss the common difficulties migrants and refugees face in adapting to Australian culture and society.
- explain the meaning of culture and how an individual or group's behaviour is influenced by cultural environments;
- appreciate many of the cultural and linguistic issues associated with resettlement to a new society; and
- discuss the impact of cultural and linguistic diversity on access to, and delivery of, services.

Content Summary

- A short history of migration to Australia
- Current migration and humanitarian programs
- Statistics on source countries, countries of birth
- 'Snapshots' of ethnic groups in the Northern Territory
- Settling into Australian society, and differing experiences and expectations of 'migrants' and 'refugees'
- Cultural and linguistic issues

Program Developer: Interpreting and Translating Service NT
Department of Local Government, Housing and Sport

For further information, contact Aurora Quinn, Language Services Manager
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Topic 2: Serving a Culturally Diverse Client Base

Purpose

This topic explores issues for service providers in providing appropriate services to clients from other cultural backgrounds. It provides an appreciation of other people's cultures and how cultural diversity impacts on service delivery or access to services. It also provides practical strategies for dealing with cultural behaviours and linguistic difficulties.

Session Outcomes

From this session, participants will be able to:

- discuss the impact on service delivery by the clientele's cultural and linguistic diversity;
- understand the barriers to good communication;
- discuss communication strategies;
- demonstrate, through simulations and exercises, appropriate communication skills for dealing with people from diverse cultural and linguistic backgrounds using:
 - Telephone interpreting services
 - On-site interpreting services
 - Translation services
- evaluate/critique skills in cross-cultural communication.

Content Summary

- Cultural behaviours of people from other cultural backgrounds.
- Communication issues – English and languages other than English.
- Australian language and culture.
- Language services – assistance with interpreting and translating needs.
- Communication simulation exercises.

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