



WORKSHOP

Hosted by Diversity Counselling New Zealand

Free Workshop
Lunch Provided

Date: Friday 26 March

AM Session: Cultural Competency & Working with Interpreters

PM Session: Working with Former Refugees

Educator: Choi Foong Kew

Venue: Trust Waikato, 4 Little London Lane, Hamilton CBD



[Programme]

09:00 - 12:30:

AM Session: Cultural Competency & Working with Interpreters

12:30 - 13:30: Lunch will be provided

13:30 - 17:00:

PM Session: Working with Former Refugees

(In order to attend PM session, you need to attend AM session as well)

You can find out more about the session information on the next page.

Please send an email to **contact@dcnz.net** with the following details.

1. Session to attend: **AM Session only** or **the whole day**

(You cannot attend PM session only)

2. **Your name, occupation, organisation name, and email address.**

Please RSVP by 16th March 2021.

Course (A): Cultural Competency and Working with Interpreters

Course information: This course has been created as an introduction to building cultural competence when working with CALD migrant and former refugees from Asian, Middle Eastern and African backgrounds and with Interpreters. It is a combination of the following courses from the CALD Cultural Competency Training Programme:

- CALD 1 Culture and Cultural Competency
- CALD 4 Working with Interpreters

Audience: It is intended for anyone working in secondary care, primary care or NGO sector.

The aim of the course is to increase your awareness of your own cultural values and of others; to improve your understanding of how cross-cultural differences, expectations and beliefs about illness and disability can affect communication, consultation and diagnosis; and to improve your skills working with interpreters and CALD patients.

Learning Outcomes:

1. Gain skills on how to apply the four elements of cultural competency (awareness, knowledge, sensitivity and skills) in practice to develop cultural competency.
2. Gain skills on how to work with effectively with Interpreters, including pre-briefing, structuring a session and de-briefing.

On completing this course, you will develop skills in cultural competency, and become aware of how assumptions, interpretations and judgements impact on how we communicate and understand our CALD patients/clients during consultations.

Course (B): Working with former Refugees

Course information: This course is intended for anyone working in secondary care, primary care or mental health services who want to work more effectively with refugee patients/ clients. Very few refugees emerge from their experiences without having endured or witnessed some form of physical and/or psychological trauma.

Audience: It is intended for anyone working in secondary care, primary care or NGO sector.

The aim of this course is to increase your awareness of the settlement challenges faced by former refugees; to help you work better with a former refugee during a consultation; and to guide you on how to respond to the traumatic experiences a former refugee may have endured.

Learning Outcomes:

1. Demonstrate an understanding of pre and post-settlement challenges for refugees.
2. Gain awareness of some physical and mental health challenges for refugees.
3. Demonstrate ability to handle sensitive issues (FCG and torture and trauma) with refugees.
4. Demonstrate ability to use strengths of refugees in interventions.
5. Integrate learning on CALD clients in role plays.

On completing this course, you will have a better understanding of how the 'refugee experience' has long-term physical and psychological impacts on refugees resettled in New Zealand; and have developed new skills on how to use strengths-based interventions in planning care with refugee patients and their families.

It is recommended that participants access the complete online courses stated above for further in-depth learning on these topics. Culture specific resources are also available for these courses. Go to www.ecald.com.

List of CALD Online and Face to Face Courses

- Culture & Cultural Competency (online and face to face)
- Working with Migrant Patients (online and face to face)
- Working with Refugee Patients (online and face to face)
- Working with Interpreters (online and face to face)
- Working with CALD clients in Palliative care (online and face to face)
- Working with Religious Diversity (online and face to face)
- Working with CALD Families and Disability (online and face to face)
- Working in a Mental Health Context with CALD Adult Clients (online and face to face)
- Working in a Mental Health Context with CALD Children and Adolescents (online and face to face)
- Working with Addiction with CALD clients
- Cultural Competency & Customer Service (online and face to face)

Online resources: There is a range of online and downloadable supplementary resources to further increase cultural awareness, knowledge and skills and provide additional cross-cultural communication tips and guidelines, and research material to increase cultural specific knowledge about working with Asian and MELAA (Middle Eastern, Latin American and African) groups.

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.

For more information visit:

www.eCALD.com