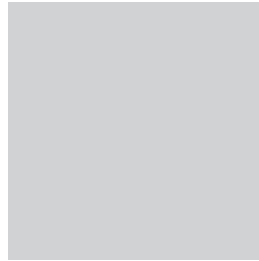


# Cultural Competence Works

A manual to put it into Practice



*Cultural Competence works because it will help you become the best you can be at your job:*

You will **INCREASE YOUR SKILLS** in working with people who are different, no matter what their background is (not just culture, race or ethnicity, but everyone).

You will **INCREASE YOUR KNOWLEDGE** about the effect of cultures on individuals.

You will **GAIN CONFIDENCE** in your work with all consumers and you will develop **LEADERSHIP SKILLS**

The manual is set out in 5 sections:

1. The **first** section explains what culture and cultural competence are.
2. The **second** section encourages you to **become aware of your own culture and the culture of others**. It covers thinking critically, cultural awareness and sensitivity, cultural knowledge, and making changes as an individual with your new cultural competence.
3. The **third** section shifts the focus to your **interaction with others**. It looks at ways to improve your working relationships with people, what to watch out for in communicating with people from a non-English speaking background, and how to conduct a culturally competent consumer assessment.
4. The **fourth** section considers the importance of **involving the family and broader community**, and shows ways to **do this effectively**.
5. The **fifth** section looks at **the changes** involved in **cultural competence**. The first part shows you how to conduct a culturally competent self-assessment to **monitor your growth and development**. The second part looks at a way for you to **implement change in the workplace**.

## Order form

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