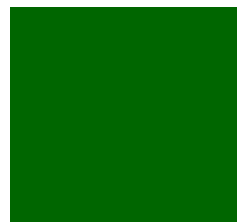


# Cultural Competence Works

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

\$88 (incl. postage and GST)

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

I enclose a cheque or EFT made out to MDAA

\_\_\_\_\_  
(signed)

Please send this order form with your cheque or EFT:

- Please make cheques payable to:  
Multicultural Disability Advocacy Association of NSW Inc
- Or EFT payment:  
Account Name: Multicultural Disability Advocacy Association of NSW Inc  
BSB: 062223  
Account No: 10226260

Please send remittance to [accounts@mdaa.org.au](mailto:accounts@mdaa.org.au)

PO Box 884, GRANVILLE NSW 2142

10-12 Hutchinson St, Granville NSW 2142

Telephone: (02) 9891 6400

Toll Free: 1800 629 072

E-mail: [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)

Web site [www.mdaa.org.au](http://www.mdaa.org.au)

Facsimile: (02) 9897 9402

ABN: 60 737 946 674