



Aged & Community Services
SA & NT Inc

246 Glen Osmond Road Fullarton
Tel: (08) 8338 7111 Fax: (08) 8338 7077
www.agedcommunity.asn.au

RESPONDING TO CULTURAL DIVERSITY IN THE WORK ENVIRONMENT

Date: Thursday 12 November 2009

Time: 1.00 pm—4.00 pm

Venue: Aged and Community Services, 246 Glen Osmond Rd, Fullarton

Afternoon tea will be provided. Please note that there is no parking on site.

Street parking in Florence Street is the closest.

Presented by: Rosa Colanero, Multicultural Aged Care



Multicultural Aged Care

Designed for:

Managers, Team leaders, Coordinators, Directors of Care, Site Managers, HR and training managers...anyone whose role involves developing and maintaining positive organisational culture.

This session is a stand-alone course, but will provide more in-depth information building on the *Cultural Diversity and Awareness—a South Australian Perspective* session previously presented by Rosa Colanero.

Contents:

The statistics tell the story.... In 2006, 1 in 4 people over 80 were from CALD backgrounds. By 2016, 1 in 3 people will be from CALD backgrounds.

This session will cover:

- ◆ Identifying how Cultural Diversity impacts on an organisation.
- ◆ Linking cultural diversity, cultural self and organisational culture.
- ◆ Using Cultural Intelligence (CQ) frameworks to review organisational systems.
- ◆ Identifying better practice organisational cultural diversity models and strategies.
- ◆ Implementing CQ principles across an organisation, and its systems.

Useful case studies, resources and information will be provided.



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Please complete the details below and FAX to (08) 8338 7077.

Registration fee (inc. GST)

ACS Members

Non Members

\$88

\$132

Name: _____

Position: _____

Name of employer/facility: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Special requirements (access, dietary requirements): _____

Terms & Conditions

Bookings: Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 8338 7077. (Please note no telephone bookings will be accepted.)

Payment: An invoice will be issued upon receipt of registration and payment can be made by: **Cheque** – cheques should be made payable to ACS SA&NT and mailed to 246 Glen Osmond Road, Fullarton SA 5063 **Direct Credit** – payment can be deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624. The relevant Invoice Number must be quoted to enable identification.

Registration transfer or cancellation: Cancellation of registration can be made up to five working days before an event. Cancellations made less than five working days before an event will be charged a 50% cancellation fee. A Credit Note will be issued if the account has been paid. Full payment is due for 'no shows' except in exceptional circumstances. Transfer of a registration is permitted to a colleague within the same organization, or another organisation that is an ACS SA&NT member. Notice must be received by ACS in writing (email, fax, mail) at least five working days before the event. A 10% administration fee will be charged if the request for transfer is received 5 or less days before an event.

Course cancellations: ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.

Please note this registration is not an invoice.
ACS SA&NT will forward a confirmation and invoice for payment upon receipt of this registration.
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