



CULTURAL COMPETENCY TRAINING

for CHSP Providers

About our Training

This training program is intended for CHSP staff and volunteers who want to improve their service delivery for consumers from migrant or refugee backgrounds.

The program is designed to help participants gain a better understanding of culture and bias, as well as to develop practical cross-cultural communication skills that can be applied in their work.

*Contact Social Support for
more information*
socialsupport@brmc.org.au
5331 1123

Face to Face

27 March, 10 April, 8 May
9:30 - 1:30 pm

Morning tea and lunch provided
Ballarat Welcome Centre
25-39 Barkly Street, Ballarat

Online

24 April 2025
9:30 - 1:30 pm

Includes tea and lunch breaks

Register for **one session** only via
Humanitix or the QR code below

REGISTER AT: [HTTPS://EVENTS.HUMANITIX.COM/CCT-CHSP](https://events.humanitix.com/cct-chsp)





PROGRAM OVERVIEW

CULTURAL COMPETENCY TRAINING

About us

Ballarat Regional Multicultural Council (BRMC) is the peak multicultural agency for the Central Highlands and Wimmera regions. We collaborate with members, government and community stakeholders, and the wider Ballarat community to promote multiculturalism, cultural diversity, inclusion, and the well-being of migrant communities across the region.

About our training

Our training is immersive, participatory, and designed to develop essential skills and knowledge in cross-cultural work and inclusion. Our workshops are led by qualified trainers with lived experience as migrants or refugees in Australia. We encourage participatory, self-reflective learning, helping participants connect new knowledge with their own experiences.



"....(The training) covered a lot of very interesting ground in a compact timeframe. Presenters delivered content in very approachable way, making it both enjoyable and more effective to understand and appreciate content." -Training Participant

Key outcomes

By participating in our program, individuals can learn practical skills to better engage with people from different cultures. They will develop communication skills, gain key strategies, and learn how to work effectively with interpreters. Participants will explore how their own beliefs and cultural backgrounds influence their work and interactions with diverse communities. The program also provides insights into the evolving demographics of our region, enriched by the lived experiences of our facilitators.