

# Cultural Insight Training with SMRC



## Complimentary Cultural Insight training with Southern Migrant and Refugee Centre.

Cultural Insight is a social enterprise managed by Southern Migrant and Refugee Centre. The Southern Migrant and Refugee centre has been servicing clients from migrant and refugee backgrounds for over 26 years. Our head office is based in Dandenong, where 57% of the residents are born overseas.

Cultural Insight works with organisations to develop strategies to better engage with their clients and workforce from the culturally and linguistically diverse backgrounds. We provide training and consultation based on the cultural lens model tailored to your services and the organisation.

To book your staff to one of the complementary training sessions, please contact: [Culturalinsight@smrc.org.au](mailto:Culturalinsight@smrc.org.au)

If SMRC's Diverse Care is contracted to provide services to your clients, then we invite you to a **FREE complimentary 30-minute Cultural Insight training in 2021:**

3 <sup>rd</sup> March, 12:30 -1 p.m.	Introduction to Culturally responsive service - for community, NGOs, councils and health care workers
7 <sup>th</sup> April, 12:30 -1 p.m.	Introduction to Culturally responsive customer service - for businesses and corporate organisations
5 <sup>th</sup> May, 4:30 -5 p.m.	Introduction to Culturally responsive service - for community, NGOs, councils and health care workers
2 <sup>nd</sup> June, 4:30 -5 p.m.	Introduction to Culturally responsive customer service - for businesses and corporate
7 <sup>th</sup> July, 12:30 -1 p.m.	Introduction to Culturally responsive service - for community, NGOs, councils and health care workers
4 <sup>th</sup> August, 12:30 -1 p.m.	Introduction to Culturally responsive customer service - for businesses and corporate organisations
1 <sup>st</sup> September, 4:30 -5 p.m.	Introduction to Culturally responsive service - for community, NGOs, councils and health care workers
6 <sup>th</sup> October, 4:30 -5 p.m.	Introduction to Culturally responsive customer service - for businesses and corporate organisations



Southern  
Migrant & Refugee Centre

All sessions will be delivered via Zoom. Please note each session has maximum of 300 per each session. These sessions will be booked first come and first served basis. Bookings are essential.