

# The question of culture – Engaging with Culturally and Linguistically Diverse (CALD) communities

**VENUE** Lionel Murphy Centre, 360 Queen St, Melbourne

**DATE** 16 February 2012

**TIME** 9 am until 1.30 pm

Delivering services to clients from different cultural, religious and life experience backgrounds is challenging and difficult for both small and large organisations. Communities are in a constant process of change and it is hard for agencies to meet the current needs and prepare for a new set of problems and subsequent demands for services.

The keynote speaker, Michal Morris, General Manager from the Centre for Culture, Ethnicity and Health, will speak on the context of culture and the impact this has on client responses and needs.

The panel discussion that follows will focus on the methodologies and models used by organisations to engage with CALD communities and assess their strengths and weaknesses in practice.

## Program

9.00 am Registrations

9.15 am **Feature presentation: The context of culture**

Michal Morris, General Manager, Centre for Culture, Ethnicity and Health

10.30 am Morning tea

11.00 am **Panel discussion: Good practice models of CALD engagement**

Chaired by **Angela Costi**, Chair of the VLAF CALD Working Group and Senior Community Legal Education Coordinator – Community Engagement, Victoria Legal Aid

- **Vicky Guglielmo**, Arts and Participation Program Manager, City of Melbourne
- **Jeremiah Temple**, Social Inclusion Mentor Program Coordinator, The Salvation Army
- **Dr Regina Quiazon**, National Program Manager, Multicultural Centre for Women's Health
- **Gillian Davy**, Community Legal Education Worker, Western Suburbs Legal Service
- **Jemal Ahmet**, CEO of Whittlesea Community Connections

1.00 pm The way forward

1.15 pm Lunch

**RSVP** by Friday 10 February 2012 to Sina Oum - [vlaf@vla.vic.gov.au](mailto:vlaf@vla.vic.gov.au) or (03) 9269 0138

Please specify any dietary needs.

Video conferencing will be available through VLA regional offices by prior arrangement. Please indicate you wish to attend via video conferencing.

For more information contact **Simon Roberts** - [simonr@vla.vic.gov.au](mailto:simonr@vla.vic.gov.au) or (03) 9269 0545