Cultural Competence
2010 training calendar

Exploring, identifying, defining & embracing our CULTURAL and LINGUISTIC DIVERSITY
CULTURAL COMPETENCE

Ability to work effectively within a culturally and linguistically diverse society

Cultural competence is no longer viewed as an optional skill in any organisation. With globalisation on the rise cross-cultural awareness and cross-cultural communication are key factors in successfully managing, developing and servicing a diverse clientele, both within the public and private sector.

In Australia, with over 25% of the population born overseas, the ability to communicate effectively with people of diverse cultural backgrounds is essential. Communication always presents challenges, but communicating with people who are from other cultures, and or have limited English proficiency, provides additional challenges for all involved.

Companies and organisations have a range of insurances to protect the organisation, management, staff and their clients against all forms of risks, and yet many overlook the "cultural and linguistic" risk that could have a significant impact on their business/service. Cultural and linguistic risks are critical components that need to be included in any risk assessment, planning process and professional staff development programs, to ensure a safe and risk free environment.

CALD Group provides tailored training programs to address specific needs of organisations, as well as a comprehensive training calendar offering a diverse range of training programs designed to assist participants working with a culturally diverse client base.

Please contact us on 03 9687 5991 for a "free assessment" of your organisations training needs, or register to attend one or more of the training sessions offered in this training catalogue.

Senada Softic
Director CALD Group

With over 25 years experience in the language services industry, Senada is recognised as an expert in the field. In 2000 she was awarded the Telstra Business Woman's Award, and in 2001 was a recipient of the Centenary of Federation Medal for her contribution to business success, leadership, innovation and vision.

After 17 years as the CEO of VITS LanguageLink she has established the CALD Group, bringing together a team of high profile and experienced business and language experts to provide a range of specialist language services, with a strong focus on cross-cultural training and consultancy specifically focused on effective inclusion of our bi-lingual and bi-cultural resources.

Senada is a dynamic presenter, with her unique and interactive training style, her sessions are always very enjoyable, memorable and effective in achieving the desired results.

Cultural diversity is the one true thing we all have in common.
TAILORED IN-HOUSE TRAINING

CALD Group provides tailored training programs, presented on-site to address specific needs of organisations.

Our tailored in-house training programs can assist your organisation to better prepare, manage and provide services to a culturally and linguistically diverse clientele.

CALD Group provides a "free assessment" of your organisation's training needs, enabling us to tailor a training program to address the specific issues identified.

In-house training programs include:-
- General cultural competence
- Cultural competence for Managers
- Cross-cultural awareness - specific groups
- Cross-cultural communication
- Cross-cultural communication for frontline staff: receptionists, customer & call centre staff
- Working with interpreters - on-site & telephone
- Effective use of language services
- Lost in Translation: What/How/Why translate?
- Cultural assumptions: "Seen One, Seen 'em All"
- How to conduct CALD focus group testing
- Effective use of in-house bilingual skills
- Managing negative "cultural" behaviour and perceived racist attitudes in the workplace
- How to work with emerging communities
- Providing aged care services to the CALD community

Or:
- Combined program incorporating several topics

Our highly skilled and experienced trainers will assist your staff and organisation to achieve the desired outcomes.

Our training sessions are tailored to reflect your industry, work environment and service delivery model.

The programs are designed to achieve maximum group participation, incorporating focused discussions, case studies and enjoyable role plays. All scenarios, case studies and role plays are tailored to match your industry, service environment and incorporate identified issues of concern (if any) to the organisation.

In-house training sessions are suitable for groups of 5 to 25.

Contact Senada Softic, Director of CALD Group on 9687 5991 to arrange a meeting and free assessment of your training needs, or email us at training@caldgroup.com.au

Or

REGISTER your staff to attend one or more of the training programs on offer in our 2010 Cultural Competence Training Calendar, read ahead....
## 2010 TRAINING CALENDAR

### OVERVIEW

<table>
<thead>
<tr>
<th>Month</th>
<th>Program 1</th>
<th>Program 2</th>
<th>Program 3</th>
<th>Program 4</th>
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<td>Cross-Cultural Communication</td>
<td>Working with Interpreters</td>
<td>Cultural Competence</td>
<td>Seen One, Seen ‘em All</td>
<td>Lost in Translation?</td>
<td>Effective use of bilingual skills</td>
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**Note:** An outline of each training session is provided separately. To register to attend one or more of the training sessions, please complete the registration form provided.
Cross-Cultural Communication

"We live and work in a culturally diverse community and as such we need to communicate with people of diverse cultural backgrounds"

Our communication style, attitudes and behaviours are generally conditioned by our own culture, values, assumptions and prior experiences, and they influence the way we behave and interact with people.

Different attitudes and behaviours can cause stress, frustration and anxiety and can ultimately lead to a breakdown in communication. This can result in unsatisfied clients, ineffective work teams and missed business opportunities.

Communication does not consist of just "words", with our tailored interactive training session we examine the communication process both within a monolingual setting and a culturally diverse setting, raising the participant's awareness of the cultural issues that impact on communication with clients, colleagues and customers.

As part of the practical aspects of the training we examine, showcase and experiment (role plays) with different communication styles and available tools to overcome cross-cultural communication barriers, including the use of language resources such as interpreters, bilingual staff, translated material and visual aids.

"We are surrounded by a world of languages, make cross-cultural communication part of your world...."

Who should attend

Cross-cultural Communication training is recommended for members of any organisation or company that provide services to culturally diverse clientele or have a culturally diverse workforce.

Duration: 10am to 2pm
Numbers: Maximum 10 per group
Included: Training resources
Certificate of attendance
Refreshments
Morning tea & Light lunch
Location: CALD Group Training Facility
51 - 55 Hopkins St. Footscray
(map back page)
Cost: $160.00 per participant (including GST)

Training calendar dates:

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**PROGRAM 2: Working with Interpreters**

“**Engaging a professional interpreter will save you time, money and most importantly eliminate the stress of not being able to communicate with your clients effectively**”

Working with interpreters is a daily requirement for professionals providing services to a culturally and linguistically diverse community. The experience can be negative if the interpreter is not a professional interpreter, and if you have not benefited from attending a training session on working with interpreters.

Once trained, even when confronted with a poorly qualified or inexperienced interpreter, you will be in a better position to manage the interview/assessment, deal with the issues at hand and you will be empowered to take the necessary steps to rectify the issue of being provided with an inappropriate interpreter.

Naturally, when working with a qualified, professional and accredited interpreter, you will find that your professional experience coupled with your enhanced skills in working with interpreters will have a positive impact on the communication dynamics at hand.

The training session on Working with Interpreters is a **MUST** if you interact with a culturally and linguistically diverse clientele.

“**Interpreters, your keys to unlocking a world of languages, enjoy the cultural and linguistic diversity that surrounds you......”**

**PROGRAM**

The program is designed to equip participants with all the necessary information pertaining to interpreters (i.e. role, qualifications, accreditation, code of ethics etc.) to examining the different modes of interpreting, how to manage a session involving an interpreter (face to face & over the telephone), differences between a bi-lingual; BYO interpreter and a professional interpreter, how to assess if an interpreter is required to issues of gender & race. The training session is interactive with a diverse range of role plays to demonstrate the various modes of interpreting.

**Duration:** 9.30am to 12noon

**Numbers:** Maximum 12 per group

**Included:** Training resources
  - Certificate of attendance
  - Refreshments & morning tea - savoury

**Location:** CALD Group Training Facility
  - 51 - 55 Hopkins St. Footscray (map back page)

**Cost:** $80.00 per participant (including GST)

**Training calendar dates:**

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Cultural Competence

Cross-Cultural Awareness

“Breaking down cultural barriers by identifying areas of similarity, appreciating cultural sensitivity and valuing cultural differences”

Cultural competence is an important component for any organisation, service provider or business aspiring to achieve excellence in service delivery.

Cultural diversity is no longer visible only in certain locations or service sectors, today it is part of our everyday life - be it neighbours, service providers, clients or work colleagues.

For organisations and staff providing services to a diverse clientele, there are both opportunities and challenges in dealing with cultural differences. A lack of cross-cultural understanding and intercultural communication skills can make the interaction very difficult, have a negative impact on the results and can cause misunderstanding.

Acquiring cultural intelligence is an ongoing process. No single workshop or training session will equip you with knowledge of all the diverse cultural groups.

Our cultural competence training session is designed to equip participants and organisations with a solid foundation of the critical elements, knowledge, skills, tools and provide them with a strategic approach to continually enhance their cultural competence.

“Cultural diversity, seize the opportunity to discover the world...”

PROGRAM

The program is designed assist participants to develop or enhance their cultural competence skills; identify and breakdown cultural barriers; explore their own cultural values, orientations and communication style; examine areas of similarity and differences with other cultures; explore models of intercultural communication and examples of misinterpretations of cultural nuances; and develop strategies to bridge cultural gaps within an organisation.

The training session is interactive incorporating various training tools, resources and exercises that the participants can later share with their colleagues at work.

Duration: 10am to 2pm
Numbers: Maximum 10 per group
Included: Training resources
Certificate of attendance
Refreshments
Morning tea & Multicultural lunch
Location: CALD Group Training Facility
51 - 55 Hopkins St. Footscray (map back page)
Cost: $160.00 per participant (including GST)

Training calendar dates:

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**PROGRAM 4: Seen One, Seen 'em All**

"Cross-Cultural understanding de-mystifies the complex topic of culture, and allows us to leverage differences and work effectively together."

Working, meeting and communicating with clients or colleagues from different cultures can be a minefield if you have no prior experience, cross-cultural awareness or skills in managing cross-cultural & intercultural communication.

We live and work in a multicultural environment so it is not unusual for us to be confronted with cross cultural challenges.

Recognising these challenges is an important step to learning how to manage them and understand how cross-cultural issues manifest.

Understanding and appreciating intercultural differences promotes clearer communication, breaks down barriers, builds trust and strengthens relationships.

Our interactive training tool "Seen one, seen 'em all" allows participants to take on a "fly on the wall" view of how some people use stereotypes, misinterpret cultural nuances, react to cultural discomfort and how their actions may intentionally or unintentionally give out signals of racist attitudes.

When interacting with people from a different culture to your own, it is important to be open minded, flexible and free from any pre-conceived judgements or stereotypes.

"The one thing we all have in common, is cultural diversity."

**PROGRAM**

The program is designed to assist participants in becoming more culturally aware of the people and the environment in which they work or share with others; to gain an insight into the cultural diversity of our society; learn how to identify and manage one’s own cultural discomfort; gain an understanding of racism and different racist attitudes or how different people may interpret “racist behavior” which may or may not be intentional.

With the aid of a practical and enjoyable interactive training tool the training addresses the issues of "Seen one, seen 'em all".

Duration: 9.30am to 2pm

Numbers: Maximum 10 per group

Included: Training resources
Certificate of attendance
Refreshments
Morning tea &
Multicultural lunch

Location: CALD Group Training Facility
51 - 55 Hopkins St. Footscray (map back page)

Cost: $160.00 per participant (including GST)

**Training calendar dates:**

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LOST IN TRANSLATION?

"Translation is not a matter of words alone: It is a matter of making intelligible a whole culture"

Translating is a complex process, one which requires a translator to take a piece of work authored by someone else and render the same into another language, which does not share the same linguistic dynamics, culture, nuances, rhythm etc...

In most cases organisations/service providers develop brochures, flyers, booklets etc. without consideration if the same text will require translation. Therefore, the text is written primarily for an English speaking/reading audience.

The requirement to translate the same text into a single language or a number of languages comes much later.

To ensure that the translation is of equal quality as the original text, a translation management plan is required.

Our training program is designed to equip the participants with the knowledge, skills and tools to assist them in planning and managing their translation needs, and ensuring that the intended message/content is not "lost in translation".

Naturally, a good translation also depends on how well the original text is written. The training program covers key issues to keep in mind when preparing text that requires translation.

"Translators can make your message come alive in any language... "

PROGRAM

The program is designed to assist participants in evaluating the need to translate a document or text; identify issues of cross-cultural communication that may impact on the text; how to plan, develop, prepare and structure documents or text, which are destined to be translated into a language and culture other than English; and key issues to consider about the target audience.

The program incorporates a segment on CALD (culturally and linguistically diverse) focus testing and how to successfully manage the process.

Duration: 9.30am to 12noon
Numbers: Maximum 12 per group
Included: Training resources
Certificate of attendance
Refreshments & morning tea - savoury
Location: CALD Group Training Facility
51 - 55 Hopkins St. Footscray (map back page)
Cost: $100.00 per participant (including GST)

Training calendar dates:

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Bridging the communication gap

EFFECTIVE USE OF BILINGUAL SKILLS IN THE WORKPLACE

"Miranda, you speak Vietnamese, can you please interpret for me?"

Bilingualism in the workplace is a unique asset and when managed well, and utilised appropriately, it provides significant benefits to the organisation. However, speaking a language other than English does not necessarily mean that the staff member or colleague is able to take on the additional duties and responsibilities of a "bilingual staff member" or "Interpreter". Bilingual staff require appropriate training to assist them in managing these additional tasks, using their bilingual skills effectively and appropriately.

Our full day training course "Effective use of bilingual skills in the workplace" is designed to assist bilingual staff to effectively utilise their bilingual skills in the workplace; learn how to self assess their own language competency in different fields; acquire an understanding of the role of the interpreter, attain relevant technical skills required to assume the role of an interpreter in various settings.

The participants will develop their own personal style in receiving, decoding, encoding and transferring messages in both a two-way bilingual communication setting and a three-way interpreter setting.

The training course will assist participants to utilise their bilingual skills in the workplace with added confidence, improved skills and professional techniques.

Training course covers:
- Definition and responsibilities of a "bilingual" staff member
- Technical and linguistic skills for bilinguals
- Crossing over: From a bilingual to an interpreter
- Role of an interpreter
- Technical and linguistic skills for interpreters
- Code of professional conduct & ethics
- Communication process: Two-way bilingual process versus three-way interpreting process
- Practical development training - assisted by language specific interpreters/bilinguals
- Role Plays:
  - Monolingual communication setting
  - BYO interpreter
  - Bilingual assuming the role of an interpreter in a 3-way interpreter setting
- Use of bilingual skills in a 2-way communication process
- Note: Role plays are video/audio recorded for participants to take away and do their own self assessment

- Communication techniques
- Managing ethical dilemmas
- Continued professional development tools for bilinguals

THIS ONE DAY TRAINING PROGRAM IS A MUST FOR ALL BILINGUALS
WHO SHOULD ATTEND
Bilingual staff members opting to use their bilingual skills in the workplace to assist clients
Managers and Supervisors wishing to gain an insight into the standards, skills and tasks associated with the use of bilingual skills in the workplace

DETAILS
Places are limited and restricted to 10 participants per session.
Role plays and practical exercises are conducted with the assistance of language experts

Duration: Full day - 9.15am to 4.30pm
Numbers: Maximum 10 per group
Included: Training resources
Certificate of attendance
Refreshments
Morning and afternoon tea
Catered lunch

Location: CALD Group Training Facility
51 - 55 Hopkins St. Footscray (map back page)

Trainers: Professional trainer
Professional interpreters for role plays (in languages spoken by participants)

Cost: $ 220.00 per participant (including GST)

TRAINING CALENDAR

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**Terms & Conditions**
- Registration is not complete until full payment is received
- A Tax Invoice will be issued once payment is processed

**Cancellation Policy**
- Registrations can be transferred to other participants at any time
- Registrations may be cancelled up to 10 working days prior to the date with a full refund.
- Cancellations giving 6 to 9 working days notice will incur a 30% cancellation fee
- Cancellations made less than 6 working days prior to the date will forfeit the full training fee

By returning the completed Registration form, you are consenting to the terms and conditions of payment and refunds.
Please complete and send to:
CALD Group, PO BOX 190, Footscray 3011 or
Fax: 03 9687 5992 or eMail training@caldgroup.com.au

Further information
03 9687 5991

REGISTRATION FORM

Full Name: ____________________________________  Occupation: _______________________
Name Organisation/Company: ____________________________
Preferred Mailing Address: ______________________________
City/Suburb: __________________________  Postcode: ___________
Telephone: __________________________  Mobile: __________________________
Email: __________________________  Website: __________________________

REGISTRATION FOR TRAINING SESSION:
Please tick which session you wish to register for – you can register for more than one session on the same form

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PAYMENT SELECTION:
If paying by EFT into our account please send copy of deposit receipt with registration form. If you paying by credit card we will send copy of credit card payment confirmation slip. If paying by cheque please make cheque payable to CALD Group

Total Amount $ __________
Ticket method of payment:  [  ] EFT DEPOSIT  (Bank: Westpac BSB: 033-143  Account: 347803)  
[  ] Cheque or  Money Order (Make payable to CALD Group)  
[  ] Credit card (tick):  ☐ Visa  ☐ Mastercard

Name on card: ____________________________________
Credit Card No: ___ ___ ___ ___  ___ ___ ___ ___  ___ ___ ___ ___  ___ ___ ___ ___  ___ ___ ___ ___
Card expiry: ___/___/_______  Signature: ____________________________________
Ground Floor,  
51 Hopkins Street, Footscray Vic 3011

By car: Melway Ref: 42 D14 - only 5km from the GPO Melbourne  
All roads lead to Footscray - Westgate Bridge, Dynon Rd, Ballarat Rd, Princess Hwy, City Link, Footscray Rd and the Western Ring Road.

Parking: Ample parking is available at the rear of the building in Wingfield St., meter parking at $0.80 cents per hour or unlimited free unmarked street parking.

By train: Footscray train station is located to the left of the building, with a short two minute walk from the train station to the office.

By bus: Bus stops are conveniently located in front of the train station, and a bus stop (Routes 216, 219 and 223) coming in via the city is located right in front of our building at 51 Hopkins Street, Footscray.