

# Culturally Competent Care of the Muslim Patient and Client

A Skills-Building Forum For Healthcare and  
Social Services Providers



23rd November 2007  
9.30am-4.30pm

Lecture Theatre G08  
Melbourne Law School  
The University of Melbourne

For Conference Details contact  
Leila Osmani 0411 625 932  
Hero Rawanduz 0404 983 292

Or email  
[conference@missionofhope.org.au](mailto:conference@missionofhope.org.au)

**AMAL Line**   
AUSTRALIAN MUSLIM HELPLINE

 **mission of hope**

[www.missionofhope.org.au](http://www.missionofhope.org.au)

Mission of Hope presents...

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Bought you by...



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Are you prepared to work with this fast-growing population? From hand shakes and eye contact to standards of modesty and privacy, cultural sensitivity is essential. Whether they are newly immigrated or highly assimilated, building relationships with Muslim patients and clients takes time, knowledge, and an intentional lack of prejudice. This one day training provides intimate cultural viewpoints and a supportive environment where your questions and concerns are welcome.

You will learn:

- How to frame cultural differences to see the assets in Muslim community and community systems;
- How to increase effective outreach to Muslim populations through cultural sensitivity including simple "do's" and "don'ts"; and
- Islamic guidelines and customs that are often misunderstood, including the practice of covering, gender separation, family structure, modesty, and religious observance, etc.
- How to effectively cater to the needs of Muslim patients and clients in care.
- The confidence in dealing with Muslim patients and clients without third party influence.
- Skills in engaging with Muslim community organisations and groups.



### **Trainer:**

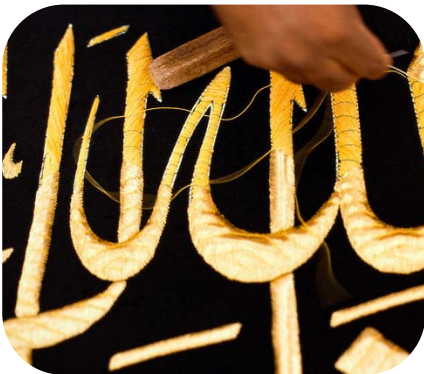
Hanan Dover is the Founder and President of Mission of Hope and she is a practising psychologist. She has completed a Masters (Honours), and is enrolled in a Forensic Masters Psychology program at the University of Western Sydney. Hanan is also an executive member of the Psychology from and Islamic Perspective Interest Group of the Australian Psychological Society. Hanan is the Director of Australia's new Muslim community crisis line, the AMAL Helpline.

Participation in this training will benefit individuals both personally and professionally. One of the main aims of the training is to raise awareness and cultural and spiritual sensitivities towards the diversity of Australia's Muslim population and empower mainstream workers to work with Australian Muslims.



### Who should attend?

- Mainstream service providers
- Health workers
- Social service and Community Workers
- Hospital Staff
- Refugee Organisations
- Women's Organisations
- Academics
- Consumer Groups
- Community Liaison Officers
- CALD Service Providers
- Hospital Chaplaincy and Pastoral Care
- Mental Health
- Aged Care
- Respite
- Youth
- Volunteer Organisations



### Information Dates 2007

- Early Bird Registration Deadline  
28th September 2007
- Registration Cancellation Deadline  
October 13th 2007
- Late Registration Deadline November  
16th November 2007

### Contact Information

For information regarding the conference  
Conference Secretariat  
Leila Osmani  
Phone: 0403 661 622  
Fax: 02 9759 9560  
Email: [conference@missionofhope.org.au](mailto:conference@missionofhope.org.au)  
Web: [www.missionofhope.org.au](http://www.missionofhope.org.au)



**REGISTRATION FORM / TAX INVOICE**

**ABN:** 82 401 566 117



**Mission of Hope Training Seminar - Melbourne**

**23<sup>rd</sup> November 2007**

**Early Bird Rates (incl. GST)**

**\$150 before Sept 28th 2007**

**\$95 NGO and Student Rate (Student ID card must be presented)**

**\$250 for 2 persons from one organisation**

**\$180 Rate after 28<sup>th</sup> Sept (incl. GST)**

**\$110 NGO and Student Rate (ID card must be presented)**

**All participants during this training will be receiving a MoH Handbook on "Caring for Muslim Clients and Patients"**

Preferred Title: (Prof/Dr/Mrs/Mr/Ms, etc): .....

First Name: .....

Surname: .....

Organisation .....

Postal Address: .....

..... Postcode: .....

Telephone: (B).....(M).....

Facsimile: .....

Email: .....

.....

**Method of Payment:**

I enclose cheque / postal order for \$ \_\_\_\_\_  
(payable to **Mission of Hope** )

Mail this registration form and payment to:

**MoH Training Seminar Melbourne**

**PO BOX 675**

**Lakemba, 2195**

**New South Wales**

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