

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Higgins to the Minister for Corporate and Information Services:

Cross-Cultural Training

Please advise how cross-cultural training assists public servants within the Department of Corporate and Information Services to better serve the wider Northern Territory Government.

Answer:

The Department of Corporate and Information Services (DCIS) is responsible for providing daily services to thousands of diverse clients, including payroll services to all public servants and finance services to companies who contract with government.

Cross-cultural training assists staff within the department to understand the influence of culture on the beliefs, values and behaviour of individuals and diverse groups.

This training encourages acceptance of differences, greater understanding of the breadth of Aboriginal cultures in the Northern Territory and ways to successfully communicate with cultural groups.

Cross-cultural training assists DCIS staff to better appreciate cultural perspectives of both clients and colleagues, enabling better interactions and service delivery.