



# diversity training

developing a culturally responsive  
and inclusive workforce

# The power of diversity



**We live in a vibrant multicultural community, with one in four Australians born overseas.**

By harnessing this diversity, your organisation can develop a culturally responsive and inclusive workforce which will:

- Enhance service delivery
- Support recruitment and retention of high performing staff from diverse backgrounds
- Nurture innovative solutions through diverse perspectives
- Increase reach to a diverse client base
- Make diversity a competitive advantage
- Achieve diversity goals and benchmarks

This training exceeded my expectations. Very insightful. I thought I had a good understanding of culture and disability but this was great to challenge and expand my knowledge.'

NDIS service provider



I can highly recommend this valuable training to any organisation that is committed to growing a diverse work culture and workforce.'

Practice Leader Therapeutic Services RANSW

## what we offer

SSI Diversity Training is grounded in our experience as a leading provider of services to culturally and linguistically diverse communities.

We can:

- **Come to you** (in-house training)
- **Customise training** (flexible approaches to meet your needs)
- **Deliver face-to-face or online**
- **Provide speakers** (promoting lived experience voices)

Topics include:

- Capabilities for working with diversity
- Culture and its impact on daily interactions
- Managing unconscious bias
- Culture and disability
- Multicultural care planning
- Training for foster carers and adoptive parents
- Engaging and communicating effectively
- Working with interpreters
- Impact of migration and exile, and trauma informed approaches
- Supporting new employees from a refugee background

## why choose us?

- We live and breathe diversity with a workforce that speaks over 100 languages
- We know how to harness diversity – in any given year, SSI services more than 30,000 people from diverse cultural and social backgrounds
- All of our trainers have experience working in the sector
- When you choose us, you are directly contributing to SSI's self-funded initiatives that support newcomers and other Australians to achieve their full potential

## what participants say

- Skilled facilitation
- Engaging and interactive training design
- Real life case studies and scenarios
- Practical and relevant content with high levels of on-the-job application

## want to know more?

Visit our website for more detailed descriptions of our training opportunities: [www.ssi.org.au/services/ssi-training](http://www.ssi.org.au/services/ssi-training)

To arrange a discussion with one of our team, email us at [diversitytraining@ssi.org.au](mailto:diversitytraining@ssi.org.au) or call us on 02 8799 6700.



A real eye-opener to cultural barriers  
and thinking outside the box.'

NDIS LAC practitioner



Everyone would benefit  
from this training.'

Coffs Harbour NGO practitioner

Settlement Services International (SSI) is a community organisation and social business that supports newcomers and other Australians to achieve their full potential.

We take an integrated approach to supporting people to prosper. Through collaboration and innovation, our services wrap around individuals and families to capitalise on their strengths, identify their priorities, and meet their current and future requirements.

In 2018, SSI merged with Access Community Services. We now operate locally, nationally and internationally, with offices in metro and regional Queensland, NSW and Victoria.