

## About CultureReady

CultureReady<sup>1</sup> was a project developed by SSI Diversity Training to address the low participation rates of people with disability from culturally and linguistically diverse (CALD) backgrounds in the NDIS.

Through a series of workshops, CultureReady aimed to improve the capability of disability providers to respond to the intersectional needs and aspirations of people with disability from CALD backgrounds.

## About our training

CultureReady training was based on SSI's extensive experience delivering services to people with a disability, their families and carers, particularly those from CALD backgrounds<sup>2</sup> and was structured around the priority areas outlined in the 2018 NDIS CALD Strategy<sup>3</sup>.

The training was designed to build capacity at different levels of an organisation through a suite of four workshops which focus on enhancing the knowledge and skills of individual workers as well as improving organisational systems.

### The four workshops were:

- Fundamentals of culturally responsive practice in the disability context
- Working with interpreters
- Engaging CALD communities
- Recruiting and retaining a diverse workforce

## Meeting the needs of disability services

Across Australia, NDIS registered services provide disability support in a variety of areas and include organisations ranging from sole traders to large companies.

Registered providers are expected to meet specific obligations under the NDIS Code of Conduct and the NDIS Practice Standards<sup>4</sup>. CultureReady helped services meet their regulatory obligations by providing training in inclusive practice so people from CALD backgrounds are better able to exercise their right to choice, control and dignity.

Our initial scoping of the disability sector revealed that disability providers experience several challenges when it comes to providing professional development for workers<sup>5</sup>. These include a highly casualised and time poor workforce as well as minimal funding available for staff training. In order to overcome these challenges CultureReady was designed with flexible learning options suitable to the needs of disability providers.

### We met the training needs of disability providers in the following ways:

- Online training to allow access to providers in remote and regional areas
- Live sessions with high interactivity
- Skilled trainers with lived experience working in culturally diverse workplaces
- Free training through funding support from the Australian Government Department of Social Services
- In-house training where workers can engage in learning as a team
- Public calendar training sessions to cater for flexible work schedules and create opportunities for cross organisational networking

*"Members of our organisation did this training together in order to better our policies and we can certainly do that now - thank you very much."* CultureReady participant

*"I found presenters very knowledgeable, responsive and helpful. The session was engaging and encouraged critical thinking."* CultureReady participant

1 CultureReady was proudly supported by the Australian Government Department of Social Services.

2 Settlement Services International: <https://www.ssi.org.au/>

3 NDIS Culturally and Linguistically Diverse Strategy: <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

4 NDIS Code of Conduct: <https://www.ndiscommission.gov.au/providers/ndis-code-conduct> and NDIS Practice Standards: <https://www.ndiscommission.gov.au/providers/ndis-practice-standards>

5 Joint Standing Committee on the NDIS: NDIS Workforce Interim Report [https://www.aph.gov.au/Parliamentary\\_Business/Committees/Joint/National\\_Disability\\_Insurance\\_Scheme/workforce/Interim\\_Report/section?id=c0mmittees%2freportjnt%2f024501%2f75505](https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/workforce/Interim_Report/section?id=c0mmittees%2freportjnt%2f024501%2f75505)

# Impact of CultureReady

In a 16 month period we have:

Delivered  
**240**  
workshops



**3158**  
participants

Provided training to staff at all organisational levels including direct service delivery, middle management and senior leaders



Participants from all states and territories in Australia

How did people rate our training?

**over 90%**  
saw our training as relevant to their work



People consistently reported that their confidence to work with CALD participants increased because of our training

What changes did people implement because of our training?

**Participants reported:**

“We updated forms to ask questions about cultural considerations.”

“We ensured interpreters are available when needed and that reports are translated.”

“We employ people from different backgrounds to work with our clients.”

People said they would recommend our training because:



“Was well explained and used great examples that make you think, everyone should have this training in your role.”

“SSI facilitators are amazing.”

“I found the training incredibly progressive and relevant. A great tool to help those working in the industry.”

“I found the workshop very eye opening and really encouraging to think outside the box with our practice.”

## find out more

Visit our website for more detailed descriptions of our training opportunities:

[www.ssi.org.au/services/training/ssi-training](http://www.ssi.org.au/services/training/ssi-training)

Or get in touch with SSI Diversity Training to find out how we can support your sector development:

**e:** [diversitytraining@ssi.org.au](mailto:diversitytraining@ssi.org.au) **p:** 0402 919 566

**ssi.org.au**