SSi For equality of life.

Cultural diversity training for government

We live in a vibrant multicultural community, with one in four Australians born overseas and over 400 languages spoken.

Government across all levels plays a critical role in promoting social cohesion, reducing barriers to services, encouraging social and economic participation, and addressing racism and discrimination.

SSI Diversity Training provides learning experiences that transform how people respond to diversity in ways that are thought-provoking, inspire curiosity, and build confidence to engage more effectively with cultural diversity. We work with leaders as well as operational and service delivery staff to positively engage with their colleagues, community and service users.

We are a Social Traders certified training provider that supports government to build inclusion and contribute to a more equal society through social procurement. As a leading provider of services to multicultural communities across Australia, we share our learnings and experience through our training.

Our services include:
- In-person or virtual workshops
- E-learning modules
- Customised training

Contact us
SSI Diversity Training
e: diversitytraining@ssi.org.au
www.ssi.org.au/diversity-training

Our workshops

Fundamentals of culturally responsive practice in the workplace (3 or 6 hours)

This interactive workshop provides the space for participants to stop and reflect on how they can enhance their understanding of working inclusively of cultural diversity with colleagues and in the community. Understanding the core elements of cultural humility, self-awareness, curiosity, and managing unconscious bias are explored and applied through activities and discussion.

Who should attend? All staff

Engaging with multicultural communities (3 hours)

Culturally and linguistically diverse communities do not access services at the same rate as the broader population. Government services need to think outside traditional service models towards more proactive, flexible and targeted approaches. Community engagement can be a powerful approach when working with diverse communities.

Who should attend? Staff who engage with communities for projects such as policy development and service design

Working effectively with language services (2 hours)

This workshop assists participants to utilise the skills of a professional interpreter to effectively communicate with linguistically diverse individuals and communities to create more accessible and meaningful engagement.

Who should attend? Service delivery staff, customer service staff, staff consulting or engaging with linguistically diverse communities

Attract, recruit and retain a culturally diverse workforce (3 hours)

Having a culturally diverse workforce attracts specific skills, knowledge and new perspectives, builds connection and trust, and draws in service users from culturally diverse backgrounds. This workshop looks beyond the traditional recruitment channels to consciously adopt targeted and flexible approaches as well as build supportive and inclusive workplaces.

Who should attend? People and culture, talent acquisition and hiring managers

Effective customer service with culturally diverse communities (3 hours)

This workshop supports customer service staff to develop their capabilities and confidence to interact with service users from diverse cultural and linguistic backgrounds. Customer service officers are often the first point of contact community have with government and play a pivotal role on the experience and interactions service users have with services.

Who should attend? Customer service staff, reception or intake staff

e-Learning
Fundamentals of culturally responsive practice

This e-module provides learners with a core understanding of working inclusively of cultural diversity in the workplace and helps develop a common language and commitment across the organisation.

This is ideal for induction learning and can be followed by one of our interactive workshops to deepen understanding.

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