



Cultural diversity training for not-for-profit organisations

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

The multicultural communities that make Australia inspire us to find ways to ensure all people have equitable access to services, support and advocacy – an ambition we share with many other not-for profit organisations (NFPs).

Our training is grounded in our experience as a leading provider of services to multicultural communities. This enables us to tailor practical training for NFPs across a range of sectors to find solutions that work for them and the communities they serve.

Our training transforms 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, operational and service delivery staff to positively engage with their colleagues, community and service users.

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 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, clients 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.

This workshop can be customised to service contexts such as child safety or disability or topics such as the migrant and refugee experience and trauma informed practices.

Who should attend? All staff

Working effectively with language services (2 hours)

This workshop will assist 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 and customer service staff, staff consulting or engaging with linguistically diverse communities

Engaging with multicultural communities (3 hours)

Culturally and linguistically diverse communities do not access services at the same rate as the broader population. Organisations 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 engaging with communities for projects such as policy development and service design

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 with communities, 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

99%

of participants rate our training good to very good

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.