



# Build a better cultural connection.

SSI Multicultural Support Workforce

[ssi.org.au](http://ssi.org.au)



... trust and rapport  
through lived experience

## We offer organisations an opportunity to book a wide range of highly skilled in-language and in-culture professionals.

Our 140+ Multicultural Support Officers (MSOs) build trust and rapport through lived experience and shared culture. This enables them to connect more meaningfully by offering enhanced levels of support across 35 languages throughout New South Wales.

**35+**  
**languages**

accessible across  
our MSO workforce

## How do we benefit your organisation?

Embracing diversity and building cultural responsiveness is integral to every business and organisation. Developing and promoting engagement with Culturally and Linguistically Diverse (CALD) communities empowers your clients by helping them to thrive and realise their full potential. In addition, your business or organisation can tap into the knowledge and understanding derived from our long history serving multicultural communities..

### Key benefits include:

- Improve culturally responsive practices
- Encourage autonomy with CALD communities
- Generate better outcomes by building trust and rapport through lived experience

## What support do Multicultural Support Officers provide?

In-language and in-culture services for activities such as:

- **Supporting individuals and families in the CALD community:** including settlement orientation, form filling, building digital literacy and connecting communities with services and activities
- **Workshop facilitation or support:**
- **Co-designing inclusive services, programs, and projects**
- **Community Engagement:** supporting business to better connect with community

## Specialist services

Our team includes cultural officers who have acquired additional skills through study and experience in Australia and overseas. SSI assesses these skills to ensure you receive the necessary support and expertise to meet your needs.

**Our wide range of specialised skills include:**

- Administration and customer support
- Research and data collection (NSW only)
- Case management
- Accredited interpreting and translation
- Tech support for online events
- Events support
- Complex case support
- Specialised children and young people support (NSW Metro and Victoria Metro only)



## Get in touch

To find out more or to request a quote for our services, visit [ssi.org.au/services/multicultural-support-workforce](https://ssi.org.au/services/multicultural-support-workforce)

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