

# Build a better cultural connection.

SSI Multicultural Support Workforce

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



For equality  
of life.

## We offer out-of-home care providers in Victoria an opportunity to partner with our highly skilled in-language and in-culture professionals to better serve their diverse clients.

Our Multicultural Support Officers build trust and rapport through shared language and culture. This enables them to connect more meaningfully by offering enhanced levels of support across 35 different languages, ensuring cultural responsiveness.

**35+**

**languages**

accessible across  
three states

## How do we benefit your organisation?

Embracing diversity and building cultural responsiveness is integral to every out-of-home care provider. By providing culturally responsive care to children and young people in their language and culture, they can experience a greater sense of safety, understanding, and connection to their community. In addition, our cultural officers can offer cultural consultancy to foster carers, empowering them to better meet the cultural and faith needs of the children in their care. This consultancy is extremely valuable for Assessors, especially in the context of kinship care arrangements. It empowers Assessors to better understand the cultural and linguistic needs of children and young people in care, enabling them to make more informed decisions.

### Key benefits include:

- Improve culturally responsive support and care
- Tailor services to meet the specific needs of children and young people
- Generate better outcomes for children and young people via our ability to build trust and rapport through shared culture and language.



## 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 to 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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