

Cultural Service & Responsiveness Training



"It has been useful in helping us do our job because it helps us overcome some of the barriers and we are pre-empted to know what could potentially be a cultural barrier."

– Suncorp employee

Summary

A training package was developed based on increasing knowledge, attitudes and skills to assist staff to be able to interact with the wide range of diverse clients in a respectful and supportive manner.

Opportunity

The need for increased cultural and diversity awareness had been identified as an area for Suncorp to provide more support to staff. The key goal was to reinforce for Suncorp staff the need to treat every client with respect.

Action

Suncorp Group engaged DiverseWerks to design and deliver a series of cultural service and responsiveness training sessions to sections of their workforce based on the SBS online Cultural Competence Program. Suncorp staff completed a pre-training evaluation online survey, a one-hour face to face introductory session, 9 online modules from the SBS Cultural Competency Program, a two-hour face to face training session, a post-training evaluation online surveys and a select number of staff across the country participated in tele focus groups to share further in depth insights of their experience.

Achievement

There was a measurable shift in levels of self-awareness and confidence when interacting with diverse clients. More staff believe in the importance knowledge about the cultural and linguistic diversity of their clients group and 54% more staff have knowledge about where to access tools or support to communicate effectively with diverse

