

# GUIDE: Championing cultural diversity

This guide will help you identify and support champions of cultural diversity in your organisation. When operating as a champion for cultural diversity:

- highlight the extraordinary benefits of cultural diversity within our organisations and our community
- openly discuss how multiculturalism is a part of the NSW community
- make multicultural service provision and engagement a priority
- recognise and celebrate achievements.

## Recognise diversity

### Diversity in your community:

- become involved and engage with the diversity of your community
- use the checklist resources to gather data
- survey your clients and get to know their diverse needs better
- deliver focus groups to find out more about community needs.

### Diversity among your staff:

- get to know your staff
- provide structured ways staff can participate and share their knowledge, such as through a cultural diversity working group.

## Respect diversity

### Ensure communication is inclusive:

- listen to the voices of leaders in your culturally diverse community
- where possible, provide information in other languages, or information about interpreter services
- in photos, reports, social media and on your website, ensure the faces represented are representative of community demographics
- hire staff from diverse cultural backgrounds.



### **Ensure participation is possible:**

- are your 'norms' culturally inclusive?
- is your uniform flexible enough to accommodate people's cultural preferences? Do you have culturally appropriate corporate uniforms such as hijabs for Muslim women or turbans for Sikh men?
- do your social and staff events include appropriate catering for vegetarians, or provide halal or kosher meals?

### **Respond to diversity**

It is no use having a culturally diverse workforce if you don't have the capacity or skills to leverage that diversity. Diversity without inclusion can result in reduced productivity. To manage diversity and create an inclusive team culture you will need:

- clear overarching and unifying goals for the team
- explicit expectations and a performance focus
- an acknowledgement and recognition of diversity
- a positive and participatory team culture
- trust
- good feedback loops and communication
- solid processes and structures to ensure fairness and participation.

Some ways you can create a more inclusive team culture include:

- acknowledging Harmony Day – <http://www.harmony.gov.au/about/>
- celebrating national days or cultural events of key client and staff groups. Access these Multicultural Calendars for details:  
<https://multicultural.nsw.gov.au/communities/days-of-religious-significance> <https://www.harmony.gov.au/events/calendar/>
- recognising and celebrating achievements. Publicly rewarding and endorsing good performance sends a strong message through the organisation on what is valued. This motivates others to strive for an organisational culture of inclusion and high performance.