



## Corporate Culcha Services and Products



Awarded 2010  
Supplier of the Year



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*Second from left: Director Russell Logan*

Winner of the AIMSC 2010 Supplier of the Year Award  
(Australian Indigenous Minority Supplier Council)



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# Corporate Culcha

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Corporate Culcha is an Indigenous owned and operated company, established to support Indigenous organisations and business, and Australian industry, in building and developing sustainable Indigenous workforces.

Corporate Culcha is a preferred service provider to a number of large corporations and State and Federal Government Departments. We work collaboratively with our clients to develop culturally competent strategies to firstly engage, and then recruit and retain Indigenous talent. Our extensive suite of products supports the enhancement of organisational cultures to be more inclusive of and accessible to Indigenous people. Packages can be tailored to individual business needs.

Our cultural awareness programs range from highly respected Indigenous speakers at executive events to interactive experiential learning workshops for employees. These sessions introduce participants to the cultural, historical and social issues that impact on Indigenous Australians. Our experienced facilitators encourage and value honest and respectful discussion and can create both formal and informal learning environments.

Corporate Culcha also assists with the development of comprehensive Indigenous employment and engagement strategies that incorporate, engagement, recruitment, procurement and mentoring strategies. We can provide advice to help business develop Reconciliation Action Plans in collaboration with staff from Reconciliation Australia.

Corporate Culcha is proudly AIMSC certified (Australian Indigenous Minority Supplier Council), and in 2010 was honoured to receive the Supplier of the Year Accolade at the Inaugural AIMSC Gala Dinner and evening of Accolades.

## Our Services and Products

Corporate Culcha provides a diverse range of products and services specifically designed to build capacity and ability within the business sector to confidently engage with, recruit and retain Indigenous talent. These include:

- Indigenous Cultural Diversity and Cultural Competency Training (face-to-face and on-line)
- Accredited and non-Accredited Mentoring Training
- Train-the-Trainer
- Interactive Cultural Awareness and Indigenous Engagement Toolkits
- The development of Indigenous employment strategies
- Access to Indigenous pre-employment and mentoring programs
- Development of Aboriginal Participation Plans in compliance with NSW Aboriginal Participation in Construction Guidelines for the construction industry
- Support for the development of Reconciliation Action Plans
- Community engagement programs
- Team building programs
- Conference energisers



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## Connecting with Indigenous Culture

Developing an appreciation and respect for Indigenous culture, and understanding how this pertains to the workplace and consumer market is fundamental to successful engagement with Indigenous communities.

Corporate Culcha has a network of highly respected and experienced facilitators and service providers who deliver purposeful, practical, inclusive and balanced cultural awareness and experiential learning programs where participants learn about Aboriginal and Torres Strait Islander people, their history, culture and practices.

Our cultural respect training sessions provide participants with insights into how culture shapes our values, attitudes and behaviours, and demonstrates the benefits to personal and business growth. The sessions also explore the diversity of Indigenous communities and how their history relates to health and well-being, employment and social inclusion. We also include workplace case studies and tools to assist managers and employees who work with Indigenous colleagues.

Our facilitators use a variety of training methods, from multimedia and discussion forums, to guest speakers and e-learning programs, and can adapt training materials and sessions to meet your specific business requirements and professional field.

Corporate Culcha facilitates flexible cultural awareness sessions uniquely tailored to individual business needs. We are developing our on-line products to enhance our face-to-face training options.

### **Executive Entrée (two hours)**

Developed for senior executives, this package provides a stimulating introduction to Aboriginal & Torres Strait Islander philosophy, culture and history and creates a base from which to explore employment strategies. This package is delivered as a short but powerful and engaging session to CEOs and senior management.

### **Half Day Workshops (four - six hours)**

Designed with the wider workforce in mind, from middle management, supervisors and team leaders to administrative and frontline employees, this workshop utilizes an interactive experiential learning model to enhance understanding of Indigenous culture and develop problem solving capabilities in the work environment.

### **Masterclass (the next level)**

This program is designed to support participants to progress to the next level of Indigenous engagement, recruitment and retention and to assist in the development of community partnerships. It builds on the first level Indigenous Cultural Awareness training provided in a full day workshop.

The Masterclass will expand thinking and understanding about the Aboriginal and Torres Strait Islander community, inclusive of cultural protocols, engagement processes and communication and learning styles. The class will also provide techniques to scan local areas for Indigenous resources and support services which, in turn, support an organisation's ability to facilitate relationships and partnerships within the local Aboriginal and Torres Strait Islander community.

As with all our programs, the Masterclass focuses on experiential and practical training, which builds the capacity of participants to support, supervise and mentor Indigenous staff and to engage and build relationships and partnerships with Aboriginal and Torres Strait Islander communities, organisations and peoples.



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## On-line Live Training Webinars

**Perfect for mid to large multi-site companies, organisations and Government Departments!**

Integral to our range of products is the development of enhanced applications such as our On-line Live Training and Video Modules Webinars (seminar). This is virtual training over the web where interactive Cultural Awareness training sessions are facilitated live to our audience in real time from our virtual Training rooms.

Participants can be located anywhere around the country as long as they have access to a computer, the internet and audio/ head phones. At any time during the session, participants can field questions or opinions via live messaging with direct responses. It can be to a group in one room or remotely to 20-50 of your staff individually at the same time. Pricing for this product can be by session (20 participants Max) or per person/ participant log in (50) Max.

Video Modules of the live training is also available to be downloaded broken into 1h modules, so staff can work at their own pace or go back and reinforce their learning's, long after the initial tutorial. It is the next level up from static online programs, with a number of mediums including video, audio and animated cartoons providing stimulated learning.

After each module the participant completes an online assessment and if deemed competent is automatically given access to the next module. Ongoing updates of participant progression can be provided along with evaluations!

### Tailor Designed Company Specific

Our On line products can be designed specifically for the clients business, inclusive of internal and external strategies that influence direction, case studies and brainstorming activities. A designated regular Company specific workshop in our virtual training rooms or tailored designed online packages are available. We provide you with a log in and you organise the participants!

The costs savings utilising this type of training and information medium are significant, when you consider travel, accommodation venue hire and other associated costs of delivering training across your business.

## Cultural Awareness and Engagement Tool Kit

Corporate Culcha has developed an innovative online Cultural Awareness and Community Engagement Toolkit for a number of clients. The product allows multi-site businesses, organisations and service providers to access up-to-date local cultural and historical Indigenous information, resources and demographics linked to each of their sites at your fingertips. This information is supported by a toolkit, which provides step-by-step strategies that support with local community engagement, relationship building and partnerships, employment, procurement and marketing of services and products. The toolkit also provides extensive general advice, strategies and information on Indigenous Mentoring and Cultural Awareness.



# Corporate Culcha

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## Accredited Indigenous Mentoring Program (5 days)

Corporate Culcha's accredited Indigenous Mentoring Program has been developed to ensure sustainable recruitment and retention of Indigenous staff, and to build internal relationships between Indigenous recruits and their supervisors and peers. The program has been licensed through the successful Building Indigenous Capacity (BIC) model.

Corporate Culcha also facilitates Mentoring training for community which concentrates on providing internal mentors with an external buddy and providing the trainee or mentee with a cultural mentor. It is envisaged that a local economy and local resource will sustain an ongoing employment program beyond the initial recruitment.

Corporate Culcha has successfully tendered for a contract with the Department of Families, Housing, Community Services and Indigenous Affairs to deliver Accredited Indigenous Mentoring training and support services to approximately 320 CDEP Mentors, Community Development Officers and Business Managers in 2011 and 2012. This contract covers all CDEP providers throughout Queensland, Northern Territory and Western Australia.

## Aboriginal & Torres Strait Islander Workforce Development and Training Experience

Corporate Culcha's principal consultants have led, facilitated and implemented a range of initiatives relevant to the brief, including:

- Development of an award winning Indigenous Educational CD ROM (the Culcha Disc Australian Indigenous Images Volume 1), which won the Most Innovative Award at the "Memento Awards 2001".
- Development of E learning products and commercial web sites ([www.thecurve.com.au](http://www.thecurve.com.au)).
- Leading and management of various projects involving high-level consultancy, with the aim of coordinating professional services, whilst maintaining a consistent approach to service delivery.
- Leading and conducting strategic analysis reviews - interpreting statistical data to develop and implement initiatives which focus on continuous improvement of a diverse range of workforce issues in the public and private sector.
- Facilitation of Cultural Awareness programs to over 4000 QLD Health Department staff.
- Development of Cultural Awareness packages for State and Federal Government agencies
- Management, development and coordination of a range of Diversity programs, especially those focused on Indigenous programming initiatives related to employment, learning capability and community social responsibly.
- Provision of specialist support to business unit managers, human resource managers, business partners, consultants, line managers and employees to plan and coordinate workforce strategies and maximise opportunities in relation to Indigenous employment and development outcomes.
- Implementation of Accredited Mentor Training and Support Services for FAHCSIA to over 300 Mentors and Community Development Officers across the Northern Territory, Queensland and Western Australia. (2011-2012)



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## Past and Current Clients

Corporate Culcha works collaboratively with our clients to develop culturally competent strategies to firstly engage, and then recruit and retain Indigenous talent. Our extensive suite of products supports the enhancement of organisational cultures to be more inclusive of and accessible to Indigenous people.

Corporate Culcha manages Cultural Awareness service delivery to a large number of Australia's most influential corporate entities, including but not limited to:

*ANZ, Commonwealth Bank, Leighton Holdings, Leighton Contractors, Ernst & Young, Coal & Allied, Australia Post, Accor, News Limited, Shell and Wesfarmers.*

### **In 2011 and 2010:**

Corporate Culcha coordinated and delivered Cultural Diversity Training (CDT/CRT) nationally for Target (300 Store Managers), Wesfarmers Industrial, Coles Limited (10 Stores), Woolworths, ANZ (Branch Managers across all states except Victoria), Break Thru JSA (40 sites), NSW Dept of Human Services - Aged, Disabilities and Home Care, Northern Rivers Region & Western Region (ADHC), Bond University Medical School Faculty, ACCOR and Allen's Arthur Robinson and Red Cross Train the Trainer for senior management and executives nationally.

Last year Corporate Culcha partnered with the Australian Government and the National Rugby League (NRL) to stage four Employment Expos across regional NSW and Western Sydney. The major focus was to connect NSW Indigenous youth with future employment and careers. In total 2500 Indigenous students and youth accessed the Expos, with over 30 corporate stall holders at each Expo.

In 2009, Corporate Culcha facilitated Cultural Respect Training for 300 senior executives of the Commonwealth Bank of Australia and 50 of their Tele Services Managers, 108 senior partners and executives of Ernst and Young, 200 Red Cross staff, 100 Break Thru staff, 45 Coles managers, 29 managers of Aftercare, 28 Senior Executives of the National Children Services Forum, 65 Bond University medical students and 80 corporate representatives at Dare to Lead 4 Business (DTL4B) events.



## Indigenous Cultural Respect and Diversity Training

### Proposed Course Aim

This program is designed to expand thinking and understanding about the Aboriginal and Torres Strait Islander community, its history and contemporary issues; and to facilitate understanding between staff and the Aboriginal and Torres Strait Islander community.

The program will focus on experiential and practical training, which builds the capacity of your organisation staff to support, supervise and mentor Indigenous staff across the group. Aims of the course:

- To provide you and your teams with information required to better support Indigenous staff, clients and community.
- To enhance knowledge and understanding of the cultural and social history of Aboriginal and Torres Strait Islander people and the issues they face.
- To enhance knowledge and skills required for effective communication and service delivery to Aboriginal and Torres Strait Islander people.

### Proposed Course Outcomes

Personal narrative training will provide insight into the people from Aboriginal and Torres Strait Islander background within the workplace, customer base and community.

Providing participants with historical legislative and policy development information, as it pertains to Australian Indigenous peoples, will increase understanding of how history relates to current Indigenous Australian socio economic status and behaviours. Outcomes include:

- Awareness and knowledge of Aboriginal and Torres Strait Islander cultural issues and how they relate to your business, recruitment, training and retention initiatives.
- A practical understanding of how culture shapes our values, attitudes and behaviour.
- Practical back at work tools for staff who mentor, manage and work with Indigenous staff or potential talent.
- Insight into people from Aboriginal and Torres Strait Islander background within the workplace, customer base and community.



## Indigenous Cultural Respect and Diversity Training (cont.)

### Approach

The three main modes of delivery, in addition to tailored programs, are:

- 4 hour workshop
- 2 x 4 hour modules
- 6 hour workshop

There is a "Putting into Practice" unit at the back end of the program where facilitators brainstorm with participants to develop 'back-at-work' strategies to support the delivery of services and products to community and or for the recruitment, retention and development of Indigenous staff.

A workbook will be developed in collaboration with the HRM/ learning and development branch of your organisation. This workbook assists participants with the retention of information and provides an action log for after participating in the program. The work book can be designed to include measures of competency, retention and action.

Included in the costing structure of our sessions is a pre-workshop design meeting where one of our facilitators will visit your organisation to discuss the inclusion of Organisation-specific information.

### Program Design

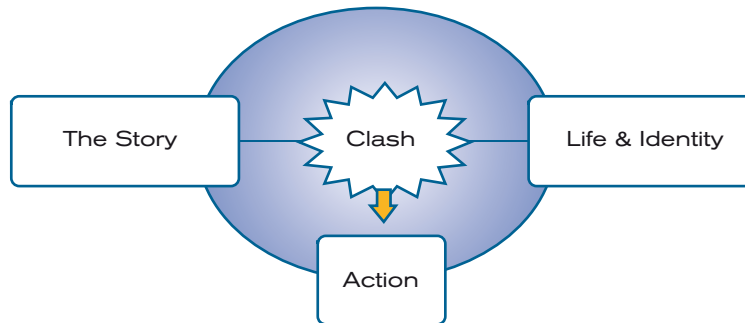
The program adopts an interactive functional approach to training with a primary focus on 'understanding' in order to act and improve cultural safety and cultural competence within the workforce. The program provides opportunities for interaction and work book activities, with a number of multi-media presentations. 'Putting into practice' strategies are developed by participants and provided to your organisation.

The program is designed to:

- Foster direct and open communication among all present.
- Encourage mutual responsibility for learning.
- Stimulate reflection and thinking.
- Encourage practical "back at work" application.
- Model an effective cross-cultural relationship.

## Program Design (cont.)

There are four program themes that are addressed through a number of optional sessions. These are:



## Potential Content

The core content of this program includes, but is not limited to:

- Traditional and contemporary culture
- Historical perspectives
- Identity / Spirituality
- Cultural tensions/ barriers to working
- Cultural safety and cultural competency
- Indigenous learning and communication styles
- Putting into practice.

Organisational and industry specific content will be negotiated with your organisation and added to ensure the session is relevant to participants.



## Accredited Indigenous Mentoring Program

Corporate Culcha's Accredited Indigenous Mentoring Program has been developed to ensure sustainable recruitment and retention of Indigenous staff, and to build internal relationships between Indigenous recruits and their supervisors and peers. The program has been licensed through the successful Building Indigenous Capacity (BIC) RTO model.

In 2011, Corporate Culcha won a Tender with FAHCSIA to provide a Mentor Support Service and deliver Mentoring Training to over 300 Mentors and Community Development Officers across remote WA, NT and QLD.

The program supports Mentoring participants to:

- Develop skills in working with and supporting Aboriginal people in employment
- Understand their role in fostering the skills of new staff in the workforce
- Promote the development of self-determination skills in relation to on-the-job challenges
- Provide cultural support for Aboriginal people in employment
- Act as a conduit between the Aboriginal staff member and their employer
- Support and enhance the co-operation between supervising staff and Aboriginal employees

### Course Competencies:

The course is based on 3 nationally endorsed Units of Competence:

- **BIC001A: Mentoring of Indigenous Employees**  
The elements of the unit of competency are:
  - 1). Establish a mentoring relationship
  - 2). Assess client's needs and develop a mentoring plan
  - 3). Facilitate a mentoring relationship
  - 4). Empower client to operate autonomously in the workplace
  - 5). Evaluate effectiveness of mentoring process
- **CHCCOM403A: Use targeted Communication skills to build Relationships**  
This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with the clients and colleagues based on respect and trust.
- **HLTHIR403B: Work effectively with Culturally Diverse Clients and Co-workers**  
This unit deals with the cultural awareness required for effective communication and co-operation with persons of diverse cultures.



## Accredited Indigenous Mentoring Program (cont.)

### Course Competencies:

The course will address the seven key competencies that represent the generic skills considered for effective work participation as follows:

- Using technology (Level 1)
- Using mathematical ideas and techniques (Level 1)
  
- Collecting, analysing and organizing information (Level 2)
- Communicating ideas and information (Level 2)
- Planning and organizing activities (Level 2)
- Working with others and in teams (Level 2)
- Solving problems (Level 2)

### Course Assessment:

The assessment of the unit of competency in the package of units is undertaken in the workplace or in a simulated environment using: Role-plays, case studies and practical examples.

Course Units are tailored to industry specific needs and requirements.

- The Accredited course can be 5 days or 3 days + 2 days, flexibly delivered.
- Facilitated regionally, with a minimum of 10 participants and a maximum of 20 (courses with more than 15 participants require an extra facilitator on the final day for assessment purposes)
- A non-Accredited Mentoring Training course is also available and is conducted over three days only.

### TAE Training and Assessor and other Training

To build on the training we are currently delivering nationally, Corporate Culcha is in the process of licensing a course in Certificate IV TAE Training and Assessment and Certificate III Indigenous Mentoring.