

STEP UP

Grow your business with new cultures

"Just have a go, take people on, take a chance. You will be surprised at how enriched your life will be."

Martin Leach

Managing Director
The Bendigo Cleaning Company

Management & Mentoring

Employers

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Allow for cultural expression.

Provide opportunities for staff to share their culture with you and the team. Encourage staff to bring their cultural foods to work. Allow for special cultural celebrations and time away from work. Celebrate culturally significant days at work – Chinese New Year, Karen New Year, Eid al-Fitr. This will provide empowerment and inclusion for your staff.



Be clear about expectations.

As with onboarding, ensure expectations are clear. New staff may be wary about asking for time away. Provide alternative and multiple communication methods.



Be patient.

Be patient if English is not an employee's first language. It is hard to learn English even if the employee knows multiple languages.



Use multiple communication methods.

Work with employees to understand the best method of communication with them. Some may require written communication (email, text, letter) or others may prefer phone calls. Also, offer to print payslips or other important documents as not everyone will have easy access to the internet or a printer.



Use bilingual support.

Seek bilingual support through **jobactive** providers or Loddon Campaspe Multicultural Services to assist with induction and management. Follow up with bilingual support within the first three months to understand gaps and challenges from your end and the new employee.