



# A cultural connection

## – driving Indigenous Cultural Competency in the workplace

Arrilla Indigenous Consulting (a joint venture with KPMG) was engaged by Microsoft Australia to provide its digital product, Arrilla Digital to the tech giant's staff across Australia. A key objective was to provide Microsoft Australia's workforce with a common set of tools and techniques to engage confidently with Aboriginal and Torres Strait Islander, colleagues, suppliers, stakeholders and businesses.

In order to achieve this, Microsoft Australia required a flexible solution that could be accessed, by its workforce across Australia (including those with sight or hearing impairments), conveniently and on any device. Moreover, the organisation wanted to run analysis on the uptake of the training across its organisation at any time.

Arrilla worked closely with Microsoft Australia, supplementing its face-to-face Indigenous cultural competency training with its Arrilla Digital product, housed on Microsoft's LMS. This approach enabled Arrilla to disseminate a consistent message across the organisation, resulting in a baseline level of knowledge and confidence that drives cultural change.

Since launching Arrilla Digital in November 2017, 86 per cent of Microsoft Australia's employees have completed the training, with employee feedback indicating its profound personal and professional impact.

For Arrilla, the success of the project is further proof of the business case for stronger understanding, and empathy towards, Indigenous Australians as a core step towards reconciliation, as well as commercial outcomes.

We deliver the results that matter.