



2026 Product Catalogue



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Training and Supplementary Resources

How we create training resources

All content and information within the profile is based on primary research from reputable sources, with source materials referenced within the site. As part of this approach, researchers seek the input of informed community members and health professionals who identify with each culture by conducting interviews. Where there is significant cultural, religious or ethnic diversity within the community in question, we select interviewees that represent this diversity.

This process ensures all information is reviewed by those who have both insight from a cultural perspective and expertise from a healthcare/service provision perspective.

Each video resource is the culmination of:

- Tens of hours of background research.
- A network of partners, stakeholders domain experts and community members collaborating on scripts, topics and the right experts to engage with.
- Extensive revision and consultation by leading organisations representing diverse communities.
- In-studio interview filming.
- Post production.
- Reviews by independent experts.

A snapshot of our collaborators

Resources are built in collaboration with an ecosystem of leading organisations to ensure that we continue to reflect the latest research, tell real stories and are highly engaging and practical on a day-to-day basis. Our ecosystem is evolving and includes ACON Pride in Diversity, Australian Network on Disability, The Benevolent Society, Carbon Creative, The Wollotuka Institute, Champions of Change Coalition, Diversity Council Australia, Every Age Counts, Randstad RiseSmart, University of Queensland and Nicole Sadler – Enterprise Professor and Clinical Psychologist.





Training resources

Hundreds of short films, animations and interviews on workplace inclusion making complex concepts digestible. Each video is the culmination of extensive research along with consultation and collaboration between partners, domain experts, community members and leading organisations.

11 Topic Areas

Appropriate Workplace Behaviour

Behaviour

Workplace behavior resources encompass information designed to aid all employees in comprehending and adhering to legislative requirements regarding Discrimination, Harassment, Respect@ Work legislation, positive duty, sexual harassment, victimization, vilification, bullying, psychosocial hazards, and trauma response.

Core Inclusion

Numerous workplace practices, activities, and training programs designed to enhance inclusion for specific types of diversity can also be applicable to other forms of diversity. Fundamental inclusion skills comprise self-awareness, avoiding assumptions, fostering curiosity, and showing respect.

Neurodiversity

Improve your understanding of neurodiversity, and to show how employment options for neurodivergent people can be improved and embraced with this video library. Resources include guidance on Integrating neurodivergent individuals into the workplace for both the social responsibility and a strategic advantage.

Cultural Diversity

Australia stands as one of the world's most culturally diverse nations, a trait that continues to expand both in sheer numbers and in the breadth of cultures represented.

Recruitment

Resources designed to help you build a flexible and supportive hiring process to attract and secure talent from a variety of backgrounds while

respecting the needs of individuals. Videos and supplementary materials cover what organisations and individuals need to do prior to undertaking inclusive recruitment, and the inclusive recruitment process from start to finish.

Gender Equity

Despite notable reforms, the gender pay gap remains substantial, and disparities persist in rates of gender-based crimes, access to education and healthcare, property ownership, political representation, retirement savings, freedom of expression, and corporate leadership.

Generational Diversity

Population aging stands as one of the most prominent social transformations of the twenty-first century. Organizations are grappling with the challenge of a declining younger workforce paired with a rise in the average age of employees. The resources tackle assumptions and discrimination based on age while exploring best practices in managing a multigenerational workforce.

Disability

A job has the power to alter the trajectory of any individual's life. For people with disabilities, employment offers the opportunity to attain financial independence, enhance social skills, foster friendships, and promote mental well-being. Moreover, employing individuals with disabilities is beneficial for businesses. Organizations that hire people with disabilities often experience heightened productivity, reduced staff turnover, fewer sick days, and improved safety records.

Neurodiversity

Improve your understanding of neurodiversity and discover how employment options for neurodivergent individuals can be improved and embraced. Resources provide guidance on recognising specific strengths—such as creativity and attention to detail—while addressing challenges like sensory sensitivities. Integrating neurodivergent individuals into the workplace is framed not just as a matter of social responsibility, but as a significant strategic advantage.

Inclusive Recruitment

Build a flexible and supportive hiring process to attract and secure talent from a variety of backgrounds while respecting individual needs. These resources cover the essential preparation required by organisations and individuals prior to hiring, as well as the end-to-end inclusive recruitment process. It is designed for hiring managers, panel members, and People & Culture professionals to ensure the reasoning behind inclusive practices is understood across the team.

Modern Slavery

Build organisational capability to recognise and respond to modern slavery while meeting obligations under the Modern Slavery Act. Informed by the resilience of survivors and expert perspectives, these resources help teams identify types of exploitation and vulnerability. Participants will learn to recognise indicators of modern slavery within operations and supply chains while understanding the corporate risks and responsibilities involved.



Cultural profiles

How we write a cultural profile



Topic areas covered in each cultural profile:

1. Core Concepts

Information on relevant demographics (e.g. social, ethnic, regional), historical contexts and core cultural concepts or attitudes that inform society and interactions

2. Greetings

Advice on how to greet people, including common phrases and gestures

3. Religion

Summary of the religious make-up of society and how religion influences daily life and culture

4. Family

Information on traditional and/or cultural family structures and dynamics, gender roles and marriage customs

5. Naming

Information on naming conventions and practices, as well as guidelines on how to address others

6. Dates of Significance

List of key national, religious and/or cultural dates of significance

7. Etiquette

Guidelines on common cultural etiquette and polite behaviour when visiting a home, eating, or giving gifts

8. Do's & Don'ts

Quick go-to advice on how to sensitively interact with someone

9. Communication

Information on cultural communication patterns, verbal speech habits and non-verbal customs, including body language and gestures

10. Other Considerations

Additional cultural considerations to be aware of during interactions

11. Business Culture

Guidelines surrounding cultural norms and etiquette in professional settings and business meetings

12. Population in Australia

Information about the community's history of the migration to Australia and current demographics

A snapshot of our collaborators

The Cultural Profiles are developed through collaboration between experienced researchers, editors, translators and informed members of the public from diverse backgrounds, identities or familiarities. Each profile consists of over 10,000 words, derived from reputable research and extensive community engagement. Information is verified over successive reviews with individuals belonging to each culture and is periodically updated based on public feedback.

Mosaica would particularly like to acknowledge the 200+ community members who contributed knowledge and cultural insights through participant interviews, as well as the multicultural organisations who assisted in reviews.



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Cultural directory

Mosaica's cultural profiles are designed to educate the public on social norms, practices and communication styles of different cultures. Each profile provides valuable insight into cultural attitudes, traditions and beliefs, contextualising these observations with statistics and information about the migrant community in Australia.

With 76 profiles currently available, Mosaica's cultural directory is widely accepted as the leading resource for cross-cultural information and continues to expand.

9 The Americas

- Argentina
- Brazil
- Canada
- Chile
- Colombia
- Mexico
- Peru
- United States of America
- Venezuela
- Austria
- Bosnia and Herzegovina
- Croatia
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Malta
- Netherlands
- North Macedonia
- Poland
- Portugal
- Romania
- Russia
- Serbia
- Spain
- Sweden
- Ukraine
- United Kingdom

21 Europe

9 Africa

- Egypt
- Ethiopia
- Kenya
- Mauritius
- Somalia
- South Africa
- South Sudan
- Sudan
- Zimbabwe

9 Middle East

- Cyprus
- Iran
- Iraq
- Israel
- Lebanon
- Palestinian Territories
- Saudi Arabia
- Syria
- Türkiye

21 Asia

- Afghanistan
- Bangladesh
- Cambodia
- China
- Hong Kong
- India
- Indonesia
- Japan
- Laos
- Malaysia
- Myanmar
- Nepal
- Pakistan
- Philippines
- Singapore
- South Korea
- Sri Lanka
- Taiwan
- Thailand
- Timor-Leste
- Vietnam

6 Oceania

- Australia
- Fiji
- New Zealand
- Papua New Guinea
- Samoa
- Tonga



Religious profiles

How we write a religious profile



Topic areas covered in each religious profile:

1. Introduction

A brief introduction of the religious tradition's history and geography

2. Considerations

Considerations and advice on how to sensitively interact with a person who belongs to the religious tradition

3. Narratives and Myths

A summary of major sacred narratives, myths and key figures

4. Doctrines and Philosophy

Information on religious texts, core doctrines, philosophical ideas and common beliefs

5. Social Structure and Institutions

An overview of social and organisational structures, as well as different denominations

6. Law and Ethics

Information on the legal systems of the religion, general and specific ethical principles, as well as views on reproductive ethics

7. Experiences and Emotion

An explanation of some personal and collective experiences followers of the religion may have, such as conversion

8. Rituals and Practices

A detailed summary of common rituals, practices and religious services

9. Material

Information about places of worship, other types of religious buildings, clothing, dietary practices, and different ritual objects

10. Key Dates and Events

A list of key dates, events and festivals, as well as a description of how the event is practised

A snapshot of our collaborators

The Religious Profiles are the result of a collective effort between researchers, religious experts, translators, editors and community members throughout Australia from diverse backgrounds, identities or familiarities. As part of this approach, researchers carry out site visits to places of worship and conduct interviews with religious leaders and informed members of faith. This ensures all information is verified by those identifying with each faith.

We would particularly like to acknowledge the community members who offered their time, knowledge and personal lived experiences of each religion, as well as the religious organisations that facilitated and engaged with our process.



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Religious directory

The religious directory is designed to inform and educate the public on different religions and worldviews. The eight profiles in Mosaica represent the five ‘world religions’ and their largest subsets, forming a comprehensive library of information on global religious traditions.

5 **Abrahamic Religions**

- Christianity: Eastern Orthodox
- Christianity: Protestant
- Christianity: Roman Catholic
- Islam
- Judaism

3 **Asian Religions**

- Buddhism: Mahāyāna
- Buddhism: Theravāda
- Hinduism



Domain Specialist Health Profiles

How we write Health Profiles

The Health Profiles have been created through a collective effort between the chief editor, experienced researchers, editors, translators, medical professionals, multicultural experts and members of the Australian community from diverse backgrounds, identities, expertise or familiarities.

All content and information within the Health Profiles is based on primary research from reputable sources, and the experiences, advice and feedback of community members provided over multiple interviews. As part of our approach, we make a concerted effort to incorporate cultural insights from patients' perspectives, as well as the expertise of healthcare professionals and community service providers. This process ensures all information is verified by those identifying with each culture and domain.

Topic areas covered in each specialist domain health profile:

1. Approaches to Healthcare

- Help-Seeking Behaviour
- Appointments
- Medication
- Vaccination
- Pain Management
- Considerations for Service Providers

2. Communication

- Patient-Practitioner Communication
- Language Support
- Interpreters
- Communication Tips

3. Challenges to Wellbeing in Australia

- Income
- Employment
- Family Separation
- Visa Status
- Discrimination
- Cultural Adjustment
- Barriers to Accessing Services

4. Physical Health and Disability

- Illness and Disease
- Chronic Pain
- Disability
- Neurodevelopmental Disorders

5. Diet and Nutrition

- Traditional Food Practices
- Deficiencies
- Food Habits in Australia
- Religious/Cultural Dietary Customs

6. Mental Health

- Prevalence and Risk Factors
- Symptoms
- Perceptions of Mental Illness
- Help-Seeking Behaviour & Treatment

7. Family

- Traditional Family Roles and Dynamics
- Family Responsibility and Involvement in Care
- Post-Migration Challenges and Family Impact
- Family Decision-Making and Consent
- Disclosure of Family Matters
- Considerations

8. Women

- Female Healthcare Experiences Overseas
- Social Stressors and Mental Health Risks
- Barriers to Access for Women
- Sexual and Reproductive Health
- Pregnancy



9. Aged Care

- Cultural Perspectives on Ageing and the Elderly
- Family Care and Residential Aged Care
- Palliative Care
- Dementia
- Patient Care and Support

11. Death and Dying

- Religious/Cultural Customs and Beliefs
- End-of-Life Care
- Next-of-Kin Notification
- Organ Donation
- Suicide

10. Religion and Spirituality

- Spiritual Perspectives of Health
- Religious Preferences, Values and Practices
- Religious Considerations for Patients
- Traditional/Folk Healing and Beliefs
- Considerations for Alternative Therapy Use

In addition to the community members we interview, Mosaica has ongoing partnerships with individuals and organisations operating within both the healthcare and migrant settlement sectors, including primary health providers, allied health practitioners and multicultural community support services. We call upon these partners to review all cultural and health-related information to ensure it is verified by a third-party.

Those organisations and staff who have been contributing their time to review health profiles include:





Health directory

Mosaica's digital directory of health profiles is designed to support healthcare and service provider staff and organisations in delivering care to patients with migrant and refugee backgrounds. The aim of this resource is to enhance the effectiveness of professionals in these fields and improve outcomes for the communities they serve. Each profile provides comprehensive, current and reliable information on the cultural determinants impacting migrants' approaches to healthcare and help-seeking behaviours.

9

Migrant Community Groups

- Afghan
- Burmese/Myanmar
- Chinese
- Iraqi
- Māori
- Nepal
- Sudanese
- South Sudanese
- Vietnamese



News and trends

Direct, customised feeds of news and current affairs from our partner network, SBS TV. All content reflects the journalistic standards of Australia's most diverse national broadcaster and spans topics across all core diversity areas both nationally and internationally.



Research and analysis

Statistics are sourced and compiled for relevance from leading global repositories such as the Australian Bureau of Statistics and World Bank Data by our team of researchers. Quantitative data is curated and refined to complement our other content repositories, with visualisations including charts and demographic maps. We develop our own primary research and analysis for exclusive access on the Mosaica platform.

A snapshot of our sources

