

Multicultural Access and Equity Assessment Tool

About the Multicultural Access and Equity Policy

The Multicultural Access and Equity Policy (the policy) is about ensuring that Australian Government programmes and services meet the needs of all Australians, regardless of their cultural and linguistic backgrounds.

It seeks to remove barriers that people from different cultural and linguistic backgrounds can face in accessing government services and getting fair outcomes.

These barriers may include difficulty communicating in English, unfamiliarity with Australian cultural norms or limited knowledge of government processes and procedures.

Implementing the policy helps to ensure that Australians of culturally and linguistically diverse backgrounds have the opportunity to participate in all aspects of our society and become established members of it.

The policy is based around six commitments essential to the effective delivery of government programmes and services in a multicultural society: leadership; engagement; performance; capability; responsiveness; and openness.

Australian Government departments and agencies are required to apply these commitments to all relevant activities, including those conducted by contractors and service providers.

For further details on the policy, please refer to the Multicultural Access and Equity Policy Guide for Australian Government departments and agencies.

About this assessment tool

The tool is designed for use by staff responsible for overseeing multicultural access and equity policy implementation in Australian Government departments and agencies.

Its purpose is to help departments and agencies assess how well they adhere to multicultural access and equity best practice.

By completing the tool, departments and agencies can identify areas of strength and areas for improvement with regard to their multicultural access and equity performance.

This information can then be used by departments and agencies as a starting point for their multicultural access and equity forward planning.

How to use this assessment tool

The tool is structured around the policy's six multicultural access and equity commitments.

Under each commitment is a list of statements. Each statement describes an example of multicultural access and equity best practice. The examples used have been found to be high impact, but are not intended to be definitive.

For each statement, select the option that best describes your department or agency using the following scale:

- Not started
- Getting there
- Working well
- Not applicable

Under 'Summary', list your responses to identify areas of strength and areas for improvement for your department or agency.

See 'Next Steps' for information about multicultural access and equity forward planning options.

Help

For assistance please email



Leadership

Demonstrate a commitment to multicultural access and equity and take responsibility for its implementation

Does your department or agency...	Not Started	Getting There	Working Well	NA
Set clear multicultural access and equity goals and plan for how these will be achieved	☐	☐	☐	☐
Incorporate a commitment to multicultural access and equity in key corporate documents, such as strategic frameworks and client service charters	☐	☐	☐	☐
Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation	☐	☐	☐	☐
Promote awareness of and adherence to access and equity principles to staff	☐	☐	☐	☐
Have an internal committee to monitor delivery of multicultural access and equity activities	☐	☐	☐	☐
Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns	☐	☐	☐	☐



Engagement

Identify and strategically engage with culturally and linguistically diverse (CALD) clients, stakeholders and communities

Does your department or agency...	Not Started	Getting There	Working Well	NA
Provide staff with clear guidelines about when and how to use translating and interpreting services	☐	☐	☐	☐
Have a priority language list that defines the languages to be selected when translating information products	☐	☐	☐	☐
Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English	☐	☐	☐	☐
Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds	☐	☐	☐	☐
Maintain, or have access to, a forum to engage with representatives of multicultural communities	☐	☐	☐	☐



Responsiveness

Strategies are in place to ensure that policies, programmes, community interactions and service delivery (whether in-house or outsourced) are responsive to CALD Australians

Does your department or agency...	Not Started	Getting There	Working Well	NA
Have internal costing templates, used to develop new policy proposals or other budget bids, that make mandatory the consideration of access and equity costs, such as translating and interpreting services	☐	☐	☐	☐
Include multicultural access and equity considerations in any whole-of-government standards or guidelines that it is responsible for	☐	☐	☐	☐
Build the costs of language services into procurement processes to ensure that organisations seeking to deliver services on behalf of government incorporate these costs into tender proposals or grant applications	☐	☐	☐	☐
Include representatives from diverse communities on advisory bodies and reference groups	☐	☐	☐	☐
Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data	☐	☐	☐	☐



Performance

Strong and clear mechanisms are in place to measure multicultural access and equity performance

Does your department or agency...	Not Started	Getting There	Working Well	NA
Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services	☐	☐	☐	☐
Regularly analyse data on the delivery of services to, and programme outcomes for, CALD clients	☐	☐	☐	☐
Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services	☐	☐	☐	☐
Have an internal process to reward and recognise strong multicultural access and equity performance	☐	☐	☐	☐
When commissioning research, ensure that data collected can be disaggregated by cultural and linguistic diversity	☐	☐	☐	☐



Capability

Understand, and have the capacity to respond to, the cultural and linguistic diversity of Australia's population

Does your department or agency…	Not Started	Getting There	Working Well	NA
Collect data on the cultural and linguistic diversity of the clients who use the programmes and services it delivers	☐	☐	☐	☐
Implement policies to increase the recruitment and retention of staff from CALD backgrounds	☐	☐	☐	☐
Provide cultural diversity training to new and existing staff	☐	☐	☐	☐
Support service delivery partners and their staff to improve their cultural competency skills	☐	☐	☐	☐
Maintain a register of staff diversity and personal language skills	☐	☐	☐	☐
Participate in events that celebrate cultural diversity, such as Harmony Day	☐	☐	☐	☐



Openness

Be transparent in the implementation of multicultural access and equity

Does your department or agency…	Not Started	Getting There	Working Well	NA
Report on multicultural access and equity activities to the Department of Home Affairs as required	☐	☐	☐	☐
Incorporate outcomes of multicultural access and equity activities in corporate reporting	☐	☐	☐	☐
Share strategies proven to remove barriers to access and equity with other agencies	☐	☐	☐	☐
Make non-sensitive cultural and linguistic data available to other agencies and the public	☐	☐	☐	☐
Respond to feedback provided by CALD clients regarding access and equity issues	☐	☐	☐	☐

Summary

To identify areas of strength, use the space below to list the statements you rated as 'Working Well' and the multicultural access and equity commitment they relate to.

Strengths

To identify areas for improvement, use the space below to list the statements you rated as 'Not Started' or 'Getting There' and the multicultural access and equity commitment they relate to.

Areas for improvement

Next Steps

Having completed the assessment, we encourage you to use the findings as a basis for planning the actions your department or agency will take to improve its multicultural access and equity performance.

It is up to your department or agency to decide what form its forward planning will take. Options include:

- an action plan dedicated to multicultural access and equity
- making multicultural access and equity a feature of a broader diversity strategy that includes other diversity initiatives, such those relating to Indigenous Australians and people with disability
- incorporating multicultural access and equity actions into existing corporate plans and cascading to business area planning.

For those departments and agencies that choose to develop an action plan dedicated to multicultural access and equity, a suggested _ able from the website of the Department of Home Affairs at