

The APS Culturally and Linguistically Diverse Employment Strategy and Action Plan

News of the week

APS CALD Employment Strategy and Action Plan

6/05/2024

The Australian Public Service Commission has published a new Culturally and Linguistically Diverse Employment Strategy and Action Plan for the Australian Public Service. Find out about the new strategy and what it means for us at the ACMA and eSafety.

What is the CALD Employment Strategy and Action Plan?

The [Australian Public Service Commission](#) (APSC) has developed a [Culturally and Linguistically Diverse \(CALD\) Employment Strategy and Action Plan](#) (the Strategy) for the Australian Public Service (APS). Multiple stakeholders were consulted including APS employees and external organisations, to understand the lived experience for employees who identify as CALD.

The Strategy provides clear direction for agencies and the whole APS to set the national standard for equity, inclusion and diversity and to be representative of the community it serves.

Being inclusive and understanding of diversity is a responsibility all staff within the ACMA and eSafety share.

What does the Strategy address?

During consultation, the APSC found that representation of CALD Australians in the APS is largely proportionate to the broader Australian population but decreases significantly at the

middle and senior leadership ranks. In principle, while the APS has a culturally and linguistically diverse workforce, there is a need to remove the challenges and barriers to progression so diversity of views can be better reflected in the work of the APS.

The barriers and challenges include:

- discrimination and racism
- a preference for traditional norms and working styles that do not foster cognitive diversity or reflect our multicultural society
- a lack of cultural literacy that blocks empathy and understanding and inhibits CALD employees contributing their knowledge and perspectives.

The Strategy outlines what the APSC discovered during the consultation process and then sets out the proposed response from the APS including the objectives and the 5 headline actions.

What are the objectives of the Strategy?

The overall objectives of the Strategy are that the APS:

- Ensures a safe, fair, equitable and inclusive workplace that is free from racism, discrimination, bullying and harassment.
- Understands and builds on the diversity of the current workforce.
- Enables people to make a full contribution and empowers them to fulfil their potential.
- Creates a level playing field and a fair go for all APS employees.
- Builds representation of CALD employees at senior levels.

What are the 5 headline actions?

The Strategy emphasises 5 headline actions to drive and sustain the changes needed to address the issues identified, to help APS agencies track and report on the actions to be undertaken, and to build cultural literacy and understanding of all APS employees. They are:

1. Whole of APS standards

Introduce an APS Statement of Leadership to Support Cultural Diversity to ensure that the standard for culturally respectful and safe workplaces is upheld.

2. Cultural understanding

Build an APS-wide interagency CALD Champion network and a curated collection of multi-media learning resources.

3. Leadership and management

Build APS leadership through embedding cultural capability training and sponsorship of CALD employees.

4. Recruitment and progression

Modernise the APS recruitment and promotion processes to apply a rigorous understanding of merit.

5. Representation

Introduce a reportable benchmark of 24% for CALD representation in the SES.

Call to action for ACMA and eSafety staff

The Strategy, alongside our new [Diversity and Inclusion Strategy](#) recognises and supports the diversity of the APS workforce and the Australian community it serves. An action item in our own D&I Strategy is to undertake a self-assessment exercise against the 5 headline actions to ensure we continue to drive change and address the issues identified in the CALD Strategy.

As an agency, there is a role for each of us to implement the Strategy within the ACMA and eSafety – being inclusive and understanding of diversity is a shared responsibility. The APSC invites all employees to reflect on our increasing cultural diversity as a nation and on how we embrace this and incorporate it in our daily work.

New MOSAIC magazine

The *Multicultural Organisation – Staff Awareness, Innovation and Capability* (MOSAIC) magazine is a new digital learning resource designed to grow multicultural awareness supporting cultural safety and inclusion within the APS. Supporting the objectives of [the Strategy](#), it provides practical guidance, resources, and personal stories of CALD employees.

The MOSAIC magazine is freely available to APS employees through [APS Learn](#) and on the [APS People Cultural Capability](#) website.

The magazine will be available in Learnhub in June 2024.

To find out more about what the ACMA and eSafety are doing to support cultural and linguistic diversity in our workforce, read our [Diversity and Inclusion Strategy](#).