

Multicultural Access and Equity Reporting Template 2020-22

Does your department or agency...	NOT STARTED	STARTED	EARLY PROGRESS	PROGRESS IS CLEAR	WORKING WELL	N/A
... provide staff with clear guidelines about when and how to use translation and interpreter services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
...have internal costing templates, used to develop new policy proposals or other budget bids, that promote consideration of relevant costs, such as translating and interpreting services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...have funding agreement templates that include provisions that relevant services should be appropriate and accessible to people of culturally and linguistically diverse (CALD) background?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...have in place strategies for effective communication with CALD clients, such as providing information products in plain English?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
...provide cultural diversity training to new staff and existing staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
...include the option to access a free interpreter service in feedback and complaints mechanisms? (costs covered by agency)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
....have a policy or plan in place to increase the recruitment and retention of staff from CALD backgrounds?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...collect data on the cultural and linguistic diversity of the clients who use the programs/ services it delivers/ funds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is there documentation that describes your agencies commitment and activities related to multicultural access and equity across all business units? (please send a copy of any relevant documents)	NO	Y – CORPORATE PLAN	Y – DIVERSITY PLAN	Y – MULTICULTURAL ACTION PLAN		
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Is there a senior executive officer who is a dedicated point of leadership for multicultural access and equity implementation? If yes, who?	NAME			POSITION		
	Helen Owens			General Manager, Corporate and Research Division		

Please see next page to provide additional information.

Please describe how your agency implemented the multicultural access and equity policy during 2020-22?

This is your opportunity to provide details about specific initiatives, including COVID-19 specific actions, that your agency undertook during 2020-22 to enhance the accessibility of your policies, programs and services to people from culturally or linguistically diverse backgrounds. Positive actions that you detail may be shared as best practice initiatives and featured in the published 2017-2022 consolidated report to be tabled in parliament in the 2023-24 financial year. You may also wish to advise of any challenges or setbacks that you have faced while implementing the policy.

The ACMA:

- > Promotes use of language Translation and Interpreting Services (TIS) and facilitates arrangements for language services, as required.
- > Emphasises the use of plain English as a guide principle in working with Culturally and Linguistically Diverse (CALD) communities.
- > Provides information in different languages for specific consumer areas, such as Triple Zero and Do Not Call; and
- > Provides guidance on how to embed language services (and any costs) into the formulation and design of the ACMA's policies and programs. The ACMA Customer Service Centre's (CSC) business practices and procedures direct staff to invite customers from a non-English speaking background to contact the TIS from anywhere in Australia at the cost of a local call. The TIS can act on behalf of clients in dealing with the ACMA to resolve any issues. The ACMA Client Service Charter provides information to clients on how to locate TISs, if required. ACMA staff are also trained to deal effectively with the Teletypewriter (TTY) - National Relay Service and their clients that contact the ACMA.

The ACMA website uses ReadSpeaker, a text-to-speech service that provides clients with a simple 'click and listen' operation to assist clients in navigating across the website. This tool is especially helpful for people with learning difficulties related to language, visual impairments, those who have trouble reading text online or who cannot read. Users from English Second Language (ESL) or CALD communities may also find it useful. The ACMA's corporate website provides information on how to access the TIS for ESL citizens and consumers and for those who identify as being from a CALD community.

In the context of the ACMA's diverse range of regulatory functions, it is not resource or cost effective to reflect the linguistic diversity of Australian's population in all ACMA material. In addition, uptake of the TIS option is low compared to other government agencies, suggesting a low client demand. However, some consumer focussed work areas within the ACMA have translated materials available to clients.

For example:

- > The Do Not Call Register (DNCR) service includes provisions for CALD communities, including how to access TISs through the DNCR website. It also provides general information and application forms in a number of languages other than English.
- > The Consumer Consultative Forum, the ACMA's key telco consumer advisory group, appoints a diverse range of consumer organisations, including those that represent CALD communities.
- > In its suite of scam awareness education materials, the ACMA includes translated resources for CALD communities.
- > Complaint forms on the ACMA website invite users to access the TIS at cost to the ACMA.
- > The Customer Service Centre offers designated staff assistance to clients who call the TTY National Relay Service. ACMA staff assist clients by acting on their behalf in following up queries internally with various relevant areas to avoid the need for clients to have to contact the ACMA on more than one occasion; and
- > In designing survey instruments for research, the ACMA considers the representation of CALD groups in the construction of representative community samples for surveys.

eSafety resources are provided in community languages across a range of programs in easy English formats. All eSafety service delivery documentation is in plain English.

A variety of cultural awareness training is available to all ACMA staff (ongoing and non-ongoing) via the Learning Management System. All staff are strongly encouraged to complete cultural awareness training throughout the year.

The ACMA Corporate Plan 2023-24, published on the internet, outlines the priorities for the next four years and outlines our commitment to diversity and inclusion.

The ACMA is currently consulting on its draft Diversity and Inclusion Strategy 2024, which outlines the ACMA's commitment to providing a supportive and respectful work environment that recognises, values and respects the diversity of employees. This Strategy will replace the previous Workplace Diversity Plan.

The ACMA's internal costing templates do not specifically promote including relevant costs such as translating and interpreting services. However, where these services may be required, costing templates do offer flexibility to include estimates for these or other services.