

## Multicultural Access and Equity Reporting Template 2022–23 FY

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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there documentation that describes your agency's 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?	NAME			POSITION		
If yes, who?	Paul Clark			ESafety - Executive Manager (Education, Prevention & Inclusion Branch)		
	(For ACMA, this responsibility is spread across several senior roles)					

*Please see next page to provide additional information*

Please describe how your agency implemented the multicultural access and equity policy during the 2022–23 FY.

This is your opportunity to provide details about specific initiatives that your agency undertook during the 2022–23 FY 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 2022–25 triennial report to be tabled in parliament.

Please describe the outcomes your agency achieved against the policy's six commitments – leadership, engagement, performance, capability, responsiveness, and openness – as applicable. The six commitments will be implemented differently across Government, and not all departments and agencies are expected to focus on all six commitments. More information about the six commitments can be found in the [MA&E Policy Guide](#).

You may also wish to advise of any challenges or setbacks that you have faced while implementing the policy.

*If your agency did not exist in the 2022–23 FY, please precede to the questions for 2023–24 on pages 3 and 4 of the reporting template.*

*If your agency's functions in the 2023–24 FY existed under another agency name in the 2022–23 FY, please report on behalf of that agency for 2022–23.*

The ACMA and eSafety:

- > 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, telecommunications consumer safeguards including scam awareness and Do Not Call.
- > 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.
- > eSafety resources are provided in up to 38 community languages across a range of programs, with language translation undergoing community checking to ensure they are culturally safe and appropriate for target audiences.
- > All eSafety service delivery documentation is in plain English with select resources delivered in easy English-translated formats.
- > The 'report online abuse' form available on the eSafety website invites users to access the TIS at a cost to eSafety.

The ACMA website is designed to comply with the Website Content and Accessibility Guidelines 2.1 (WACAG 2.1). Compliance with WACAG 2.1 provides the relevant design and functionality to make it easier for users to access, navigate and read relevant information. This functionality allows users to choose to listen to content using their screen readers, which may assist people for who English is not their first language. Additionally, the website's content has been designed to follow the Australian Government Style Manual and aims for clarity and simplicity so that it can be easily read and understood.

The ACMA's corporate website also 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 diverse range of regulatory functions, it is not resource or cost effective to reflect the linguistic diversity of Australian's population in all ACMA and eSafety 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 and eSafety 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 website for BetStop – the National Self-Exclusion Register includes information on how to access TIS.
- > 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 telecommunications consumer safeguards including scam awareness education materials, the ACMA includes translated resources for CALD communities.
- > 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 up to 38 community languages across a range of programs, with language translation undergoing community checking to ensure they are culturally safe and appropriate for target audiences.
- > All eSafety service delivery documentation is in plain English with select resources delivered in easy English-translated formats.
- >

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 new and existing ACMA and eSafety staff (ongoing and non-ongoing) via the Learning Management System. All staff are strongly encouraged to complete cultural awareness training and participate in cultural days of significance to increase their understanding 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 implemented its first Diversity and Inclusion Strategy 2024-26 outlining the commitment to provide a supportive and respectful work environment that recognises, values and respects the diversity of employees. This Strategy includes a range of initiatives to establish a diverse workforce, recognise and embrace the skills and experience of others and celebrate cultural days of significance including those celebrated by CALD employees.

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.

eSafety

## Multicultural Access and Equity Reporting Template 2023–24 FY

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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there documentation that describes your agency's 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		
	Paul Clark			Executive Manager (Education, Prevention & Inclusion Branch)		

*Please see next page to provide additional information*

Please describe how your agency implemented the multicultural access and equity policy during the 2023–24 FY.

This is your opportunity to provide details about specific initiatives that your agency undertook during the 2023–24 FY 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 2022–25 triennial report to be tabled in parliament.

Please describe the outcomes your agency achieved against the policy's six commitments – leadership, engagement, performance, capability, responsiveness, and openness – as applicable. The six commitments will be implemented differently across Government, and not all departments and agencies are expected to focus on all six commitments. More information about the six commitments can be found in the [MA&E Policy Guide](#).

You may also wish to advise of any challenges or setbacks that you have faced while implementing the policy.

The ACMA and eSafety:

- > 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, telecommunications consumer safeguards including scam awareness and Do Not Call.
- > 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.
- > eSafety resources are provided in up to 38 community languages across a range of programs, with language translation undergoing community checking to ensure they are culturally safe and appropriate for target audiences.
- > All eSafety service delivery documentation is in plain English with select resources delivered in easy English-translated formats.
- > The 'report online abuse' form available on the eSafety website invites users to access the TIS at a cost to eSafety.

The ACMA website is designed to comply with the Website Content and Accessibility Guidelines 2.1 (WACAG 2.1). Compliance with WACAG 2.1 provides the relevant design and functionality to make it easier for people to access, navigate and read relevant information. This functionality allows users to choose to listen to content using their screen readers which may assist people for who English is not their first language.

Additionally, the website's content has been designed to follow the Australian Government Style Manual and aims for clarity and simplicity so that it can be easily read and understood.

The ACMA's corporate website also 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 website for BetStop – the National Self-Exclusion Register includes information on how to access TIS.
- > 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 telecommunications consumer safeguards including scam awareness education materials, the ACMA includes translated resources for CALD communities.
- > 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 new and existing ACMA and eSafety staff (ongoing and non-ongoing) via the Learning Management System. All staff are strongly encouraged to complete cultural awareness training and participate in cultural days of significance to increase their understanding 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 implemented its first Diversity and Inclusion Strategy 2024-26, outlining the commitment to provide a supportive and respectful work environment that recognises, values and respects the diversity of employees. This Strategy includes a range of initiatives to establish a diverse workforce, recognise and embrace the skills and experience of others and celebrate cultural days of significance including those celebrated by CALD employees.

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.

