



Multicultural Access and Equity Planning Template

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 multicultural access and equity planning

Forward planning is an essential part of strong multicultural access and equity performance.

The benefit of good planning is that it allows a department or agency to set a clear path for achieving its multicultural access and equity goals.

Multicultural access and equity planning can take many different forms.

It is up to each department or agency to decide what form their forward planning should 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.

About this planning template

This template is designed to assist those departments or agencies that have elected to develop an action plan dedicated to multicultural access and equity.

It is centred on the policy's six multicultural access and equity commitments.

By working your way through each section of the template, you can generate a tailored plan to help your department or agency meet its multicultural access and equity objectives.

Before using the template, it is recommended that you complete the [Multicultural Access and Equity Assessment Tool](#).

How to use this planning template

Fill in all the details in square brackets. Instructions are provided in **red text** which can be deleted once your plan is complete.

As the template is intended to be a guide only, you may find that some parts do not apply to your department or agency. If this is the case, you are encouraged to modify the template, as appropriate.

Help

For assistance please email multiculturalaccessandequity@homeaffairs.gov.au

Acknowledgements

The Department of Home Affairs acknowledges Reconciliation Australia, whose Reconciliation Action Plan provided a strong inspiration for this template.

[Department or agency name]

Multicultural Access and Equity Action Plan

[Lifespan of the plan e.g. 2016-17]

Our Department or Agency

Use the space below to briefly describe the role your department or agency performs and how its work impacts culturally and linguistically diverse (CALD) Australians.

Remember that multicultural access and equity is not only about direct service delivery, but includes all areas of government activity including: policy formulation; programme design; budgeting and finance; and activities conducted on behalf of government by contractors and service delivery partners.

Our Multicultural Access and Equity Vision

Use the space below to briefly describe what your department or agency aspires to achieve in multicultural access and equity.

Our Plan

Use the space below to summarise how your department or agency developed its plan. Who did you consult? Did you form an internal working group? Does your plan cover any other agencies in the portfolio? What are the plan's priorities? Who has overall responsibility for overseeing the plan's implementation?

Our Actions

Use the tables below to list what your department or agency will do to remove barriers to access and equity.

In the **action column**, briefly describe the actions your department or agency plan to take.

You are encouraged to identify actions to address each of the six multicultural access and equity commitments.

For ideas on what these actions could be, see the [Multicultural Access and Equity Policy Guide for Australian Government departments and agencies](#) and the [Multicultural Access and Equity Assessment Tool](#).

Use the **responsibility column** to record the individual or work unit within your organisation assigned ownership of each action. Try to spread the actions throughout your department or agency to encourage buy-in across the organisation.

In the **timeline column**, insert the date your department or agency has agreed to complete each action. Try not to use the term 'ongoing', and instead nominate a milestone, such as the date you will review an ongoing action for effectiveness.

Use the **target column** to indicate a measure that will enable your department or agency to judge if an action is achieved or completed.

Commitment 1: Leadership

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

Action	Responsibility	Timeline	Target
[Description of action e.g. Develop and implement a communications strategy to raise awareness and educate staff about access and equity principles by maximising internal communication channels]	[Action owner e.g. Assistant Secretary, Communications Branch]	[Completion date e.g. August 2016]	[Measurable target e.g. Staff are aware of and understand multicultural access and equity commitments, with information products available to staff]

Commitment 2: Engagement

Identify and strategically engage with CALD clients, stakeholders and communities

Action	Responsibility	Timeline	Target

Commitment 3: 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

Action	Responsibility	Timeline	Target

Commitment 4: Performance

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

Action	Responsibility	Timeline	Target

Commitment 5: Capability

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

Action	Responsibility	Timeline	Target

Commitment 6: Openness

Be transparent in the implementation of multicultural access and equity

Action	Responsibility	Timeline	Target

Contact

Nominate a staff member who can be contacted regarding your plan.

Name: [Contact name]

Position: [Contact position]

Phone: [Contact phone number]

Email: [Contact email address]