

Fair Work Ombudsman's Multicultural Access and Equity Action Plan 2020-22

Version 1.0

November 2020

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Document Management

Version History

Version	Date	Author	Revision Comments
V1.0	November 2020	Community Engagement	N/A

Approvals

Name	Role	Date
Louise Peters	Executive Director, Engagement Branch	November 2020

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Our Agency

The Fair Work Ombudsman (FWO) is a statutory office created by the Fair Work Act 2009.

The FWO's functions include promoting harmonious, productive and cooperative workplace relations and ensuring compliance with Commonwealth workplace laws. The services of the FWO are free to all workers and employers in Australia.

Our Plan

Many workplace participants come from multicultural communities. In some cases, they may be vulnerable to exploitation because of a lack of understanding or awareness of their workplace rights and responsibilities.

This Multicultural Access and Equity Action Plan assists the FWO in setting out how it will work with multicultural communities to ensure that both employers and employees from these communities are aware and educated about their workplace rights, entitlements and responsibilities. It will also assist the FWO in removing any barriers that exist for members of multicultural communities in accessing our services and assistance.

Our Actions

Commitment 1: Leadership

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

Action	Responsibility	Timeline	Target
Relevant SES sponsor continues to be responsible for the implementation of Multicultural Access & Equity Policy obligations	Executive Director, Engagement Branch	Ongoing	Relevant SES sponsor has oversight of the implementation of this Plan
Develop and implement the agency's 2020-2022 Multicultural Access & Equity Action Plan	Engagement Branch	December 2020	Publishing of the FWO's 2020-2022 Multicultural Access and Equity Plan before 31 December 2020
Promote staff awareness of the principles of access and equity, and the FWO's Multicultural Access & Equity Action Plan	Communications Branch Engagement Branch People Branch	Ongoing	Promoting the importance of access and equity, and how it applies to staff members' work at the FWO, by publishing a minimum of two internal communications pieces on the intranet per year. Reaching at least 50% of staff directly through Engagement Branch representatives attending Branch and Team meetings.

Action	Responsibility	Timeline	Target
Continue to engage employees and the Executive in the promotion, maintenance and improvement of workplace diversity within the FWO	People Branch	Ongoing	The FWO's Diversity and Inclusion Action Plan and Reconciliation Action Plan are maintained as key mechanisms to promote workplace diversity within the FWO

Commitment 2: Engagement

Identify and strategically engage with CALD customers, stakeholders and communities.

Action	Responsibility	Timeline	Target
<p>Continue to work closely with community leaders, businesses, workers and other intermediaries to:</p> <ul style="list-style-type: none"> - educate and engage multicultural communities about workplace relations and the role of the FWO; - promote FWO's advice services, including TIS; and - promote and distribute FWO's in-language resources, including education resources, web content and the anonymous reporting tool. 	<p>Customer Services Branch</p> <p>Engagement Branch</p> <p>Enforcement Branch</p>	Ongoing	<p>FWO staff are regularly engaging with CALD employers, employees and their intermediaries, and these customers are reporting:</p> <ul style="list-style-type: none"> - an increased knowledge of Australian workplace laws; - an increased understanding of the role of the FWO; - an increased understanding of the tools and resources FWO has available for CALD customers.

Action	Responsibility	Timeline	Target
<p>Continue to maintain and revise (and expand where necessary) web content and other education resources targeted toward CALD employers, employees and their intermediaries, including professionally translated information, resources and the translator plug-in.</p> <p>Use in-language communications to promote FWO's pay and conditions tools.</p> <p>Scope potential enhancements that can be made to FWO's pay and conditions tools, to ensure they meet the needs of CALD customers, stakeholders and communities.</p>	<p>Communications Branch</p> <p>Compliance Branch</p> <p>Customer Services Branch</p> <p>Engagement Branch</p>	<p>Ongoing</p>	<p>Customers continue to engage with the FWO's in-language content / resources and provide positive feedback to the FWO on the usability / accessibility of these resources.</p> <p>Translation of online materials is undertaken in line with the FWO's new Translation Policy (see Commitment 3).</p> <p>Research is undertaken before December 2021 to ensure FWO's understanding of current priority language groups remains up-to-date.</p>
<p>Where appropriate, utilise multicultural communication channels and in-language communications to promote key FWO messages</p>	<p>Communications Branch</p>	<p>Ongoing</p>	<p>An average of one media release per month is translated and provided to relevant multicultural media outlets, promoting FWO activities and in-language resources.</p> <p>Two (or more) targeted activities per year that focus on marketing information/resources in-language.</p>

Action	Responsibility	Timeline	Target
Continue to maintain and utilise in-language channels for customers to contact the FWO	Customer Services Branch Policy Branch	Ongoing	TIS and the in-language anonymous report service are maintained for customers to contact the FWO. FWO staff and CALD customers are utilising these services effectively.

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 customers.

Action	Responsibility	Timeline	Target
Create an internal Translation Policy to manage the updating and creation of translated content and resources	Communications Branch Engagement Branch	Development of internal Translation Policy has commenced	Translation Policy is in place by December 2021
Explore ways to ensure procurement incorporates costs of language and translation services or other services to remove barriers to multicultural customers	Corporate Services Branch	Work has commenced. Updates to internal procurement guidance will be in place by February 2021.	Internal FWO procurement guidance materials are updated by February 2021 to remind staff to consider the cost of translation services when commencing procurement activities
Maintain internal guidance for use of interpreter services	Customer Services Branch	Ongoing First internal communications to promote existing guidance documents will be run by the 1 st quarter of 2021.	FWO frontline staff are aware of guidance documents relating to use of interpreter services

Commitment 4: Performance

Action	Responsibility	Timeline	Target
Seek feedback from multicultural communities and key intermediaries	Engagement Branch	Ongoing	Customers are reporting that FWO programs and resources are effectively meeting their needs. Feedback is being used to improve and enhance FWO services, products and operations.
Review feedback and complaint mechanisms to ensure accessibility for all customers, including CALD customers	Corporate Services Branch	Review undertaken by June 2021 and ongoing, as needed.	Feedback and complaint mechanisms are accessible to all customers, including those from multicultural backgrounds. Translation services are available, where required.

Commitment 5: Capability

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

Action	Responsibility	Timeline	Target
Maintain cross-cultural awareness of FWO employees by: - providing appropriate learning opportunities for staff to build their cultural awareness	Communications Branch Engagement Branch People Branch	Ongoing	All FWO staff have completed mandatory diversity training.

Action	Responsibility	Timeline	Target
<ul style="list-style-type: none"> - regularly sharing insights gained from engagement with multicultural communities 			<p>At least two additional learning opportunities are promoted to all staff during the term of this Plan.</p> <p>Insights and trends gained from engagement with multicultural communities are regularly shared with all FWO staff via internal communications, and these communications are receiving good levels of engagement.</p>
<p>Maintain and utilise a register of linguistically diverse FWO staff, including those that are accredited with the National Accreditation Authority of Translators and Interpreters (NAATI)</p>	<p>People Branch</p>	<p>Ongoing</p>	<p>FWO staff with diversity and personal language skills are known and can provide appropriate assistance across the agency</p>
<p>Capture, promote and use internal and external data about multicultural customers.</p> <p>Explore the limits of FWO's ability to capture data on multicultural communities and investigate work-arounds, where possible.</p>	<p>Compliance and Enforcement Group</p> <p>Engagement Branch</p> <p>Policy Branch</p>	<p>Ongoing</p>	<p>FWO is able to provide accurate data on our CALD clients to internal and external stakeholders.</p> <p>Data is regularly shared across the agency.</p>

Action	Responsibility	Timeline	Target
Recognise events and occasions that celebrate cultural diversity such as Harmony Day	People Branch	Ongoing	Agency wide participation and recognition of cultural events

Commitment 6: Openness

Be transparent in the implementation of multicultural access and equity.

Action	Responsibility	Timeline	Target
Report on the Multicultural Access & Equity Action Plan and assess against targets as required	Engagement Branch	Reporting to the Department of Home Affairs occurs around September each year	FWO meets Australian Government requirements for multicultural access and equity
Publish Multicultural Access & Equity Action Plan on the FWO website	Communications Branch	Plan will be publicly available on the FWO website by December 2020.	Plan is publicly available on the FWO website by December 2020. The most current version of the Plan is maintained on the website and updates are made, as required.

Contact

FWO Community Engagement Team

community.engagement@fwo.gov.au