

# Fair Work Ombudsman's Multicultural Access and Equity Action Plan 2016-19

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## Version History

| Version | Date       | Author        | Revision Comments                      |
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| V0.1    | 1/7/2016   | Lyn Barnett   | Initial Draft                          |
| V0.2    | 04/07/2016 | Louise Peters | Review of draft                        |
| V0.3    | 01/08/2016 | Louise Peters | Incorporating feedback from Directors  |
| V1.0    | 01/08/2016 | Tom O'Shea    | Approved first version of the document |

### Approvals

| Name       | Role  | Date       |
|------------|---|------------|
| Tom O'Shea | Executive Director, Migrant Worker Strategy & Engagement Branch | 01/08/2016 |
|            |   |            |

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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 Fair Work Ombudsman are free to all workers and employers in Australia.

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.

The Multicultural Access and Equity Action Plan will assist the FWO in achieving its vision of being valued by the community for supporting compliant, productive and inclusive workplaces.

## Our Multicultural Access and Equity Vision

The FWO's Multicultural Access and Equity vision is that all working Australians, including those from multicultural backgrounds, participate in compliant, productive and inclusive workplaces and that the FWO's multicultural customers feel adequately supported by our services, products and offerings.

## Our Plan

The Executive Director of the Migrant Worker Strategy & Engagement (MWSE) Branch has overall responsibility for the FWO's Multicultural Access and Equity Action Plan and its implementation.

While the MWSE Branch led the development of this Action Plan, there was close liaison with representatives of other agency branches. The Action Plan therefore represents a whole of agency commitment to improving access and equity for multicultural customers.

# Our Actions

## Commitment 1: Leadership

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

| Action  | Responsibility  | Timeline               | Target  |
|---|---|------------------------|---|
| Appoint a relevant SES sponsor to be responsible for the implementation of Multicultural Access & Equity Policy obligations   | Executive Director,<br>MWSE Branch                          | 30 June 2016           | SES officer responsible for Action Plan appointed                       |
| Develop and implement an agency Multicultural Access & Equity Action Plan   | MWSE Branch<br><br>Supported by all other branches of FWO   | 30 July 2016           | Action Plan developed and communicated to all staff                     |
| Promote awareness of and adherence to access and equity principles to staff   | MWSE Branch<br><br>Communications Team<br><br>People Branch | Commencing 1 July 2016 | Staff are aware of and adhere to principles of access and equity        |
| Encourage staff commitment to the Multicultural Access & Equity Action Plan and its successful implementation through ongoing and engaging internal communications activities | Communications Team   | Commencing 1 July 2016 | Staff are aware of the Action Plan and engaged in associated activities |

| 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  | Workplace diversity initiatives are promoted to and supported by FWO employees and Senior Executives |

## Commitment 2: Engagement

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

| Action  | Responsibility  | Timeline               | Target   |
|---|---|------------------------|--|
| Design and implement strategies that involve working closely with community leaders, businesses and workers, to educate and engage with multicultural communities about workplace relations | MWSE Branch<br><br>Supported by other relevant areas of FWO | Commencing 1 July 2016 | Increased awareness of Australian workplace laws and engagement between multicultural communities and the FWO<br><br>Implementation of target group strategies, including Chinese Australian Engagement Strategy and International Students Strategy |
| Collaborate with industry, government and community stakeholders when designing inquiries into systemic issues of non-compliance involving overseas nationals working in Australia          | Operations Group, particularly the Campaigns Team           | Ongoing                | Improved knowledge about causes of and trends in non-compliance and how best to address them   |

| Action  | Responsibility   | Timeline | Target  |
|---|--|----------|---|
| Continue to provide an in-language resource for community groups to run education sessions about Australian workplace rights and responsibilities | MWSE Branch  | Ongoing  | Community groups continue to access and use the resource, and provide feedback allowing continual improvement   |
| Leverage existing relationships to distribute resources for multicultural communities   | MWSE Branch<br>Supported by Communications Team and Operations Group, particularly the Proactive Compliance & Education Branch | Ongoing  | Resources are shared with multicultural communities   |
| Tailor and deliver education direct to multicultural communities through public presentations and speaking engagements where appropriate          | MWSE Branch<br>Supported by Operations Group   | Ongoing  | Accept requests for FWO representatives to engage with multicultural groups and/or their representatives where appropriate  |
| Continue to maintain in-language website content on fairwork.gov.au   | Website & Intranet Team  | Ongoing  | The FWO website has useful and accessible information about workplace laws in top priority language groups<br><br>In-language website content is maintained and updated with any policy/legislation changes at the same time as the rest of the website |

| Action  | Responsibility   | Timeline               | Target  |
|---|--|------------------------|---|
| Undertake a program of work to review and enhance FWO's in-language materials (web-based and other), including exploring alternative modes of delivery such as storyboards and audio/visual files | MWSE Branch<br><br>Supported by Education Resources Team, Website & Intranet Team, Communications Team | Commencing 1 July 2016 | In-language materials are improved to be more accessible, relevant and helpful to multicultural customers |
| Use multicultural media channels where appropriate  | Media Team<br><br>MWSE Branch<br><br>Communications Team   | Ongoing                | Appropriate information is provided to multicultural media outlets  |

## 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   |
|--|--|------------------------|--|
| Educate staff about the need to consider multicultural access and equity when preparing new guidelines, policies and programs                              | Whole of Agency, particularly MWSE Branch, People Branch and Communications Team (internal communications) | Commencing 1 July 2016 | Staff are aware of the need to consider multicultural access and equity when preparing documentation and programs  |
| Explore ways to ensure procurement incorporates costs of language and translation services or other services to remove barriers to multicultural customers | MWSE Branch<br><br>Finance Team<br><br>Supported by whole of agency  | Commencing 1 July 2016 | The costs of language services or other services are built into procurement processes to ensure they are included in quotes, submissions or tenders received |

| Action   | Responsibility   | Timeline               | Target   |
|--|--|------------------------|--|
| Share across the FWO information and intelligence received through community engagement activities | MWSE Branch<br><br>Supported by all areas of the FWO undertaking any such activities | Commencing 1 July 2016 | FWO programs and services are designed to effectively meet the needs of migrants, visitors on visas and those with limited English |

## Commitment 4: Performance

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

| Action  | Responsibility   | Timeline               | Target  |
|---|--|------------------------|---|
| Seek feedback from multicultural communities and/or their representatives   | MWSE Branch<br><br>Customer Feedback & Information Access Team<br><br>Operations Group | Ongoing                | FWO programs and resources effectively meet the customer's needs<br><br>Feedback is used to improve and enhance FWO services, products and operations |
| Review feedback and complaint mechanisms to ensure accessibility for all customers, including where appropriate, relevant references to the availability of Translating and Interpreting Services | Customer Feedback & Information Access Team<br><br>Supported by MWSE Branch            | Commencing 1 July 2016 | Feedback and complaint mechanisms are accessible to all customers, including those from multicultural backgrounds                                     |

| Action   | Responsibility   | Timeline   | Target   |
|--|--|--|--|
| Capture useful, usable and complete data with respect to multicultural customers (while not compromising customer experience, privacy or operational requirements) | Statistical Research, Analysis and Reporting Team<br><br>Operations Group                    | Ongoing, with data collection to be monitored on a monthly basis | FWO and government policy making into the future is well informed<br><br>Contribute to the Melbourne Law School Migrant Worker Campaign Data Collection Exercise from 1 July 2016 – 30 June 2017 |
| Monitor and report on the FWO's activities associated with multicultural communities, including the outcomes of the MWSE Branch                                    | MWSE Branch<br><br>Operations Group<br><br>Statistical Research, Analysis and Reporting Team | Commencing 1 July 2016   | Desired outcomes of the MWSE Branch are met<br><br>The FWO has a clear picture of its activities as they relate to multicultural customers   |

## Commitment 5: Capability

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

| Action   | Responsibility                   | Timeline               | Target   |
|--|----------------------------------|------------------------|--|
| Increase the level of cross-cultural awareness of FWO employees through implementing appropriate cultural awareness training | MWSE Branch<br><br>People Branch | Commencing 1 July 2016 | All FWO staff have the skills to engage appropriately with multicultural customers |

| Action   | Responsibility   | Timeline | Target   |
|--|--|----------|--|
| Maintain a register of FWO bilingual staff including those that are accredited with the National Accreditation Authority of Translators and Interpreters (NAATI) | People Branch  | Ongoing  | FWO staff with diversity and personal language skills are known and can provide appropriate assistance across the agency. This includes assistance with legal proceedings, for example, records of interview, affidavit evidence, witness preparation and understanding of court proceedings |
| Use internal and external data about multicultural customers to inform our work  | MWSE Branch<br>Operations Branch<br>Strategic Research, Analysis and Reporting Team                          | Ongoing  | Agency programs and services are evidence based and supported by data relating to target communities<br><br>Data is used to inform litigations including interactions with witnesses and respondents   |
| Recognise events and occasions that celebrate cultural diversity such as Harmony Day   | People Branch<br><br>Supported by all other areas of the FWO, including special interest groups and networks | 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   | MWSE Branch   | Ongoing<br><br>End of cycle reports due each September (from September 2017) | FWO meets its commitment to the Australian Government requirements for multicultural access and equity   |
| Publish Multicultural Access & Equity Action Plan on the FWO website   | Website & Intranet Team   | August 2016  | Action Plan is available to view by the Australian community   |
| Share resources (including, where appropriate, this Action Plan), experience and strategies with other departments and agencies as appropriate | MWSE Branch<br><br>Supported by all other relevant teams                        | Commencing 1 July 2016   | Assistance is provided to other agencies<br><br>Improved interaction, engagement and communication across agencies with respect to multicultural initiatives |
| Respond to feedback from multicultural customers regarding access and equity   | Customer Feedback & Information Access Team<br><br>Supported by whole of agency | Ongoing  | Feedback regarding access and equity is responded to in an appropriate and timely manner   |

## Contact

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