



# Australian National Audit Office

## Agency Multicultural Plan for 2013-15



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***Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness.***

This Agency Multicultural Plan covers the Australian National Audit Office (ANAO).

### Our vision for Multicultural Access and Equity Policy

The ANAO is committed to promoting and supporting social inclusion, access and equity. We seek to achieve this by actively building a working environment that supports and encourages employees with a range of skills and life experiences, different cultural and social backgrounds. Delivery of the ANAO's outcome is supported by our commitment to achieving multicultural access and equity.

### Our Department or Agency

***What is your department or agency's core business?***

The ANAO is a specialist public sector practice providing a full range of audit services to the Parliament as our primary client, the Australian Government and public sector entities. It is the independence of the Auditor-General and the quality and objectivity of our work that forms the foundation of our standing and reputation. Our purpose is to provide the Parliament with an independent assessment of selected areas of public administration, and assurance about public sector financial reporting, administration, and accountability.

***How does the work of your department or agency impact on Australia's culturally and linguistically diverse communities?***

ANAO audits and assurance reviews can impact indirectly on the target groups through the identification and reporting of improvements in policy development, coordination, program delivery and services delivered on behalf of the Government through a range of government agencies. In addition, our audits will often take into account stakeholder perspectives. In this capacity the ANAO's audit teams have some limited engagement with the target groups if they are stakeholders affected by government programs. Our audits will often take into account stakeholder perspectives.

***How does your AMP support your department or agency's core business?***

The ANAO is committed to promoting and supporting diversity by recognising, valuing and promoting in its people a range of abilities, skills, languages, cultures and backgrounds. This AMP will assist in promoting these values in our audit activities with client agencies.

## Our AMP

### ***Who is the Senior Executive Officer responsible for your AMP internally?***

The Executive Director of Corporate Management Branch will have responsibility for implementation of this plan within the ANAO. Implementation of the plan will be monitored through the ANAO's Executive Board of Management.

### ***Who was involved in your AMP working group?***

The Corporate Management Branch was involved in the development of this AMP and approval was given by the Auditor-General.

### ***Outline what your department or agency seeks to achieve through your AMP?***

The Plan aims to achieve:

- increased employee awareness of the importance and benefits of considering culturally and linguistically diverse (CALD) backgrounds in our work;
- better employee understanding of the Multicultural Access and Equity Policy (the Policy); and
- identification of CALD communities with whom our audit clients engage.

## Focus area

This Plan will focus on **capability**. The ANAO provides specialist audit services and reports to Parliament. To effectively perform its audit work program, the ANAO requires an appropriate understanding of the methods by which relevant government agencies engage with CALD communities. We will focus on promoting employee understanding of the access and equity needs of CALD communities as well as developing the appropriate diversity skills to inform our work.

## 1. Leadership

The ANAO believes with effective leadership, employees are better placed to understand and commit to the implementation of their AMP.

The role of champion for this AMP has been assigned to the Executive Director, Corporate Management Branch. This officer has the requisite stature and influence to provide a leadership role for the agency and inspire agency employees, contractors and service delivery partners to embrace and implement the Multicultural Access and Equity Policy obligations in their everyday work.

**1.1 Executive accountability:** Department or agency to assign a Senior Executive Officer to be responsible for implementation of multicultural access and equity obligations.

**1.2 Department or agency commitment:** Department or agency leadership to ensure that staff understand and are committed to multicultural access and equity implementation.

	<i>Action</i>	<i>Responsibility</i>	<i>Timeline</i>	<i>Target</i>
1.1	<p><b>Executive accountability</b></p> <p>Appoint a Senior Executive Service officer to be responsible for implementation of multicultural access and equity obligations.</p> <p>Establish ongoing reporting mechanisms to monitor AMP implementation.</p>	<p>Auditor-General</p> <p>Executive Director, Corporate Management Branch</p>	<p><b>Completed</b></p> <p><b>July 2013</b></p>	<p>SES officer appointed (Executive Director, Corporate Management Branch)</p> <p>Reports on implementation provided to the Executive Board of Management regularly</p>
1.2	<p><b>Agency commitment</b></p> <p>ANAO Senior Executive Service (SES) officers actively promote multicultural access and equity priorities.</p> <p>ANAO SES monitor and advise ANAO employees on the implementation of the AMP</p>	<p>Executive Director, Corporate Management Branch</p> <p>Executive Director, Corporate Management Branch</p>	<p><b>July 2013</b></p> <p><b>July 2013</b></p>	<p>AMP actions discussed at Service Group meetings</p> <p>Reporting against AMP implementation occurs at Service Group meetings.</p>

1.3	<p>Update the ANAO Intranet to include a range of resources to increase employee understanding and awareness. Resources could include:</p> <ul style="list-style-type: none"> <li>• Multicultural Access and Equity Policy</li> <li>• ANAO AMP</li> <li>• links to other resources and relevant Australian Government standards and guidelines etc</li> </ul>	Executive Director, Corporate Management Branch	<p><b>July 2013</b></p> <p><b>July 2013</b></p> <p><b>July 2013</b></p> <p><b>September 2013</b></p>	<p>Reviewed annually</p> <p>Reviewed annually</p> <p>Reviewed annually</p> <p>Reviewed yearly</p>
1.4	<p>An announcement regarding the development of the AMP will be accompanied by a statement from the Executive Director, Corporate Management Branch highlighting the Agency's commitment to multicultural access and equity</p> <p>Completion of AMP actions will be communicated to staff.</p>	<p>Executive Director, Corporate Management Branch</p> <p>Executive Director, Corporate Management Branch</p>	<p><b>August 2013</b></p> <p><b>June 2015</b></p>	<p>AMP launched</p> <p>Completion of AMP actions is communicated to ANAO employees</p>

## 2. Engagement

The ANAO provides specialist audit services and reports to Parliament. To effectively perform its audit work program, the ANAO requires an appropriate understanding of the methods by which relevant government agencies engage with CALD communities. This can be achieved through an increased awareness of the different CALD communities with whom government agencies interact.

**2.1 Stakeholder engagement: Department or agency** to have an engagement strategy to understand culturally and linguistically diverse communities' interactions with department or agency.

**2.2 Language and communication: Department or agency** to have a language and communication plan for culturally and linguistically diverse communities, including on the use of languages other than English and incorporating the use of interpreters and translators.

	<i>Action</i>	<i>Responsibility</i>	<i>Timeline</i>	<i>Target</i>
2.1	<p><b>Stakeholder engagement</b></p> <p>The ANAO will incorporate multicultural access and equity and cultural competency considerations into the development of performance audit work plans, directed to understanding culturally and linguistically diverse communities' interactions with government departments or agencies.</p>	Group Executive Director, Performance Audit Services Group	<b>September 2013</b>	Engagement strategy completed for each relevant audit
2.2	<p><b>Language and communication</b></p> <p>The ANAO will incorporate a language and communication plan for engaging with audit clients from culturally and linguistically diverse communities that has regard to the frequency and nature of our engagement.</p>	Executive Director, Performance Audit Services Group	<b>July 2014</b>	Plan completed for relevant audits

### 3. Performance

The ANAO provides specialist audit services and reports to Parliament. To effectively perform its audit work program, the ANAO requires an appropriate understanding of the methods by which relevant government agencies engage with CALD communities. We will focus on promoting employee understanding of the access and equity needs of CALD communities as well as developing the appropriate diversity skills to inform our

**3.1 Performance indicators and reporting:** Department or agency to develop a set of KPIs relating to engagement with, or outcomes of services to, culturally and linguistically diverse clients.

**3.2 Feedback:** Department or agency to have arrangements in place to ensure affected culturally and linguistically diverse communities are able to provide feedback on department or agency multicultural access and equity performance.

	<i>Action</i>	<i>Responsibility</i>	<i>Timeline</i>	<i>Target</i>
3.1	<p><b>Performance indicators and reporting</b></p> <p>Cross cultural training for all Performance Audit staff;</p> <p>Performance Audit teams giving explicit consideration to CALD communities' issues in developing audit work plans.</p>	<p>Executive Director, Corporate Management Branch</p> <p>Executive Director, Performance Audit Services Group</p>	<p><b>December 2013</b></p> <p><b>June 2014</b></p>	<p>At least 75% of Performance Audit staff participate in cross cultural training</p> <p>All Performance Audit work plans include CALD considerations</p>
3.2	<p><b>Feedback</b></p> <p>The ANAO website will be modified to highlight opportunities for community and individual feedback. The ANAO's corporate email address will be promoted on the website for provision of feedback in respect of audit work.</p>	<p>Executive Director, Corporate Management Branch</p>	<p><b>December 2013</b></p>	<p>Website updated</p>

## 4. Capability

The ANAO provides specialist audit services and reports to Parliament. To effectively perform its audit work program, the ANAO requires an appropriate understanding of the methods by which relevant government agencies engage with CALD communities. We will focus on promoting employee understanding of the access and equity needs of CALD communities as well as developing the appropriate diversity skills to inform our work.

**4.1 Cultural competency:** Department or agency to have training and development measures to equip staff with cultural competency skills.

**4.2 Research and data:** Department or agency to collect ethnicity data on the culturally and linguistically diverse groups with which the department or agency engages and to which it delivers services directly or indirectly.

	<i>Action</i>	<i>Responsibility</i>	<i>Timeline</i>	<i>Target</i>
4.1	<p><b>Cultural competency</b></p> <p>Current cross cultural training to be extended to enable access by all agency staff.</p> <p>Diversity training to continue to be offered to all staff.</p> <p>All existing diversity awareness and cross cultural training courses to be reviewed to identify opportunities to incorporate information on the Multicultural Access and Equity Policy and the ANAO AMP.</p>	<p>Executive Director, Corporate Management Branch</p> <p>Executive Director, Corporate Management Branch</p> <p>Executive Director, Corporate Management Branch</p>	<p><b>December 2013</b></p> <p><b>June 2015</b></p> <p><b>December 2014 and December 2015</b></p>	<p>Course included in L&amp;D Calendar for 2014</p> <p>At least 75% of staff have completed the diversity training.</p> <p>Annual reviews undertaken</p>
4.2	<p>A calendar of events that includes dates of significance and important community events will be maintained.</p>	<p>Executive Director, Corporate Management Branch</p>	<p><b>August 2013</b></p>	<p>Events promoted to ANAO staff</p>
4.3	<p><b>Research and data</b></p> <p>Review client agency data in the course of our audit work.</p>	<p>Executive Director, Performance Audit Service Group</p>	<p><b>July 2013</b></p>	<p>Agency CALD data considered with relevant performance audit reports</p>

## 5. Responsiveness

To effectively perform its audit work program, the ANAO requires an appropriate understanding of any whole-of-government standards and guidelines developed by agencies to address multicultural access and equity considerations. It also needs to understand the effectiveness of government policies, programs and services delivered to culturally and linguistically diverse communities.

**5.1 Standards:** Any whole-of-government standards and guidelines developed by the department or agency must address multicultural access and equity considerations.

**5.2 Policy, program and service delivery:** Provision to ensure that policies, programs, community interactions and service delivery (whether in-house or outsourced) are effective for culturally and linguistically diverse communities.

**5.3 Outsourced services:** Where relevant, provision for incorporation of multicultural access and equity requirements into contracts, grant agreements and related guidance material of which the department or agency has carriage.

	<i>Action</i>	<i>Responsibility</i>	<i>Timeline</i>	<i>Target</i>
5.1	<b>Standards</b>			
5.2	<b>Policy, program and service delivery</b>			
5.3	<b>Outsourced services</b>			
	The ANAO will give consideration to any whole-of-government standards and guidelines, policies, programs and services developed by agencies when planning and carrying audit activities.	Executive Director, Performance Audit Services Group	<b>July 2013</b>	Audit plans reflect due consideration
	Audit reports will give consideration, and adhere, to CALD Standards, Policies, Program and Service Delivery and Outsourced services.	Executive Director, Performance Audit Services Group	<b>June 2014</b>	Audit reports include consideration of CALD Standards, as appropriate.
	ANAO to conduct a cross agency performance audit of Access and Equity.	Group Executive Director, Performance Audit Services Group	<b>June 2015</b>	Audit report planning commenced

## 6. Openness

In accordance with the *Auditor-General Act 1997* the ANAO tables all audit reports in Parliament and publishes all reports on the ANAO website. ANAO's governance documentation is also available from the ANAO website.

**6.1 Publishing: Department or agency** to publish AMPs on department or agency websites and performance reports against KPIs for culturally and linguistically diverse clients in department or agency annual reports.

**6.2 Data: Department or agency** to make culturally and linguistically diverse data available to other departments or agencies and the public.

	<i>Action</i>	<i>Responsibility</i>	<i>Timeline</i>	<i>Target</i>
6.1	<p><b>Publishing</b></p> <p>ANAO will include the AMP as one of our governance documents available from our website.</p> <p>All audit reports are available from our website.</p> <p>KPIs, including those for relating to multicultural access and equity, are reported in our Annual Report.</p>	Executive Director, Corporate Management Branch	<p><b>July 2015</b></p> <p><b>July 2015</b></p> <p><b>June 2014 and June 2015</b></p>	<p>AMP published</p> <p>Audit reports available</p> <p>KPIs reported in annual report</p>
6.2	<p><b>Data</b></p> <p>Performance Audit reports, including those containing culturally and linguistically diverse data, tabled in Parliament and published on the ANAO website.</p>	Group Executive Director, Performance Audit Services Group	<b>July 2015</b>	Performance audit reports tabled in Parliament