



Australian Government

Cancer Australia

Cancer Australia Agency Multicultural Plan





Agency Multicultural Plan: 2013–15

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

Our vision for Multicultural Access and Equity Policy

Cancer Australia is committed to ensuring that it is responsive to the needs of Australia's culturally and linguistically diverse population.

Our agency

Cancer Australia's vision is to reduce the impact of cancer and improve the wellbeing of those affected by cancer in Australia. The Cancer Australia Access and Equity Agency Multicultural Plan (AMP) supports this vision by ensuring that the agency's services and resources are accessible by all Australians, irrespective of their place of birth, cultural or linguistic backgrounds, or religious beliefs.

Our AMP

Cancer Australia's AMP articulates the agency's priorities over the next two years in order to improve the accessibility and responsiveness of its services to Australia's culturally and linguistically diverse communities. Ensuring all Australians have access to quality cancer care is a key focus for Cancer Australia and its AMP will assist the agency in delivering its vision of reduced impact and improved wellbeing for people affected by cancer across Australia.

Agency Multicultural Plan for 2013–15

1. Leadership

Leadership in multicultural access and equity is fundamental to Cancer Australia's status as the trusted national leader in cancer control. Effective leadership will ensure enhanced cancer service delivery and coordination of care for all Australians affected by cancer.

	Action	Responsibility	Timeline	Target
1.1	Executive accountability: Appoint a Senior Executive Officer to coordinate and oversee implementation of multicultural access and equity obligations	Senior Management Team	July 2013	Senior Executive Officer appointed
1.2	Agency commitment: Appoint an internal Access and Equity Committee to assist in communicating Policy implementation requirements across the agency and to ensure that staff understand and are committed to implementation of the Multicultural Access and Equity Policy	Senior Management Team	September 2013	Access and Equity Committee established and members engaged
1.3	Develop clear Terms of Reference to define purpose, objectives and membership of the Committee	Manager, Corporate Affairs	November 2013	Clear Terms of Reference developed, approved and issued to committee members
1.4	Other actions: Incorporate Cancer Australia's vision for and commitment to multicultural access and equity into its 2014-19 Strategic Plan	Health Promotion & Communication team	July 2014	Strategic Plan published, including a clear statement of Cancer Australia's vision for the Multicultural Access and Equity Policy
1.5	Enhance staff awareness and understanding of the Multicultural Access and Equity Policy by incorporating internal promotion of it into Cancer Australia's Internal communication strategy	Health Promotion & Communication team	August 2013	Actions to raise awareness of the Multicultural Access and Equity Policy incorporated in the Cancer Australia internal communication strategy

2. Engagement

Effective engagement with culturally and linguistically diverse communities is central to Cancer Australia achieving its mission of reduced impact and improved wellbeing of people affected by cancer. Understanding consumer and stakeholder needs is critical to ensuring all Australians have access to the services they require.

	Action	Responsibility	Timeline	Target
2.1	Stakeholder engagement: Commence planning of stakeholder engagement strategy to assist in increased understanding of culturally and linguistically diverse communities' interactions with Cancer Australia	Multicultural Access & Equity Committee	January 2014	Stakeholder engagement strategy finalised and published on Cancer Australia website
2.2	Undertake a stakeholder analysis to identify who the key/target audiences are – both generally and in terms of specific programs/projects – in order to better understand their information needs	General Manager, Programs/ Multicultural Access & Equity Committee	April 2014	
2.3	Finalise and begin implementation of stakeholder engagement strategy	Multicultural Access & Equity Committee	December 2014	
2.4	Language and communication: Develop a language and communication plan for culturally and linguistically diverse communities to facilitate arrangements for the provision of information resources in a range of languages	Manager, Corporate Affairs and Health Promotion & Communication team	November 2014	Language and Communication plan finalised and published on the Cancer Australia website
2.5	Other actions: Identify a priority languages list applicable across key Cancer Australia resources for translating.	Health Promotion & Communication team	November 2014	Languages list finalised and approved by Senior Management Team

3. Performance

Measuring performance in delivering accessible and equitable policies, programs and services to culturally and linguistically diverse communities will enable continuous quality improvement and ensure that cancer control efforts are informed by the experience of stakeholders, thereby ensuring that Cancer Australia is effective in meeting the needs of all Australians affected by cancer.

	Action	Responsibility	Timeline	Target
3.1	Performance indicators and reporting: Develop a set of KPIs relating to engagement with, and outcomes of services to, culturally and linguistically diverse clients	General Manager, Programs/ Multicultural Access & Equity Committee	June 2015	Set of KPIs defined and approved by the Cancer Australia Senior Management Team
3.2	Feedback: Review current feedback mechanisms to ensure they are appropriate for and responsive to the needs of culturally and linguistically diverse communities, and that feedback received is dealt with appropriately	Health Promotion & Communication team	February 2014	Internal report compiled outlining the findings of the review of feedback mechanisms
3.3	Implement improvements/additional mechanisms based on any areas for improvement identified by the review	Health Promotion & Communication team	July 2014	Provisions to improve any areas identified in the Report will be in place

4. Capability

It is imperative that Cancer Australia staff, contractors and service delivery partners are skilled in cultural competency to assist the agency in planning and delivering services that are effective and culturally appropriate. This, ultimately, will enable Cancer Australia to respond appropriately to the needs of its stakeholders and audiences.

	Action	Responsibility	Timeline	Target
4.1	<p>Cultural competency: Conduct compulsory cultural awareness training to ensure staff are appropriately equipped with cultural awareness and competency skills</p>	Manager, Corporate Affairs	May 2014	Internal training session conducted and attended by all staff
4.2	Support attendance at additional cultural awareness training courses, seminars and conferences as part of staff professional development plans	All line managers	June 2015 (end of next full PDP review cycle)	Cultural awareness training identified by staff and considered/approved by Senior Management Team
4.3	<p>Research and data: Collect ethnicity data on the culturally and linguistically diverse groups with which Cancer Australia engages and to which it delivers its services</p>	General Manager, Programs/ Corporate Affairs team	December 2014	Cancer Australia's corporate contact database will be updated to include a field where relevant diversity information can be inserted
4.4	<p>Other actions Identify key indicators of diversity (e.g. country of birth data, language preferences, etc.) to guide scope of resources that should be considered for translation. These indicators will be considered for inclusion in future data collection</p>	Multicultural Access & Equity Committee	December 2014	Set of indicators defined and corporate contact database fields updated accordingly

5. Responsiveness

Cancer Australia is committed to responding effectively to the needs of culturally and linguistically diverse communities in order to improve cancer service delivery and to ensure the provision of high-quality, accessible information to aid consumer decision making and to raise awareness of cancer.

	Action	Responsibility	Timeline	Target
5.1	Standards: Conduct an audit to identify any whole-of-government standards and guidelines developed by Cancer Australia	Multicultural Access & Equity Committee	March 2014	Internal report compiled outlining findings of audit
5.2	Where relevant, update any whole-of-government standards and guidelines to ensure they adequately address multicultural access and equity considerations	Multicultural Access & Equity Committee/ Production Coordinator	June 2014	All relevant standards and guidelines identified in the audit report will be updated
5.2	Policy, program and service delivery: Ensure that policies, programs, community interactions and service delivery are effective for culturally and linguistically diverse communities by reviewing strategies for engagement	General Manager, Programs/ Multicultural Access & Equity Committee	February 2015	Initial consultations undertaken with communities and feedback regarding agency performance sought
5.3	Outsourced services: Update all Cancer Australia procurement and contract templates, grant/funding agreements and related guidelines to include multicultural access and equity requirements	Senior Advisor, Program Funding and Procurement	June 2014	Templates updated, published on the Cancer Australia intranet and promoted internally
5.4	Other actions: Develop a style guide to ensure those responsible for contributing to Cancer Australia's written resources and reports are aware of the importance of presenting information Plain English and ensuring general inclusiveness in relation to references to ethnic groups	Health Promotion and Communication team	February 2015	Style guide will be finalised, published on Cancer Australia's intranet and promoted internally

6. Openness

Cancer Australia strives to be open and accountable regarding its interactions with and responsiveness to culturally and linguistically diverse Australians through clear, effective communication with the public.

	Action	Responsibility	Timeline	Target
6.1	Publishing: Publish all two-yearly AMPs on Cancer Australia website, commencing with the 2013-15 AMP	E-comms	July 2013	CA's 1 st two-yearly AMP (covering the period 2013-15) published on Cancer Australia website
6.2	Include performance reports against KPIs for culturally and linguistically diverse clients in Cancer Australia's annual reports, commencing with the Cancer Australia Annual report 2014-15	Health Promotion & Communication team	June 2015	Inclusion of defined KPIs for culturally and linguistically diverse clients will be incorporated into plans for development of the Cancer Australia Annual Report 2014-15 (which will be tabled in Parliament by Oct 2015)
6.3	Data: Act transparently by placing notice on Cancer Australia website to inform users that the agency will be engaging in data capture, analysis and possible disclosure of de-identified information to improve responsiveness to Australia's culturally and linguistically diverse communities	E-Comms	June 2014	Statement will be uploaded to the Cancer Australia website
6.4	Make de-identified culturally and linguistically diverse data available to other departments or agencies and to the public, where appropriate	Multicultural Access & Equity Committee/ Corporate Affairs team	December 2014	Requests for information will be logged, reviewed and responded to in a timely manner and information provided where approved