

Multicultural Diversity Action Plan

2018-2021

Department of Transport



Department
of Transport

We acknowledge Aboriginal people as Australia's first peoples, and as the Traditional Owners and custodians of the land on which we live and work.

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Acronyms

AHRC	Australian Human Rights Commission
CDP	Cultural diversity plan
DoT	Department of Transport
DPC	Department of Premier and Cabinet
MASC	Victorian Office of Multicultural Affairs and Social Cohesion
VMC	Victorian Multicultural Commission

Definitions

The phrase ‘cultural diversity’ is used in this document to mean the range of cultures, languages and religions that make up Victorian communities and workplaces.

Victoria’s Office of Multicultural Affairs and Social Cohesion (MASC) describes cultural diversity plans as providing the “systematic means for departments and agencies to deliver accessible and responsive services to culturally and linguistically diverse Victorians”.

“Cultural diversity success is when diversity in groups is the norm; when groups aren’t identified as culturally diverse, but as a really good team, that works well together”.

Cultural Diversity Focus Group Participant

Purpose of the plan

This cultural diversity plan provides an outline of DoT's commitment and the actions we will undertake to support cultural diversity, both internally and externally.

The plan forms part of the department's Workforce Diversity and Inclusion Framework

The plan sets out departmental expectations and standards, through positive statements and regular, consistent actions. It identifies that leadership and ownership are needed at all levels to foster a culturally diverse and inclusive workforce, and to support access to services and economic development opportunities.

The plan also outlines DoT's aspirations to support culturally diverse staff at all levels.

The Executive Director, People and Culture is responsible for the plan's coordination, supported by governance arrangements within People and Business through to the Executive Board.

The plan's progress will be evaluated annually with AHRC's [Workplace Cultural Diversity Tool](#) to monitor the department's success in strengthening cultural diversity.

DoT's cultural diversity activities are reported to the Department of Premier and Cabinet (DPC) after the end of each financial year and made publicly available in the Victorian Government Report in Multicultural Affairs. For a full list of report requirements, refer to Appendix.

“Cultural diversity is much wider than inclusion. It's valuing the difference in people; understanding the difference, acknowledging, respecting and valuing it. Valuing it in the workplace is using it in the workplace.”

DoT Cultural Diversity Focus Group Participant

Our vision, principles and goals

Vision for the plan

To foster a culturally diverse and inclusive workplace that reflects the sectors and communities we work with, by building team member capability to support an inclusive economy with equitable access to services and economic participation.

Principles

Our principles are values based:

- Respect** Equitable access to opportunities and services promotes inclusion and participation.
- Relationships** We collaborate to empower culturally diverse communities.
- Opportunities** People from culturally diverse communities should have the same access and opportunities as others.

Goals

Goal 1: Leadership

Our leaders will champion the cultural diversity plan to foster engagement at all levels.

We will all support cultural diversity through ownership at all levels.

Goal 2: Information building

We will build our understanding of internal cultural diversity.

We will build our understanding of the cultural diversity of the communities we work with.

We will capture cultural diversity initiatives to share internally, and report annually.

Goal 3: A culturally diverse workforce

We will support opportunities to grow cultural diversity at all levels of the organisation.

Our workforce will reflect the communities we work with.

Achieving our goals

Goal 1: Leadership

Our leaders will champion the cultural diversity plan to foster engagement at all levels.
We will all support cultural diversity through ownership at all levels.

Achieving Goal 1

Leadership and Ownership	Leaders and staff to support delivery of the plan's actions by participating in diversity events, activities and training, and modelling inclusive behaviours.
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Goal 2: Information building

We will build our understanding of internal cultural diversity.
We will build our understanding of the cultural diversity of the communities we work with.
We will capture cultural diversity initiatives to share internally, and report annually.

Achieving Goal 2

Program, policy and service delivery	Consult culturally diverse communities and advisory boards when making decisions about programs, policies and services involving culturally diverse communities. Use available demographic and service data on cultural diversity to support decision making for programs, policies and service delivery for the inclusion of culturally diverse communities. Embed cultural diversity considerations in policy, program and service delivery design, monitoring and evaluation.
Knowledge capture and sharing	Collect whole-of-department cultural diversity success stories and share on DoT internal platforms. Make multilingual information available to culturally diverse communities on DoT websites and through publications and other communication channels.

Goal 3: A culturally diverse workforce

We will support opportunities to grow cultural diversity at all levels of the organisation.
Our workforce will reflect the communities we work with.

Achieving Goal 3

Pathway opportunities	Undertake research into leadership diversity and monitor and report on progress in increasing cultural diversity in senior roles. Strengthen the department's commitment to increasing cultural diversity at senior levels when selecting staff for leadership development and other professional development opportunities. Have a targeted focus on cultural diversity considerations in talent assessment and recruitment for senior roles.
Professional development	Use networking opportunities to build organisational capability and support culturally diverse staff, including establishing a staff network and cross-departmental networks. Provide targeted training to support staff to deliver services to culturally diverse communities.

Case study: Accessible information and resources

To improve access to the department's services and programs, \$2.28m was invested in 2015-16 to provide a wide variety of translated resources and materials that target people from culturally and linguistically diverse backgrounds.

The information is translated into 23 languages: Arabic, Burmese, Chinese, Croatian, Greek, Indonesian, Italian, Japanese, Korean, Macedonian, Maltese, Persian, Polish, Russian, Serbian, Sinhalese, Somali, Spanish, Tagalog, Tamil, Thai, Turkish and Vietnamese.

The translation project utilises the diversity of languages available among DoT staff to assist with proofreading.



Appendix A: Legislative and policy drivers

Multicultural Victoria Act 2011

The *Multicultural Victoria Act 2011* provides a framework for a whole-of-government approach to multicultural affairs, which recognizes and values the cultural, religious, racial and linguistic diversity of the people of Victoria.

The Act establishes the Victorian Multicultural Commission (VMC) its objectives, functions and powers. A statutory body, the VMC provides independent advice to the Victorian Government on multicultural affairs, and to “strengthen our community”.

The Act also establishes eight Regional Advisory Councils for regional areas of Victoria, and establishes annual reporting requirements of the Commission and Government Departments and Ministers.

Other Legislative Frameworks

Other legislative drivers for cultural and linguistic diversity in Victoria includes:

- *Racial and Religious Tolerance Act 2011* which prohibits the vilification of people on the grounds of race or religious belief.
- *Equal Opportunity Act 2010* which prohibits the discrimination, sexual harassment and victimisation of a person or people, and promotes the progress towards equality.
- *Charter for Human Rights and Responsibilities Act 2006* is Victorian legislation that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires public authorities, and people delivering services on behalf of the government, to act consistently with the human rights in the Charter.

Victorian Auditor-General’s Report (May 2014) *Accessibility of Government Services for Migrants, Refugees and Asylum Seekers*

This report acknowledges the economic, social and cultural benefits immigration contributes to Victoria and the significant and complex needs new arrivals have. It identifies the need to improve government services to Victoria’s cultural diversity communities.

Victorian’s Multicultural Policy Statement: Victorian. And Proud of It.

Released in February 2017, by the Honorary Daniel Andrews, MP (Premier) and Robin Scott MP (Minister for Multicultural Affairs), the policy statement sets out the Victorian Government’s approach to cultural diversity. The vision is to drive concrete improvements across government and ensure that every Victorian can belong, contribute, achieve and succeed.

DoT’s Strategic Plan, Transport Portfolio

The strategic plan sets the vision for the productive, competitive and sustainable Victorian economy that contributes to a prosperous and inclusive society.

Appendix B: Reporting requirements to DPC

In accordance with the *Multicultural Victoria Act 2011*, Part 6, Clause 26, each Department Head will report the following information at the end of each financial year in the [Victorian Government Report in Multicultural Affairs](#).

- the use of interpreting and translating services
- communications in languages other than English and communications in the multicultural media
- any major improvements made, or initiatives developed that promote multiculturalism in Victoria and meet the identified needs of Victoria's culturally and linguistically diverse communities, including the identified needs of youth, older persons and women within these communities
- the extent to which people from different cultural and linguistically backgrounds were represented on boards and committees
- progress under its cultural diversity plan
- any initiatives developed to meet the identified needs of diverse communities in rural and regional areas
- any measures taken to promote human rights in accordance with the *Charter of Human Rights and Responsibilities 2006*.

Appendix C: Implementation plan

	Action	Time Frame	Responsible Group
1	Leadership: Our leaders will champion the cultural diversity plan to foster engagement at all levels. We will all support cultural diversity through ownership at all levels.		
1.1	Leadership and ownership		
a.	Leaders and staff to support delivery of the plan's actions by participating in diversity events, activities and training, and modelling inclusive behaviours.	Ongoing	All Staff All Business areas
2	Information building: We will build our understanding of internal cultural diversity. We will build our understanding of the cultural diversity of the communities we work with. We will capture cultural diversity initiatives to share internally, and report annually.		
2.1	Program, policy and service delivery		
a.	Consult culturally diverse communities and advisory boards when making decisions about programs, policies and services involving culturally diverse communities.	Ongoing reported annually	All business areas
b.	Use available demographic and service data on cultural diversity to support decision making for programs, policies and service delivery for the inclusion of culturally diverse communities.	Ongoing reported annually	All business areas
c.	Embed cultural diversity considerations in policy, program and service delivery design, monitoring and evaluation.	Ongoing	All business areas ED People and Culture
2.2	Knowledge capture and sharing		
a.	Collect whole-of-department cultural diversity success stories and share on DoT internal platforms.	Quarterly	Executive Director, People and Culture All business areas
b.	Make multicultural information available to culturally diverse communities on DoT websites and through publications and other communication channels.	Ongoing reported annually	All business areas

Action		Responsible Group
3	A culturally diverse workforce: We will support opportunities to grow cultural diversity at all levels of the organisation. Our workforce will reflect the communities we work with.	
3.1	Pathway opportunities	
a.	Undertake research into leadership diversity and monitor and report on progress in increasing cultural diversity in senior roles.	Year 1 Executive Director, People and Culture
b.	Strengthen the department's commitment to increasing cultural diversity at senior levels when selecting staff for leadership development and other professional development opportunities.	Year 2 Ongoing Executive Director, People and Culture All business areas
c.	Have a targeted focus on cultural diversity considerations in talent assessment and recruitment	Year 2 Ongoing All business areas
3.2	Professional development	
a.	Use networking opportunities to build organisational capability and support culturally diverse staff, including establishing a staff network and cross-departmental networks.	Year 1 Year 3 Executive Director, People and Culture All business areas
b.	Provide targeted training to support staff to deliver services to culturally diverse communities.	Ongoing assessed annually Executive Director, People and Culture



