



**Australian Government**

**Auditing and Assurance Standards Board**

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26 July 2013

The Office of the Auditing and Assurance Standards Board (AUASB) is part of the Treasury Portfolio. The AUASB has developed and submitted its combined Agency Multicultural Plan (Plan) with other Treasury Portfolio Agencies to the Australian Multicultural Council (the Council)

The Council endorsed the Plan and the Minister for Multicultural Affairs formally approved the Combined Plan in July 2013.

Under the Multicultural Access and Equity Policy: Respecting Diversity. Improving responsiveness, the AUASB is committed to continue to work with government policies, programs and services to ensure cultural and linguistic diversity.

A handwritten signature in black ink, appearing to read 'Merran Kelsall'.

Merran Kelsall  
Chairman and CEO

# The Department of the Treasury Agency Multicultural Plan (AMP) 2013–15

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

*This Agency Multicultural Plan:*

- *covers the Treasury and the Australian Office of Financial Management, the Commonwealth Grants Commission, the Corporations and Markets Advisory Committee, the Inspector-General of Taxation, the National Competition Council, the Office of the Auditing and Assurance Standards Board and the Office of the Australian Accounting Standards Board.*
- *does not cover the Australian Bureau of Statistics, the Australian Competition and Consumer Commission, the Australian Prudential Regulation Authority, the Australian Securities and Investments Commission, the Australian Taxation Office, the Productivity Commission and the Royal Australian Mint.*

### **Our vision for Multicultural Access and Equity Policy**

*Our staff are committed to the APS Values and multicultural access and equity. We provide advice that is culturally and linguistically aware and improves the wellbeing of the Australian people.*

### **Our department**

*The Treasury's mission is to improve the wellbeing of the Australian people by providing sound and timely advice to the Government, based on objective and thorough analysis of options, and by assisting Treasury ministers in the administration of their responsibilities and the implementation of Government decisions.*

*As a central policy agency within the Australian Public Service, the Treasury seeks to formulate policy advice that takes into account all of the elements of wellbeing.*

*Treasury's Portfolio Agencies and Bodies covered by the Agency Multicultural Plan (AMP):*

- *The Australian Office of Financial Management is responsible for the management of Australian Government debt and certain financial assets. It issues Treasury Bonds, Treasury Indexed Bonds and Treasury Notes, manages the Government's cash balances and invests from time to time in high quality financial assets including term deposits and investment grade fixed interest investments.*
- *The Commonwealth Grants Commission provides advice to the Australian Government in response to terms of reference. The main subject on which the advice is sought is the allocation among the states of the goods and services tax (GST) revenue.*
- *The Corporations and Markets Advisory Committee provides informed and expert advice to the Government about corporate, financial product and financial market matters, on its own initiative or when requested by the Minister. It seeks to promote a sound and effective regulatory environment through the provision of timely advice to the Minister about relevant policy and law design issues.*
- *The Inspector-General of Taxation seeks to improve tax administration through community consultation, review and independent advice to government.*
- *The National Competition Council makes recommendations under the National Access Regime and recommendations and decisions under the National Gas Law to promote competition, efficiency and productivity in markets that depend on the use of services provided by monopoly infrastructure facilities.*
- *The Office of the Auditing and Assurance Standards Board makes auditing standards, formulates guidance on auditing and assurance matters and participates in and contributes to the development of a single set of auditing standards for world-wide use.*
- *The Office of the Australian Accounting Standards Board develops a conceptual framework for the purpose of evaluating proposed accounting standards and international standards, makes accounting standards under the Corporations Act 2001, formulates accounting standards for other purposes and participates in and contributes to the development of a single set of accounting standards for world-wide use.*

### **Our AMP**

*The Treasury's AMP has been endorsed by the Treasury's Executive Board. A Senior Executive Officer will be assigned by the Treasury's Executive Board, and they will have responsibility for the delivery of the AMP's objectives. The Treasury's AMP is designed to put into effect the department's vision for multicultural access and equity.*

## 1. Leadership

*The department makes informed decisions on the development and implementation of policies to improve the wellbeing of the Australian people.*

### Minimum obligations

**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><i>The Executive Board will assign a Senior Executive Officer to be the department's Multicultural Champion responsible for the implementation of multicultural access and equity obligations.</i></p>	<i>Executive Board</i>	<i>1 July 2013</i>	<i>A Senior Executive Officer is appointed as the Multicultural Champion.</i>
1.2	<p><b>Department or agency commitment</b></p> <p><i>The Executive Board will establish a Multicultural Access and Equity Working Group to discuss and promote the AMP obligations and oversee the implementation of the plan.</i></p> <p><i>The department will manage an internal communication strategy to promote awareness of multicultural access and equity obligations over the period of the plan. This will include all staff communications, promotion of appropriate cultural diversity events through the year and dissemination of information and resources through the intranet designed to enhance staff multicultural access and equity awareness.</i></p> <p><i>Our AMP will be made available on the Treasury's webpage.</i></p>	<p><i>Executive Board</i></p> <p><i>Multicultural Access and Equity Working Group</i></p> <p><i>People and Organisational Strategy Division</i></p>	<p><i>1 September 2013</i></p> <p><i>31 December 2013</i></p> <p><i>1 July 2013</i></p>	<p><i>The Multicultural Access and Equity Working Group is established.</i></p> <p><i>An internal communication strategy is developed.</i></p> <p><i>The AMP is available on the Treasury's webpage.</i></p>

## 2. Engagement

*Our engagement with culturally and linguistically diverse stakeholders will build better and stronger relationships and allow the department to deliver advice that considers the diverse needs of all Australians.*

Minimum obligations

**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><i>The department will undertake a language and cultural audit to identify its culturally and linguistically diverse stakeholders.</i></p> <p><i>The outcomes from the language and cultural audit will inform the department's Stakeholder Engagement Strategy.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p> <p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>1 July 2014</i></p> <p><i>31 December 2014</i></p>	<p><i>A language and cultural audit has been completed.</i></p> <p><i>The Multicultural Access and Equity Working Group will advise on the outcome of considerations.</i></p>
2.2	<p><b>Language and communication</b></p> <p><i>The Multicultural Access and Equity Working Group will develop a Language and Communication Plan to respond to the identified needs of the community stakeholders that we engage.</i></p> <p><i>The department will consider developing a skills register to outline staff diversity and language competency.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p> <p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>30 June 2015</i></p> <p><i>30 June 2014</i></p>	<p><i>A Language and Communication Plan is developed and available on the Treasury's webpage.</i></p> <p><i>The Multicultural Access and Equity Working Group will advise on the outcome of considerations.</i></p>

### 3. Performance

*The department seeks to improve our responsiveness to culturally and linguistically diverse stakeholders and to clarify the department's accountability to the Multicultural Access and Equity Policy.*

Minimum obligations

**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	<b>Performance indicators and reporting</b>  <i>The department will establish appropriate Key Performance Indicators (KPIs) in engaging with its culturally and linguistically diverse stakeholders.</i>	<i>Multicultural Access and Equity Working Group</i>	<i>30 June 2014</i>	<i>The Multicultural Access and Equity Working Group will advise on the outcome of considerations.</i>
3.2	<b>Feedback</b>  <i>The department will develop an appropriate feedback loop for culturally and linguistically diverse communities on multicultural access and equity performance.</i>	<i>Multicultural Access and Equity Working Group</i>	<i>30 June 2014</i>	<i>A feedback loop is identified.</i>

## 4. Capability

*Treasury brings a whole-of-economy approach to providing advice to government based on an objective and thorough analysis of options. The department understands that it needs to continue to develop the capability of its staff to understand the cultural and linguistic needs of our diverse stakeholders.*

Minimum obligations

**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><i>The department will assess its cultural competency and identify where there are other opportunities to enhance the department's cultural competency. As part of that, the department will investigate the introduction of an elearning module to assist staff to develop cultural competency awareness.</i></p> <p><i>As part of the department's internal communication strategy information and resources will be disseminated through the intranet to enhance staff multicultural access and equity awareness and increase staff cultural competency skills.</i></p>	<p><i>People and Organisational Strategy Division</i></p> <p><i>People and Organisational Strategy Division</i></p>	<p><i>1 July 2014</i></p> <p><i>31 December 2013</i></p>	<p><i>An assessment of the department's cultural competency is undertaken.</i></p> <p><i>An internal communication strategy is developed.</i></p>
4.2	<p><b>Research and data</b></p> <p><i>The department will identify the mechanism to capture ethnicity data in circumstances where it engages with culturally and linguistically diverse groups.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>1 July 2014</i></p>	<p><i>The Multicultural Access and Equity Working Group will advise on the outcome of considerations.</i></p>

## 5. Responsiveness

*The department is committed to being responsive to the culturally and linguistically diverse needs of its stakeholders.*

### Minimum obligations

**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	<p><b>Standards</b></p> <p><i>Where appropriate the department will ensure that any whole of government standards and guidelines will address multicultural access and equity considerations.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>Ongoing</i></p>	<p><i>Whole of government standards and guidelines developed by the department will address multicultural access and equity considerations.</i></p>
5.2	<p><b>Policy, program and service delivery</b></p> <p><i>The department will identify its policies and programs that impact Australia's culturally and linguistically diverse communities.</i></p> <p><i>As part of the department's internal communication strategy (Action 1.2), the department will increase staff awareness of their responsibilities in relation to multicultural access and equity. Increased staff awareness will inform the department's policies and programs.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p> <p><i>People and Organisational Strategy Division</i></p>	<p><i>1 July 2014</i></p> <p><i>31 December 2013</i></p>	<p><i>The appropriate policies and programs that are developed by the department are identified.</i></p> <p><i>An internal communication strategy is developed.</i></p>
5.3	<p><b>Outsourced services</b></p> <p><i>Where relevant the department will review and ensure compliance with the Department of Finance and Deregulation's Procurement Guidelines and incorporate multicultural access and equity requirements into contracts, grant agreements and related guidance material of which the department has carriage.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>Ongoing</i></p>	<p><i>The department's procurement guidelines and contracts are reviewed and relevant changes are made.</i></p>

## 6. Openness

*The department values professional, open and accountable interactions to improve engagement and communication.*

### Minimum obligations

**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><i>Our AMP will be made available on the Treasury's webpage.</i></p> <p><i>Progress against the AMP's KPI's will be published in the department's annual report.</i></p>	<p><i>People and Organisational Strategy Division</i></p> <p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>1 July 2013</i></p> <p><i>Annually (in line with annual report)</i></p>	<p><i>The AMP is available on the Treasury's webpage.</i></p> <p><i>Progress against the AMP's KPIs are detailed in the department's annual report.</i></p>
6.2	<p><b>Data</b></p> <p><i>Where appropriate the department will make its culturally and linguistically diverse data available to other agencies and the public.</i></p>	<p><i>Multicultural Access and Equity Working Group</i></p>	<p><i>As appropriate</i></p>	<p><i>Culturally and linguistically diverse data is available to other agencies and the public.</i></p>