



## **Agency Multicultural Plan for 2013-2015**

*Multicultural Access and Equity Policy - Respecting Diversity. Improving Responsiveness.*

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

The Office of Parliamentary Counsel (OPC) aspires to ensure that Commonwealth legislation is accessible to the widest possible audience, including people from diverse cultural and linguistic backgrounds.

### **Our Agency**

OPC provides specialist legislative drafting and publishing services to more than 70 Australian Government departments and agencies. Through the ComLaw website, OPC also provides free public access to:

- all Acts of the Parliament of Australia under the *Acts Publication Act 1905*
- all legislative instruments registered under the *Legislative Instruments Act 2003*
- the Government Notices Gazette, and
- related material such as compilations of Acts and instruments as amended.

OPC expects to publish a wide range of legislation and related material in 2013-14, including in languages other than English where the text has been authorised by the relevant lawmaker. OPC aspires to make all Commonwealth legislation accessible to the widest possible audience by:

- using plain English and other 'clearer laws' principles in drafting
- offering free online reading support tools for ComLaw content (BrowseAloud), and
- offering ComLaw users information on options for getting legal advice and help with languages other than English.

### **Our Agency Multicultural Plan**

This Agency Multicultural Plan (AMP) sets out how OPC will improve its access and equity capability and outcomes over time. The AMP:

- was developed in consultation with the Department of Immigration and Citizenship
- has been endorsed by OPC's Senior Management Team (SMT), and
- will be championed by the General Manager, Corporate Services and General Manager, Publishing.

If you have any comments on this plan, or on OPC's performance in respect of multicultural access and equity policy more generally, please email [opc@opc.gov.au](mailto:opc@opc.gov.au).

## 1. Leadership

Effective OPC leadership in multicultural access and equity is important to ensure that Commonwealth legislation is accessible to the widest possible audience.

	Action	Responsibility	Timeline	Target
1.1.	<b>Executive Accountability</b> Appoint a Senior Executive Officer/s to champion what OPC is seeking to achieve through the AMP	Senior Management Team	Immediate	Senior Executive Officers appointed
1.2	<b>Agency Commitment</b> Appoint action officers to assist in implementing the AMP	Senior Management Team	Immediate	Action officers are identified throughout this plan

## 2. Engagement

Understanding which cultural and linguistic communities use what services provided by OPC, both directly and indirectly, will enable OPC to provide better information and service.

	Action	Responsibility	Timeline	Target
2.1	<b>Stakeholder Engagement</b> Implement this AMP as an engagement strategy to understand culturally and linguistically diverse communities' interaction with OPC	General Manager, Corporate Services General Manager, Publishing	June 2014	Engagement strategy incorporates access and equity considerations in OPC operations
2.2	<b>Language and Communication</b> Building on existing help material on the ComLaw website, develop and implement a language and communication plan for ComLaw that takes into account the needs of cultural and linguistically diverse communities	General Manager, Publishing	June 2014	Plan addresses use of languages other than English, and of translators and interpreters

## 3. Performance

Measuring OPC performance in respect of cultural and linguistic diversity is important to ensure that OPC is meeting its objectives and identifies possible room for improvement.

	Action	Responsibility	Timeline	Target
3.1	<b>Performance indicators and reporting</b> Develop a set of KPIs that relate to OPC services to culturally and linguistically diverse communities <i>Related action items: 4.2, 6.1, 6.2</i>	General Manager, Corporate Services General Manager, Publishing	End 2013	SMT is briefed on possible KPIs for use in preparing 2013-14 annual report
3.2	<b>Feedback</b> Ensure that culturally and linguistically diverse communities are able to provide feedback on agency access and equity performance	General Manager, Corporate Services General Manager, Publishing	Early 2015	Feedback is sought as part of developing 2015+ plan

## 4. Capability

OPC statutory office holders, staff, contractors and service delivery partners with cultural competency are more likely to identify and quickly resolve any access and equity issues relevant to OPC and its clients.

	Action	Responsibility	Timeline	Target
4.1	<b>Cultural Competency</b> Equip staff with cultural competency	General Manager, Corporate Services	June 2014	Training needs analysis is completed and training booked if required
4.2	<b>Research and data</b> Collect ethnicity data on the culturally and linguistically diverse groups with which OPC engages, both directly and indirectly <i>Related action items: 3.1, 6.1, 6.2</i>	General Manager, Publishing  General Manager, Corporate Services	Ongoing	Data is collected on ComLaw users through Google Analytics and on OPC staff

## 5. Responsiveness

An effective response to the needs of culturally and linguistically diverse communities will help ensure that these stakeholders are able to find out about, understand and comply with Commonwealth legislation.

	Action	Responsibility	Timeline	Target
5.1	<b>Standards</b> Ensure any whole-of-government drafting and publishing standards issued by OPC address access and equity considerations	First Parliamentary Counsel	Oct 2014	Standards take into account access and equity issues
5.2	<b>Policy, program and service delivery</b> Ensure information/services delivered by OPC are effective for culturally and linguistically diverse communities	General Manager, Corporate Services  General Manager, Publishing	Early 2015	Outcomes are assessed as part of developing 2015+ plan
5.3	<b>Outsourced services</b> Demonstrate responsiveness to multicultural access and equity considerations and obligations where relevant in contracts, grants etc.	General Manager, Corporate Services	Immediate	New contracts etc. take into account access and equity issues where relevant

## 6. Openness

Publishing and reporting annually against the AMP will ensure that stakeholders are clear about what OPC is doing to improve its access and equity capability and outcomes over time.

	Action	Responsibility	Timeline	Target
6.1	<b>Publishing</b> Publish the AMP on the OPC website and report performance against agency KPIs in agency annual reports <i>Related action items: 3.1, 4.2, 6.2</i>	General Manager, Corporate Services	1 July 2013 then annually	Publishing targets are met from July 2013
6.2	<b>Data</b> Make culturally and linguistically diverse data available to other agencies and the public through OPC's annual report <i>Related action items: 3.1, 4.2, 6.1</i>	General Manager, Corporate Services	Annually	Summary data is included in OPC annual report