



Australian Government
Bureau of Meteorology

Multicultural Access and Equity Action Plan

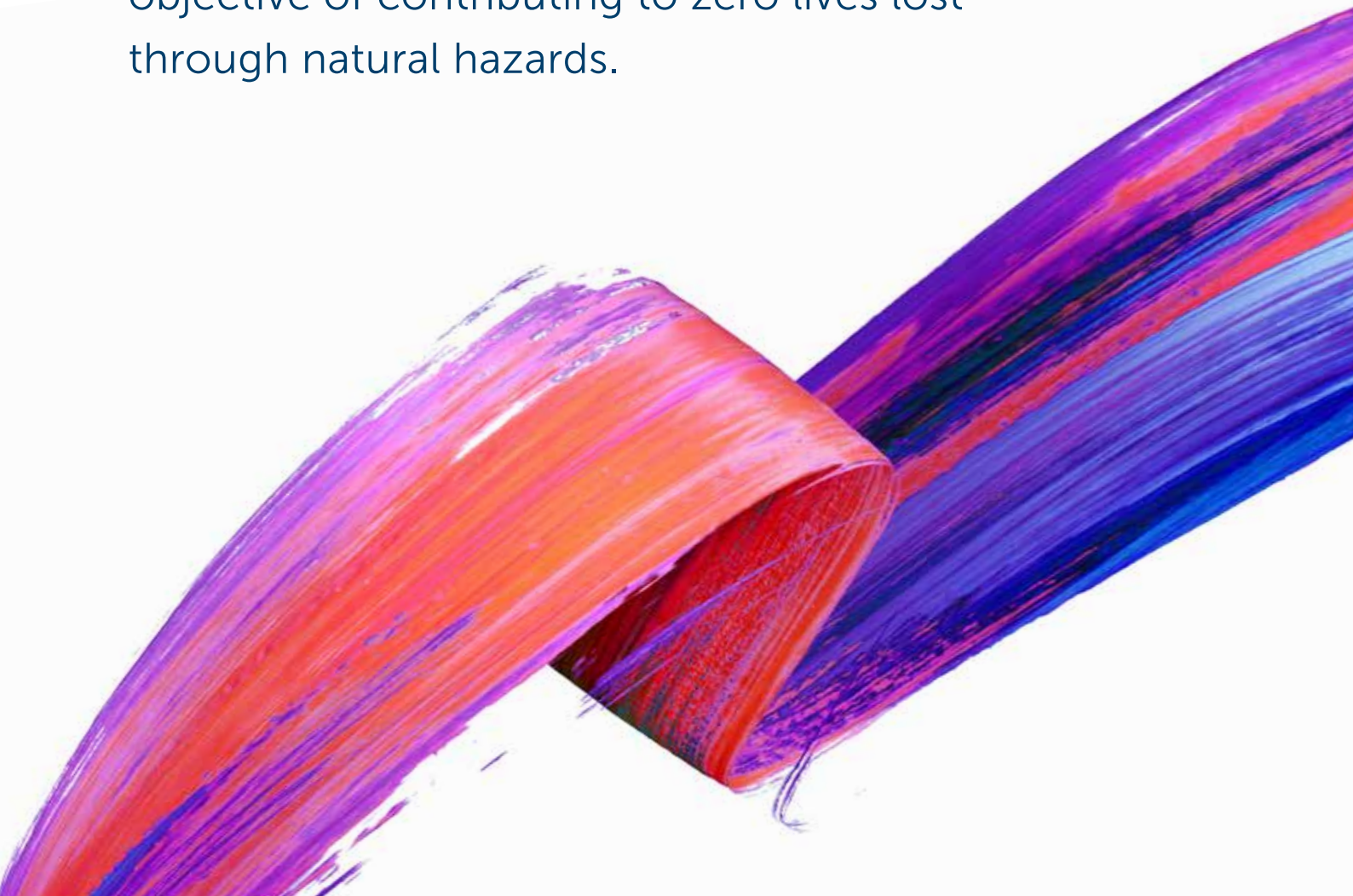
2019–2022



DIVERSITY
& INCLUSION

Our **multicultural access and equity** vision

To deepen our engagement with culturally and linguistically diverse (CALD) customers and to provide accessible, reliable and responsive services that meet their needs and support our objective of contributing to zero lives lost through natural hazards.





CEO message

It is with great pleasure that I present the Multicultural Access and Equity Action Plan 2019–2022. It is designed to help ensure a safe, prosperous, secure and healthy Australia. It will improve our responsiveness to our customers, partners and stakeholders, including our culturally and linguistically diverse (CALD) communities.

To achieve our goal of contributing to zero lives lost due to natural hazards we must deliver our products and services in ways that provide the highest impact and value, and meet the needs of all Australians—regardless of their cultural and linguistic background.

This plan outlines how we will provide a more outstanding and connected experience for a diverse community. We will deepen our understanding of our customer, partner and stakeholder needs, building on our delivery of accessible information and ensure our service delivery models are fit for purpose for CALD groups, wherever they are in Australia.

Importantly, this plan ensures our commitment to a respectful, diverse and inclusive workplace, where we value people with different backgrounds and ways of thinking, and all employees have access to equitable opportunity.

The plan fulfils our obligations under the **Australian Government Multicultural Access and Equity Policy**, and is aligned with our **Diversity and Inclusion Commitment Statement**.

We acknowledge the contribution of our multicultural reference group and the support of the Federation of Ethnic Communities' Councils of Australia (FECCA) in developing this plan.

This plan and its implementation is a vital step on the Bureau's pathway to being highly valued by the community for its role in enabling a safe, prosperous, secure and healthy Australia.

A handwritten signature in black ink, appearing to read 'A. Johnson', with a long horizontal flourish extending to the right.

Dr Andrew Johnson FTSE FAICD
CEO and Director of Meteorology

31 July 2019

Our agency

The Bureau is Australia's national weather, climate and water agency and our mission is to provide trusted, reliable and responsive weather, water, climate and ocean services for Australia—all day, every day.

We are a diverse organisation working for a diverse Australia and our workforce is made up of employees from many different backgrounds. Our people and the different perspectives they bring are critical in helping us understand our customers, partners and stakeholders, and to make better decisions.

OUR DIVERSE WORKFORCE



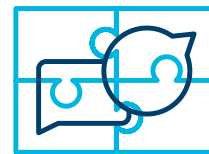
**36 per cent of our employees
were born overseas**



**We have over
70 countries of birth**



**25 per cent of our employees speak a
language other than English**



**We speak over
30 different languages**

The Bureau has a long history of providing products and services that contribute to economic prosperity, public safety and community well-being. We are continually improving our services and products to meet the changing environment and evolving needs of the Australian community, our customers, partners and stakeholders.

Our plan

Our plan is designed to improve our impact engagement with, and servicing of, CALD communities. By making our services more accessible and responsive to the needs of CALD communities, we will contribute to the goal of zero lives lost due to natural hazards, and ensure the Bureau supports the health, safety and livelihoods of all in the Australian community.

To develop this plan we have:

- consulted with Bureau business areas, including input from the multicultural reference group;
- reflected on our current multicultural performance, acknowledged our need to mature in this area and identified actions to achieve this;
- consulted with Federation of Ethnic Communities' Councils of Australia (FECCA); and
- benchmarked our multicultural performance against best-practice organisations.

This plan will:

- improve our understanding of the needs of CALD customers, partners and stakeholders and address barriers to accessing our products and services;
- build on our existing efforts to deliver accessible products and services;
- ensure our service-delivery model, systems, capabilities and partnerships are set up to support the delivery of our most critical information, including public weather warnings in accessible formats that meet the needs of our CALD communities;
- continue to leverage and expand existing relationships with partner organisations in each State and Territory to support the delivery of products and services to CALD customers;
- build strong partnerships with peak bodies representing CALD Australians;
- improve our reach to the CALD community—including refugee, emerging and visiting populations—through diverse channels, such as ethnic and multicultural media and broadcasters; and
- continue our focus on building a diverse and inclusive workplace where diversity of thought, background and approach is valued, and where everyone is encouraged to make a unique and meaningful contribution.

Our actions

Over the next three years the Bureau will take actions that will build the foundation for improved engagement and service delivery to CALD customers, partners, stakeholders and their communities.

Action table key

Accountability refers to the person ultimately accountable for the success of the action, ensuring the people responsible deliver the action(s) assigned

Responsibility refers to the action owners who will deliver the action

COMMITMENT 1: LEADERSHIP

Demonstrate a commitment to multicultural access and equity and take responsibility for its implementation

Action	Accountability	Responsibility	Timeline	Target
1 Assign a Group Executive member as Multicultural Champion responsible for leading the implementation of the Multicultural Access and Equity Plan and delivering improvements in multicultural performance	CEO	Executive	Ongoing	Multicultural Champion reports annually to the Executive on multicultural performance; chairs multicultural reference group meetings and facilitates multicultural events
2 Lead the Bureau's multicultural reference group to respond to multicultural access and equity concerns and to support the implementation and monitoring of the Multicultural Access and Equity Plan	Multicultural Champion	General Manager Organisational Development	Ongoing	Multicultural Reference Group meets quarterly as a minimum Multicultural Reference Group terms of reference reviewed annually External CALD representation and input to the reference group included where appropriate
3 Identify and promote examples of our performance and innovation in multicultural access and equity	Chief Customer Officer & Group Executive Business Solutions	General Manager Customer Relationships Multicultural Reference Group	Annually	Examples of innovation, best practice multicultural performance and outstanding customer experience promoted to Bureau business groups and where appropriate, relevant media outlets, APS agencies and parliamentarians We promote the Bureau as a diverse and inclusive organisation and celebrate our diversity

COMMITMENT 2: ENGAGEMENT

Identify and strategically engage with CALD clients, stakeholders and communities

Action	Accountability	Responsibility	Timeline	Target	
4	Build strategic partnerships with peak national, State and Territory multicultural organisations and actively consult to seek their input to improve servicing of CALD customers.	Group Executives	General Managers	Ongoing	Partnerships established with peak organisations including the Federation of Ethnic Communities' Councils of Australia (FECCA), FECCA State/Territory and regional members and other relevant organisations
5	Develop multicultural customer and stakeholder engagement guidelines and incorporate in Bureau engagement plans Undertake regular consultation with stakeholders to address access and equity barriers and deliver responsive services	Group Executive Community Services	General Manager Decision Support Services General Manager Communications	December 2020 Ongoing	Meet and consult with multicultural partners in each State and Territory Stakeholder guideline on engaging with CALD customers published on the intranet CALD engagement activities incorporated into State/Territory Plans and customer/sector plans
6	Regularly participate in multicultural conferences, events and forums	Multicultural Champion	General Managers	Ongoing	Participation in FECCA biennial conference Annual participation in State and Territory multicultural forums and events
7	Ensure user-centred design involves CALD customers and stakeholders in the development and improvement of products and services	Group Executive Data and Digital	General Manager Digital Channels and Customer Experience Design	Ongoing	CALD customers included in design discussions and user testing Feedback on the access and usability of the Bureau's website by CALD customers is actively obtained

Action	Accountability	Responsibility	Timeline	Target	
8	Partner with multilingual and ethnic media outlets, organisations and broadcasters to assist with disseminating key information to CALD customers	Group Executive Community Services	General Manager Decision Support Services General Manager Communications	December 2020	Contacts and dialogues established with SBS and the National Ethnic and Multicultural Broadcasters Council List of ethnic media outlets and multicultural broadcasters for disseminating information developed and reviewed regularly on an ongoing basis
9	Continue to leverage and expand on existing forums with our primary partners in all States and Territories to enhance our engagement with CALD stakeholders to improve service delivery	Group Executive Community Services	General Manager Decision Support Services Community Engagement Manager General Manager Communications	Ongoing	CALD stakeholders are represented at relevant Bureau and primary partner events including: <ul style="list-style-type: none"> • Pre-season and pre-event preparedness briefings • Post-event debriefs • Post-season meetings • Climate and water briefings • Cross-jurisdictional working groups Database of CALD stakeholders maintained to provide oversight of CALD relationships and stakeholder engagement activities
10	Continue to deliver the Weather Connect service to vulnerable customers	Group Executive Community Services	General Manager Decision Support Services	Ongoing	Monitor and report on the cultural diversity of customers using the Weather Connect service
11	Develop guidelines on translation and interpreting services	Group Executive Science & Innovation Group	General Manager Organisational Development	December 2021	Translation and interpreting guidelines published on the intranet

Action	Accountability	Responsibility	Timeline	Target
<p>12 Develop a multicultural language and communication procedure to detail the channels and a range of communication formats and techniques, including use of plain English; infographics and where relevant, translation to enable effective communication with CALD audiences</p> <p>The procedure will outline the use of languages other than English, the priority Bureau information requiring translation and channels used to reach CALD customers</p>	Group Executive Community Services	<p>General Manager Decision Support Services</p> <p>Community Engagement Manager</p> <p>General Manager Communications</p>	June 2022	<p>The procedure is published on the intranet</p> <p>A protocol on the translation of dissemination of warning messages to CALD communities is implemented</p>
<p>13 Provide opportunities for CALD customers to give feedback on our services and establish internal processes to respond to feedback*</p>	Chief Customer Officer & Group Executive Business Solutions	<p>General Manager Customer Relationships</p> <p>General Manager Decision Support Services</p> <p>General Manager Digital Channels and Customer Experience Design</p>	December 2020 Ongoing	Accessible feedback mechanisms implemented

*It is recommended the FECCA **Feedback and Complaints Mechanisms for Multicultural Communities report** is considered when implementing this action.

COMMITMENT 3: RESPONSIVENESS

Strategies are in place to ensure that policies, programs, community interactions and service delivery (whether in-house or outsourced) are responsive to CALD Australians

Action	Accountability	Responsibility	Timeline	Target	
14	Ensure Group Plans, business planning processes, key corporate documents, miPDS documents and major programs of work include specific multicultural servicing commitments, targets and financial considerations.	Group Executives	General Managers Executive Officers	Ongoing	Multicultural servicing commitments included in: <ul style="list-style-type: none"> • Program Plans and Corporate Plan • State/Territory plan • Customer plans • Communication and engagement plans • Pre-season activity plans • Relevant business cases • Product design requirements • miPDS performance plans
15	Relevant business areas work with the PST, Robust and User Centred Design programs to ensure CALD considerations are included in the design of future service delivery models	Group Executives	General Manager Decision Support Services Community Engagement Manager General Manager Communications	Ongoing	Accessibility requirements and CALD specific considerations are included in detailed requirements documents

Action	Accountability	Responsibility	Timeline	Target
16 Elevate our technical capability and systems to improve the accessibility of our information and enable it to be translated into multiple languages	Group Executive Data and Digital	General Manager Digital Channels and Customer Experience General Manager Application Services Robust Channels Lead	December 2022	Data and Digital delivery model includes CALD considerations in the pipeline planning process Weather warnings and weather safety information is accessible and available in multiple languages
17 Incorporate a costing component in new policy proposals and in business case, project planning and procurement templates that promotes consideration of costs associated with servicing CALD customers; to include engagement activities, translation and interpreting services	Group Executive Enterprise Services	General Manager Finance	December 2019	Business case, project and procurement templates include a question on considering the servicing of CALD customers and the associated costs

COMMITMENT 4: PERFORMANCE

Strong and clear mechanisms are in place to measure multicultural access and equity performance

Action	Accountability	Responsibility	Timeline	Target
18 Ensure CALD customers are included in Bureau market research and customer satisfaction surveys	Chief Customer Officer & Group Executive Business Solutions	General Manager Customer Relationships General Manager Decision Support Services	Ongoing	Respondents in market research, surveys and post-event reviews represent CALD customers and stakeholders
19 Develop measures to gain insights on the cultural and linguistic diversity of our customers and website users Measures to be applied to customer surveys, post-events forums and use of digital platforms	Chief Customer Officer & Group Executive Business Solutions	General Manager Customer Relationships General Manager Decision Support Services General Manager Digital Channels and Customer Experience Design	December 2021	The cultural and linguistic diversity of customers is monitored, and metrics published internally on an annual basis
20 Upgrade HR business systems to streamline the collection of workforce data on recruitment, mobility, promotion of CALD staff, in parallel with employee engagement survey results to understand and address any barriers	Group Executive Enterprise Services	General Manager Organisational Development	December 2021	CALD workforce data published annually in the Diversity Measurement Report on the intranet

COMMITMENT 5: CAPABILITY

Understand, and have the capacity to respond to, the cultural and linguistic diversity of Australia's population

Action	Accountability	Responsibility	Timeline	Target
<p>21 Work with stakeholders to harvest and curate relevant research to obtain a deeper understanding of the needs of CALD communities, particularly vulnerable communities</p> <p>This process to include post-event reviews of major natural hazard events on the effectiveness of warning messages with CALD customers</p>	<p>Chief Customer Officer & Group Executive Business Solutions</p>	<p>General Manager Decision Support</p> <p>Community Engagement Manager</p> <p>General Manager Customer Relationships</p>	<p>June 2020</p>	<p>Relevant existing research identified and considered</p> <p>A database of information is established which enables the risk profiles of specific vulnerable communities to be understood</p>
<p>22 Build employee cultural awareness and competency skills through training and resources</p>	<p>Group Executive Science & Innovation Group</p>	<p>General Manager Organisational Development</p> <p>General Manager Customer Relationships</p>	<p>December 2019</p> <p>Ongoing</p>	<p>Online cultural awareness training module delivered</p> <p>Multicultural access and inclusion intranet resource page published</p> <p>Customer training and capability framework reinforces an inclusive approach to customer service and incorporates cultural awareness</p>
<p>23 Maintain a register of the linguistic skills of staff</p>	<p>Group Executive Enterprise Services</p>	<p>General Manager Organisation Development</p> <p>Manager Enterprise Business Systems</p>	<p>December 2021</p>	<p>Languages spoken by staff maintained in the HR system</p> <p>HR system updated to enable staff to register language skills</p>

Action	Accountability	Responsibility	Timeline	Target	
24	Establish a cultural ambassador database of employees who can assist with international visits and CALD engagement including basic translation and cultural activities	Group Executive Science & Innovation Group	General Manager Organisational Development Manager Diversity, Inclusion & STEM	December 2020	Database of Bureau cultural ambassadors established and shared with relevant business areas as required to assist with CALD engagement
25	Develop international visitor guidelines that include advice and tools which assist staff to enhance the visitor experience	Group Executive Science & Innovation Group	General Manager Organisational Development Manager Diversity, Inclusion & STEM	December 2019	International visitor guidelines published on the intranet for staff to access
26	Continue to participate in events that celebrate diversity and promote respect and understanding	Group Executive Science & Innovation Group	General Manager Organisational Development	Ongoing	Annual diversity events held including Harmony week to celebrate cultural diversity Regular diversity and inclusion intranet articles published CALD guest speakers included in events and forums
27	Design culturally sensitive talent management programs which support diversity at all levels, including leadership levels	Group Executive Enterprise Services	General Manager Organisational Development	Ongoing	CALD employees are included and representation monitored in recruitment, mentoring, succession planning and leadership development programs

COMMITMENT 6: OPENNESS

Be transparent in the implementation of multicultural access and equity

Action	Accountability	Responsibility	Timeline	Target
28 Publish and promote multicultural access and inclusion plan	Multicultural Champion	General Manager Organisational Development Multicultural Champion Multicultural Reference Group	December 2019	Published on www.bom.gov.au
29 Report annually on multicultural access and equity outcomes in relevant internal and external reports	Group Executive Science & Innovation Group	General Manager Organisational Development Multicultural Champion Executive Officers	Annually	Multicultural reports published in the Bureau Annual Report and Diversity Measurement Report as well as the Department of Home Affairs annual reporting cycle





CONTACT US

Please contact the Diversity, Inclusion and STEM Program
at diversity@bom.gov.au for any advice and assistance.
