



**Australian Government**  
**Australian Building and  
Construction Commission**

# Agency Multicultural Plan 2017-18

## Our Agency

The Australian Building and Construction Commission (ABCC) is a statutory authority which was established to promote an improved workplace relations framework to ensure that building work is carried out fairly, efficiently and productively for the benefit of all building industry participants, without distinction, and for the benefit of the Australian economy as a whole.

The ABCC achieves this through core activities:

- providing education, assistance and advice to building industry participants;
- undertaking compliance activities; and
- pursuing enforcement activities.

## Our vision for the ABCC Agency Multicultural Plan

Our vision for our Agency Multicultural Plan (AMP) is that people from all culturally and linguistically diverse (CALD) backgrounds have the same access to workplace relations education, assistance and advice as the general public.

## Our AMP

The Senior Executive Officer responsible for ABCC's AMP is Jill Jepson, Chief Operating Officer (COO).

The ABCC's key focus areas for this AMP are:

- providing information about the ABCC's regulatory role to CALD communities within the building and construction industry; and
- establishing channels for open access to CALD communities and promoting people diversity and cultural awareness within our agency to ensure our staff are aware of all CALD activities and actively get involved where possible.

The ABCC will achieve this through leadership, engagement, performance, capability, responsiveness and openness.

The agency commits to continue to build on and develop educational resources targeted toward CALD industry participants to ensure information is accessible and relevant.

## Our impact

Many workers in the Australian building industry come from CALD backgrounds and are considered vulnerable due to a limited understanding about their workplace rights or how to seek help if an issue arises.

The ABCC aims to ensure that all CALD workers in the building and construction industry are treated with the same level of fairness and respect as any other worker in the industry. The ABCC is committed to educating these workers on their rights and responsibilities under Australian workplace laws.

## 1. Leadership

Leadership in multicultural access and equity is essential to ensure executive support and staff engagement on the AMP. Effective leadership will ensure AMP initiatives are included in the ABCC's Business Plans and strategies in order to provide assistance to CALD industry participants in the form of targeted educational resources and access to support.

	Action	Responsibility	Timeline	Target
1.1	Executive accountability			
1.1.1	Appoint a Senior Executive Service officer ('Champion') with overall responsibility for embedding multicultural access and equity in the organisational culture and ensuring that commitments identified in the AMP are fully realised and delivered.	SES appointed: Jill Jepson, COO	Complete	SES officer responsible for AMP has been appointed. Policy obligations are implemented by application of the AMP in relevant business areas.
1.2	Agency commitment			
1.2.1	Develop an internal communications strategy to raise awareness and educate staff about the aims of the AMP.	COO	Progressively throughout the year	ABCC staff are aware of and understand multicultural access and equity commitments set out in the ABCC AMP.
1.2.2	Incorporate CALD discussions as part of induction for all new staff	Human Resources	July 2017	Every Induction process addresses CALD

## 2. Engagement

Effective engagement with CALD communities is essential to ensure the delivery of goals contained in our Business Plan. Focussing on building and strengthening our relationships with CALD communities allows us to uncover issues faced specifically by CALD members of the building and construction industry. This in turn allows us to create targeted resources that are relevant and provide support where needed. Focusing on effective stakeholder engagement also allows us to create helpful networks that allow information and resource sharing, with both CALD communities' organisations and Government departments.

	Action	Responsibility	Timeline	Target
2.1	Stakeholder engagement			
2.1.1	Development and implementation of community outreach materials and resources using technology i.e. website and translation software.	Regional Managers	Facilitated as part of project rollout of website redevelopment	ABCC staff possess knowledge of CALD related issues and are trained to provide additional assistance to building industry participants of diverse backgrounds.
2.1.2	Continue to develop and review educational resources targeted toward our CALD industry participants to ensure information is accessible and relevant.	Dedicated working group if required	To be assessed and if required and developed	Increase in engagement with CALD communities due to increased awareness of the role of the ABCC and how we can help.
2.1.3	Develop and imbed resources to assist ABCC operational staff to engage effectively with CALD workers on site.	Regional Managers / Human Resources / Manager – Comms and Media	January 2018	ABCC operational staff are following agency plan for on-site engagement with CALD workers.
2.2	Language and communication			
2.2.1	Use Google Translate capability to enable expansive language access for stakeholders reducing the need to develop 'priority language' activities.	COO	July 2017	Translated fact sheets and website available when required.
2.2.2	Continue to research and develop in-language products/materials if needed	Manager – Comms and Media	Assess as needed	Translated educational resources that respond to identified needs.
2.2.3	Maintain contract with TIS language interpreting services.	Regional Managers	Ongoing	Contract with TIS is current and accessible for staff support at all times.
2.2.4	Continue to maintain the ABCC's bilingual register within the agency.	Human Resources	Commence July 2017	Increased languages on bilingual register.

### 3. Performance

The ABCC is committed to providing assistance and advice to CALD workers in the building and construction industry. Therefore, measuring our performance on the activities we are undertaking as part of the AMP will allow us to optimise materials, messages and resources for CALD workers in the industry. We will be able to provide workers with relevant advice and information about their workplace rights and responsibilities.

	Action	Responsibility	Timeline	Target
3.1	Performance indicators and reporting			
3.1.1	Develop measurement tools to identify the size of the CALD community especially in areas such as wages and entitlements.	Communications and Media Team to ensure CALD communities are considered in the redevelopment of the website.  Planning and Performance to design ways to capture information	August 2017	A process for developing measurable and appropriate key performance indicators will be in place.
3.2	Feedback			
3.2.1	Explore ways to receive feedback from CALD workers.  Use Google Translate Widget on our website to enable our enquiry form and contact details to be available in translated languages.	Planning and Performance to design ways to capture information to guide processes internally.	August 2017	Have our enquiry form and contact details available in translated languages as per Google Translate.

## 4. Capability

In our mission to ensure that the rule of law prevails in the Australian building and construction industry it is imperative that ABCC staff are competent in their knowledge of the needs of our CALD industry stakeholders and view them as a key client in our service delivery. The ABCC is committed to building internal capacity to understand diversity in our industry and promoting cultural awareness among our staff and service delivery partners. The ABCC is dedicated to creating positive change in the building and construction industry. By strengthening our capacity to engage with CALD stakeholder groups, we can offer increased public value and improve our ability to act as a responsive regulator.

	Action	Responsibility	Timeline	Target
4.1	Cultural competency			
4.1.1	<p>Train staff in the use of translating and interpreting services (TIS) and awareness of access to website translation.</p> <p>Raise awareness that TIS can be used in conjunction with the National Relay Service for deaf and hard of hearing people.</p> <p>Ongoing communication via InSite and Incorporation of Multicultural Access and Equity in the Induction Program.</p>	Regional Managers/ Human Resources	Each Induction; Insite advice about changes to the website and new AMP	<p>All staff are competent in the use of translating and interpreting service and aware of the National Relay Service (within one month of commencing with the agency).</p> <p>Broad awareness of Translate Widget on website.</p>
4.1.2	Create a central repository of CALD resources for staff.	Regional Managers/ Manager - Comms and Media	Identify repository and ensure currency by August 2017	Increased use of CALD resources by staff.
4.1.3	Creation of a diversity strategy.	Human Resources	Review and update	Strategy to be circulated to staff by November 2017.
4.2	Research and data			
4.2.1	Conduct scoping and identification of clients (through stakeholder engagement activities) to raise internal awareness of whom the services, programs or policies should be responsive to.	Planning and Performance	Quarterly review of data and insights, starting July 2017	The ABCC has a strong understanding of our CALD demographic, including the best channels for effective communications and engagement.
4.2.2	Collect specific data and record in new data management system (when implemented) following interaction on 1800 hotline and enquiry email (see also 2.1.3).	Regional Managers Planning & Performance	Following the implementation of InCase.	Accurate and usable data for reporting (Executive Team, Senate Estimates, Annual Report) and to inform future planning of targeted strategic communication campaigns and education initiatives.
4.3	Other actions			
4.3.1	Deliver yearly cultural awareness training for all ABCC staff to ensure	Human	Annually	An annual cultural awareness and diversity

	effective service delivery to CALD stakeholders and industry participants.	Resources		training.
--	--	-----------	--	-----------

## 5. Responsiveness

It is important that the ABCC's services are accessible, fair and sensitive to the needs of CALD building industry participants. This will be achieved by ensuring that the MAP is integrated into the ABCC's policies, standards, guidelines and programs.

	Action	Responsibility	Timeline	Target
5.1	Standards			
5.1.2	Adhere to Whole of Government standards and guidelines that have incorporated access and equity considerations.	COO	July 2017	The ABCC adheres to Whole of Government standards.
5.2	Policy, program and service delivery			
5.2.1	Improve ABCC CALD resources based on feedback required i.e. printed material, electronic material, etc.	COO	Review as needed	Increase languages scope. Increase staff effectiveness and awareness of CALD communities working on industrial sites

## 6. Openness

It is important for the ABCC to be open and accountable about its interactions with and responsiveness to CALD industry participants to provide departments, agencies and clients with certainty about expected performance under the AMP.

	Action	Responsibility	Timeline	Target
6.1	Publishing			
6.1.1	Publish the AMP on the ABCC website.	COO	September 2017	AMP published on website and receiving recordable website hits.
6.2	Data			
6.2.1	Report on Multicultural access and equity activities to the Department of Social Services as required.	COO	As required	Meet reporting requirements