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FECCA
Federation of Ethnic Communities' Councils of Australia

Fact Sheet 10: **Where to From Here?**

The benefits of encouraging a culturally diverse workforce are clear, but where to from here? This factsheet explores further avenues for creating a more culturally diverse and inclusive workforce.

Where to go for information and advice

The following organisations provide useful information and resources to maximise the cultural diversity in your workplace:

- **Department of Immigration and Citizenship (DIAC) -** *http://www.immi.gov.au/*

  Here, you'll find information on cultural and religious dates and events, translating and interpreting services, government policies and procedures around access and equity (for people from culturally and linguistically diverse (CALD) backgrounds) and information about visas, immigration and citizenship.

- **Federation of Ethnic Communities' Councils of Australia (FECCA) -** *http://www.fecca.org.au/*

  This is the peak, national body representing Australians from CALD backgrounds. FECCA's role is to advocate, lobby and promote issues on behalf of voters to government, business and the broader community. Its website provides important information about issues in the multicultural sector, contact details for relevant organisations, and media releases and resources on various issues concerning people of CALD backgrounds.

- **Diversity Council of Australia (DCA) -** *http://www.dca.org.au/*

  This is an independent, not-for-profit workplace diversity adviser to business in Australia. In partnership with its members, DCA's mission is to lead debate on diversity, develop and promote the latest diversity research, thinking and practice, and to deliver innovative diversity practice resources and services to allow its members to achieve business improvement. DCA members have access to a range of free or discounted services to support and enhance their diversity, inclusion capabilities and external profile.

- **Ethnic Communities' Councils (ECC) and Multicultural Communities' Councils (MCC)**

  Further details available at *http://www.fecca.org.au/aboutus/fecca-members-and-associated-councils*

  These promote the principles of multiculturalism through ongoing advocacy, education and community development work across Australia. The state and territory-based organisations have information and resources relevant to their local communities on issues impacting CALD Australians.

- **Local councils**

  Further details available at *http://australia.gov.au/services/service-task/contact/contact-my-local-council*

  Local councils provide demographic and issue-specific information relevant to communities throughout Australia. Local government websites are an excellent source of information regarding community activities and events (including cultural and religious dates), and provide useful material and resources. Most local councils produce publically available resources, such as cultural diversity action plans, which can be used as a reference point for organisations looking to develop their own resources.

- **Academic resources and contacts**

  As well as providing excellent examples of organisational resources (including multicultural policies and action plans), universities and academics provide valuable literature on cultural diversity in Australia. Organisations seeking advice, information, data and statistics on cultural diversity and its impact on their workplace should consider approaching universities for new and emerging research.

- **Migrant Resource Centres (MRC)**

  Contact details available at *http://www.nembc.org.au/info_pages_nembc.php/pages_id/241*

  These centres provide information and resources to support the effective settlement and participation of migrants and refugee entrants across Australia. They provide useful information for organisations trying to engage with their local communities and tailor their services for migrants and refugees accordingly. They also provide resources for organisations as a reference point to help them maximise the cultural diversity of their workforce.

Useful tools and services

The following tools and tips will help your organisation to explore and maximise cultural diversity:

- Organise cultural competence training for your staff including:

  - Working with professional interpreters
  - Communicating effectively across culture
  - Providing culturally responsive services
  - Diversity leadership.

For further information on training opportunities in your region, contact your state or territory's Ethnic Communities' Council or Multicultural Community Council (details can be found on FECCA's website – www.fecca.org.au).

Translating and Interpretive Services

The Translating and Interpreting Service (TIS) National is a service provided by the Department of Immigration and Citizenship for people who don't speak or have difficulty speaking English and for English speakers who need to communicate with them.

TIS National is available 24 hours a day, seven days a week. It provides immediate telephone interpreting services, pre-booked telephone interpreting and on-site interpreting.

For more information please visit *http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/about-tis.htm.*

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Ten key questions to consider regarding your organisation's cultural diversity

The following questions will assist your organisation to determine how effectively it embraces and maximises cultural diversity.

1.	Is cultural diversity embedded in your organisation's philosophy, mission statement, policies and key objectives?
2.	Are CALD staff employed throughout your organisation?
3.	Do staff receive comprehensive training for cultural competence?
4.	Are cultural diversity and ethno-specific resources readily available to your employees?
5.	Have you carried out a cultural self-assessment? If so, have you implemented strategies where further improvement was identified?
6.	Does your organisation appreciate and understand the cultural profile of the local community?
7.	Are employees encouraged to be flexible in their approach to work, and are efforts taken to seek information on specific cultural behaviours or understandings so that interactions with staff, clients and partners are sensitive to cultural differences?
8.	Do senior management actively promote the benefits of cultural diversity?
9.	If you deliver essential services, do you provide adequate support for translating and interpreting?
10.	Do you offer incentives or rewards for workplace initiatives that actively embrace and promote cultural diversity?

Courtesy of the Ethnic Communities' Council of Victoria (ECCV)

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