

**MIGRANT INFORMATION CENTRE (Eastern Melbourne)
Multicultural Equity and Access Program**

Cultural Planning Checklist

The following checklist is a tool designed to evaluate agencies' practices in the planning and delivery of services to CALD communities.

Please read each statement and write in each box with a number from 1-3 which most closely reflects your agency's practices:

1= Always

2= Sometimes

3= Never

1. Planning / Access

To ensure that the Service Plan of your agency meets the needs of clients / carers from CALD backgrounds

Key Objectives	Number the box next to relevant strategies with 1 (Always), 2 (Sometimes) or 3 (Never)
1.1 The service has clear information on the demographics, cultural and religious practices of CALD communities in their local catchment area. This information is readily available to all staff.	<input type="checkbox"/> Our organisation/service collect up-to-date demographic data of CALD population in catchment area. <input type="checkbox"/> Our agency has a cultural resource folder that contains information about diverse communities such as cultural/religious fact sheets, list of local ethnic community groups, multicultural/ethno-specific services <input type="checkbox"/> The resource folder is available to all staff
1.2 Data collected from all clients includes <ul style="list-style-type: none"> • Country of Birth • Preferred language • Interpreter required 	<input type="checkbox"/> We collect client information including cultural background, county of birth, main language spoken, interpreter required during the assessment <input type="checkbox"/> We monitor participation rates across the service to see if the number of CALD clients reflects the percentage of CALD people living in our catchment area, based on the Census data. <input type="checkbox"/> We identify major patterns of under- or over-representation in service use that relates to particular communities or cohorts within a cultural group. We analyse the cause of these patterns and how they might be changed in the future <input type="checkbox"/> We identify major issues or differences in health and well being outcomes of particular community groups compared to others and look for evidence-based approaches to address these issues
1.3 The service has a specific Service Plan, Policy or Strategy developed on improving services to people from a CALD background	<input type="checkbox"/> Our agency has an A& E policy, which links to the organisational Strategic Plan, and includes an action plan for implementation <input type="checkbox"/> We review our CALD policy annually with staff <input type="checkbox"/> We include cultural planning in the regular team planning process

2. Language Services

To ensure that processes for the effective use of Interpreters and Translators are in place

Key Objectives	Number the box next to relevant strategies with 1 (Always), 2 (Sometimes) or 3 (Never)
2.1 Guidelines are in place for the use of interpreters	<input type="checkbox"/> We have a service policy developed and made available to staff, regarding <u>when</u> interpreters should be engaged <input type="checkbox"/> We have guidelines available to all staff on <u>how</u> to work with telephone and on-site Interpreters
2.2 Interpreters / Translators are utilised as required	<input type="checkbox"/> We have a specific budget allocation for interpreting / translations <input type="checkbox"/> Our agency's language services credit line number is available to all staff <input type="checkbox"/> Professional Interpreters are engaged for interpreting purposes when required <input type="checkbox"/> Language maps / posters are displayed in reception areas / customer service desks to facilitate language identification <input type="checkbox"/> Materials (eg, pamphlets, policies) about the service have been translated into relevant languages <input type="checkbox"/> The use of interpreters is monitored and reported against
2.3 Availability of interpreters is actively promoted to consumers in multiple languages	<input type="checkbox"/> The availability of interpreters is clearly advertised on internal and / or external signage <input type="checkbox"/> Promotional material for the service, eg, newsletters, pamphlets and reports advertise the availability of interpreters (in both English and relevant community languages)

3. Consumer Feedback & Consultation

To ensure that CALD background consumers have the opportunity to contribute to planning, monitoring and evaluating of culturally responsive services

Key Objectives	Number the box next to relevant strategies with 1 (Always), 2 (Sometimes) or 3 (Never)
3.1 Involvement in decision making	<input type="checkbox"/> CALD representatives are involved in planning days and in decision making process <input type="checkbox"/> We invite representatives of CALD communities on reference groups and committees
3.2 Quality Assurance (E.g. Grievance procedures or feedback mechanisms are culturally relevant and available in relevant languages and formats)	<input type="checkbox"/> Customer feedback surveys are translated into relevant languages <input type="checkbox"/> Interpreters are available for assisting consumers with customer feedback <input type="checkbox"/> Consumers are aware of the availability of interpreters for customer feedback <input type="checkbox"/> Reports about customer surveys are translated for consumers <input type="checkbox"/> Comments and suggestions in other languages / made through interpreters are recorded in the feedback system <input type="checkbox"/> We utilise existing meetings with CALD groups/communities to seek input into service development

4. Agency Capacity Building

To ensure that the service is developing in a way which is equitable and meets the needs of all cultural groups

Key Objectives	Number the box next to relevant strategies with 1 (Always), 2 (Sometimes) or 3 (Never)
4.1 Staff development includes cultural training components	<input type="checkbox"/> Job descriptions include “experience working with people from culturally diverse background”, or “commitment to work with people from CALD backgrounds” <input type="checkbox"/> We include cultural awareness components in orientation for new staff such as local demographic breakdown of the catchment and current clients, agency guidelines for interpreting and translating and cultural resources <input type="checkbox"/> Cross cultural training is a component of the agency training plan, we send staff to internal and external training sessions <input type="checkbox"/> Our staff appraisals include competence of effective use of language services <input type="checkbox"/> We develop employment strategies that seek to increase the number of bilingual/multilingual and/or CALD staff/volunteers <input type="checkbox"/> We have a database of staff with bilingual skills
4.2 Understanding the needs of clients from a CALD background (E.g. Systems are in place to share and learn about the needs of people from a CALD background, eg, resources, key speakers, training)	<input type="checkbox"/> We regularly attend CALD Networks/forums to understand the issues faced by the CALD communities <input type="checkbox"/> We have in place mechanisms for consultation with service users from CALD backgrounds & ethnic communities in the catchment areas <input type="checkbox"/> We invite guest speakers from CALD communities / agencies to our PD sessions/staff meetings to talk about the needs of clients from CALD background
4.3 Resources are available for staff to better understand the needs of consumers from a CALD background	<input type="checkbox"/> Resources such as training, resource folders, key speakers etc are in place for staff to share and learn about the needs of people from a CALD background <input type="checkbox"/> The agency has a multicultural service directory/ethnic group directory in the resource folder/intranet
4.4 Processes in place for coordination and/or referral with other relevant agencies, e.g., multicultural/ethno specific organisations	<input type="checkbox"/> We have referral protocols and/or agreements with relevant multicultural/ethno specific organisations <input type="checkbox"/> We develop and maintain partnerships with multicultural/ethno-specific organisations

5. Marketing and Promotion

To ensure that the service attempts to reach out to all people who are eligible and may benefit from the service.

Key Objectives	Number the box next to relevant strategies with 1 (Always), 2 (Sometimes) or 3 (Never)
5.1 Dissemination of promotional material	<input type="checkbox"/> The organisational plan has provisions for the dissemination of translated information <input type="checkbox"/> Translated brochures/information are checked by bilingual staff or relevant ethnic contacts <input type="checkbox"/> Information about the service is promoted via ethnic media (print and radio) <input type="checkbox"/> We disseminate information to community venues such as senior CALD clubs, GP, ethno-specific organisations
5.2 Service Imagery	<input type="checkbox"/> Our service brochures, website, banners and reception areas include images of people from diverse cultures <input type="checkbox"/> Pamphlets or information in diverse languages are on display <input type="checkbox"/> Internal and external signage exists in diverse languages
5.3 Use of Technology	<input type="checkbox"/> The agency website provides information about the service in diverse languages <input type="checkbox"/> The agency has links to multicultural and related web sites for staff access (eg. to access translated information)

If you frequently answered '1', your agency is engaged in practices that recognise cultural diversity and aims to deliver a culturally responsive service to people from a CALD background.

If you frequently answered '2' or '3', your agency needs to change its practices to respond more effectively and efficiently to the needs of people from a CALD background.

For all the questions where you answered '2' or '3', please consider how you can change your agency's practices to be more culturally responsive.

References:

Migrant Information Centre (Eastern Melbourne), Central East Primary Care Partnership, 2003. *Cultural Planning Framework & Resource Kit (May 2003)*, Migrant Information Centre (Eastern Melbourne).

Migrant Information Centre (Eastern Melbourne), Department of Human Services (Eastern Metropolitan Region, 2001. *Cultural Planning Tool (CPT) Action Plan Framework*.

Department of Human Services Victoria, 2004. *Cultural Diversity Guide*. DHS, Melbourne Victoria.

Multicultural Disability Advocacy Association of NSW (MDAA). *Factsheet No.6 Cultural Competence Checklist for Agencies*, viewed 28 July 2010, <<http://www.mdaa.org.au/faqs/agencies-mdaa.doc>>