

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

Cultural Planning Template

Name of Organisation: _____

1. **Planning & Access** - To ensure that the service plan meets the needs of clients / carers from culturally and linguistically diverse backgrounds
2. **Language Services** - To ensure that processes for the effective use of interpreters and translators are in place
3. **Consumer feedback & Consultation** - To ensure that CALD background consumers have the opportunity to contribute to planning, monitoring and evaluating of culturally appropriate services.
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.
5. **Marketing & Promotion** - To ensure that the service attempts to reach out to all people who are eligible and may benefit from the service.

Key Area (From list above)	Strategies (What will you do?)	Outcomes (How will you know you have done it?)	Timeline (How long will it take?)	Resources (What do you need?)	Responsibility (Who will do it?)

(Adapted from: Training Manual – Recruiting and Supporting Volunteers from Diverse Cultural and Language Backgrounds, Judith Miralles & Associates, Australian Multicultural Foundation, Volunteering Australia 2007)