



Australian Government  
Australian Transport Safety Bureau

# Agency Multicultural Plan

2013 – 2015



Australia's national transport safety investigator

AVIATION | MARINE | RAIL

## Foreword

As the Chief Executive Officer of the ATSB, I am pleased to set out our commitments in support of the Australian Government's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness.*

With the implementation of this Multicultural Action Plan, the ATSB aims to enhance its understanding of the needs, as they relate to our work, of culturally and linguistically diverse (CALD) communities and the people that comprise them. As part of the Plan, we will continue to ensure the ATSB's staff are culturally aware and familiar with and receptive to the needs and issues of our CALD stakeholders.

To support my personal commitment to multicultural access and equity, I have appointed Mr Adam Charlton to champion the core obligations and objectives of our Plan. Mr Charlton has appropriate tertiary qualifications and extensive experience in working with people from diverse cultural backgrounds and I am grateful he has agreed to take on this important leadership role.

This inaugural Plan lays out the ATSB's vision for and commitment to multicultural access and equity. Over the coming years we will continue to learn more about how to realise this vision and commitment in practical ways. In the interim, I encourage all ATSB staff to make themselves familiar with this Plan and contribute to its overall success.

A handwritten signature in black ink that reads "Martin Dolan". The signature is written in a cursive, flowing style.

Martin Dolan

## **Our Agency**

### Who we are

The Australian Transport Safety Bureau (ATSB) is Australia's national transport safety investigator. The ATSB is established as an independent agency by the *Transport Safety Investigation Act 2003* (TSI Act). It is funded by the Australian Government to deliver improved transport safety in Australia, including through:

- independent 'no blame' investigation of transport accidents and other safety occurrences
- safety data recording, analysis and research
- fostering safety awareness, knowledge and action.

### What we do

The ATSB's primary function is to improve transport safety by investigating safety occurrences and communicating what we learn. To achieve this, we:

- focus our resources where they are most likely to result in safety improvements
- harness the expertise and information necessary to our safety role
- conduct impartial, systemic and timely safety investigations
- identify safety issues based on evidence and expert analysis
- report safety issues clearly and objectively, without attributing blame or liability
- ensure the significance of safety issues is clearly understood by all concerned
- promote effective safety action.

## **Our Agency Multicultural Plan (AMP)**

This AMP has been produced by the Organisational Development Branch in consultation with other business areas responsible for policies and programs that may interact with CADL communities. It is designed to recognise and build upon a number of existing business priorities including:

- Regional and international engagement – whereby we will promote engagement with our international counterpart agencies and with relevant multilateral organisations, ensuring that safety lessons and operational innovations are shared internationally. We will collaborate on improving the international standards for transport accident investigation. We will actively support initiatives to build aviation and maritime safety investigation capability in the Asia-Pacific region.
- Strengthening stakeholder relationships – whereby we will maintain our reputation with industry participants and the travelling public through safety communication and education, and through objective and transparent investigations that include appropriate levels of consultation.

Accordingly, our core obligations and key objectives in support of this AMP are detailed within the enclosed tables.

**Agency Multicultural Plan - Core Obligations and Objectives**

<b>1. Leadership – providing the guidance and direction for staff to further their understanding of Multicultural Access and Equity and the needs of our CALD stakeholders.</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Targets</b>
<p>1.1 Executive accountability</p> <ul style="list-style-type: none"> <li>The Manager Training and Development has been appointed as the champion of this Plan</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> </ul>	<ul style="list-style-type: none"> <li>July 2013</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Appointment maintained or a suitable replacement established</li> </ul>
<p>1.2 Agency commitment</p> <ul style="list-style-type: none"> <li>Implement, Communicate and monitor Agency Plan</li> </ul>	<ul style="list-style-type: none"> <li>Champion</li> </ul>	<ul style="list-style-type: none"> <li>July 2013-15</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Agency Plan to be communicated to all staff (e.g. formal induction processes)</li> <li><input type="checkbox"/> Agency Plan to be readily accessible through internal Hub and Agency website</li> <li><input type="checkbox"/> Agency Plan to be reviewed by the Professional Committee</li> <li><input type="checkbox"/> Progress reports provided to the Commission</li> </ul>
<p>1.3 Other actions</p> <ul style="list-style-type: none"> <li>Foster a network/forum with other like agencies appointed champions</li> </ul>	<ul style="list-style-type: none"> <li>Champion</li> </ul>	<ul style="list-style-type: none"> <li>July 2013-15</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contact list established</li> <li><input type="checkbox"/> Open channels of communication established (eg, Govdex etc)</li> </ul>

**Agency Multicultural Plan - Core Obligations and Objectives (continued)**

<b>2. Engagement – to ensure that our industry engagement strategies and program delivers key safety messages to relevant industry stakeholders (including CALD) through a targeted and coordinated approach.</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Targets</b>
<p>2.1 Stakeholder engagement</p> <ul style="list-style-type: none"> <li>• ATSB biennial external stakeholder survey to include ability to collect ethnicity data</li> <li>• Continued delivery of our regional and international engagement program</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Manager international</li> </ul>	<ul style="list-style-type: none"> <li>• April 2015</li> <li>• July 2013-15</li> </ul>	<ul style="list-style-type: none"> <li>☐ Increased capability to identify CALD stakeholders</li> <li>☐ In accordance with relevant KPIs within the 2012-13 Annual Plan</li> </ul>
<p>2.2 Language and communication</p> <ul style="list-style-type: none"> <li>• Action recent internal audit recommendation - to develop an overarching stakeholder management plan</li> <li>• Review current mechanisms designed to support the use of interpreters and translators</li> </ul>	<ul style="list-style-type: none"> <li>• Communications and Governance</li> </ul>	<ul style="list-style-type: none"> <li>• July 2013</li> <li>• December 2013</li> </ul>	<ul style="list-style-type: none"> <li>☐ New stakeholder management plan to include improved communication strategies for identified CALD stakeholders</li> <li>☐ ATSB registered with TIS National and the contact details readily available through our website</li> </ul>
<p>2.3 Other actions</p> <ul style="list-style-type: none"> <li>• Identify CALD user requirements for accessing specific reporting schemes – achieved through future stakeholder engagement surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> </ul>	<ul style="list-style-type: none"> <li>• December 2013</li> </ul>	<ul style="list-style-type: none"> <li>☐ Produce the REPCON Marine (voluntary and confidential reporting scheme) brochures in multiple languages</li> </ul>

**Agency Multicultural Plan - Core Obligations and Objectives (continued)**

<b>3. Performance – establishing a set of key performance indicators (KPIs) that can be monitored, assessed and reported.</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Targets</b>
<p>3.1 Performance indicators and reporting</p> <ul style="list-style-type: none"> <li>• For this inaugural Plan the prescribed Targets will serve (in most part) as the initial KPIs</li> <li>• Once this Plan has been embedded, set KPIs will then be established in readiness for future plans</li> </ul>	<ul style="list-style-type: none"> <li>• Champion</li> </ul>	<ul style="list-style-type: none"> <li>• July 2013</li> <li>• Before July 2015</li> </ul>	<ul style="list-style-type: none"> <li>☐ Progress towards relevant targets will be reported on a quarterly basis to the Commission and consolidated through the annual report</li> </ul>
<p>3.2 Feedback</p> <ul style="list-style-type: none"> <li>• All future stakeholder engagement survey reports to include findings and recommendations regarding CALD participants</li> <li>• Review internal industry engagement feedback forms</li> <li>• Review existing web based feedback mechanisms/platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Before July 2015</li> <li>• July 2014</li> </ul>	<ul style="list-style-type: none"> <li>☐ The 2015 stakeholder engagement survey report to include findings and recommendations derived from CALD participant feedback</li> <li>☐ Increased CALD related data generated through internal industry engagement feedback forms</li> <li>☐ Existing web based feedback mechanisms/platforms upgraded for increased usability by CALD stakeholders/clients</li> </ul>

**Agency Multicultural Plan - Core Obligations and Objectives (continued)**

<b>4. Capability – gaining a greater appreciation of our CALD stakeholders and ensuring staff are well equipped with appropriate cultural competency skills.</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Targets</b>
<p>4.1 Cultural competency</p> <ul style="list-style-type: none"> <li>Continue to deliver our bespoke Cultural Intelligence training package in support of the Diploma of Transport Safety Investigation</li> </ul>	<ul style="list-style-type: none"> <li>Learning and Development</li> </ul>	<ul style="list-style-type: none"> <li>Biannually</li> </ul>	<ul style="list-style-type: none"> <li>All transport safety investigators have completed the initial training and are maintaining their competency through a refresher course every two years</li> </ul>
<p>4.2 Research and data</p> <ul style="list-style-type: none"> <li>Collect ethnicity data through future stakeholder engagement surveys</li> <li>Research the percentages of CALD stakeholders within the Australian aviation, marine and rail industries</li> </ul>	<ul style="list-style-type: none"> <li>Communications</li> <li>Research</li> </ul>	<ul style="list-style-type: none"> <li>Before July 2015</li> </ul>	<ul style="list-style-type: none"> <li>Data generated through future stakeholder engagement surveys</li> <li>Percentages established pending data being available through relevant industry regulators</li> </ul>
<p>4.3 Other actions</p> <ul style="list-style-type: none"> <li>Revise the existing Workforce Diversity Program 2011-14 to ensure greater interoperability with current and future AMPs</li> </ul>	<ul style="list-style-type: none"> <li>Organisational Development</li> </ul>	<ul style="list-style-type: none"> <li>Before September 2014</li> </ul>	<ul style="list-style-type: none"> <li>Greater interoperability with Workforce Diversity Program objectives and AMP KPI's established</li> </ul>

**Agency Multicultural Plan - Core Obligations and Objectives (continued)**

<b>5. Responsiveness – respond effectively to the needs of identified CALD stakeholders.</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Targets</b>
<p>5.1 Standards</p> <ul style="list-style-type: none"> <li>Adhere to relevant Whole-of-Government guidelines and standards that have incorporated access and equity considerations</li> </ul>	<ul style="list-style-type: none"> <li>Champion</li> </ul>	<ul style="list-style-type: none"> <li>July 2013</li> </ul>	<input type="checkbox"/> All relevant access and equity considerations identified/accommodated
<p>5.2 Policy, program and service delivery</p> <ul style="list-style-type: none"> <li>In parallel with establishing ethnicity and CALD data through future stakeholder engagement surveys, ensure feedback on the effectiveness of our service delivery is captured</li> <li>Action potential areas for improvement (eg, relevant transport safety investigation reports produced in multiple languages)</li> </ul>	<ul style="list-style-type: none"> <li>Communications</li> </ul>	<ul style="list-style-type: none"> <li>Before July 2015</li> </ul>	<input type="checkbox"/> Feedback established and areas for improvement identified/actioned
<p>5.3 Outsourced services</p> <ul style="list-style-type: none"> <li>Where relevant, ensure provisions for multicultural access and equity are incorporated into contracts and guidance materials</li> </ul>	<ul style="list-style-type: none"> <li>Communications and Finance</li> </ul>	<ul style="list-style-type: none"> <li>July 2013-15</li> </ul>	<input type="checkbox"/> Compliance monitored through existing quality assurance framework



**Agency Multicultural Plan - Core Obligations and Objectives (continued)**

<b>6. Openness – establishing greater levels of transparency and more effective channels of communication.</b>			
<b>Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Targets</b>
<p>6.1 Publishing</p> <ul style="list-style-type: none"> <li>• The AMP will be made publicly available through the ATSB’s website</li> <li>• The AMP will be readily accessible for staff through the internal Hub and printed versions distributed</li> <li>• Progress towards relevant targets (KPIs) will be reported through the annual report</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Organisational Development</li> <li>• Governance</li> </ul>	<ul style="list-style-type: none"> <li>• Before July 2013</li> <li>• Periodically</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> AMP publically available through ATSB website</li> <li><input type="checkbox"/> Staff have ready access to the AMP through the internal Hub</li> <li><input type="checkbox"/> Hard Copies distributed</li> <li><input type="checkbox"/> Progress towards KPIs reported through annual report</li> </ul>
<p>6.2 Data</p> <ul style="list-style-type: none"> <li>• Established CALD stakeholder data will be shared with relevant agencies and industry bodies</li> <li>• This data may also be fed into broader data collection schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Communications and Research</li> </ul>	<ul style="list-style-type: none"> <li>• June 2015</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> CALD stakeholder data established and shared with relevant agencies and industry bodies</li> </ul>
<p>6.3 Other actions</p> <ul style="list-style-type: none"> <li>• AMP will be continually monitored and reviewed for continuous improvement and quality assurance purposes</li> </ul>	<ul style="list-style-type: none"> <li>• Champion</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All amendments will be captured through tracked changes and version controls</li> </ul>

**Australian Transport Safety Bureau**

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