



**DIVERSITY +  
INCLUSION**

## Cultural Diversity in Action

CaLD Working Group Action Plan 2024-2025

## About the Plan

The Cultural Diversity in Action Plan provides a platform for the delivery of actions that will be driven by the CaLD Working Group in 2024. The Plan details actions that will be developed and implemented by the CaLD Working Group with the support of allies across the organisation.

The CaLD Working Group will report on the progress of the plan twice a year.

## About the CaLD Working Group

The CaLD Working Group is a reference group comprised of Anglicare WA staff who are culturally diverse or allies for cultural diversity. The group discusses issues and delivers projects that create positive change for people from culturally diverse communities.

## Vision

The CaLD Working Group strives to understand and address systemic barriers for CaLD people within Anglicare WA and aims to share their learnings with the wider community.

## How

The CaLD Working Group aims to empower staff to take action and dismantle barriers to thriving for the CaLD community through the following:

- Education and awareness raising about cultural diversity issues.
- Creating connections for culturally diverse staff.
- Providing staff with resources and support about cultural diversity and inclusion.
- Fostering positive changes in attitudes and behaviours across the organisation.

## Objectives

- Identify systemic barriers for staff from CaLD backgrounds.
- Develop and implement a CaLD Action Plan that aims to address systemic barriers.
- Share resources and information about systemic barriers that impact CaLD communities.
- Actively promote CaLD events and activities within local teams.

## Aboriginal and Torres Strait Islander Inclusion

Anglicare WA has a long history of working closely with Aboriginal people, as clients, advisors and partners in social change. We are proud of our history and of the support we provide to approximately 5,000 Aboriginal people across the State each year and acknowledge the contribution of our Aboriginal staff across our organisation. We also recognise that our organisation, just like our community and our country, still has a long way to go.

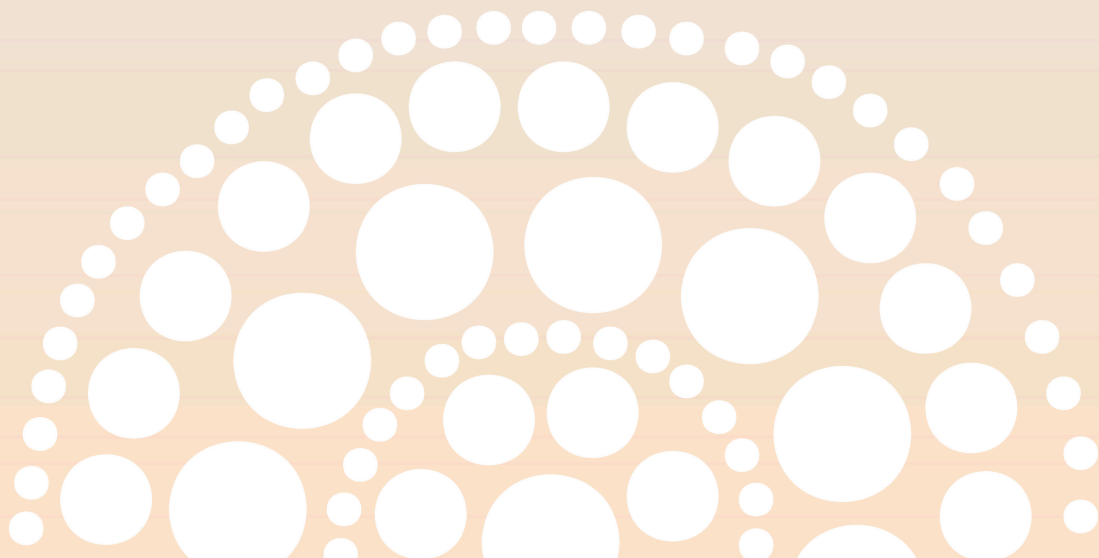
At Anglicare WA we have a dedicated Aboriginal Engagement Team who advocate and deliver initiatives that create greater inclusion and recognition of our First Nations people across WA. This work is driven by the Reconciliation Action Plan which has been developed by the RAP Aboriginal Advisory Group.

The CaLD group works in close partnership with the Aboriginal Engagement Team to promote inclusivity for individuals from non-English speaking backgrounds. However, the Cultural Diversity in Action Plan is delivered in parallel with the RAP. The Cultural Diversity in Action Plan has a focus on people who have migrated to Australia or have a migrant background. The working group delves into various facets of the CaLD experience, including migration, settlement, cultural interactions, and cultural challenges. With an understanding and appreciation of the uniqueness of each person's journey.

While there are commonalities between culturally diverse (migrants and migrant background) individuals and First Nations people, the latter's disenfranchisement arises from distinct and ongoing experiences, notably forced removal from their ancestral land.

The CaLD Working Group recognises and honours these differences. The CaLD Working Group acknowledges and respects that First Nations people have lived and cared for this country for over 60,000 years and continue to be the Traditional Owners and custodians of the land.

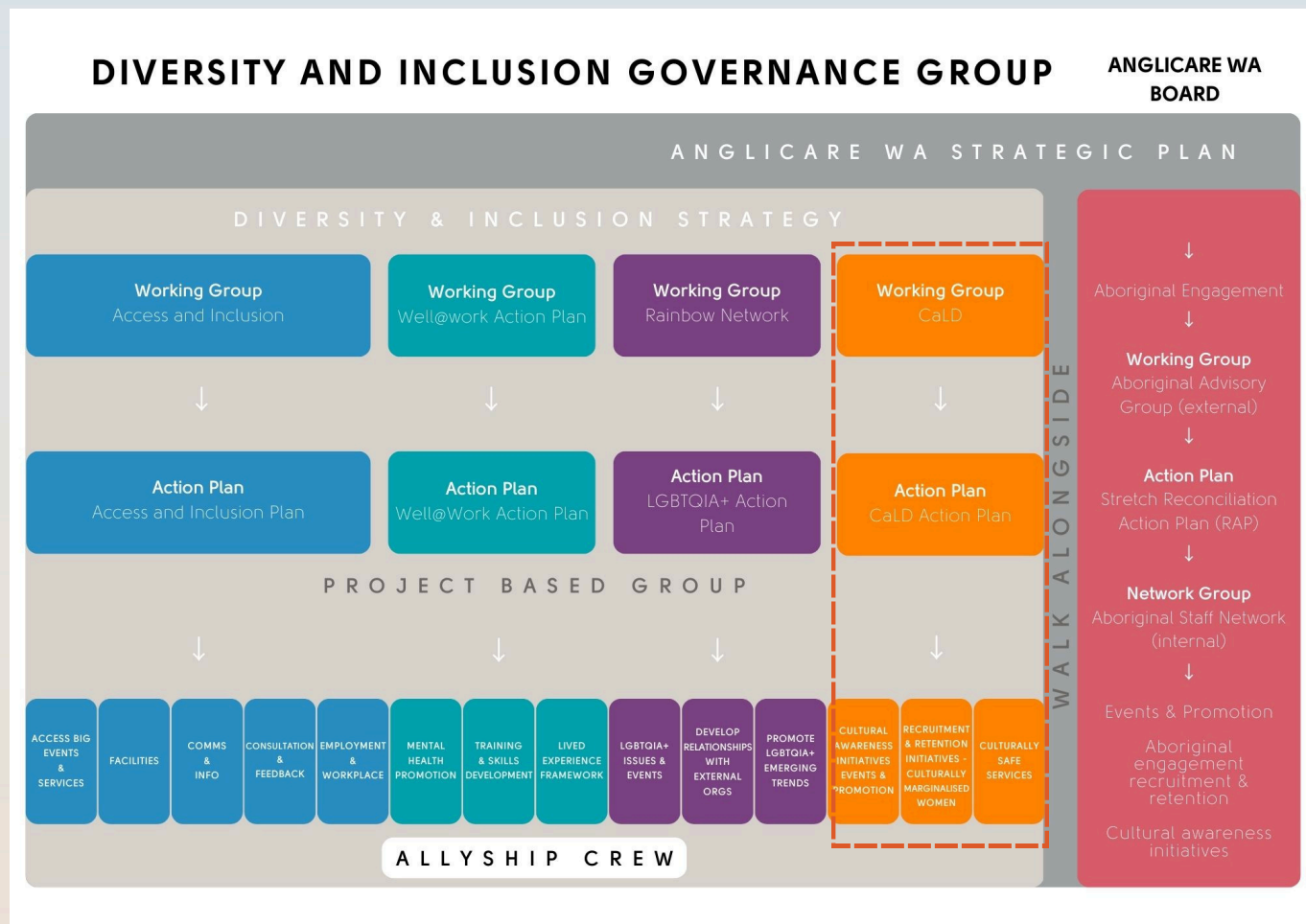
**More info: [Aboriginal Engagement Team and Reconciliation at Anglicare WA.](#)**





## Organisational Context

The CaLD Working Group is one of four working groups that fall under the diversity and inclusion area of operations. Working Group members are diversity champions that have, both an action focused and an ambassadorial role, in promoting diversity and inclusion through a cultural diversity lens across Anglicare WA



Diversity and Inclusion Governance Structure (endorsed November 2023) See more information about the different groups within the new D+I governance structure see the [Diversity and Inclusion SharePoint page](#).

## Themes

The CaLD Working Group came together for a planning day in November 2023 where members set achievable and measurable goals to be delivered in 2024-2025.

The following key themes were identified:



Establish  
a Baseline



Advocacy  
and Advice



Awareness and  
Capacity Building



Sustainability  
and Impact

## Implementation

The CaLD Working Group has developed the following action table for implementation in 2024-2025. Each project will be driven by working group members and supported by the Diversity and Inclusion Lead. Some projects may require support from other stakeholders. Project leads will identify key stakeholders, timelines and key milestones for each project. Where possible actions will be evaluated and reported to the D+I Governance Group twice a year through the CaLD Working Group Chairs.

### 1. Establish a Baseline

Action	How	Measures how we prove success	When/ Cost	Drivers
<b>1.1</b> Create a snapshot of emerging issues, trends and contextual information that provides a picture of cultural diversity and inclusion at Anglicare WA	<b>1.1.1</b> Gather quantitative data on cultural diversity and inclusion, through a cultural diversity lens about the workforce and where possible, services that engage with a high proportion of CaLD clients. <b>1.1.2</b> Develop a snapshot of diversity data using a variety of inputs including, the staff engagement survey, diversity questions survey and other available data sets and tools. <b>1.1.3</b> Develop a snapshot of inclusion data using a variety of inputs including, the staff engagement survey, CaLD focus groups, anecdotal data and lived experience stories using other available data sets and tools.	Anglicare WA diversity snapshot is developed  Anglicare WA inclusion, through a cultural diversity lens is developed  Baseline data is established and informs decision-making and future action for the CaLD working group and across the organisation.	Dec 2024  \$0	D+I Lead, Chairs CaLD Working Group CGI People & Culture Learning & Development Areas wanting to understand cultural diversity
<b>1.2</b> Gather and share information about best practice approaches to cultural inclusion in service delivery the workplace and community.	<b>1.2.1</b> Create opportunities to gather and share information about emerging trends, relevant literature, webinars, training and other information that help better understand the systemic barriers that may exist in society, the workplace and accessing services. <b>1.2.2</b> Create a resource library available to staff cross Anglicare WA.	Info is shared within the CaLD working group and members contribute new learnings.  Resources library established and staff engage with it.  Emerging trends and useful information is shared with the D+I Governance Group.	June 2025  \$0	D+I Lead The Chairs CaLD Working Group

### 2. Advocacy and Advice

Action	How	Measures	When/ Cost	Drivers
<b>2.1</b> Provide opportunities for the CaLD Working Group to review and provide advice on services, programs and projects to support inclusive practices (acknowledging that CaLD are not experts but may have lived experience)	<b>2.1.1</b> Promote opportunities for intersectional D+I reviews and input into service design where applicable. <b>2.1.2</b> Respond to emerging trends in the cultural inclusion and human rights space. Promote advocacy and policy change when engaging with the D+I governance Group.	Staff know that they can access input from D+I working groups, including the CaLD working group, when needed.  CaLD Working Group report to D+I governance Group twice a year.	June 2025  \$0	Director People and Culture D+I Lead The Chairs All CaLD Working Group members  Service Managers and other key staff undertaking reviews/ seeking input

### 3. Awareness and Capacity Building

Action	How	Measures how we prove success	When/ Cost	Drivers
<b>3.1</b> Provide relevant and impactful in-house cultural diversity training, learning and development opportunities for staff across the org.	<b>3.1.1</b> Review and provide feedback about current CaLD training in Hive. <b>3.1.2</b> Promote the existing CaLD training in Hive. <b>3.1.3</b> Monitor the effectiveness of the CaLD training in Hive and identify gaps for staff across the org.	Determine how effective the existing Hive training is in supporting CaLD staff and clients.  Increase the number of staff completion of Hive training – at least 50% of the workforce.	June 2024 & June 2025  <b>\$0</b>	D+I Lead CaLD Working Group Learning and Dev.
<b>3.2</b> Deliver contemporary, relevant, impactful CaLD focused face to face/ hybrid or online Training.	<b>3.2.1</b> Deliver externally led training sessions to staff provided by subject matter experts e.g. Australian Red Cross Training.	Deliver at least one externally led training sessions a year.	July 2024  <b>\$1000</b>	D+I Lead CaLD Working Group Learning and Dev.
<b>3.3</b> Investigate delivering Lunch and Learn activities that promote CaLD education themes.	<b>3.3.1</b> Investigate the use of Kumospace or other online networking tech as a tool for engagement. <b>3.3.2</b> Explore possibilities of integrating lunch and learn activities into the Allyship program awareness raising activities program in 2024.	Level of impact of Lunch and Learn assessed and lessons learned documented to inform future action.	June 2024  <b>\$1000</b>	D+I Lead CaLD Working Group Learning and Dev.
<b>3.4</b> Support and promote a range of significant CaLD days across year - develop a CaLD Working Group events calendar and marketing approach that identifies how events will be supported or promoted.	<b>3.4.1</b> Support staff engagement with CaLD learning, concepts and resources via a range of identified significant days and events. <b>3.4.2</b> Develop manageable promo calendar of events that can be promoted by CaLD Working Group members / allies across the org. – delivered a tiered system of events that require different levels of action.	Identified significant days successfully promoted by working group.  Staff know about CaLD significant days.  All members promote at least one event each year.  CaLD staff feel supported and included as a result of awareness raising and capacity building efforts .	Dec 2024  <b>\$650</b>	D+I Lead The Chairs CaLD Working Group Marketing
<b>3.5</b> Coordinate and promote Anglicare WA's 2024 and 2025 Harmony Week and International Day for the Elimination of Racial Discrimination (IDERD) <b>3.6</b> Where possible support Anglicare WA staff to take part in regional Harmony Week Events.	<b>3.5.1</b> 2024 and 2025 Harmony Week and IDERD plan ned amd deliver by CaLD Working Group and allies. <b>3.5.2</b> Event(s) are well promoted across the organisation. <b>3.5.3</b> Pathways and resources are developed to support staff to deliver site-based events during 2024 and 2025 Harmony Week and IDERD. <b>3.6.1</b> CaLD Working Group members are a point of reference that regional staff can tap into.	Anglicare WA's 2024 and 2025 Harmony Week and IDERD is delivered and staff from across the organisation contribute to the planning and delivery of events.  High levels of staff participation and positive experiences in 2024 and 2025 Harmony Week and IDERD.  Regional staff and sites participate in local events.	June 2024 and 2025  <b>\$1000</b>	D+I Lead The Chairs CaLD Working Group Marketing
<b>3.7</b> Develop an Anglicare WA CaLD Brand	<b>3.7.1</b> Use the D+I Brand and templates to promote CaLD events. <b>3.7.2</b> Create CaLD Working Group membership badges to promote the contribution of members and raise the profile of the group.	Staff recognise the CaLD Working Group / D+I brands.  Promotional material is consistent and is in line with brand requirements.	June 2024  <b>\$50</b>	Director People and Culture D+I Lead The Chairs CaLD Working Marketing Team

## 4. Sustainability and Impact

Action	How	Measures how we've been successful	When/ Cost	Drivers
<b>4.1</b> Review and Update the Terms of Reference	<b>4.1.1</b> Solidifying the following aspects related to the CaLD Working Group <ul style="list-style-type: none"> <li>group responsibilities</li> <li>membership requirements</li> <li>scope</li> <li>purpose</li> <li>the vision</li> </ul> <b>4.1.2</b> Explore the opportunity to define roles within the CaLD Working Group (e.g. position descriptions, working to members strengths).	Completed review and update of the TOR and make available to all staff on SharePoint.	June 2024  <b>\$0</b>	D+I Lead The Chairs
<b>4.2</b> Review the governance structures that link in with other D+I areas and provide defined pathways for decision making and reporting.	<b>4.2.1</b> Regular opportunities to engage with leaders from across the organisation.	Documented and endorsed pathways for communication with organisational leaders and decision making. Create and maintain regular reporting pathways.	June 2024  <b>\$0</b>	D+I Lead The Chairs
<b>4.3</b> Raise the profile of the CaLD Group and grow the membership	<b>4.3.1</b> CaLD Working Group has a range of high-quality communication tools and channels to raise the profile of the group. <b>4.3.2</b> EOIs open all year round with an EOI promotion once a year. <b>4.3.3</b> Develop a value proposition for staff to support and be a part of the CaLD Working Group and activities delivered to enhance cultural inclusion.	Grow membership (up to 20 members) and is sustained. Members feel able to contribute to the working group in an achievable way and are supported to deliver cultural inclusion projects and activities as part of their Anglicare WA role. Succession planning in place to ensure key CaLD working group positions are filled and membership levels maintained across 2024.	June 2025  <b>\$0</b>	D+I Lead The Chairs CaLD Working Group Marketing
<b>4.4</b> Facilitate opportunities to gather impact measurement data.	<b>4.4.1</b> A range of stories and statistics to show the impact of the work that the CaLD working group is delivering.	Relevant qualitative and quantitative data is available to the CaLD Working Group to inform planning and help target action in a way that creates the best value and impact.	June 2025  <b>\$0</b>	The Chairs CaLD members CGI
<b>4.5</b> Support CaLD Working Group Members to be active champions of change.	<b>4.5.1</b> Develop clear pathways and opportunities for staff to engage with CaLD Working Group members.	CaLD Working Group are seen as Ambassadors that staff engage with when addressing cultural diversity and inclusion matters.	June 2025  <b>\$0</b>	The Chairs CaLD Working Group
<b>4.6</b> Commence development of a new action plan in the second half of 2024.	<b>4.6.1</b> Deliver an action planning day	New action plan is developed by 2025	June 2025  <b>\$300</b> catering	D+I Lead The Chairs
<b>4.7</b> Identify funds to be used to implement the actions in the Cultural Diversity in Action Plan after June 2024. <b>4.8</b> Develop a governance framework for the expenditure of funds.	<b>4.7.1 &amp; 4.8.1</b> Effective budget management that is agile (responsive to needs) implementation of the Action Plan	Funds are well managed. Reporting and compliance requirements met. Recurrent funding provided for the new action plan. Actions successfully implemented.	June 2024 & June 2025  <b>\$0</b> (proposed expenditure incl. in this plan)	Director People & Culture D+I Lead D+I Governance Group