



**ASIC**  
Australian Securities &  
Investments Commission

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**ASIC**  
**Multicultural**  
**Action Plan**  
**2020–22**

# Diversity and Inclusion at ASIC

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## Foreword and vision

The Australian Securities and Investments Commission (ASIC) promotes diversity and inclusion in the workplace and the services we provide for all Australians.

ASIC is committed to workplace diversity and fostering an inclusive environment where all our people, our stakeholders and our communities are treated with fairness and respect.

### Diversity and inclusion

By celebrating and promoting diversity within our workplace, we strive to achieve respect and inclusivity for all.

ASIC's Multicultural Action Plan (MAP) outlines our commitment to ensure ASIC's programs and services meet the needs of all Australians, regardless of their cultural and linguistic background (CALD).

The Multicultural Committee aims to improve the community's access and equity to ASIC's services and information.

This is done through:

- culturally inclusive content design and delivery to maximise access to our services and information and
- developing and delivering services equitably.

## A diverse and inclusive workforce better reflects the communities we serve. It improves the way we make decisions, innovate and solve problems.

I commend this Plan and ask that all team members consider what they can do to contribute to a culturally diverse and inclusive ASIC.



**Danielle Press**  
**Commissioner**  
**ASIC Multicultural Sponsor**

## Purpose

At ASIC, our workforce needs to reflect the community we serve. An inclusive workplace empowers everyone to contribute their best.

The MAP builds on the efforts of the Multicultural Committee's previous commitments and outlines ASIC's interactions with our people, stakeholders and the wider community. Through its priorities, the MAP is focused on promoting and improving cultural diversity at ASIC and expanding the accessibility and equity of ASIC's services. We have focused on three key priorities:

### Strengthening ASIC as a culturally competent organisation

A culturally competent organisation celebrates and aims for cultural diversity at all levels. We continue to develop our cultural diversity, inclusivity and accessibility.

### Effective engagement with multicultural communities

We will take steps to maximise access to our services and information. Our services and information will be developed and delivered on the basis of the equitable treatment of all stakeholders and consumers.

### Collaborating with external stakeholders on multicultural and equity issues

We set the expectations and measure our cultural competency against other government agencies. We will engage and collaborate with our stakeholders to share best practice, lessons learned, ideas and initiatives.



## ASIC IT's annual Diwali celebrations

In 2007 Suneeta Karlapudi from ASIC information technology (IT) decided to bring homemade Indian sweets to share with her team in Sydney during the Indian festival of Diwali. Ten years later, Suneeta and other IT team members formed a small group affectionately known as the 'Indian Friends @ ASIC IT'.

The group hosted an evening for their colleagues in Sydney to enjoy Indian sweets and savouries. This event inspired other Indian friends working in IT to come forward and volunteer their time to more events like this.

The 'Indian Friends @ ASIC IT' now host up to 150 Sydney colleagues for an annual Diwali lunch. The lunch features a three-course vegetarian meal, mouth-watering homemade sweets and even a lesson in Bollywood dancing.

The level 7 creative space is decorated with colourful Rangoli artwork and Bollywood movies are projected throughout the space.

'It makes me really happy to see my colleagues dress in traditional Indian garb and embrace Diwali. It's important that we share our culture. It is really great that we work in such an inclusive organisation like ASIC that welcomes diversity' Suneeta said.

Pictured: ASIC team members celebrating Diwali in Sydney



## How far we have come

In 2014, ASIC established a set of access and equity principles that resulted in the creation of the Multicultural Committee. Since its establishment, the Committee has successfully implemented initiatives to improve multicultural access and equity.

### Previous outcomes

- Providing cultural diversity training to new and existing ASIC team members via the Developing Cultural Awareness learning program, maintaining a completion rate above 97% each year.
- Improving and maintaining the availability of the Telephone Interpreter Service (TIS) (providing an interpreter for people speaking with the ASIC call centre) and the priority service line for customer requests coming through this service.
- Continuing to publish articles on the myASIC intranet site for team members, highlighting Enforcement work for the CALD community and celebrating culturally significant events.
- Holding a Lunar New Year campaign on ASIC's Moneysmart website with an article explaining the importance of teaching children about money, creating a personal budget and setting realistic savings goals. The article was translated by ASIC team members into Vietnamese, Korean, Simplified Chinese and Traditional Chinese, and had over 4,500 online views. The campaign also included a video of ASIC team members speaking in Mandarin and being interviewed on SBS Radio Cantonese.
- Translating the '[Running a Small Business in Australia: What you need to know](#)' booklet into Simplified Chinese Vietnamese and Arabic that has been published on ASIC's website and widely distributed via email and hardcopy.

## Where we want to be

The MAP includes measurable actions to address the following priorities:

- 1. Strengthening ASIC's capacity as a culturally competent organisation**
- 2. Effective and continued engagement with CALD communities**
- 3. Collaborating with external stakeholders on multicultural and equity issues**

## Priorities

### Goal 1: Strengthening ASIC's capacity as a culturally competent organisation

Actions	Responsible areas	Timeline	Measure of success
Educate, celebrate and create stronger awareness about different cultures and religions	ASIC Diversity Council in conjunction with the Multicultural Committee	Ongoing	ASIC-wide celebration and/or awareness content (i.e. myASIC) promoting cultural days of significance.  Guest speakers at internal ASIC events educating on cultural and religious diversity.
Update the Multicultural Committee SharePoint page into a source of information on the Committee and its projects	Multicultural Committee  IT/SharePoint team		SharePoint is updated regularly (or as required) with details of projects completed by Committee.
Highlight the career development/progression of ASIC team members from different CALD backgrounds	Multicultural Committee  Corporate Affairs		1 x myASIC article per quarter sharing stories of successful career progression of ASIC team members from CALD backgrounds.
Establish a wellbeing/multifaith room for ASIC team members	Multicultural Committee Chair  Activity-based working (ABW) group		Secure a wellbeing/multifaith room in the Sydney and Melbourne offices.  Secure a wellbeing/multifaith room in each office as they undergo renovations.
Revamp, maintain, and promote language skills register	Multicultural Committee  People and Development		Make accessing and searching the language skills register easier.  Increase the number of team members on the language skills register.  Promote the register to recognise and celebrate the language, cultural skills and diversity of ASIC team members.

<p>Understand the cultural diversity of ASIC and determine if culturally diverse team members are underrepresented in leadership positions</p>	<p>People and Development</p>		<p>To commence this long-term goal, there will be a two-stage approach.</p> <ul style="list-style-type: none"> <li>• <b>2020–2021:</b> Participate in the <i>Counting Cultural</i> research project and refine the methodology in our employee engagement survey to determine the cultural diversity of our leaders.</li> <li>• <b>2021–2022:</b> Analyse the data and determine next steps.</li> </ul>
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## Goal 2: Effective and continued engagement with CALD communities

Actions	Responsible areas	Timeline	Measure of success
<p>Promote enforcement outcomes with CALD communities</p>	<p>Multicultural Committee All ASIC enforcement teams</p>	<p>Ongoing</p>	<p>Multicultural Committee to provide guidance and support to enforcement teams and other business units on how they can engage with CALD communities.</p> <p>Multicultural Committee to regularly monitor and report to ASIC's Diversity Council on the work of ASIC teams with CALD communities and share stories across ASIC and with Government agencies.</p> <p>Identify the number and types of CALD communities engaging with ASIC, and their satisfaction with ASIC's communication with them.</p>
<p>Provide support to ASIC's Small Business, Engagement and Compliance team</p>	<p>Multicultural Committee Small Business, Engagement and Compliance team</p>		<p>Committee to provide assistance to the Small Business team's CALD and multicultural related initiatives when requested.</p>

<b>Continue to provide a priority Translator and Interpreting Service (TIS) for ASIC customers</b>	Registry		<p>Maintain and refine TIS priority service line.</p> <p>Promote the use of TIS National accredited translation services to ASIC team members.</p> <p>Average speed to answer TIS calls - &lt; 300 seconds.</p> <p>95% TIS training completion rate for customer contact centre team members.</p>
<b>Monitor, track and report on Misconduct and Breach Reporting (M&amp;BR) survey data sent to reporters of misconduct about their CALD status</b>	Assessment and Intelligence		Maintain collection of relevant CALD data from M&BR.

### Goal 3: Collaborating with external stakeholders on multicultural and equity issues

<b>Actions</b>	<b>Responsible areas</b>	<b>Timeline</b>	<b>Measure of success</b>
<b>Regular meetings with external multicultural and access/equity groups</b>	Multicultural Committee Chair	Ongoing	<p>Attend and participate in all meetings to provide participants with a deeper understanding and awareness of ASIC's community engagement responsibilities and priorities.</p> <p>Identify opportunities to share information and collaborate across common objectives.</p>

## More information

### About ASIC's Multicultural Committee

ASIC's Multicultural Committee was established in 2014. The purpose of the Committee is to provide services that all Australians can access without exclusion and to celebrate and improve cultural diversity at ASIC. The Committee is comprised of representatives from a range of ASIC teams and levels to ensure the voices of a range of ASIC team members are represented and included.

### About ASIC's Diversity Council

ASIC's Diversity Council provides support and guidance to the Multicultural Committee and ASIC's other diversity committees and groups. The purpose of ASIC's Diversity Council is to provide visible, strategic leadership on all of ASIC's diversity activities, and to enable informed decisions that will deliver the best outcomes across the organisation. The Diversity Council's current priorities are to:

- embed inclusion and diversity in the way we do business
- enhance our reputation as an employer of choice with flexibility, choice, inclusion and diversity embedded in our culture and values
- enhance our reputation as a regulator by aspiring to set the standard on inclusion and diversity in the communities we serve.

The Chair of the Multicultural Committee is also a member of the Diversity Council. [More information about diversity and inclusion at ASIC.](#)

### Feedback

If you have feedback or suggestions about ASIC's Multicultural Action Plan, send an email to: [multicultural@asic.gov.au](mailto:multicultural@asic.gov.au)

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