



Planning and Evaluation

01 November 2017



Purpose of Tool

Accountability will become entrenched in the governance structure of the organisation through forward thinking and evidence based planning and evaluation practices into strategic plans and policies. The table below can be used as a guide to the assist with keeping your organisation accountable to the three steps for the use of ethnicity data in service planning.

Priority	CALD data collection is made a mandatory requirement throughout the organisation.	The organisation gains a thorough understanding of the client profile across the state and the local areas that programs are servicing.	Incorporate CALD diversity into organisational service planning at the Central and Regional level as an issue priority	Ensure program design and development involves the clients and carers as co-partners.	Ensure CALD elements are evaluated for quality and relevance within programs
What can be done now?	<p>County of Birth, Language spoken at home, and age at arrival to Australia are required for mandatory ethnicity data collection.</p> <p>Quality check ethnicity data requirements in exception reports and case reviews with team leaders.</p> <p>Intake forms/initial assessments reviewed to ensure culturally appropriate questions and data collection</p> <p>Create an external and internal guide to collecting ethnicity data.</p>	<p>Create a guide to collecting ethnicity data that is both external and internal to the organisation – e.g. population data of areas being serviced.</p> <p>Collect ethnicity data relevant to programs and incorporate it into your organisation's programs.</p>	<p>Create a guide to incorporating CALD considerations into service planning and distribute it to staff on all levels of the organisation.</p> <p>Keep track of national and international research and distribute evidence for effective multicultural services.</p> <p>Develop cultural profiles of CALD communities for the use of staff that includes demographics, migration history, board cultural beliefs, concepts of health and illness.</p>	Create and distribute to all relevant programs a guiding document on culturally competent co-design approaches to program design and development.	<p>Moving on Audits is modified to capture CALD specific data and issue elements.</p> <p>Modify any relevant client systems to capture all necessary ethnicity data as a mandatory process.</p> <p>Identify and incorporate feedback opportunities into evaluation measures in the organisation.</p> <p>Assess current client feedback mechanisms for CALD friendly capacity.</p>
What is the long-term action?	Make ethnicity data collection mandatory including County of Birth, Language spoken at home, and age at arrival to	Use ethnicity data to inform the range of service development and implementation within the organisation.	Embed the service planning guide into the business and programs of the organisation in a meaningful way.	To establish a piloted approach to co-design with clients that will inform a wider co-design approach that filters across the whole	To use ethnicity data of the client base for the budget allocation for translation of feedback documents into the main languages

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	Australia. Quality check ethnicity data requirements.		Foster a culture of incorporating CALD considerations into service planning as an organisational priority, moving away from a simple 'tick a box' requirement of contractual obligations.	organisation.	To create staff guidelines to obtain client feedback in a culturally sensitive way. To imbed the client voice in program improvements and evaluation through a co-design strategy.
Key Performance Indicators	<p>XX% of the time CALD related Data is filled in on all key databases and assessment forms.</p> <p>In XX% of cases CALD gap analysis forms part of service planning.</p> <p>CALD considerations have been embedded in 100% of existing quality control and assurance mechanisms.</p>				