

As our society becomes increasingly multicultural, we need measures that ensure the needs of all individuals and communities are met.

Multicultural Australia's Culturability Accreditation is a framework that ensures organisations reflect the communities they serve and are inclusive, welcoming, and intentional about creating a sense of belonging for staff and service users of diverse backgrounds.

Through the process of in-depth research, community engagement and practical application, a set of standards have been developed to give organisations guidance on how they can meaningfully achieve welcome, connection, inclusion, and multiculturalism in their spaces – and be recognised for their contribution to building a society that is more equitable and culturally intelligent.

The five Culturability Standards are:

How does it work?

Culturability Accreditation includes five standards that assess organisational diversity and inclusion policies and practices. The standards encompass 13 criteria and 54 indicators used to determine whether the needs of employees and service – are being met and, if not, what requirements and recommendations can be implemented in response.

Who is it for?

Developed to meet the needs of organisations diverse in size and industry, Culturability Accreditation is both accessible and scalable. The standards provide an opportunity for organisations to identify their areas of strength and areas and where they can improve regarding their commitment to diversity and inclusion.



Organisational Capability



Workforce



Community Engagement



Welcoming and Safe Spaces



Diversity & Inclusion in Service Delivery



ACCHEDITATION

It's About Belonging

What is the accreditation process?

Maintenance -

Once accreditation

is awarded, it remains

valid for three years,

throughout which

organisations strive to

uphold the Culturability Standards.

Organisations wishing to become accredited to the Culturability Standards must undertake an accreditation process to ensure their organisation is meeting all requirements of the Standards in the context of their organisation. The accreditation process comprises of the following steps:

1

Registration -

organisations commit to undertaking accreditation and are introduced to their Culturability Contact Officer who provides support throughout the process.

2

Self-assessment -

Using the self-assessment tool, organisations review their own processes to identify improvements and prepare for their onsite assessment.

6

Accreditation -

Organisations who become accredited will receive a certificate, their final report and other resources to promote their achievement.

3

Onsite Assessment -

After submission of the self-assessment, a team of assessors attend onsite to review the organisation through interview, document review and observation.

5

Decision -

Once all further evidence is submitted, an independent decision maker reviews all information and awards accreditation, once all requirements of the Standards are met. 4

Further Evidence
Submission – After the
onsite assessment,
organisations respond
outstanding items using
documentary evidence.

Want to begin you accreditation journey?

Visit culturability.com.au and fill out the Expression of Interest form today. Got questions? Contact our Culturability Standards Program Manager on culturability@mcaus.org.au