

## From Barrier to Opportunity Toolkit – Additional resources

Resources included in the Toolkit do not represent an inclusive list for each topic, rather, they provide a sample of relevant and accessible resources. Content is currently accurate and links active. Should you have any feedback please contact [research@ames.net.au](mailto:research@ames.net.au)

Organisation/author	Title of resource	Year	Type	Link
<b>Section 1. Understanding and engaging multicultural learners, jobseekers, and workers</b>				
Department of Home Affairs	Skilled occupation list	2024	Website	<a href="https://immi.homeaffairs.gov.au/visas/working-in-australia/skill-occupation-list">https://immi.homeaffairs.gov.au/visas/working-in-australia/skill-occupation-list</a>
Department of Home Affairs	Migration program statistics	2024	Website	<a href="https://www.homeaffairs.gov.au/research-and-statistics/statistics/visa-statistics/live/migration-program">https://www.homeaffairs.gov.au/research-and-statistics/statistics/visa-statistics/live/migration-program</a>
Australian Government	Settlement Reports	2024	Database	<a href="https://www.data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/details">https://www.data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/details</a>
AMES Australia	Regional and Rural Settlement	2020	Website	<a href="https://www.ames.net.au/settle-in-aus/humanitarian-settlement-program/regional-and-rural-settlement#:~:text=The%20most%20popular%20areas%20are,Bendigo%2C%20Ballarat%20and%20Swan%20Hill.">https://www.ames.net.au/settle-in-aus/humanitarian-settlement-program/regional-and-rural-settlement#:~:text=The%20most%20popular%20areas%20are,Bendigo%2C%20Ballarat%20and%20Swan%20Hill.</a>
Department of Home Affairs	Review of the Migration System	2023	Report	<a href="https://www.homeaffairs.gov.au/reports-and-pubs/files/review-migration-system-final-report.pdf?trk=public_post_comment-text">https://www.homeaffairs.gov.au/reports-and-pubs/files/review-migration-system-final-report.pdf?trk=public_post_comment-text</a>
Australian Bureau of Statistics	Census data	2021	Website	<a href="https://www.abs.gov.au/census">https://www.abs.gov.au/census</a>
Department of Home Affairs	Check visa details and conditions (VEVO)	2024	Website	<a href="https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online">https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online</a>
Pacific Australia Labour Mobility (PALM) Scheme – Australian Government	PALM Countries	2024	Website	<a href="https://www.palmscheme.gov.au/countries">https://www.palmscheme.gov.au/countries</a>
Deakin University	Deakin Centre for Refugee Employment, Advocacy, Training and Education (CREATE)	2024	Website	<a href="https://deakincreate.org.au/">https://deakincreate.org.au/</a>

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Scanlon Foundation Research Institute	'Why call me that?' Reflections on labels in a diverse nation	2023	Essay	<a href="https://scanloninstitute.org.au/publications/essays/reflections-on-labels">https://scanloninstitute.org.au/publications/essays/reflections-on-labels</a>
Intersect	Learning modules – Identity	n.d.	Article	<a href="https://www.lgbtiqintersect.org.au/learning-modules/identity/">https://www.lgbtiqintersect.org.au/learning-modules/identity/</a>
Resnick, A	The Intersection of LGBTQIA+ and BIPOC Identities	2024	Article	<a href="https://www.verywellmind.com/the-intersection-of-lgbtq-and-poc-5204007">https://www.verywellmind.com/the-intersection-of-lgbtq-and-poc-5204007</a>
Remplan	Region explorer	2024	Website	<a href="https://app.remplan.com.au/">https://app.remplan.com.au/</a>
Profile.id	Community profile	2024	Website	<a href="https://profile.id.com.au/">https://profile.id.com.au/</a>
Centre for culture, ethnicity, and health	Consumer Participation and Culturally and Linguistically Diverse Communities	2005	Report	<a href="https://www.ceh.org.au/wp-content/uploads/2019/10/Consumer-Participation-and-CALD-Communities-ST-20191016.pdf">https://www.ceh.org.au/wp-content/uploads/2019/10/Consumer-Participation-and-CALD-Communities-ST-20191016.pdf</a>
Australian Institute of Family Studies	Engaging with multicultural communities to understand and respond to their needs	2021	Webinar	<a href="https://aifs.gov.au/webinars/engaging-multicultural-communities-understand-and-respond-their-needs">https://aifs.gov.au/webinars/engaging-multicultural-communities-understand-and-respond-their-needs</a>
Organizing Engagement	Spectrum of Public Participation	n. d	Website	<a href="https://organizingengagement.org/models/spectrum-of-public-participation/">https://organizingengagement.org/models/spectrum-of-public-participation/</a>
Australian Government	Family Safety Hub	2021	Website	<a href="https://plan4womenssafety.dss.gov.au/initiative/family-safety-hub/">https://plan4womenssafety.dss.gov.au/initiative/family-safety-hub/</a>
Melbourne Water	Guide to Inclusive Communications & Engagement	2023	Guide	<a href="https://www.melbournewater.com.au/about/what-we-do/publications/guide-inclusive-communications-and-engagement">https://www.melbournewater.com.au/about/what-we-do/publications/guide-inclusive-communications-and-engagement</a>
Victorian Government	Methods: human-centred design tools and references	2023	Website	<a href="https://www.vic.gov.au/methods-human-centred-design-tools-and-references">https://www.vic.gov.au/methods-human-centred-design-tools-and-references</a>
Welcoming Cities	Inclusive communications toolkit	2021	Guide	<a href="https://welcomingcities.org.au/wp-content/uploads/2021/12/Welcoming-Cities-Inclusive-Comms-Toolkit_V4.1_Spread.pdf">https://welcomingcities.org.au/wp-content/uploads/2021/12/Welcoming-Cities-Inclusive-Comms-Toolkit_V4.1_Spread.pdf</a>

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Victorian Transcultural Mental Health	Conversations about Community Engagement in Mental Health Podcast	2024	Podcast	<a href="https://vtmh.org.au/podcasts/">https://vtmh.org.au/podcasts/</a>
Mission Australia	Learning from Lived Experience: A Framework for Client Participation	2020	Guide	<a href="https://www.missionaustralia.com.au/documents/resource-sharing/1738-learning-from-lived-experience-a-framework-for-client-participation">https://www.missionaustralia.com.au/documents/resource-sharing/1738-learning-from-lived-experience-a-framework-for-client-participation</a>
Griffith University	Co-Design: 6 Steps to Uncover New Ideas and Attract More Customers	n. d	Guide	<a href="https://www.griffith.edu.au/_data/assets/pdf_file/0020/450236/How-to-do-co-design.pdf">https://www.griffith.edu.au/_data/assets/pdf_file/0020/450236/How-to-do-co-design.pdf</a>
NSW Government	A Guide to Build Co-design Capability	2019	Guide	<a href="https://aci.health.nsw.gov.au/_data/assets/pdf_file/0013/502240/Guide-Build-Codesign-Capability.pdf">https://aci.health.nsw.gov.au/_data/assets/pdf_file/0013/502240/Guide-Build-Codesign-Capability.pdf</a>
Advisory Board Centre	ABF101: Advisory Board Best Practice Framework	2024	Guide	<a href="https://www.advisoryboardcentre.com/wp-content/uploads/2022/02/ABF-101-2022.pdf">https://www.advisoryboardcentre.com/wp-content/uploads/2022/02/ABF-101-2022.pdf</a>
Australian Institute of Family Studies	Participatory action research	2015	Guide	<a href="https://www.advisoryboardcentre.com/wp-content/uploads/2022/02/ABF-101-2022.pdf">https://www.advisoryboardcentre.com/wp-content/uploads/2022/02/ABF-101-2022.pdf</a>
Australian Government	Racial Discrimination Act 1975	2022	Act	<a href="https://www.legislation.gov.au/C2004A00274/2015-12-10/text">https://www.legislation.gov.au/C2004A00274/2015-12-10/text</a>
Indeed	How to create an inclusive interview process	2024	Website	<a href="https://www.indeed.com/hire/c/info/create-an-inclusive-interview-process">https://www.indeed.com/hire/c/info/create-an-inclusive-interview-process</a>
Department of Employment and Workplace Relations	Investing in Experience Toolkit	2023	Guide	<a href="https://www.dewr.gov.au/mature-age-hub/resources/support-businesses-investing-experience-tool-kit">https://www.dewr.gov.au/mature-age-hub/resources/support-businesses-investing-experience-tool-kit</a>
Department of Employment and Workplace Relations	Training for employers on employing mature age workers	2023	Website	<a href="https://www.dewr.gov.au/mature-age-hub/support-businesses/employer-training">https://www.dewr.gov.au/mature-age-hub/support-businesses/employer-training</a>
Department of Employment and Workplace Relations	Hiring Outside the Box – Mature age workforce: investing in experience	2023	Webinar	<a href="https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box/hiring-outside-box-mature-age-workforce-investing-experience-webinar-october-2023">https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box/hiring-outside-box-mature-age-workforce-investing-experience-webinar-october-2023</a>

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Work45+	For employers and recruiters	2023	Website	<a href="https://work45plus.org.au/for-employers-and-recruiters/">https://work45plus.org.au/for-employers-and-recruiters/</a>
Every Age Counts	How to Become an Age-Friendly Employer	n.d.	Website	<a href="https://www.everyagecounts.org.au/how_to_become_an_age_friendly_employer">https://www.everyagecounts.org.au/how_to_become_an_age_friendly_employer</a>
Federation of Ethnic Communities' Councils of Australia (FECCA)	Harmony in the Workplace: Factsheet series	2013	Guide	<a href="https://academique.com.au/wp-content/uploads/2020/09/Diversity-Dividend.pdf">https://academique.com.au/wp-content/uploads/2020/09/Diversity-Dividend.pdf</a>
Harmony Alliance	Harmony Alliance: Migrant and Refugee Women for Change	2024	Website	<a href="https://harmonyalliance.org.au/">https://harmonyalliance.org.au/</a>
McKinsey & Company	Delivering through diversity	2018	Report	<a href="https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/delivering-through-diversity">https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/delivering-through-diversity</a>
Australian Government	Sex Discrimination Act 1984	2015	Act	<a href="https://www.legislation.gov.au/C2004A02868/2014-01-01/text">https://www.legislation.gov.au/C2004A02868/2014-01-01/text</a>
Women's Health in the Southeast	Gender Equality in the Workplace Toolkit	2024	Guide	<a href="https://pvt.whise.org.au/?_gl=1%2A80zyzf%2A_ga%2AMTYyMDA3Mjc3OC4xNjg4MDA3ODY2%2A_ga_ERPENEB3G%2AMTY4ODAwNzg2Ni4xLjEuMTY4ODAwNzk4MS4zNS4wLjA">https://pvt.whise.org.au/?_gl=1%2A80zyzf%2A_ga%2AMTYyMDA3Mjc3OC4xNjg4MDA3ODY2%2A_ga_ERPENEB3G%2AMTY4ODAwNzg2Ni4xLjEuMTY4ODAwNzk4MS4zNS4wLjA</a>
Department of Employment and Workplace Relations	Actions: Recruitment and engagement strategies to attract women	2022	Website	<a href="https://www.dewr.gov.au/actions-recruitment-engagement-strategies">https://www.dewr.gov.au/actions-recruitment-engagement-strategies</a>
Workplace Gender Equality Agency	Gender equitable recruitment and promotion: Leading practice guide	2019	Guide	<a href="https://www.wgea.gov.au/sites/default/files/documents/Recruitment_and_Promotion_0.pdf">https://www.wgea.gov.au/sites/default/files/documents/Recruitment_and_Promotion_0.pdf</a>
Office for Suburban Development	Changing perceptions in employment	2022	Report	<a href="https://www.suburbandevelopment.vic.gov.au/_data/assets/pdf_file/0020/190271/Changing-Perceptions-in-Employment-Pilot-Report.pdf">https://www.suburbandevelopment.vic.gov.au/_data/assets/pdf_file/0020/190271/Changing-Perceptions-in-Employment-Pilot-Report.pdf</a>
Racism. It stops with me	Workplace Cultural Diversity Tool	2022	Website	<a href="https://itstopswithme.humanrights.gov.au/workplace-cultural-diversity-tool">https://itstopswithme.humanrights.gov.au/workplace-cultural-diversity-tool</a>
Australian Department	Fair Farms	2021	Website	<a href="https://www.fairfarms.com.au/">https://www.fairfarms.com.au/</a>

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of Agriculture, Fisheries and Forestry				
Regional Australia Institute	Steps to Settlement Success	2019	Guide	<a href="https://www.regionalaustralia.org.au/Web/Web/Toolkits-Indexes/Steps-to-Settlement-Success.aspx?hkey=d4b116f2-8bd4-4c35-b5cc-998380b1c77f">https://www.regionalaustralia.org.au/Web/Web/Toolkits-Indexes/Steps-to-Settlement-Success.aspx?hkey=d4b116f2-8bd4-4c35-b5cc-998380b1c77f</a>
AMES Australia	Regional Futures: Economic and social impact of the Karen resettlement in Bendigo	2018	Report	<a href="https://www.ames.net.au/-/media/files/research/23503-ames-bendigo-regional-futures-report_final_30aug2018.pdf">https://www.ames.net.au/-/media/files/research/23503-ames-bendigo-regional-futures-report_final_30aug2018.pdf</a>
<b>Section 2: Building an inclusive and supportive workplace</b>				
McKinsey & Company	Diversity wins: How inclusion matters	2020	Report	<a href="https://www.mckinsey.com/~/_media/mckinsey/featured%20insights/diversity%20and%20inclusion/diversity%20wins%20how%20inclusion%20matters/diversity-wins-how-inclusion-matters-vf.pdf">https://www.mckinsey.com/~/_media/mckinsey/featured%20insights/diversity%20and%20inclusion/diversity%20wins%20how%20inclusion%20matters/diversity-wins-how-inclusion-matters-vf.pdf</a>
Diversity Council of Australia	Inclusion@Work Index 2023-2024	2024	Website	<a href="https://www.dca.org.au/research/inclusion-at-work-index-2023-2024">https://www.dca.org.au/research/inclusion-at-work-index-2023-2024</a>
Federation of Ethnic Communities' Councils of Australia (FECCA)	Cultural Competence in Australia: A Guide	2019	Guide	<a href="https://fecca.org.au/wp-content/uploads/2019/05/Cultural-Competence-in-Australia-A-Guide.pdf">https://fecca.org.au/wp-content/uploads/2019/05/Cultural-Competence-in-Australia-A-Guide.pdf</a>
Special Broadcasting Service (SBS)	Inclusion Training Program	2024	Website	<a href="https://inclusion-program.com.au/training_program">https://inclusion-program.com.au/training_program</a>
Department of Employment and Workplace Relations	Hiring Outside the Box webinar series	2024	Webinar	<a href="https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box">https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box</a>
Victorian Government	Equal Opportunity Act 2010	2010	Act	<a href="https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/030">https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/030</a>
Office for Suburban Development	Changing perceptions in employment	2022	Report	<a href="https://www.suburbandevelopment.vic.gov.au/_data/assets/pdf_file/0020/190271/Changing-Perceptions-in-Employment-Pilot-Report.pdf">https://www.suburbandevelopment.vic.gov.au/_data/assets/pdf_file/0020/190271/Changing-Perceptions-in-Employment-Pilot-Report.pdf</a>

Organisation/author	Title of resource	Year	Type	Link
Victorian Equal Opportunity and Human Rights Commission	Equal opportunity practice guidelines	2024	Website	<a href="https://www.humanrights.vic.gov.au/for-organisations/guidelines/">https://www.humanrights.vic.gov.au/for-organisations/guidelines/</a>
Migrant Workers Centre	Book a Know Your Rights session	2024	Website	<a href="https://www.migrantworkers.org.au/know_your_rights">https://www.migrantworkers.org.au/know_your_rights</a>
Migrant Workers Centre	Resources	2024	Website	<a href="https://www.migrantworkers.org.au/resources">https://www.migrantworkers.org.au/resources</a>
WorkSafe Victoria	OHS responsibilities and duties	2024	Website	<a href="https://www.worksafe.vic.gov.au/ohs-responsibilities-and-duties">https://www.worksafe.vic.gov.au/ohs-responsibilities-and-duties</a>
WorkSafe Victoria	Communicating across languages	2024	Website	<a href="https://www.worksafe.vic.gov.au/communicating-across-languages">https://www.worksafe.vic.gov.au/communicating-across-languages</a>
WorkSafe Victoria	Information in Languages	2024	Website	<a href="https://www.worksafe.vic.gov.au/languages">https://www.worksafe.vic.gov.au/languages</a>
SafeWork NSW	Translated resources	2024	Website	<a href="https://www.safework.nsw.gov.au/advice-and-resources/translated-resources">https://www.safework.nsw.gov.au/advice-and-resources/translated-resources</a>
Victorian Trades Hall Council (VTHC)	OHS Rep - Ask Renata	2024	Website	<a href="https://www.ohsrep.org.au/ask_renata">https://www.ohsrep.org.au/ask_renata</a>
<b>Section 3: Learning about and sharing good practice</b>				
Victorian Government	Strength-based approach: A guide to writing Transition Learning and Development Statements	2012	Guide	<a href="https://www.dss.gov.au/sites/default/files/documents/04_2022/cafis_1h_-_strengths-based_approaches.pdf">https://www.dss.gov.au/sites/default/files/documents/04_2022/cafis_1h_-_strengths-based_approaches.pdf</a>
Department of Social Services	Strengths based approaches	2022	Guide	<a href="https://www.dss.gov.au/system/files/resources/cafis_1h_-_strengths-based_approaches.pdf#:~:text=A%20strength-based%20approach%20is%20a%20way%20of%20working,and%20are%20capable%20of%20growth%2C%20learning%20and%20change.">https://www.dss.gov.au/system/files/resources/cafis_1h_-_strengths-based_approaches.pdf#:~:text=A%20strength-based%20approach%20is%20a%20way%20of%20working,and%20are%20capable%20of%20growth%2C%20learning%20and%20change.</a>
Victorian Government	Communicating with multicultural communities	2024	Website	<a href="https://www.vic.gov.au/communicating-multicultural-communities">https://www.vic.gov.au/communicating-multicultural-communities</a>
Community Door	Collaborative practice models	n.d.	Website	<a href="https://communitydoor.org.au/resources/collaboration/collaborative-practice-models">https://communitydoor.org.au/resources/collaboration/collaborative-practice-models</a>

Organisation/author	Title of resource	Year	Type	Link
Australian Council of Social Service (ACOSS)	Building networks	2015	Website	<a href="https://resilience.acoss.org.au/the-six-steps/building-networks">https://resilience.acoss.org.au/the-six-steps/building-networks</a>
Wyndham City Council	What is Opportunity Wyndham	2024	Website	<a href="https://www.wyndham.vic.gov.au/opportunity-wyndham">https://www.wyndham.vic.gov.au/opportunity-wyndham</a>
Victorian Government	Learn Locals - working with employers	2024	Website	<a href="https://www.vic.gov.au/learn-locals-working-with-employers">https://www.vic.gov.au/learn-locals-working-with-employers</a>
IPAA Victoria	Communities of Practice	2023	Website	<a href="https://www.vic.ipaa.org.au/networking/communities-of-practice/">https://www.vic.ipaa.org.au/networking/communities-of-practice/</a>
Victorian Local Learning and Employment Networks (VicLLENs)	Find your LLEN	2021	Website	<a href="https://www.vicllens.org.au/find-your-llen/">https://www.vicllens.org.au/find-your-llen/</a>
Refugee Council of Australia	Interagency networks	2024	Website	<a href="https://www.refugeecouncil.org.au/interagency-networks/">https://www.refugeecouncil.org.au/interagency-networks/</a>
SwinLocal	Welcome to SwinLocal	2024	Website	<a href="http://www.swinlocal.com/">http://www.swinlocal.com/</a>
ACT Government	Community of Practice Plan	n.d.	Guide	<a href="https://www.education.act.gov.au/_data/assets/word_doc/0003/1737930/Community-of-Practice-Plan.docx">https://www.education.act.gov.au/_data/assets/word_doc/0003/1737930/Community-of-Practice-Plan.docx</a>
Australian Research Alliance for Children and Youth	A quick guide to establishing a Community of Practice	2021	Guide	<a href="https://www.aracy.org.au/publication-resources/command/download_file/id/451/filename/A%20quick%20guide%20to%20Establishing%20a%20Community%20of%20Practice%20(ARACY)%202021%20-%20FINAL.pdf">https://www.aracy.org.au/publication-resources/command/download_file/id/451/filename/A quick guide to Establishing a Community of Practice (ARACY) 2021 - FINAL.pdf</a>
<b>Section 4. Identifying and progressing service improvements and workplace practices</b>				
Department of Foreign Affairs	Monitoring and Evaluation	2018	Guide	<a href="https://www.dfat.gov.au/sites/default/files/foundation-monitoring-and-evaluation.pdf">https://www.dfat.gov.au/sites/default/files/foundation-monitoring-and-evaluation.pdf</a>
Wellsprings for Women	Women's Health and Safety Project	2020	Report	<a href="https://www.anrows.org.au/research-program/culturally-and-linguistically-diverse-projects-with-action-research/wellsprings-for-women/">https://www.anrows.org.au/research-program/culturally-and-linguistically-diverse-projects-with-action-research/wellsprings-for-women/</a>
Australian Institute of Family Studies	Planning an evaluation	2020	Guide	<a href="https://aifs.gov.au/resources/practice-guides/planning-evaluation">https://aifs.gov.au/resources/practice-guides/planning-evaluation</a>



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Victorian Government	Methods: human-centred design tools and references	2023	Website	<a href="https://www.vic.gov.au/methods-human-centred-design-tools-and-references">https://www.vic.gov.au/methods-human-centred-design-tools-and-references</a>
NSW Government	Library of co-design resources	n. d	Website	<a href="https://aci.health.nsw.gov.au/projects/co-design/about-this-toolkit">https://aci.health.nsw.gov.au/projects/co-design/about-this-toolkit</a>
Australian Institute of Family Studies	How to develop a program logic for planning and evaluation	2016	Guide	<a href="https://aifs.gov.au/resources/practice-guides/how-develop-program-logic-planning-and-evaluation">https://aifs.gov.au/resources/practice-guides/how-develop-program-logic-planning-and-evaluation</a>
University of Technology Sydney	Measuring Social Impact free course	2022	Website	<a href="https://open.uts.edu.au/uts-open/study-area/business-and-transformation/career-development/measuring-social-impact">https://open.uts.edu.au/uts-open/study-area/business-and-transformation/career-development/measuring-social-impact</a>
Melbourne Water	Guide to Inclusive Communications & Engagement	2023	Guide	<a href="https://www.melbournewater.com.au/about/what-we-do/publications/guide-inclusive-communications-and-engagement">https://www.melbournewater.com.au/about/what-we-do/publications/guide-inclusive-communications-and-engagement</a>
Tools4dev	Monitoring and evaluation (M&E) framework template	2022	Website	<a href="https://tools4dev.org/resources/me-framework-template/">https://tools4dev.org/resources/me-framework-template/</a>
UN Women	Monitoring and Evaluation Frameworks (3 parts)	2010	Website	<a href="https://www.endvawnow.org/en/articles/335-monitoring-and-evaluation-frameworks-3-parts.html">https://www.endvawnow.org/en/articles/335-monitoring-and-evaluation-frameworks-3-parts.html</a>
Australian Bureau of Statistics	Basic Service Design	2023	Website	<a href="https://www.abs.gov.au/websitedbs/D3310114.nsf/home/Basic+Survey+Design+-+Introduction">https://www.abs.gov.au/websitedbs/D3310114.nsf/home/Basic+Survey+Design+-+Introduction</a>
Australian Institute of Family Studies	Using a survey to collect data for evaluation: A guide for beginners	2023	Guide	<a href="https://aifs.gov.au/resources/practice-guides/using-survey-collect-data-evaluation-guide-beginners">https://aifs.gov.au/resources/practice-guides/using-survey-collect-data-evaluation-guide-beginners</a>
Qualtrics - Sarah Fisher	How to create an effective survey in 15 simple tips	2023	Blog	<a href="https://www.qualtrics.com/blog/how-to-create-a-survey/">https://www.qualtrics.com/blog/how-to-create-a-survey/</a>
Toptal	Great Questions Lead to Great Design: A Guide to the Design-thinking Process	n. d	Article	<a href="https://www.toptal.com/designers/product-design/design-thinking-great-questions">https://www.toptal.com/designers/product-design/design-thinking-great-questions</a>
Qualtrics - Alex Bischoff	Customer journey mapping: The key to understanding your customer	n. d	Blog	<a href="https://delighted.com/blog/guide-to-customer-journey-mapping">https://delighted.com/blog/guide-to-customer-journey-mapping</a>

Organisation/author	Title of resource	Year	Type	Link
Melbourne Water	Guide to Inclusive Communications & Engagement	2023	Guide	<a href="https://www.melbournewater.com.au/about/what-we-do/publications/guide-inclusive-communications-and-engagement">https://www.melbournewater.com.au/about/what-we-do/publications/guide-inclusive-communications-and-engagement</a>
Victorian Government	Affinity mapping	2023	Website	<a href="https://www.vic.gov.au/affinity-mapping">https://www.vic.gov.au/affinity-mapping</a>
Centre for Culture, Ethnicity, and Health	Conducting focus groups with CALD communities	2019	Guide	<a href="https://hic.org.au/wp-content/uploads/2019/10/HIC-Conducting-focus-groups-with-CALD-communities.pdf">https://hic.org.au/wp-content/uploads/2019/10/HIC-Conducting-focus-groups-with-CALD-communities.pdf</a>
Victorian Government	Human-centred design playbook	2023	Website	<a href="https://www.vic.gov.au/human-centred-design-playbook">https://www.vic.gov.au/human-centred-design-playbook</a>
NSW Government	Interviews and focus groups	2021	Website	<a href="https://education.nsw.gov.au/teaching-and-learning/professional-learning/pl-resources/evaluation-resource-hub/collecting-data/interviews-and-focus-groups#Advantages0">https://education.nsw.gov.au/teaching-and-learning/professional-learning/pl-resources/evaluation-resource-hub/collecting-data/interviews-and-focus-groups#Advantages0</a>
Workplace Gender Equality Agency	Conducting a focus group	n. d	Website	<a href="https://www.wgea.gov.au/resources/guide-to-consulting/focus-group">https://www.wgea.gov.au/resources/guide-to-consulting/focus-group</a>
Australian Government	Who has rights under the Privacy Act?	n. d	Website	<a href="https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act/rights-and-responsibilities">https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act/rights-and-responsibilities</a>
National Health and Medical Research Council	National Statement on Ethical Conduct in Human Research	2018	Guide	<a href="https://www.nhmrc.gov.au/about-us/publications/national-statement-ethical-conduct-human-research-2007-updated-2018">https://www.nhmrc.gov.au/about-us/publications/national-statement-ethical-conduct-human-research-2007-updated-2018</a>
National Health and Medical Research Council	Australian Code for the Responsible Conduct of Research	2018	Guide	<a href="https://www.nhmrc.gov.au/sites/default/files/documents/attachments/grant%20documents/The-australian-code-for-the-responsible-conduct-of-research-2018.pdf">https://www.nhmrc.gov.au/sites/default/files/documents/attachments/grant%20documents/The-australian-code-for-the-responsible-conduct-of-research-2018.pdf</a>
ANROWS	Cultural safety principles and guidelines	2018	Guide	<a href="https://www.anrows.org.au/resources/cultural-safety-principles-and-guidelines/">https://www.anrows.org.au/resources/cultural-safety-principles-and-guidelines/</a>
Centre for Multicultural Youth	"Data? It's everything	2024	Report	<a href="https://cmy.wpenginepowered.com/wp-content/uploads/2024/12/Collecting-data-with-">https://cmy.wpenginepowered.com/wp-content/uploads/2024/12/Collecting-data-with-</a>

Organisation/author	Title of resource	Year	Type	Link
	about you!" Collecting data with multicultural young people.			<a href="#">multicultural-young-people-CMY-Report-2024.pdf</a>
Block, K et al.	Addressing Ethical and Methodological Challenges in Research with Refugee-background Young People: Reflections from the Field	2012	Article	<a href="https://academic.oup.com/jrs/article/26/1/69/1559507">https://academic.oup.com/jrs/article/26/1/69/1559507</a>
Mission Australia	Learning from Lived Experience: A Framework for Client Participation	2020	Guide	<a href="https://www.missionaustralia.com.au/documents/resource-sharing/1738-learning-from-lived-experience-a-framework-for-client-participation/file">https://www.missionaustralia.com.au/documents/resource-sharing/1738-learning-from-lived-experience-a-framework-for-client-participation/file</a>