

Developing Language Inclusion Index (LI-Index)

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A digital future is inevitable for the public, private, and social sectors. Technological advances and access can encourage more users to engage for public and governance purposes, especially during COVID disruptions. However, efficient and effective digital access to services and goods depends on various factors, including their provision, users' level of digital literacy and language preferences. It is then necessary to ensure that digital services and goods access is inclusive and equitable for culturally and linguistically diverse communities.

This presentation will discuss the development of an evidence-based and purpose-built tool, the Language Inclusion Index (LI-Index), for organisations to self-assess the degree to which their clients are included or excluded by factors of language. We will start by discussing the grassroots process and funding pathway for a community-oriented project.

Language inclusion is measured by:

- *Capacity*: Whether an organisation has the capacity to provide support to clients in a range of languages; language attitudes of the staff; whether staff feel safe to use languages other than English;
- *Access*: Where and how to access Plain English and translated resources;
- *Visibility*: Whether information is visibly displayed in Plain English and/or in Languages Other Than English (LOTE).

The LI-Index has been piloted with two public service providers, and we will present our preliminary findings on inclusiveness. The presentation will conclude by discussing the next step of project development and funding routes.

The project team members are A/P Marc Orlando, Dr Sue Ollerhead, Dr Lauren Gorfinkel, Dr Andrew Burr ridge and Dr Yuanyuan Gu.