

Filling in the puzzle

The bigger picture of engagement



Language Inclusion Index



Access • Capacity • Visibility

Language Inclusion Index (LI-Index) is a tool for organisations to self-assess the degree to which their clients are included or excluded by factors of language. LI-Index 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).

LI-Index helps organisations to build more effective and efficient communication with multicultural communities. Get in touch to receive more information: MultilingualSydney@gmail.com

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