

# Appendices

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## Appendix 1: Principles of Multiculturalism

### Principle 1

All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.

### Principle 2

All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.

### Principle 3



All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.



### Principle 4



All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

## Appendix 2: EAPS Standards Framework

| GENERIC LEVEL DESCRIPTION   | ACTIVITY AREAS   |  |   |   |   | Agency meets its obligations to report on EAPS to Parliament.  |  |
|---|--|--|---|---|---|--|--|
|   | Planning & evaluation  | Program and service delivery   | Staffing  | Communication   | Funded Services   |  |  |
| <p>Some resources are committed to the process. Managerial responsibilities are assigned.</p> <p>Agency has an EAPS plan and can demonstrate awareness of its basic responsibilities.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>2.1 Has some organisational units allocating funds for EAPS initiatives.</p> <p>2.2 Collects some ethnicity data on clients.</p> <p>2.3 Requires some managers to take responsibility for implementing ethnic affairs initiatives.</p> <p>2.4 Undertakes staff consultations to inform EAPS planning.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>2.1 Undertakes ad hoc consultations with ethnic community groups.</p> <p>2.2 Has some ethnic community representation on agency boards and committees.</p> <p>2.3 Modifies some programs and services to make them accessible to larger ethnic communities.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>2.1 Includes a reference to EAPS requirements for all relevant positions.</p> <p>2.2 Has included cross-cultural training components in most relevant training areas.</p> <p>2.3 Pays CLAS to some staff if they apply for it.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>2.1 Undertakes translation of information documents in languages based on NSW ABS data.</p> <p>2.2 Makes CLAS available to staff and circulates a list of CLAS recipients.</p> <p>2.3 Occasionally uses professional on-site interpreters.</p> <p>2.4 Translates advertisements for accuracy and consistency prior to placement.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>2.1 Advises ethnic communities about funded services and tender opportunities through English language advertising.</p> <p>2.1 Identifies specific groups of people from non-English speaking backgrounds who need particular assistance from funded services.</p> | <p><b>Agency:</b></p> <p>1.1 Has a corporate plan which makes mention of cultural diversity as a feature of the service environment.</p> <p>1.2 Has an EAPS plan, and reports on it in annual report.</p> <p>1.3 Circulates information about both the report and plan to staff.</p> | <p>Agency meets its obligations to report on EAPS to Parliament.</p> |
|   | <p><b>Agency:</b></p> <p>1.1 Includes a reference to relevant EAPS requirements for some positions in recruitment advertisements.</p> <p>1.2 Includes a segment on cross-cultural issues in some training programs (mainly for client contact).</p> <p>1.3 Uses the bilingual skills of staff on an informal basis.</p>  | <p><b>Agency:</b></p> <p>1.1 Has some individuals on agency boards and committees who are members of ethnic communities.</p> <p>1.2 Programs and services address the needs of the mainstream community, with little further targeting of ethnic communities.</p>  | <p><b>Agency:</b></p> <p>1.1 Produces all formal documents in English only.</p> <p>1.2 Occasionally and informally uses bilingual staff for client communication.</p> <p>1.3 Meets its 7.5% non-English advertising quota without multilingual production.</p>                                  | <p><b>Agency:</b></p> <p>1.1 Produces all formal documents in English only.</p> <p>1.2 Occasionally and informally uses bilingual staff for client communication.</p> <p>1.3 Meets its 7.5% non-English advertising quota without multilingual production.</p>  | <p><b>Agency:</b></p> <p>1.1 Includes cultural diversity considerations in the documentation for funded or contracted services.</p>   |  |  |

| GENERIC LEVEL DESCRIPTION   | ACTIVITY AREAS   |  |   |  |   | OUTCOME ASSESSMENT  |
|---|--|--|---|--|---|---|
|   | Planning & evaluation  | Program and service delivery   | Staffing  | Communication  | Funded Services   |   |
| <p>Reporting systems enable the agency to identify discrete activity areas and the resources committed to them.</p>  | <p><b>Agency has achieved the previous level and:</b></p> <p>3.1 EAPS planning flows directly from the overall corporate plan.</p> <p>3.2 EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities.</p> <p>3.3 Ensures that key managers (training, research, evaluation) have clear accountabilities for ethnic affairs which are incorporated into their workplans. Has ethnic affairs responsibilities integrated into SES agreements.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>3.1 Organises planned consultations with ethnic communities and clients.</p> <p>3.2 Actively seeks ethnic community representation on boards and committees. The agency has developed guidelines for membership and has advertising strategies to seek representation from ethnic communities.</p> <p>3.3 Uses the outcomes of data analysis and research in the design and evaluation of services for the needs of linguistically and culturally diverse communities.</p> <p>3.4 Institutes a data collection process for service usage and program relevance.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>3.1 Includes ethnic affairs requirements in all relevant position descriptions, staff selection training and recruitment and selection guidelines.</p> <p>3.2 Includes cross-cultural issues in all relevant training programs. Staff in public contact, policy and management positions are required to participate in such training.</p> <p>3.3 Promotes CLAS within the agency as a means of communicating with non-English speaking clients.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>3.1 Undertakes translation of information documents, based on collected client data.</p> <p>3.2 CLAS program is fully implemented and reviewed regularly.</p> <p>3.3 Has an interpreting budget and circulates guidelines on interpreter use.</p> <p>3.4 Screens and tests publicity materials for cultural appropriateness.</p> <p>3.5 Uses a range of information media based on client research.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>3.1 Incorporates ethnic affairs considerations in all funding processes including selection, language, appropriate promotion, assessment and monitoring.</p> <p>3.2 Requires the provision of language services to be built into funding agreements.</p> <p>3.3 Requires the specification of performance indicators relating to cultural diversity in contracts.</p> <p>3.4 Collects relevant ethnicity data to inform funding decisions.</p> | <p>Agency can demonstrate systematic progress in improving outcomes for ethnic communities.</p>  |

| GENERIC LEVEL DESCRIPTION   | ACTIVITY AREAS   |   |  |  |  | OUTCOME ASSESSMENT   |
|---|--|---|--|--|--|--|
|   | Planning & evaluation  | Program and service delivery  | Staffing   | Communication  | Funded Services  |  |
| <p>Agency delivers and evaluates appropriate programs in accordance with EAPS objectives.</p>  | <p><b>Agency has achieved the previous level and:</b></p> <p>4.1 Has aligned its EAPS planning with the corporate planning process. Individual divisional plans include ethnic affairs planning.</p> <p>4.2 Client data, research and consultation directly influence design and funding of ethnic affairs initiatives.</p> <p>4.3 Ethnic affairs issues are a key feature of monitoring and evaluation processes.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>4.1 Has policy and planning documents which reflect the expectation that ethnic communities will contribute to planning and evaluation processes through informed participation and representation at all levels.</p> <p>4.2 Has put in place participation forums which contribute to the design and implementation of program and service delivery.</p> <p>4.3 Takes account of the needs of special needs groups (eg refugees, survivors of torture and trauma, isolated communities) in program design, delivery and evaluation.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>4.1 Ensures that training in cross-cultural issues is incorporated within other functional training and is regularly evaluated and revised.</p> <p>4.2 Uses the CLAS program as an active strategy in meeting the communications needs of non-English speaking clients.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>4.1 Makes communications decisions and targets languages based on client group analysis and issue relevance.</p> <p>4.2 Has clear guidelines which are circulated on a full range of spoken language strategies including CLAS, on-site interpreters and TIS.</p> <p>4.3 Non-English communications strategies are part of mainstream communications and involve research, development and placements in the most appropriate communication channels.</p> | <p><b>Agency has achieved the previous level and:</b></p> <p>4.1 Has tender processes which specify that service providers need to have demonstrated knowledge and experience in working with people from diverse cultural and linguistic backgrounds.</p> <p>4.2 Requires service providers to collect ethnicity data on service consumers.</p> <p>4.3 Requires service providers to employ people to work with specific ethnic communities.</p> <p>4.4 Actively monitors the performance of service providers with reference to agreed performance criteria.</p> | <p>Agency has developed outcome benchmarks and evaluation measures which it promotes and reports to clients and staff.</p>  |

| GENERIC LEVEL DESCRIPTION   | ACTIVITY AREAS   |   |   |  |  |   |
|---|--|---|---|--|--|---|
|   | Planning & evaluation  | Program and service delivery  | Staffing  | Communication  | Funded Services  |   |
| <p>Agency performance is seen as a model of best practice.</p>  | <p>Agency has achieved the previous level and:</p> <p>5.1 Has EAPS fully integrated into the corporate planning and evaluation processes. Clear program decisions and budget allocations to deliver the EAPS outcomes.</p> | <p>Agency has achieved the previous level and:</p> <p>5.1 Agency's programs and services meet the needs of culturally and linguistically diverse communities, and are based on appropriate data analysis, research and evaluation, direct community consultation and high level participation in the boards and committees approving resources and overall direction.</p> | <p>Agency has achieved the previous level and:</p> <p>5.1 Achieves a staffing profile that is based on identified needs and is supported by sound recruitment and selection practices.</p> <p>5.2 Has a training program that fully integrates identified client needs within the appropriate functional area, such as management, policy development and client services.</p> <p>5.3 Positions staff language skills as a tactical resource in its integrated communications strategy.</p> | <p>Agency has achieved the previous level and:</p> <p>5.1 Has a fully developed multicultural communication strategy which is -</p> <p>5.2 informed by language targeting and issue relevance.</p> <p>5.3 integrated into the overall communications program with a level of resources reflective of issue relevance.</p> <p>5.4 developed strategically, and evaluated regularly, matching the message, recipient and most appropriate medium.</p> <p>5.5 serviced by staff with appropriate language resources to meet client group needs in languages other than English.</p> | <p>Agency has achieved the previous level and:</p> <p>5.1 Has funded services that are required to deliver ethnic affairs outcomes. These form an important part of selection and evaluation processes for grants and tenders.</p> | <p>Agency can demonstrate consistently high levels of client satisfaction in ethnic communities in relation to all program areas.</p>  |

## Appendix 3: Key Agencies Under the EAPS Program in 2007

Key agencies have been selected by the Premier because of their important work in providing essential services to the NSW community, or because they have an important role to play in delivering on the NSW Government's key objectives.

Key agencies in 2007 are:

- Attorney General's Department
- Department of Ageing, Disability and Home Care
- Department of the Arts, Sport and Recreation
- Department of Commerce
- Department of Community Services
- Department of Corrective Services
- Department of Education and Training
- Department of Housing
- Department of Juvenile Justice
- Department of Local Government
- Department of State and Regional Development
- Health Care Complaints Commission
- Legal Aid NSW
- NSW Police Force
- NSW Ombudsman
- Roads and Traffic Authority
- WorkCover NSW

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