

key agencies – a critical overview

Introduction

Each of the almost 200 NSW government agencies is obliged to develop an Ethnic Affairs Priorities Statement (EAPS) and to report on progress in implementing its EAPS strategies in its Annual Report.

Twenty-one agencies have been designated as key agencies by the Premier. These agencies were selected because of their important work in providing essential services to the NSW community, or because they have an important role to play in delivering the Government's key result areas.

Previously, key agencies were required to provide EAPS forward plans and standards framework self assessment reports annually. However, following evaluation of agency progress it has been determined that some agencies will not need to report until 2001.

These agencies are:

- Department of Education and Training
- Department of Fair Trading
- Department of Industrial Relations
- Department of Local Government
- Home Care Service
- Ministry for the Arts
- NSW Health.

Key agencies are required to consult with the Ethnic Affairs Commission in the preparation of their EAPS Plans. Under normal arrangements, the key agencies are required to present their EAPS forward plans and self-assessments to the Commission by 30 September each year. Under special arrangements for 2000 only, agencies were requested to report by the end of August.

During the year 2000, the Commission assisted agencies with policy and program development advice and information about particular initiatives being undertaken in the public and community sectors.

EAPS Standards Framework

In the following section, the reports of the fifteen key agencies reporting in 2000 have been analysed against the EAPS Standards Framework (see appendix 2 for framework).

The framework identifies five activity areas which are crucial to the development of sound ethnic affairs programs and agency EAPS plans.

Within each of the five activity areas - planning and evaluation; program and service delivery; staffing; communication; and funded services - there are five levels of achievement. An agency which has achieved best practice in each of the five areas would have the following:

- , **planning and evaluation** – an agency Ethnic Affairs Priorities Statement (EAPS) which is fully integrated into corporate planning and evaluation processes. There are clear program decisions and budget allocations to deliver EAPS outcomes.
- , **program and service delivery** – agency programs and services which 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.
- , **staffing** – a staffing profile which is based on identified needs and is supported by sound recruitment and selection practices. The agency has a training program which fully integrates identified client needs within the appropriate functional area, such as management, policy development and client services. Staff language skills are positioned by the agency as a tactical resource in its integrated communications strategy.
- , **communication** – a fully developed communications strategy which is:
 - informed by language targeting and issue relevance
 - integrated into the overall communications program with a level of resources reflective of issue relevance
 - developed strategically and evaluated regularly, matching the message, recipient and most appropriate medium
 - serviced by staff with appropriate language resources to meet client group needs in languages other than English.
- , **funded services** – funded services that are required to deliver ethnic affairs outcomes. These form an important part of selection and evaluation processes for grants and tenders.

Agencies are required to report on each of the activity areas and self-assess against the Standards Framework benchmarks. Evidence of outcomes that have been achieved are required, to support the levels claimed in each self-assessment.

This section provides a brief critical analysis of each agency's EAPS report for 1999-2000 against the five criteria of the Standards Framework, and a summary of the Forward Plan for ethnic affairs initiatives that has also been provided by each agency.



AGEING AND DISABILITY DEPARTMENT

Planning and Evaluation

Planning: The Department addresses its ethnic affairs responsibilities by incorporating EAPS strategies into its operational and business plans, and aligning them to the Key Result Areas. There are clear designated lines of responsibility for implementation of ethnic affairs from the Director General through the Director Finance and Administration, to Senior Managers and Unit Managers.

The Department has also established a Diversity and Equity Unit and appointed a permanent Multicultural Policy Officer with responsibility to improve access to Departmental programs for people from culturally diverse backgrounds, and to coordinate the EAPS Plan.

Data and Research: The Department's Regional Planning Framework is designed to enhance the responsiveness of its planning processes to meet the needs of local communities and identify special needs groups. Part of this framework is the Population Group Planning which include qualitative information based on consultations with people from diverse cultural and linguistic backgrounds in all regions, and quantitative analysis based on ABS statistics.

Resources: Statistical data collected from clients, through the Commonwealth Disability Minimum Data Set, the Department's own surveys, and through feedback from community organisations aims to ensure equity in the distribution of resources across the State, with special attention to the needs of people from linguistically and culturally diverse backgrounds.

The Department is planning to establish its own Minimum Data Set in the Home and Community Care program from 1 January 2001. The same "country of birth" and "main language spoken at home" categories used in the Commonwealth data collection will also be employed in the HACC Minimum Data Set.

During the year under review, the Department collaborated with the Ethnic Affairs Commission in developing a statistical profile of older people from diverse language backgrounds.

Program and Service Delivery

Service and Programs: The Department administers three main funding programs: the Home and Community Care Program (HACC), the Disability Services Program (DSP) and the Ageing Program. In addition the Department administers the Seniors Card Scheme, and has responsibility for the development of policies in the areas of ageing and disability.

The Healthy Ageing Framework encourages government agencies to take action on issues affecting older people from culturally and linguistically diverse backgrounds. There were 19 actions in the 1999/2000 Healthy Ageing Framework Plan addressing the needs of this group.

Initiatives are also being undertaken to address the cultural and linguistic needs of disabled people being relocated from large residential centres and boarding houses to alternative supported accommodation.

Consultation: The Department has established an Ethnic Affairs Reference group to provide advice to the Department to improve access for older people and people with disabilities from culturally diverse backgrounds to the services they need.

The Department also held consultations with members and representatives from diverse language and cultural background groups which informed the Care for Carers Program.

Consultations with people from diverse cultural and linguistic backgrounds also took place in all the ADD's regions to develop a departmental three year plan.

Participation: The Department has representation of people from diverse language and cultural background groups on all key advisory boards. In addition, the Regional Advisory Groups for older people and people with disabilities, established in each of the Department's six regions, each have representatives of culturally and linguistically diverse communities.

Staffing

Recruitment: The Department incorporates a reference to Cultural Diversity principles in all advertisements.

Approximately 17% of the Department's staff are from racial, ethnic or ethno-religious minority groups.

Training: The Department is committed to include cross-cultural issues in all relevant in-house training. Training for representatives in all Regional Planning Groups and all training on Project Management has incorporated cross-cultural issues.

To date 40% of staff in client contact, policy or service delivery areas have participated in cultural diversity training. It is planned to increase this during 2000/2001 so that all staff will have had training, and where appropriate attended refresher courses.

CLAS: As the Department is not a direct service provider, the CLAS allowance is not relevant at present. The Department has, however, developed multilingual communication strategies which involve the use of professional interpreters to convey information to people who have English language difficulties.

Communication

Publicity: The Department has produced a number of multilingual publications and translations of its brochures and summaries of documents.

The Home and Community Care (HACC) Program's Community Relations Strategy includes the publication of Plain English and multilingual brochures in 16 community languages identified from ABS data.

These publications have also been added to the Departmental website.

The HACC strategy also includes the promotion through SBS and ethnic radio of the Homereach series, broadcast in 21 community languages, which covers a range of topics including eligibility for HACC services and issues regarding older people and people with disabilities from culturally diverse backgrounds.

Other publications in 1999/2000 included the "Abuse of Older People" kit produced in 17 community languages, and posters and information on dementia targeting two ethnic groups.

Client communication: The Department uses face to face professional interpreters where necessary for meetings and forums. One example cited were meetings organised in relation to the relocation of people with disabilities to group homes.

The Department's internal Publications and Communications Guidelines provide information on procedures that are taken to communicate with non-English speaking communities and clients, including use of interpreters and translation of documents.

The Seniors Card and the Department's telephone hotlines are linked to the Translating and Interpreting Service (TIS), and this service is also used by the Seniors Information Service of the Department, which provides confidential guidance to older people, their families and carers.

Information on the extent of utilisation of TIS services was not included in the report.

Funded Services

Grants to communities: The planning, monitoring and provision of funding by the Department include strategies on meeting the needs of a culturally diverse society. The Department requires funded organisations to provide culturally appropriate services to people from diverse backgrounds, and Departmental officers monitor the performance of funded organisations against standards, which include cultural and linguistic considerations.

The HACC program funds 61 projects for non-English speaking background people, totalling \$4,206,020. The projects include a mix of ethno-specific, multicultural and mainstream access projects.

The Dementia action plan is a five year plan that aims to strengthen the capacity of State government programs to respond to the needs of people with dementia and their carers. A number of projects are specifically targeted at people from diverse linguistic and cultural backgrounds under this program.

Contracted services: Prospective providers are required to demonstrate experience and capacity to meet the needs of service users from culturally and linguistically diverse backgrounds.

Providers bidding for services through “Expression of Interest” and other competitive selection processes are required to include interpreter and translation costs within the proposed budget structure for the service.

Regional and Rural Services

The Department utilises information from consultations with people from diverse cultural and linguistic backgrounds in all regions, and from the Advisory Groups in each of its six regions, to inform its Regional Planning Framework.

Forward Plan

The Department has advised that its plans for 2001 and beyond include improved data collection to build up a Minimum Data Set and investment and training in technology to support data collection and use to address unmet demands and access problems. Additionally, it plans for improved participation by people from diverse cultural and linguistic backgrounds in planning processes and service provision.

While the Department also proposes to ensure that new funded services have separate budgets for interpreters and translators, and that providers can demonstrate increased cross-cultural competence, it still needs to include specific performance indicators in agreements with services that are funded on a recurrent basis.

Specific programs and projects forecast include greater emphasis on providing access to children with disabilities from culturally diverse backgrounds through the Families First and Early Childhood Intervention programs, a series of initiatives to assist carers and seniors from culturally diverse backgrounds, and a project to promote dementia awareness within the ethnic communities.

The Department will also be promoting projects to encourage people from culturally diverse backgrounds to become volunteers.



DEPARTMENT OF COMMUNITY SERVICES

At the time of going to print, the Ethnic Affairs Commission and the Department of Community Services were continuing work on the Department's Ethnic Affairs Priorities Statement report.



DEPARTMENT OF CORRECTIVE SERVICES

Planning and Evaluation

Planning: The Department's Ethnic Affairs Priorities Statement is constructed to meet its own key corporate result areas, the State government's key ethnic affairs result areas and the ethnic affairs activity areas as set out in the EAPS Standards Framework.

The Department has an Ethnic Affairs Taskforce, which has the role of ensuring the development of corporate objectives and strategies consistent with the guidelines provided by the Ethnic Affairs Commission, and by the Charter of Principles for a Culturally Diverse Society.

Major activities over the past year have included work on developing and maintaining appropriate case management and program delivery to inmates of diverse cultural, religious and linguistic backgrounds; incorporation of recommendations of the Mulawa Report (see below); and the development and maintenance of appropriate clustering policies for inmates from culturally diverse backgrounds.

In 1996 the Ombudsman released the Mulawa Report on the "Needs and Services for Non-English Speaking Background Women" at Mulawa Correctional Centre. Twenty-seven of the recommendations of the report have been progressively introduced and have been incorporated in the Department's EAPS for 1999/2000.

The Department has a Policy and Project Officer (Ethnic Affairs) position which is responsible for developing ethnic affairs policy and procedures, community consultations, coordinating the Ethnic Affairs Taskforce, collecting data and producing statistics.

Data and Research: The Department has data collection mechanisms in place to assist in ensuring that the diverse cultural, religious and linguistic needs of offenders and visitors are met.

The data collection system includes a Research and Statistics Branch and an inmate record database (the Offender Management System). The Department continues to improve and refine its data collection to ensure it more effectively reflects the nature and the needs of the inmate population.

Resources: Data is collected on the Offender Management System. This system has been developed to accommodate collection of ethno-specific data including country of birth, first language spoken and English literacy. The English literacy component is used to determine whether accredited language services are required.

Program and Service Delivery

Services and Programs: Offender programs, both in Correctional Centres and in the community, are developed in consultation with ethnic community organisations to meet the needs of offenders from non-English speaking backgrounds.

Consultation: The Policy and Project Officer (Ethnic Affairs) regularly consults with ethnic community groups on a broad range of issues affecting offenders from culturally diverse backgrounds and their families.

The Department has also developed a resource directory for internal circulation, which contains details of metropolitan and regional ethnic community agencies. These contacts can be used by correctional centre management when recruiting members for Community Consultative Committees on services for inmates.

Participation: The Ethnic Affairs Taskforce, with representation from ethnic community organisations, advises the Senior Assistant Commissioner (Inmate and Custodial Services) and the Assistant Commissioner (Inmate Management) on a range of ethnic affairs issues and undertakings.

Staffing

Recruitment: The Department has put in place a Multicultural Employment Strategy to facilitate employment, workplace support and career development opportunities for staff from diverse cultural, religious and linguistic backgrounds.

The Department advise that all “Positions Vacant” advertisements still include, as essential criteria, a knowledge and understanding of the Charter of Principles for a Culturally Diverse Society. Staff employed in higher ranks or grades are also required to demonstrate a commitment to the Charter of Principles for a Culturally Diverse Society. This advice indicates that there is a need for the agency to update its recruitment advertisement formulae. Senior staff are required to implement and promote strategies in the workplace to eliminate discrimination as well as promoting the Department’s policy of zero tolerance to any form of harassment. At the senior and executive levels of the Department staff are required to ensure the needs of staff and inmates from culturally and linguistically diverse backgrounds, are considered and incorporated into Business Plans and Performance Agreements.

Training: Cross-cultural awareness education is an essential component in all key training areas of the Department.

CLAS: The Community Language Allowance Scheme (CLAS) is promoted as a means of communication with offenders and visitors of linguistically diverse backgrounds.

Program managers in each of the correctional centres are responsible for monitoring the use of CLAS qualified staff and accredited language services.

In 1999/2000, the Department had 104 staff speaking 34 languages in receipt of CLAS. Of the 104, 12 were registered as speaking two languages and one registered as speaking three.

Communication

Publicity: The Department has had 16 documents translated into 22 languages. Languages selected for translation are identified by statistical data gathered from interpreter statistics and the Offender Management System.

Client communication: The Department engages approved language assistance (CLAS qualified staff or professional interpreters) to facilitate interviews and inmate management, and the visits process.

Essential documents, signage and explanatory handouts are provided in community languages, and conference facility interpreter phones are available in visiting centres.

Material aimed at assisting staff to use interpreters is included in the staff policy and procedures manual, and details situations where accredited language services may be required, and points on interpreter use during interview situations.

Information of the level and extent of utilisation of CLAS staff and interpreters was not included in the report.

Funded Services

Grants to communities: Following publication of a review of the Community Grants Program in 1999, the Department is now undertaking planning for the funding of non-Government service provision. The Department is facilitating working groups in the areas of Inmate Support, Families and Children, Transition, and an Aboriginal Reference Group.

Contracted services: No information was provided by the Department on contracted services.

Regional and Rural Services

Fourteen of the Department's 25 correctional centres lie outside Sydney. In addition to its correctional centres, the Department operates Probation and Parole Offices across the state and is responsible for the majority of court and police cells. The Department has developed a complex infrastructure to provide services to rural and remote correctional centres and other Departmental operations and is committed to ensuring the provision of equitable services to staff and inmates from culturally and linguistically diverse backgrounds, including Indigenous Australians, in all areas of its operations.

Forward Plan

The Department has developed a comprehensive and detailed forward plan which incorporates clear performance indicators and timeframes.

Initiatives planned for the coming year and beyond are intended to further facilitate consultation with and participation by people from diverse cultural, religious and linguistic backgrounds.

Improved data collection and regular analysis will be used to identify trends in the cultural and linguistic backgrounds of the inmate population, and will also identify inmate and visitor language needs.

In 2000/2001, the Department also plans to survey the inmate population to obtain data on the cultural and linguistic backgrounds and language needs of inmates with disabilities.

A review, audit and restructure of CLAS within the Department is planned to inform the development of a training package on the use of appropriate accredited interpreter services. This will ensure that staff are responsive and competent in utilising interpreter services. The review will also incorporate changes that are contained in the revised CLAS Handbook.

In 2000/2001, the Department will consider and consult with other agencies, including the EAC, on recruitment strategies to attract and retain staff from culturally, linguistically and religiously diverse backgrounds.

A pilot Community Visitation Program began implementation at three Police and Court cells locations in 2000 (Bateman's Bay, Port Macquarie and Lismore). Community members from various ethnic backgrounds as well as the Aboriginal community were trained in suicide awareness, alcohol and other drug issues, cultural awareness, occupational health and safety, as well as the role of the Department in inmate transport and security. This training will allow community members to visit court and police cells, and attend when requested, to assist people from various ethnic backgrounds who are held in custody.



DEPARTMENT FOR WOMEN

Planning and Evaluation

Planning: Ethnic affairs considerations are incorporated as a core part of the Department's corporate planning. Ethnic affairs responsibilities are included in SES performance agreements, and all management positions are responsible for ensuring that cultural diversity issues are incorporated in policy and program development.

The Department also has an officer who plays a coordinating role in program and policy development on issues relating to culturally and linguistically diverse communities.

Data and Research: The Department states that it has limited resources for the collection of ethnicity data, but works with other agencies to ensure that issues of concern to women are included in their data collections. The Women's Information and Referral Service (WIRS) collects some client data, including information on languages spoken.

Resources: The Department has no identified budget allocations for EAPS initiatives.

Program and Service Delivery

Service and Programs: The Women's Information and Referral Service (WIRS) is the only direct service of the Department. WIRS provides information via the telephone to women, with staff trained in the use of interpreters communicating with clients.

The Action Plan for Women 2000 for Non-English Speaking Background Women provides an overview of NSW government plans and actions for women from culturally diverse backgrounds. Strategic partnerships and alliances, including ethno-specific groups, are developed with women's organisations through the Peak Women's Strategic Framework.

Migrant and refugee women are given the opportunity to contribute to the celebration and preservation of their cultural heritage, and to public knowledge of migrant women's contribution to Australian society, through the Migration Heritage Centre Project.

Consultation: The Department and the Premier’s Council for Women undertake regular consultations with the community. Women of culturally diverse backgrounds are actively encouraged to participate in these forums. Information from the consultations informs policy development within the Department.

In the year under review, the Department also established a “Cross Functional Team on NESB Issues” to address the needs of clients and staff from culturally diverse backgrounds, provide input into the consultation process, and to provide a reference group for policy work undertaken on cross-cultural issues.

The Department is currently conducting discussions with key ethnic community agencies/ advisors to identify and assess the needs of new and emerging migrant communities.

Participation: The Premier’s Council for Women includes representatives from culturally and linguistically diverse backgrounds, as do the Department’s Western Sydney and Central Coast Consultation groups.

The Women’s Information and Referral Service (WIRS) has set up a reference group to provide advice on the needs of women, including those from culturally diverse backgrounds.

Staffing

Recruitment: An understanding of EAPS priorities and ethnic affairs is a requirement of all positions within the Department.

WIRS employs three multi-lingual information officers.

Training: All supervisors and managers are required to attend cross-cultural training programs, and are to ensure that staff in their units are aware of cross-cultural communication issues.

CLAS: The Department promotes CLAS to all staff and encourages staff to apply for the allowance. Currently it has four staff (8% of establishment) in receipt of CLAS.

Communication

Publicity: The Department has only a limited number of publications, but does however provide some informational material in translation.

The Department’s domestic violence publication, *Domestic Violence. You Don’t Have to Put up With It* was translated into 17 community languages.

Client communication: WIRS conducts outreach activities for women from culturally diverse backgrounds, and uses the Translating and Interpreting Service (TIS) for this purpose. It also uses TIS to provide assistance to non-English speaking clients. No information on the extent or level of the use of TIS services was provided.

Funded Services

Grants to communities: Recognition of cultural issues is built into the Women's Grants Program, and informs the guidelines developed for the program. Information seminars targeting women from culturally diverse backgrounds are held prior to applications for grants being sought.

In December 1999, the Minister for Women announced a number of projects under the Women's Grants Program, including a grant to the Immigrant Women's Speakout Association of NSW. This grant was to develop a training unit specialising in gender and cross-cultural issues.

Contracted services: The Department does not have contracted services.

Regional and Rural Services

The Department has not reported on any EAPS-specific initiatives in regional or rural areas, for the year under review.

Forward Plan

The ethnic affairs initiatives of the Department are generally of an ongoing nature, and no information has been given regarding timelines, completion dates or any proposed evaluation processes.

Ongoing programs include the provision of information, advice and assistance to women from culturally diverse backgrounds through the WIRS outreach work, involvement of women from culturally diverse backgrounds in peak women's strategic organisations and the Premier's Council for Women, and strategic projects and partnerships for women in business.

The Department advises that cross-cultural training for all staff will be provided in 2000/2001, and that consultations with key ethnic community agencies/advisors on the needs of women in new and emerging communities will also continue in the coming year.

The first phase of the Migrant Heritage Centre project, *Living from a Suitcase*, has been completed, and the project will now be extended to include migrant and refugee women from other regions of NSW.



HEALTH CARE COMPLAINTS COMMISSION

Planning and Evaluation

Planning: The 1999/2001 Corporate Plan of the Commission states that the Commission will “ensure its programs and services are equally available to meet the needs of all people, including people from a culturally diverse background.”

The performance agreement of the Chief Executive Officer includes EAPS responsibilities, managers are responsible for ensuring that services are accessible, and staff are consulted in the EAPS planning process.

Data and Research: Questionnaires are issued to all complainants and some Patient Support Office (PSO) clients. Ethnicity data is entered on database, and some analysis is being undertaken.

Resources: Specific budget provision, accessible to staff involved in complaint handling and information provision services, is made each year for interpreting and translating services.

Program and Service Delivery

Service and Programs: Patient Support Officers assist health consumers to resolve concerns with private and public health services by facilitating self-advocacy or through negotiation and discussion with health service providers.

Consultation: The Patient Support Officers outreach to ethnic communities by providing information services.

Participation: The Ethnic Communities’ Council of NSW is represented on the Commission’s Consumer Consultative Committee.

Staffing

Recruitment: Duty statements for all positions within the Commission incorporate understanding of cultural diversity issues.

Training: Induction training includes awareness of cultural diversity issues and gives guidance on using interpreters.

The Commission advises that in the year under review, a special cultural diversity course for all staff, provided by the Diversity Education and Workforce Development Unit of South Eastern Sydney Area Health Service, was commenced.

CLAS: Due to the demands of technical, medical and/or legal terminology, the use of professional interpreters and translators for hearings and before tribunals is regarded as more appropriate than using CLAS by the Commission.

Communication

Publicity: Generally, the Commission does not undertake campaign-like advertising. Funds are made available from the printing and publication budget, as required, for non-English publications. The Commission uses ABS data and health care usage statistics as a basis for deciding on the languages for translated materials.

Client communication: The Commission's core business includes regular use of translating and interpreting, for which \$6,000 was budgeted in 1999/2000. The Translation and Interpreter Service (TIS) was used on 60 occasions during the year.

Funded Services

The Health Care Complaints Commission does not fund services.

Regional and Rural Services

Rural and regional strategies are not specifically identified within the Commission's EAPS report for 1999/2000.

Forward Plan

In 2000/2001, section business plans and individual work plans will be revised to ensure incorporation of cultural diversity issues.

The Commission advises that in 2000/2001 it proposes to consider and implement mechanisms for more effective consumer and ethnic community input.

The Commission also plans to revise its communication strategy to better address the cultural diversity of its clients. Proposed initiatives include the production of information brochures in plain English, possibly incorporating text in select community languages, and implementation of the proposed Commission website to provide information to people from culturally diverse backgrounds.

Consumer complaints will be analysed for ethnicity data to inform planning on communication strategies and staff training.

Training in cultural diversity issues commenced in 1999/2000 and will continue into 2000/2001, as will training in the use of interpreters for all public contact staff.



DEPARTMENT OF HOUSING

Planning and Evaluation

Planning: EAPS is a core business component in the Department's 2000/2003 Corporate Plan. In the context of corporate priorities under the plan, all senior managers have clear accountabilities for implementing EAPS through their areas of action. Performance indicators in relation to each Key Result Area are identified through the workplans and are monitored on a regular basis.

Each of the 25 work areas of the Department is responsible for funding EAPS initiatives included within its workplan.

The Office of Community Housing and the Home Purchase Assistance Authority have been fully integrated into the EAPS planning and evaluation processes.

An EAPS Working Group, representing all areas of the Department, has been established to plan, evaluate and support the implementation of EAPS Plan initiatives across the Department. Regional and divisional staff are consulted about EAPS priorities and initiatives for inclusion in the workplans of their respective areas.

Data and Research: The Department collects detailed ethnicity data on public housing clients, which is compiled, analysed and reported annually. Data on client ethnicity has been expanded to identify areas of need and to better target resources.

Improvements in IT capacity have seen improved reporting capabilities to capture the diversity of applicants through the introduction of additional fields such as sponsorship, refugees, asylum seekers and Temporary Protection Visa.

Resources: The Office of Community Housing annually collects relevant data from community housing providers. This includes analysis of target groups and reports on the number of households from culturally diverse backgrounds that have been assisted.

Program and Service Delivery

Service and Programs: The Department provides housing services for a culturally diverse population. In 1999/2000, a total of 1338 people from culturally diverse backgrounds were housed in public housing. Up to 37% of applicants and 22% of the Department's tenants are from culturally or linguistically diverse backgrounds.

In areas with a high number of people of non-English speaking background, services are targeted to the needs of particular communities.

For example, under the community housing funding programs, additional new dwellings were acquired by five existing cooperatives to accommodate older people in specific ethnic communities. Under the same funding, the new Alma cooperative was established to target South American families, sole parents and singles.

Consultation: The Department is committed to consultations with all its tenants and other stakeholders, and in the year under review has undertaken consultations with a number of ethnic community organisations including Botany MRC, Riverwood Arabic Association, and the Vietnamese Tenants Group.

Input was sought from ethnic community groups and individuals by the Office of Community Housing as part of consultations in Sydney, Coffs Harbour and Orange for the *Supported Housing Community Plan*.

The *Community Renewal Program* requires the involvement of and the Department's partnership with a broad range of community groups, including ethnic community groups. Representatives from ethnic communities have been involved in a number of the Department's initiatives under this program.

Participation: Guidelines for Tenants Participation Forums, Neighbourhood Advisory Boards, tenants and community programs and Customer Service Councils specifically require the representation of culturally diverse members in their committees.

Ethnic community representation is included on the Regional Tenants Councils which provide advice to the Department's regional directors

Staffing

Recruitment: Advertisements for all positions include reference to the Principle of Cultural Diversity, and demonstrated knowledge of EAPS issues is an essential requirement for all positions and included in all selection guidelines.

In 1999/2000 there was an 8% increase over the previous year, in the number of staff from culturally and linguistically diverse backgrounds, and the proportion of staff in this category is now 3% above government benchmark targets.

Training: The Department addresses cross-cultural issues in training at both corporate and local levels.

The Cultural Diversity module in entry level training has been reviewed and updated over the past year, and now includes refugee awareness and sensitive issue interview techniques. During the year, 128 new Client Service staff undertook entry level training.

Seven 3-day workshops on *People, Culture and Communication* were conducted across the Department in 1999/2000.

CLAS: In the year under review, 81 staff received the Community Language Allowance, covering 29 languages.

The Department has implemented the two-tier CLAS payment recommended by the latest CLAS review.

Communication

Overall communication strategies are based on client language data collected on the languages spoken by its clients. With up to 37% of applicant households and 22% tenants being from culturally diverse backgrounds, the Department has developed and implemented communication strategies to respond to the language needs of particular groups.

Publicity: Newsletters, factsheets, information brochures and letters are translated into target community languages, and the translations are checked by CLAS recipient staff to ensure that appropriate housing terminology is used.

The tenant quarterly newsletter *Your Home* is translated into five community languages. A document, *Housing Services for Newly Arrived Migrants Who Are Awaiting the Two-year Payment*, was produced in close consultation with representatives from the Fairfield MRC and local ethnic community groups and translated into seven community languages to meet specific local needs.

Advertisements in ethnic media are reflective to the Department's major ethnic client groups. The Department has mainly used publications in the ethnic press. However, a few initiatives at local level have involved talks in the local ethnic radio programs.

Client communication: The linguistic needs of the Department's clients are addressed by the provision of free language services available through telephone, on-site special bookings through the Block Booking Interpreter Service (BBIS), and during client's visits.

While the Department uses a comprehensive range of language resources such as translation, BBIS, TIS and CLAS, it is the Department's policy to use only professional interpreters for client interviews. Professional on-site interpreters are used continuously through a structured Block Booking Interpreter Service. Staff receiving CLAS are used only to assist with short enquiries.

In 1999/2000 a total of \$335,059 was spent for interpreter and translation services (excluding CLAS).

Funded Services

Ethnic affairs considerations have been included in all the Department's funding processes.

All contracted services which are funded by the Department and which receive applications or tenders are advertised in the ethnic media.

Grants to communities: thirteen of the 44 housing cooperatives funded by the Office of Community Housing have been established by specific ethnic communities, including Tongan, Filipino, Arabic, Indo-Chinese and Pacific Islander.

Contracted services: The Department advises that performance indicators for cultural diversity are not yet represented in contracts, but Ethnic affairs considerations are implicit in all tender processes under its broader Code of Conduct and Commitment to Quality Service requirements.

Regional and Rural Services

Department of Housing Regions identify specific client groups requiring specialised assistance from funded services as part of the Tenant and Community Initiatives Program.

Forward Plan

The Department has prepared a comprehensive forward plan to address its responsibilities and the complex needs of its clients. Some its components are outlined below.

EAPS is a core component of the 2000/2003 Business Plan, and by early in the next reporting year, should be fully integrated into Departmental business planning, management and reporting mechanisms.

Updating of policies annually or as required, ensures that operational procedures reflect immigration changes and new arrival groups such as refugees and asylum seekers.

In responding to the housing needs of a culturally diverse community, the Department is planning to modify or redevelop some of its existing housing stock to align with the needs of extended families.

The Department plans to resource client service staff to improve their assessment skills when interviewing people with complex needs, and to ensure that Client Service Visits are culturally sensitive. Provision of *People Culture and Communication* training will be extended to all country Client Service Teams and to Office of Community Housing staff by mid-2001.

The Department plans to improve its networking with local/ethnic settlement officers and key agencies and advocacy groups, and, in conjunction with local agencies, encourage people from diverse cultural backgrounds to participate in Community Renewal strategies.

The Department is developing a more structured Multicultural Communications Strategy which will include the outcomes of the Language Services review. Particular initiatives will be put in place to ensure access to information and services by culturally diverse groups in country areas, and ensure that information on home purchase assistance is accessible to culturally diverse communities.

The Department will also explore options to increase employment of bi-lingual Client Service staff, and implement needs-based training programs for staff from culturally diverse backgrounds.



DEPARTMENT OF JUVENILE JUSTICE

Planning and Evaluation

Planning: Currently the Department endorses EAPS and has a corporate plan, which includes responsiveness to cultural diversity and staff training as a feature of service improvement.

Cluster Directors and unit managers are responsible for the implementation of ethnic affairs in the organisation.

During 1999/2000, the Department undertook a state-wide consultation process to inform EAPS planning and development.

The Department is developing a new corporate plan for the period 2001-2004, under which EAPS planning will be fully aligned with the corporate planning process.

Data and Research: The Department collects ethnicity data at the point where clients are admitted into custody, and upon intake into community based services. The information which is collated and produced as part of monthly operations reports, is used to inform the development of language and funded services. Ethnicity information is also collected by the Youth Conferencing Directorate.

Resources: The Department has a centralised budget for the use of interpreters, translators and transcription services, and for the production of multilingual information.

Program and Service Delivery

The quality of detention centre services is now defined through national standards, and will eventually be regulated through national accreditation. Standards on responding to linguistic and cultural diversity and religious expression have been built into this process.

Centres endeavour to provide services that recognise and respond appropriately to the diverse religious, spiritual, cultural and linguistic needs of young people in detention.

Consultation: During 1999/2000, with the assistance of staff from the Ethnic Affairs Commission, the Department conducted a state-wide consultation process to inform development of the Department's EAPS for 2000/2001.

The aim of the consultation was to identify the needs of clients (and their families) from culturally diverse backgrounds; gaps in the Department's services; and practical strategies to address the identified needs and gaps.

The consultation process was completed in all clusters, and involved centre staff, community staff, representatives from ethnic and community agencies, clients and parents. A total of 11 workshops were conducted over two months across the state.

Participation: The Department works with ethnic community representatives to provide cultural support for young offenders in custody and on post release programs.

Activities include involving members of ethnic communities in activities via multicultural days and community support visits, facilitating visits of religious leaders to meet the needs of detainees from diverse faiths, and recruiting and using people from culturally diverse backgrounds as mentors for young people undertaking community based orders.

However, there is only limited representation of ethnic communities on Departmental committees.

Service and Programs: The Department endeavours to produce services within juvenile justice centres that are responsive to linguistic, cultural and religious diversity.

Initiatives to address cultural diversity include the employment of bi-lingual workers to identified juvenile justice officer and counsellor positions, the provision of culturally appropriate work programs for young people on community based orders, and the funding of specific post release support programs for people of culturally diverse backgrounds.

Staffing

Recruitment: A reference to EAPS requirements is included in all relevant positions in job advertisements placed by the Department.

Training: Training components on working with young people from culturally diverse backgrounds are delivered as part of the induction programs and competency training for Senior Youth Workers and Juvenile Justice Officers.

In 1999/2000 the Department developed self paced learning kits for staff, for the delivery of its Language Services Policy. Further training on the policy is undertaken locally on a needs basis by category I trainers.

CLAS: Three members of staff are currently on the Community Language Allowance Scheme. A Department-wide survey indicates that this comparatively low number is due to the low number of staff with the relevant community language skills.

Communication

Publicity: The Department translates publications and other information intended for clients and their families into community languages. The choice of languages is informed by consultations with members of the ethnic communities, the Ethnic Affairs Commission's Language Services Division, and analysis of ABS census and client ethnicity data.

Client communication: The Department has developed a comprehensive package of policies and guidelines (the Language Services Policy) on the use of interpreters. The Department has also trained 21 category 1 trainers on how to train staff in the use of language services.

A series of initiatives and strategies are in place, for completion by early 2001, to ensure that clients and their families who have English language difficulties are provided with an opportunity to access accredited interpreter services.

Funded Services

Grants to communities: The Department operates a community grants program. A demonstrated ability to provide services to clients of diverse cultural and linguistic backgrounds is a key selection criterion in the grant assessment process.

Contracted services: The Department of Juvenile Justice funds three separate programs for the Pacific Islander, Indo-Chinese and Arabic speaking communities. Each program is run by a community organisation, and provides local support and post-release services for young offenders and their families.

In 2000, the Department established the Pre-employment Skills Training and Mentor Support Program, delivered by 8 community agencies. Two of these provide Fairfield and Liverpool based agencies.

The agreements for all funded services refer to the need to utilise professional interpreter and translation services when working with clients from culturally diverse backgrounds.

Regional and Rural Services

Rural and regional strategies are not specifically identified within the Department's EAPS report.

Forward Plan

The Department's EAPS Forward Plan is informed by its Corporate plan, the outcomes of the consultation processes undertaken with the assistance of EAC staff in 1999, and a review of the Department's progress in the area of ethnic affairs, to date.

The Forward Plan is project-based and addresses such issues as extension of the use of interpreters in juvenile justice centres; the availability of multilingual Departmental information; cultural awareness training for staff; the provision of appropriate religious services to detainees of diverse faiths; the enhancement of resources and support available to staff working with clients from diverse cultural, religious and linguistic backgrounds; and measures to enhance the responsiveness of services funded by the Department and operated by community agencies.

The Department plans to translate and produce the revised Youth Justice Conferencing brochure, *Healing the Hurt*, in community languages.

It is also implementing a community networking project, based on improved communication and coordination between centres and community agencies (including post-release services) whereby clients in detention will maintain contacts with community supports and agencies in preparation for their release.

The establishment of a Department-wide network of staff from diverse cultural backgrounds and staff who regularly work with clients from minority groups is also planned for the next year. This network is intended to facilitate the sharing of good practice and to provide support and development among staff, and provide input to the ethnic affairs initiatives of the Department.

In 2000/2001, the Department intends to amend funding agreements to require funded services to plan and implement strategies to ensure culturally and linguistically appropriate service delivery. The requirement will take effect from 2001/2002.



Planning and Evaluation

Planning: The Commission has an EAPS Plan which is reviewed annually. Information about the plan is circulated to staff, and managers of major practice areas have the responsibility for its implementation.

Data and Research: The Commission collects data on the ethnicity of its clients and service users, and consults with staff to identify gaps in service provision and to inform EAPS planning. Access and equity data is collected from head and regional offices to identify areas of need and gaps in service delivery.

Resources: All major practice areas of the Commission allocate funds for EAPS initiatives.

Program and Service Delivery

Service and Programs: Of the 262 Community Legal Education workshops held across NSW during the year, 4.2% directly targeted people from culturally diverse backgrounds.

Regular Community legal education sessions are also held for newly arrived migrants to explain their legal rights and responsibilities.

The Commission participates in the Joint Justice Network, which has as one of its aims improving access to the legal system for people from culturally and linguistically diverse backgrounds.

Consultation: The Commission undertakes ad hoc consultations with ethnic community groups regarding its services and programs, but does not yet have a formal coordinated consultation strategy.

A Commission publication, *Get Street Smart*, a pocket-size booklet informing young people about their legal rights and responsibilities, was client tested by young people in consultation with the Bankstown Multicultural Youth Service to ensure that its message was appropriate to youth from Arabic and Chinese backgrounds.

Participation: The Commission has yet to improve the representation of ethnic communities on agency boards and committees.

Staffing

Recruitment: EAPS requirements are referred to in all the Commission's advertised positions.

Training: Training is provided in stand-alone courses, including a session on cross-cultural awareness in the annual Criminal Law conference, which was attended by 160 staff members.

A number of training sessions on Discrimination Law were held during the year.

Legal Aid lawyers are provided with information on the Attorney General's Interpreter Service initiative, which ensures that an interpreter is made available at all court proceedings.

CLAS: The Commission advises that the CLAS program is fully implemented and reviewed regularly. The CLAS list is used by reception and telephone staff to provide immediate assistance to clients who speak languages other than English.

Information on the number of CLAS recipients was not provided.

Communication

Publicity: The Commission has a well-developed communication strategy which in the year under review saw:

- the brochure, *Do You Have a Legal Problem?* and information on the *Women's Domestic Violence Court Assistance Program* translated into twelve community languages
- *Family Law – Frequently Asked Questions* translated into four community languages (to be expanded into a further six languages in the coming year)
- Do It Yourself Divorce classes, advertised in the ethnic media and presented using either a lawyer who speaks the relevant community language, or with the assistance of interpreters
- the publication of *Get Street Smart* with input from Arabic and Chinese (Mandarin speaking) youth
- information dissemination through ethnic radio and print media
- Commission representation through street stalls at annual major community events.

Client communication: The translation of information is based on identified needs in the community, selected according to Commission data, information from other agencies, and on ABS data.

The Commission uses interpreters extensively in its work with clients. An interpreting budget is established, and guidelines for it are circulated to staff. Details of budget allocation or extent of utilisation of interpreter services were not, however, provided by the Commission.

Legal Aid lawyers have been informed of the Attorney General's Interpreter Service initiative (referred to above, under Training).

Funded Services

The Commission has had no occasion to make new funding or tender opportunities available to any communities, including ethnic communities, during the year under review.

Grants to communities: The Legal Aid Commission manages funding programs for 32 Community Legal Centres (CLC) and 33 Women's Domestic Violence Court Assistance Schemes (WDVCAS) throughout NSW.

The Commission signs annual Service Agreements with the CLC and WDVCAS which require them to develop a client base which reflects the local demographic pattern, and report on outcomes on a quarterly basis.

The Commission has also conducted a media campaign to raise awareness of WDVCAS among women of culturally and linguistically diverse backgrounds. It aims to build on this campaign with a series of workshops and media activities in the year ahead.

Contracted services: All contracted services are required to incorporate EAPS initiatives into their project action plans, and compliance is monitored centrally.

Regional and Rural Services

Whilst regional and rural initiatives are not specified in the EAPS, Legal Aid advises that it has branches in rural and regional areas which provide the same services, including access to interpreters, as the Commission's Head Office. Regional offices also are a source of access and equity data which informs Commission planning.

Forward Plan

The Legal Aid Commission does not have a separate designated EAPS position, and for this reason, in 2000/2001, the Commission intends to integrate EAPS into its Corporate and Business Plans, and incorporate ethnic affairs performance measures in all SES performance agreements.

After rolling over plans for staff training in previous years, the Commission will commence cross-cultural training for staff from November 2000. The report does not detail the form or scope of the training that is planned. Cross-cultural awareness sessions will continue to be included in Legal Aid conferences.

Training will also be provided in the use of interpreters, and the Commission will develop strategies to ensure that a qualified interpreter is provided for each person who needs one, when represented in court by a Legal Aid solicitor.

The Commission also advises its intention to review its CLAS lists to ensure that language and usage rates are appropriate and effective, but further initiatives to provide support and development opportunities for staff members of culturally and linguistically diverse backgrounds are not canvassed in its report.

During 2000/2001, the Commission plans to translate relevant publications into Arabic, Chinese, Spanish and Vietnamese both in print and on its website; continue to disseminate information about Legal Aid through appropriate community sources and by means of regular meetings with community groups; and publicise relevant events in the ethnic media.

The Commission also plans to continue to hold Community Legal Education sessions and Do It Yourself Divorce classes, using interpreter assistance where appropriate, during 2000/2001.



NSW POLICE SERVICE

Planning and Evaluation

Planning: Organisational responsibility for the implementation of ethnic affairs initiatives rests with the Corporate Spokesperson for Ethnic Affairs and is administered through the Ethnic Affairs Unit located in the Operational Programs Branch. The Commissioner of Police and Local Area Commanders are also allocated implementation responsibilities for initiatives that are co-ordinated through the Ethnic Affairs Unit.

Regular information is exchanged between the Local Area Commanders and the Ethnic Affairs Unit regarding EAPS initiatives and issues. All Regional and Local Area Commanders are required to plan, implement and evaluate ethnic affairs initiatives via regular staff and community consultations including feedback from Ethnic Community Liaison Officers.

Data and Research: The Service collects data on the country of birth of alleged offenders. Details are recorded through the Computerised Operational Policing System (COPS) and used to inform local priorities as well as operational matters.

The Prejudice-Related Crime Data Collection Project (PRCDCP) enables police officers to collect data on prejudice related crimes in New South Wales. An incident that is considered by a victim or police officer to have been motivated out of prejudice is also recorded and used for planning and operational purposes.

A detailed profile of the needs of people of non-English speaking backgrounds has been included in the *NSW Police Service Domestic Violence Policy & Standing Operating Procedures*, which was launched in April 2000.

Resources: Operational Programs Branch funds two full-time positions to co-ordinate the EAPS process within the Service as well as address specific policy and project issues in the area of ethnic affairs.

Program and Service Delivery

Service and Programs: Although Police programs and services are designed to reach the whole community, regular meetings are held between staff of the Ethnic Affairs Unit and other teams, such as the Youth and Child Protection Team, Aboriginal Co-ordination Unit, Community Safety Team, Personal Safety Team (Domestic Violence and Sexual Assault), Gay and Lesbian Client Consultant, and Drug Education Unit to co-ordinate service provision to communities from diverse cultural and linguistic backgrounds through Local Area Commands and the Operational Programs Branch, which links service provision to corporate priorities and local needs.

Ethnic Community Liaison Officers (ECLOs) are employed within local area commands with a high population of residents from non-English speaking backgrounds. ECLOs liaise with local ethnic communities, act as a link between police and the community, and meet regularly with the Ethnic Affairs Unit staff.

Consultation: The Police and Ethnic Communities Advisory Council (PECAC) has been set up as the main consultative group on ethnic affairs. The Council consists of community representatives, who advise the Commissioner of Police directly on ethnic community policing issues.

Most Local Area Commands (LAC) have established Community Safety Committees incorporating representatives from culturally and linguistically diverse community groups to provide input into local policing policies.

LAC officers are involved in various Police and Community Training (PACT) projects which focus on police and local ethnic communities working together on jointly identified issues/projects and learning about one another's expectations and experiences through the process.

The Police Service is formally represented by local police officers at community festivals and events, such as the Arabic Carnival in the inner western suburbs and Moon Festivals in several locations, and police/local youth football and basketball competitions. The Service has established multicultural community networks and committees as a result of Local Area Commanders, ethnic community liaison officers, community safety officers and other Service employees attending these community events. Police representation at these events is designed to give local communities the opportunity to discuss and workshop local issues, needs and strategies with ground level police officers.

Participation: The Service actively seeks representation from ethnic communities on the Police and Ethnic Communities Advisory Council (PECAC) through advertising and consultation.

Staffing

Recruitment: The Service has developed a comprehensive multicultural employment and development strategy. This strategy focuses on recruitment from culturally and linguistically diverse backgrounds, providing relevant professional development opportunities and ensuring that the internal complaints handling mechanism reflects the specific needs of people of diverse backgrounds.

All related information packages and positions that are advertised include references to EAPS requirements. The Service has developed a contextual precis of its EAPS for those who apply for jobs with the NSW Police.

Training: All trainee constables receive training in cross-cultural awareness at the NSW Police Academy.

In-service cultural awareness sessions and anti-racism training are linked to LAC priorities and delivered during mandatory training days for nominated LAC staff, where all staff in a targeted LAC attend the training on a rotational basis. Training sessions for Joint Investigation Teams (JITs) include a focus on the needs of people of culturally and linguistically diverse backgrounds. The Ethnic Affairs Unit is consulted on the design of these sessions.

Cross-cultural awareness training focussing on local Arabic-speaking communities, which has been developed in the context of the Bankstown/Campsie PACT project. Three of the five components to the project are based on training. These encompass induction for new recruits; an intensive two-day session on cross-cultural and cross-generational issues focussing on the local Arabic-speaking communities and youth; and an opportunity for local young people and police officers to speak directly about perceptions, beliefs and action that affect their relations with each other. The Service is currently investigating ways of securing funding to sustain the Bankstown/Campsie model beyond the funding expiry of PACT in June 2001.

CLAS: CLAS is paid to approximately 70 staff across NSW. CLAS is currently under review as part of the Language Services Review. The review will include a current profile of its use in the Police Service, availability of CLAS, its promotion and guidelines around the appropriate use of officers receiving CLAS.

Communication

Publicity: Advertisements for the Police service that are placed in ethnic media are either placed in English for publication in English, or translated prior to placement. The Police service does not request translations from publishers or editors. Only advertisements that have been professionally translated and checked are placed for publication or broadcasting.

The Service publishes brochures, fact sheets and promotional material on crime prevention in key community languages. The fact sheets, which are available on the Police website, are used by the ECLOs as a basis for community presentation on crime prevention, policing roles and responsibilities and community safety.

The Police Service has reviewed its policy on descriptions of persons, based on ethnicity or race, issued by police to the media. The review consisted of a comprehensive community consultation process and resulted in a position paper and recommended descriptors to be used as a standard. Guidelines surrounding the descriptors and their use are being integrated into the Service's media policy and will inform police officers of the appropriate ways and times where suspects and offenders may be described to the public in terms of their ethnic or racial appearance.

Client Communication: A brochure on the Young Offenders Act is available in seven community languages, and information for the victims of domestic violence is produced in nine community languages.

The domestic violence information line provides a telephone recorded referral and information service in key community languages.

The VKG Radio System (Emergency '000'Line) has recorded a hold message in five key community languages, designed to placate callers who have been responded to but are put on hold while further assistance (usually from TIS) is being obtained. The languages recorded were selected on the basis of community demographics and an analysis of previous client contact with emergency service.

It is the policy of the Service that professional on-site interpreters be used by all police officers where necessary in dealing with members of the community. This policy and guidelines for the use of interpreters are set out in the relevant Code of Practice.

An agreement between the NSW Police Service, the Attorney-General's Department and Ethnic Affairs Commission on interpreter needs of defendants at first mention in local courts and victims of domestic violence cases who may need to appear in court is in the final stages of implementation.

Funded Services

Grants to communities: The Service does not have a grants program and does not sustain any regularly funded services.

Contracted services: Where services are contracted out through tender, the Service is guided by the procurement guidelines stipulated by the Premier's Department.

The Police and Community Training (PACT) Program is a key initiative by the Police Service and the Ethnic Affairs Commission to provide project funds to local police-community initiatives, designed to facilitate enhanced relations and communications between these two groups.

Consultants for individual projects within this program are selected via a comprehensive tendering process, which has a strong emphasis on performance indicators relating to cultural diversity. All contracts and agreements that are entered into clearly specify consideration of cultural and language issues.

Each project within the PACT Program is approved on the basis of a detailed project submission, which includes a comprehensive environmental scan (including relevant ethnicity data), evaluation process, budget and clearly defined project outcomes and time frames as part of the implementation plans. Wherever possible, consideration is given to building multilingual information into each product.

Regional and Rural Services

Local Area Commanders are responsible for activities in their commands.

Forward Plan

The NSW Police Service developed a comprehensive 1998-99 EAPS Plan incorporating a large number of corporate and locally based initiatives. Considerable progress has been made to advance each initiative, but given that most of these initiatives are relatively large programs, the 1998-99 Plan was extended to a three-year plan for this agency, and will remain valid until the end of the year 2001. The next three-year EAPS Plan will be developed in the year 2001 through a comprehensive consultation process.

During 1999/2000, and leading into the year ahead, parameters in two of the original initiatives have been extended.

The Police Service now intends to develop a profile of its employees with languages other than English (LOTE), a review of interpreter use and policy, an audit of language services provided by ECLOs and a review of CLAS recipients under a wide-ranging Review of Language Services.

The Service also advises that its Ethnic Affairs Unit has proposed a project, to be implemented in collaboration with other teams in the Operational Programs Branch, which will evaluate customer service delivery by frontline police.



Planning and Evaluation

Planning: Within its corporate plan, one of the four corporate goals of the Ombudsman's Office, "Access and Awareness" addresses EAPS issues. The business plans of the three investigative teams (the core business of the agency) also include EAPS.

An Access and Awareness Co-ordination Committee which is made up of staff from all levels of the organisation addresses equity issues and improvement of services to targeted groups. The Access and Awareness Monitoring Committee chaired by the Deputy Ombudsman monitors the implementation of strategies set out in the Access and Awareness Plan.

EAPS responsibilities are also reflected in SES contracts and agreements.

Data and Research: The collection of ethnicity data is not systematic within the organisation, and is collected from complainants when volunteered by the client, or recorded when interpreters are used. The need for adequate and systematic data collection to inform planning and implementation of services has been recognised by the Office. During 1999/2000 the Office has researched ways of collecting data and has factored this into requirements for the design of its new computer system.

Resources: The Ombudsman plans and prioritises areas of work on a rotating basis under its Access and Awareness Plan, with resources allocated accordingly. In 1999/2000 groups other than ethnic communities were priority areas. However, the Ombudsman consulted with community groups, developed and distributed community language materials and allocated a budget for the use of interpreters and translators.

Program and Service Delivery

Services and Programs: The Office deals with complaints about the conduct of public authorities including NSW government departments, statutory authorities, councils, public officials and employees. The Office oversees the police investigation of complaints about police.

The Ombudsman also oversees and monitors the investigation of, and manages the response to, child abuse allegations and convictions against employees of certain government and non-government agencies.

Consultation: Through 1999/2000, the Ombudsman's Office conducted a range of planned consultations with ethnic community groups.

It has a pilot project underway to the Arabic community to provide information and to take complaints at the local community level.

Participation: The Office does not have any boards or committees.

Staffing

Recruitment: All advertisements with a client focus, including investigative staff, have an EAPS requirement. EAPS is also included in position descriptions where appropriate.

Training: The Office advises that its frontline staff attend in-house workshops on complaint handling for frontline staff, and dealing with difficult complainants. These workshops include strategies for attending to the needs of people from diverse cultural backgrounds.

To qualify for a position with the Office of the Ombudsman, all applicants need to be able to demonstrate knowledge and sensitivity to the needs of people from diverse cultural backgrounds and a commitment to ethical practices. The information package to all applicants includes information addressing this issue.

CLAS: The Community Language Allowance Scheme is promoted within the organisation, with over 9% of staff receiving the allowance.

Communication

Publicity: The Office has translated its general information brochure into ten community languages, and the brochures have been checked for cultural appropriateness. The brochures have been incorporated in the agency website.

Information sessions for community groups and the ethnic media have also been held.

Client communication: The Office has a budget and guidelines for the use of translators and interpreters. During 1999/2000 the office had 19 letters translated and used the telephone interpreter service 30 times. The services of an interpreter on-site, to assist with an interview, was also arranged on one occasion.

As the agency has recognised, the Office's communication strategies need to be informed by and flow from research, client ethnicity data, and information on needs identified during consultations with ethnic communities, for optimum effect.

Funded Services

The organisation does not fund services.

Regional and Rural Services

In addition to periodic outreach services to Juvenile Justice and adult correctional centres, the Office also conducts consultations and complaint-taking sessions in regional centres.

Forward Plan

The comparatively modest forward plan of the Ombudsman's Office includes the researching of options to develop an effective system of collecting data on the ethnicity of complainants.

The Office will continue its program of consultations with peak ethnic community organisations. In 2000/2001 it will follow up on previous consultations with the Arabic community, and will also consult with the Pacific Islander, Korean, Indian, Sri Lankan and Indonesian communities.

Representatives will also be provided to address meetings and to participate in community festivals and cultural activities.

Training in cross-cultural awareness especially in complaint handling techniques will continue to be provided to community workers, and the Office will continue to provide interpreters as required.



ROADS AND TRAFFIC AUTHORITY

Planning and Evaluation

The RTA Strategic Plan, *The Journey Ahead 1998-2003* reflects the Authority's commitment to equitable employment of and service to people of culturally diverse backgrounds.

Planning: Strategies to achieve the objectives of the Authority's EAPS and Plan are implemented through the individual business plans of each Directorate, and through the RTA Human Resource Plan.

Data and Research: The extent of data collection and the impact of this data on program design and evaluation vary according to the particular program or service.

The main ethnicity-based data collection is in Driver Knowledge Testing (DKT) where data is collected on the use of interpreters in tests of driver knowledge, and in use of computerised tests which are available in nine community languages. In the year under review, 78,091 applicants undertook driver knowledge tests in the community languages available directly on computer.

Resources: The overall budget of individual programs and initiatives is not broken down specifically into ethnic and non-ethnic components, as all programs are intended to benefit the community as a whole. However, the Authority ensures, through its planning process, allocation of resources to ethnic strategies including provision of translation and interpreter services.

In 1999/2000 interpreters were used in 57 registries, of which 23 were country registries. Interpreting services involved 58 languages and the use of 229 interpreters, totalling 2,942 interpreted tests in Sydney Operations Directorate and 176 interpreted tests in Country Operations Directorate.

Program and Service Delivery

Services and Programs: Programs and services are accessible to ethnic communities. Driver license testing is conducted in community languages when necessary, and information about road safety issues and road infrastructure programs is translated into targeted languages. Interpreters are made available by prior arrangement at all RTA motor registry offices, and in areas which have a high ethnic community customer base a block-booking system is used.

A facility has been added to the RTA's driver knowledge test so that licence applicants from Arabic-speaking, Mandarin-speaking and Turkish backgrounds can now listen to the test questions through a telephone handset as the questions appear on the computer screen. This is particularly useful for those with a low level of literacy in their first language.

The E-Teams Program, which concluded in 1999/2000, provided school students in Year 11 with structured workplace experiences. Some 53% of the participants in this program were from racial, linguistic or ethno-religious minority groups.

In 1999/2000 the RTA provided employment for ten young people from culturally diverse backgrounds through traineeships. Recruitment was done in conjunction with the Premier's Department Cabramatta Project which, according to the Department of Education and Training, "provided a valuable model for other public sector agencies." This project will continue in 2000/2001.

Consultation: The RTA consults with stakeholders, including ethnic communities as required, however the number of consultations undertaken by the Authority each year varies considerably.

The effectiveness of the Authority's consultation process is measured by its regular Community Attitudes Survey, which is constructed so that all households have an approximately equal chance of inclusion.

The Authority does not indicate whether the Survey includes capacity for translation/interpretation services to assist people from linguistically and culturally diverse backgrounds to participate fully.

Participation: The RTA has set a target to ensure that people of culturally diverse backgrounds represent at least 10% of all new appointments to RTA committees and councils. This target is subject to the background and experience required and the extent to which nominations are determined by external bodies or agencies.

Information received from the Premier's Department indicates an increase of up to 24% in ethnic-background members to Boards and Committees within the Transport and Roads portfolio since the beginning of 1998. However, as the database does not currently distinguish between agencies within portfolios, an RTA-specific profile is not available.

Staffing

Recruitment: Recruitment guidelines have a section on cultural diversity. All job specifications and recruitment advertisements require commitment to cultural diversity as an essential requirement.

Training: The Authority's induction training program for new staff, and training provided to Registry Service officers incorporates cultural diversity issues.

Staff members are provided opportunity to identify specific training needs, including cultural diversity training, through the Performance Planning and Feedback system.

Competency-based assessment of RTA staff continues to address cultural diversity issues, and training materials are translated into community languages as required. For example, the Attendance Maximisation Program Staff Guide was translated into Macedonian, and Macedonian interpreters provided to assist in staff training.

CLAS: In 1999/2000, the Authority paid an allowance under CLAS to 60 staff members.

Approximately 17% of RTA staff are from culturally diverse backgrounds – a figure which would assist the review of CLAS within the Authority.

A review of CLAS, planned for the current year, was delayed owing to demands on the Authority in the period leading up to the Olympic Games but will be commencing in the near future.

Communication

Publicity: All road safety and traffic management campaigns, where there is a press component, include an ethnic media component. In the year under review, the Authority exceeded the requirement to spend 7.5% of the media budget on publicity in the ethnic media.

Client communication: The motor traffic handbook is translated into community languages, and driver testing is available in community languages or with the services of a professional on-site interpreter. In this reporting year, 3,118 interpreter-assisted driver knowledge tests were held.

Included in its preparations for the Olympic Games, the Authority issued a publication, *Road Safety for Overseas Visitors* in four major languages (two European, two Asian).

Funded Services

Grants to communities: The RTA does not directly provide grants to community based organisations.

Contracted services: The Authority does not provide services to the community through contracted services.

Regional and Rural Services

While the RTA's strategies are implemented across the State, there are some initiatives at local level, and a particular emphasis on the management of services to meet the needs of remote communities.

Forward Plan

The Authority advises that most of its programs are of an on-going nature, arising out of its Strategic Plan, *The Journey Ahead 1998-2003*. Such ongoing programs, which link the Authority's EAPS Plan to its overall strategic planning process, include among others:

- providing interpreter services and brochures in 13 community languages during the implementation of the Safer Routes to School Program

- , providing opportunities to people of culturally diverse backgrounds to undertake driver knowledge tests in select languages, including the use of an audio facility, or with the assistance of an interpreter through block booking arrangements.
- , publication of material in six community languages to support the Cycle Safety and Early Childhood Road Safety Education programs
- , assistance to RTA's culturally diverse staff to access the Employee Assistance Program and the free Aged Care Advisory Service in languages other than English
- , providing the traineeships (referred to above) to young people from culturally diverse backgrounds.

In 2000/2001, the Authority indicates that specific initiatives will include the publication of brochures in seven community languages, as part of the exhibition of the Environment Impact Statement for the Western Sydney Orbital Road project.

The Authority plans to review its CLAS arrangements to evaluate the current language skills of RTA staff, identify whether the spread of languages and number of CLAS staff meet customer demand, and determine whether there is a need to pay some staff at the CLAS higher level rate.

The RTA will also evaluate the Community Based Driver Knowledge Test which has been trialled in some Aboriginal community centres to determine whether there is potential for the scheme to be extended to some ethnic community centres.



DEPARTMENT OF STATE AND REGIONAL DEVELOPMENT

Planning and Evaluation

The prime focus of the Department in addressing its ethnic affairs responsibilities has been to provide services to business migrants to NSW, particularly through its Business Migrant Information and Referral Service (BMIRS).

There is, however, also scope for the Department to expand its services to the NSW community by promoting the productive diversity of the state's multilingual and multi-skilled workforce both as a dynamic within state and regional development and as a marketable human resource to attract overseas investment.

Planning: The Department's EAPS Plan is incorporated in its Strategic Plan 1999-2002. The EAPS plan was developed and will be updated with input from staff consultations. Managerial responsibilities are assigned under the plan.

Data and Research: Ethnicity data is obtained from Department of Immigration and Multicultural Affairs concerning newly arrived business migrants, for the Business Migrant Information and Referral Service (BMIRS). Statistical data on cultural diversity from the Australian Bureau of Statistics (ABS) is also used to inform policy development. Some data is also collected internally from staff, particularly through a Customer Service Point Survey, to identify areas where linguistic and cultural support is needed.

Resources: A funding allocation of \$25,000 is provided for the Business Migrant Information and Referral Service (BMIRS) and the Department's training and development program.

Program and Service Delivery

The Department states its core business as "to support the interest of the business sector and the community by advancing the economic development of New South Wales". In its general delivery it addresses all communities, those of culturally diverse backgrounds as well as the mainstream community.

Its primary strategies include assisting businesses to grow and expand, increasing NSW's exports, and promoting NSW to international organisations as a viable economic investment opportunity.

The Department also promoted Olympic opportunities for ethnic communities to participate in hosting overseas sporting teams undertaking pre-games training, through consulates, bi-lateral and ethnic community groups.

Service and Programs: The Department's main program impacting upon ethnic affairs is the Business Migrant Information and Referral Service (BMIRS). This was formed with the objective of boosting business start-ups and productive investment in NSW, from overseas sources. BMIRS provides a free service to business migrants so that they can obtain a better understanding of the business culture in NSW, establish networks, and explore business opportunities in the state.

Over 40% of all business migrants to Australia settle in NSW, and between 1992 and 1999 this meant a total of 2,562 business migrants locating in NSW. Some 52% of these migrants established businesses within twelve months, and over 75% established businesses within two years.

Consultation: The Department undertakes ad hoc consultations with ethnic community groups, and particularly Chambers of Commerce, primarily through BMIRS. Information sessions are also organised with relevant ethnic community groups to provide business migrants with a better understanding of the NSW business scene.

Participation: The Department is committed to increasing ethnic community representation on boards and advisory councils, in particular the Information Industry Advisory Council and the Greater Western Sydney Economic Development Board (GWSEDB).

The GWSEDB has three designated positions for which membership of an ethnic community group is an essential requirement. Expressions of interest for membership of this board will be called for in January 2001, and the advertisement inviting expressions of interest will encourage applications from people of culturally diverse backgrounds.

In conjunction with the Fairfield City Council and Cabramatta Chamber of Commerce, the Department is developing a proposal to stage a fashion show in and around the Cabramatta area, displaying mainly Asian designs and materials. This project works with the Vietnamese community in Cabramatta to promote Cabramatta as a centre for clothes making and to enhance business skills.

The Department's International Business Missions and Market Visits program (Japan, South Korea, New Zealand, the United Arab Emirates and Singapore visited in 1999/00) provides opportunities for various bilateral business chambers and the ethnic business community in NSW to meet with potential overseas business partners and promote business networks with ethnic business and community groups.

NSW pursues bilateral business development programs through its network of international sister state relationships and memoranda of understanding with foreign governments or agencies. NSW currently has five Sister State Relationships (Guangdong, Tokyo, Seoul, Jakarta and California) and five MOUs (North Rhine-Westphalia, Colorado, Wales, Lebanon and Kelantan). These international relationships provide relevant ethnic community groups with opportunities to participate in business and other exchanges.

With the active participation of ethnic communities in NSW through bilateral chambers and business organisations, the Department undertakes these international business development programs to help NSW capture new trade and investment opportunities.

New South Wales - East Asia Business Advisory Council

The Department established the NSW - East Asia Business Advisory Council in accordance with the Premier's announcement of 29 June 1999. The NSW Cabinet approved twelve nominees from various ethnic business and community groups for appointment to the Council on 28 March 2000. The Council held its inaugural meeting on Friday 26 May 2000.

The role of the Council is to provide advice to the Government on new trade and investment opportunities for NSW firms in the East Asia Region. It is part of the Government's strategy to engage the State's multicultural population in helping to create more trade and investment, and hence more jobs, for New South Wales. The Council is chaired by the Hon Henry Tsang, MLC, in his capacity as Special Adviser on NSW - East Asian Business Relations. The Department provides secretariat support for the Council.

Staffing

Recruitment: All Department positions advertised have as an essential criterion an understanding and/or knowledge of the Principles of Cultural Diversity. The Department's recruitment package also contains a section on Ethnic Affairs and Cultural Diversity.

Training: The Department has introduced an induction program of 12 compulsory self-learning modules to be completed within the inductee's first six months. This program includes modules on cultural diversity issues.

The Department has scheduled a "Cross-Cultural Perspectives and Skills" course from October 2000 to March 2001. This course is intended to build and enhance skills and knowledge in the application of cross-cultural and communication strategies.

CLAS: The number of staff receiving CLAS allowances is reviewed annually, and have numbered from one staff member to six. Apart from utilising staff under the CLAS program to assist in service provision, the Department also employs a member of staff who has National Accreditation Authority for Translators and Interpreters (NAATI) credentials.

Communication

The language assistance needs of business migrants is assessed annually by a Customer Service Point survey, which measures the range and type of assistance needed.

As its main ethnic affairs focus to date has been on business migration, the Department has found that the majority of its clients do not have the level of basic assistance needs that other Government agencies have to address.

However, as suggested above, there is a need for the Department's Strategic Plan 1999-2001 to address serious cultural diversity issues within both the small business area and in regional development.

Publicity: The Department's Small Business Development Division produces multi-lingual information sheets in selected languages to meet the needs of clients from culturally diverse backgrounds, and marketing material features cultural diversity.

While all formal documents are in English, advertisements are translated according to need as identified by the Customer Service Point Survey.

Client communication: The Department's Retail Tenancy Unit uses accredited interpreters to assist clients who have difficulty with communicating in English. Interpreters are also used in customer seminars for international clients. No data on the number of occasions interpreter services were used was provided.

Bilingual staff (CLAS or NAATI accredited) are also used to assist customers if needed. There were between one and six staff members receiving CLAS and one NAATI-accredited staff member in the Department during the year under review.

Languages available include Bengali, Cantonese, Croatian, French, German, Greek, Hindi, Mandarin, Portuguese, Tagalog and Tamil.

Funded Services

A condition of all funded and contracted service agreements is that they adhere to the Department's Strategic Plan and Code of Conduct, which include cultural diversity considerations.

Grants to communities: The Department does not fund community groups.

Regional and Rural Services

Rural and regional strategies are not specifically identified within the Department's EAPS report.

Forward Plan

In the brief Forward Plan provided by the Department, no indication is given of the resources that it proposes to allocate to EAPS in 2000/2001. Strategies for increasing the participation of ethnic communities or for improved information dissemination to culturally diverse groups also are not addressed.

In 2000-2001, the Department has undertaken to review current Position Descriptions and SES Agreements to ensure they incorporate appropriate EAPS accountabilities, and to review data-collection procedures so that all Departmental forms include self-nominated ethnicity data and that ethnicity data is included in client databases where appropriate.

The Department will also review its staff training program to address cross-cultural issues, and ensure new staff members receive orientation through the "Cross-cultural Perceptions and Skills" course.

The year ahead should also see the completion of a policy and guidelines for use of interpreter, translators and staff receiving CLAS.



TOURISM NEW SOUTH WALES

Tourism New South Wales' core business is marketing the State as a tourist destination in both the Australian and international markets. The agency advises that the NSW Tourism Masterplan places significant emphasis on utilising the State's cultural diversity to position it as an exciting, unique and cosmopolitan tourist destination.

Planning and Evaluation

Planning: Tourism New South Wales has an EAPS Plan and reports on it annually.

SES performance agreements include successful implementation of cultural diversity principles, and key managers (Employee Services, Information and Research, Policy and Planning, Strategy and Evaluation and Australian Sales and Operations) have clear accountabilities for ethnic affairs, which are incorporated into their workplans.

Data and Research: Data is collected under the National Visitors Survey, which is funded by the Commonwealth and State governments. This collects data on, among other things, place of birth and length of residence in Australia.

Data collected in relation to cultural diversity will be used to explore targeted promotions to the "visiting friends and relations" (VFR) market through local culturally diverse communities and cross-tabbed with other data to determine the impact of cultural diversity on travel to and within NSW.

Resources: Tourism New South Wales advises that the responsible Units within the organisation assign funds from their Unit budgets for ethnic affairs initiatives.

Program and Service Delivery

Service and Programs: Tourism New South Wales advises that as it is primarily a marketing agency, the services it provides have a different focus to that of most other government departments. Other than the operations of the Visitors Services Unit, the agency does not directly serve the general public.

While Tourism New South Wales modifies some programs and services to make them accessible to larger ethnic communities, most of its programs are mainstream, promoting tourism in NSW to clients from overseas, interstate and domestically.

Strategies for promoting the culturally diverse assets of New South Wales have included the Wine and Food Plan, which was reviewed in 1999/2000; Cellar Door Training programs; and the Wine and Food Trail.

Tourism New South Wales also sponsored the Feast of Sydney - The Food and Wine Festival.

Other initiatives included participation in the world premiere of the SBS food drama “Bondi Banquet”; a series of cooking classes at the Good Food School, the Eat Streets promotion at Parramatta and Campsie residents celebrating “Campsie, the Seoul of Sydney”.

The *Experience It – Family Holidays* campaign targeted NSW families who speak languages other than English. The advertisements incorporated a questionnaire designed to gauge willingness to travel and visitor awareness of NSW. A free family holiday was offered for each language group as an incentive for participating in the questionnaire.

Funding was given to nine tourism precincts around Sydney to assist in their promotion of cultural diversity, product development and marketing.

Consultation: In its annual EAPS Report, Tourism New South Wales did not address the issue of consultations with the ethnic communities. It has, however, subsequently advised that strategic consultations and market research with ethnic communities has been undertaken by the consultancy “Ethnic Communications” on behalf of Tourism New South Wales as part of the *Experience It – Family Holidays* campaign. Tourism New South Wales received 900 related enquiries as a result of the campaign, which was publicised in eight languages other than English.

Participation: People from culturally diverse backgrounds are represented on the board of Tourism New South Wales, and on the Culinary Tourism Advisory Committee.

Staffing

Recruitment: Ethnic affairs requirements are included in all relevant position descriptions, staff selection training and recruitment and selection guidelines issued by Tourism New South Wales.

In 1999/2000, Tourism New South Wales funded the position of Manager Community Hospitality for a project which encouraged Sydney’s diverse communities to extend hospitality to visitors and athletes during the Olympic games.

Training: Tourism New South Wales states that it includes cross-cultural training components in most relevant training areas.

CLAS: Tourism New South Wales pays one staff member an allowance under the Community Language Allowance Scheme (CLAS).

Communication

Publicity: In the year under review, Tourism New South Wales exceeded the requirement for 7.5% of its publicity budget to be allocated to advertising in the ethnic media.

Print advertisements in seven community languages – Arabic, Chinese, Italian, Greek, Vietnamese, Spanish and Hindi were launched under the Family Holidays banner *Experience It*. This \$150,000 campaign targeted NSW residents who speak a language other than English, to encourage them to try the rural, coastal and metropolitan holiday experiences that NSW has to offer.

Some publications, such as the *On the Wine and Food Trail: Pocket Guide to the Wine Regions of NSW*, promote cultural diversity in restaurants and food and wine products.

Client communication: Tourism New South Wales considers non-English communication strategies as part of mainstream communications, primarily involving research, development and advertising placements. Tourism New South Wales' video *Safety Tips for Travellers* was updated in 2000 and translated into four non-English languages.

In its report, the agency did not address the issue of interpreter use in client communication.

Funded Services

Grants to communities: Tourism New South Wales does not provide grants to community organisations.

Contracted Services: Tourism New South Wales does not contract out services.

Regional and Rural Services

Eight Cellar-Door training workshops were held throughout NSW during June 2000. Tourism New South Wales' NSW Wine and Food Plan 2000, which aims to promote cultural diversity within regional areas of NSW, was developed and released.

Forward Plan

Ethnic affairs initiatives planned by Tourism New South Wales for 2000/2001 include negotiating an Australia-wide domestic public relations campaign targeted at Australians from culturally and linguistically diverse backgrounds as part of the *See Australia* campaign.

Tourism New South Wales will also continue publicity in seven languages other than English under the *Experience It – Family Holidays* banner. An evaluation of this publicity is planned for the coming year.

The agency will also maintain its involvement and participation in special events programs such as the Sydney Festival.

The early part of the year 2000/2001 will see the mounting of the 2000 Olympic Games in Sydney, and in Tourism New South Wales is planning to distribute media kits containing information on the State's cultural diversity through the Sydney Media Centre.

The *Community Hospitality Project* as part of the Welcome the World Program will encourage Sydney's diverse communities to extend a warm welcome to visitors and athletes during the Games.

The agency will also provide cross-cultural awareness training to all staff servicing media during the Olympics.



WORKCOVER AUTHORITY

Planning and Evaluation

Planning: The WorkCover Authority advised in last year's report that its EAPS is integrated into the corporate plan, with responsibilities for ethnic affairs allocated to the general manager and two other managers within the organisation. In the year under review, however, co-ordination and management of EAPS was placed under the office of the General Manager, with the Manager, Government Policy, the responsible officer.

The WorkCover EAPS and Forward Plan are posted on the Authority's Intranet, and arrangements are under way for the documents also to be added to the WorkCover's Internet Homepage.

Data and Research: The Authority claims reporting systems, used in liaison with insurers and within WorkCover to ensure appropriate ethnicity categories are employed in data collection, have adopted the Australian Standard Classification of Languages (ASCL) and Australian Standard Classification of Countries for Social Statistics (ASCCSS).

Supply of data on a claimant's country of birth and main language spoken at home is a mandatory requirement and must be supplied to the Authority before submissions are processed.

Resources: The Authority advises that the Manager, Government and Policy has been given specific financial allocation of \$10,000 for EAPS initiatives. In addition, a position of Project Officer, Social Justice Initiatives, has been created to assist in this area.

Program and Service Delivery

Services and programs: The WorkCover Authority aims to educate and help prevent the rate of illness and injury in workplaces in NSW.

In the year under review, Industry Reference Groups (IRG) have been developing communication strategies with specific reference to workers from culturally diverse communities.

In 1999/2000 the Business Services IRG developed a tool for cleaners (an employment category largely filled by people from culturally diverse backgrounds) on how to avoid trips and falls in the workplace. It is planned to publish this material in a number of community languages

Consultation: WorkCover reports that procedures it adopted for the release of the draft consolidated Occupational Health and Safety Regulation for public comment ensured appropriate consultation with people from culturally diverse backgrounds.

Participation: Although WorkCover advises that, wherever possible, there is a fair representation of minority groups on all its committees, it has not provided any examples of community participation throughout its structures and activities.

Staffing

Recruitment: All positions advertised include reference to ethnic affairs policies and programs as one of the essential requirements. Reference to cultural diversity appears in the preamble of all advertisements, together with references to equity, OHS and workplace ethics.

In 1999/2000, position descriptions were reviewed to ensure that they included a statement of responsibility (where appropriate) for implementing ethnic affairs issues.

Following the decision to re-locate the Authority to Gosford, a committee was established with the task, among other things, of considering appropriate recruiting strategies to increase the number of people from culturally and linguistically diverse backgrounds employed by the Authority.

Training: New WorkCover inspectors undertaking the Diploma of Injury and Illness Prevention and Management course participate in an orientation session on the skills required to meet the needs of people from culturally diverse backgrounds.

For existing inspectors, the issue of client service for culturally diverse groups is addressed in all in-service training packages.

CLAS: WorkCover has approximately 36 staff members in receipt of the Community Language Allowance Scheme (CLAS), covering a wide range of community languages. CLAS recipients are available to assist other staff in delivering services to clients and WorkCover utilises accredited interpreters and translators as required.

Communication

Publicity: Throughout 1999/2000, WorkCover continued to issue media releases concerning workplace health, safety and injury management on a regular basis both to mainstream and ethnic community media.

The Injury Prevention campaign included advertisements through SBS Television (82 segments) and community language newspapers (12 insertions in each of 16 community language newspapers).

The Injury Management campaign included 52 segments on SBS television and two insertions in each of the 16 community language newspapers.

The Authority's information centre hot-line telephone number was also advertised in a variety of ethnic media.

Client communication: WorkCover has produced a plain English, user-friendly brochure on the use of interpreter services, and staff (such as inspectors) have access to interpreter services as required.

Funded Services

Grants to communities: All information products developed under the Grants scheme are produced in plain English. Proposals for such products undergo an evaluation to determine their suitability for their target markets, which includes consideration of English language skills and literacy levels.

The WorkCover Board, as part of the 1999/2000 Grants program, approved a grant of \$108,861 to the Australian Centre for Industrial Relations Research and Training (ACIRRT) at Sydney University, and the Workers Health Centre, Granville to conduct research into *“increasing the information base about the industry and geographic location of ethnic/language groups in NSW and improve the targeting and evaluation of OHS information to these groups.”*

Contracted services: No information was provided by the Department on contracted services.

Regional and Rural Services

Strategies for rural and regional services have not been identified.

Forward Plan

WorkCover advise that in 2000/2001 they will review all SES Performance Agreements to include a responsibility statement for implementing and reporting on ethnic affairs initiatives.

The Authority also plans to review data collection methods to determine the appropriateness of the information collected, and its use in development of strategies to improve services to people of culturally and linguistically diverse backgrounds.

While the Authority indicates that, in 2000/2001, it intends to develop guidelines for the composition of internal WorkCover committees to ensure a fair representation of men, women and minority groups, strategies for consultations externally with ethnic organisations or representatives, to inform the Authority's further planning, have not been identified.

WorkCover indicates that specific recruitment strategies aimed at increasing the number of staff from culturally and linguistically diverse backgrounds will be developed over the coming year.

WorkCover's Head Office is scheduled to re-locate to Gosford by 2002. Included in the implementation of this re-location are initiatives to ensure that the needs of staff from culturally diverse backgrounds are taken into consideration in the design, layout and fit-out of the new premises.



NSW HEALTH

Under arrangements with the Ethnic Affairs Commission, NSW Health has moved to a three-year reporting cycle. NSW Health presented an EAPS Report for the financial year 1999/2000. At the request of the EAC, it also presented a Forward Plan for 2000/2001.

Forward Plan

NSW Health advises that it is currently developing a new EAPS Plan which will take in the new directions for multicultural affairs outlined in the *Community Relations and Principles of Multiculturalism Bill 2000*, due to be proclaimed in early 2001.

NSW Health further advises that in 2000/2001, it plans to undertake the following new initiatives:

- , host the *Diversity in Health: Sharing Global Perspectives* conference in Sydney in May 2001
- , develop a statewide policy for the development of multilingual health resources and the sharing of these resources between Area Health Services and other key stakeholders
- , develop a policy on the use of the language skills of mainstream health professionals
- , identify and develop a Research Agenda for multicultural health in New South Wales
- , work closely with Area Health Services, The Cabinet Office and other relevant departments to promote the effective implementation of the *Families First* initiative within ethnic communities.

Examples of some of the 300 specific programs and projects proposed by Area Health Services for introduction during 2000/2001 include

- , consultations to be held with Korean, Indonesian, Muslim, Bosnian, Ukrainian, Russian and Pacific Islander communities
- , health sessions on physical activity for Armenian, Italian and Greek Senior Citizens in the Ryde and Hunters Hill LGAs
- , a project aimed at better dietary management of diabetes for the Spanish community
- , health promotion presentations to people of culturally diverse background utilising interpreters
- , a project to address problems of access to mainstream health services raised by the Somali, Ethiopian and Sudanese communities
- , a television program on antenatal and postnatal depression, to be dubbed in Chinese and Vietnamese
- , the modification of data collection procedures to include LOTE (Language Other Than English) as a data item to be collected on entry to a health facility

These will be additional to approximately 500 **ongoing programs** and projects, both mainstream and ethno-specific, which address the needs of people from culturally and linguistically diverse backgrounds.

A selection of projects and programs currently being mounted or carried out during 2000 by NSW Health include:

- , consultations with community workers of culturally and linguistically diverse background to determine the information needs and barriers too accessing services experienced by ethnic communities in the Northern Sydney area
- , partnerships with the NSW Refugee Health service to identify strategic directions for health care of refugees
- , distribution of multilingual information pertaining to sexual assault cases to Migrant Resource Centres
- , projects raising awareness of mental health issues and addressing specific needs in the Vietnamese and Khmer communities
- , projects in conjunction with the Australian Chinese Community Association addressing problem gambling
- , the Pacific Islander Youth Project to increase the use of Youth Health Services by young people from culturally diverse backgrounds
- , cervical screening awareness and education programs for Arabic-speaking background women and for women from the Former Yugoslavia
- , the Marrickville Walk Wise Project, primarily targeting older people from culturally diverse backgrounds in the Marrickville area
- , early childhood and parenting programs for the Arabic and Chinese communities, using bi-lingual staff
- , projects addressing dementia awareness and palliative care issues for people of culturally and linguistically diverse backgrounds
- , introduction of a telephone hotline for the Chinese community
- , mandatory cultural awareness training for all community health staff
- , Professional Development program for Contract Interpreters in Western Sydney Area Health Service.

The Department is currently engaged in developing a new EAPS Plan to flow on from the previous five-year plan, which expires with this reporting year. The new EAPS Plan will be forwarded to the Ethnic Affairs Commission in March 2001.

Key Agency Performance against the Standards Framework in 2000 (See Appendix 2 for Standards Framework)

During 2000 key agencies were requested by the Ethnic Affairs Commission to self-assess their performance in ethnic affairs against the five activity areas of the standards framework. They reported the level they believe they had achieved to the Commission, and provided information about the process, initiatives and activities of the agency in order to justify the rating that they had given.

This information was considered by the Commission and feedback provided to the agencies. Generally, agencies have developed sound self-evaluation methods, and the ratings that they had claimed were supported by the Commission.

In some instances, the Commission suggested a different, more appropriate rating, based on analysis of the material supplied.

It is important to note that the Standards Framework evaluation by the Commission is **outcomes-based**, and does not take into account planned or proposed activities, or initiatives that only commenced in the reporting year.

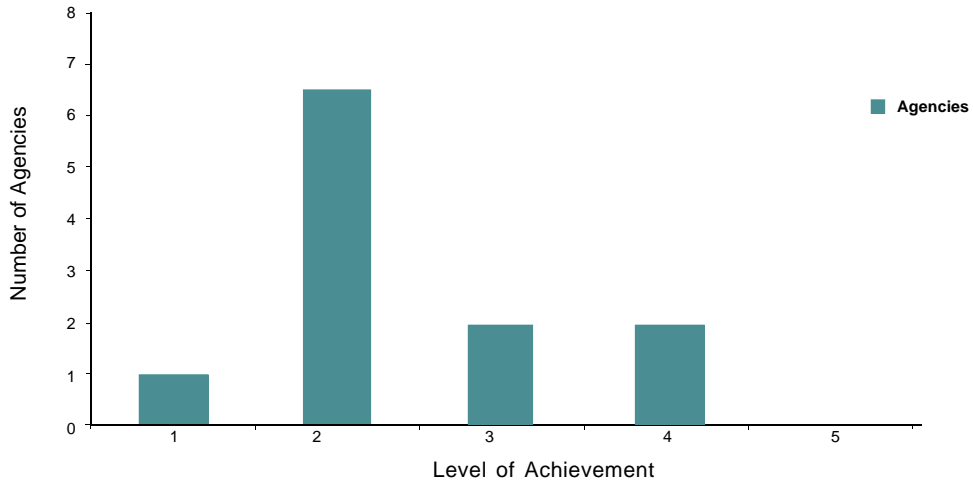
Information about performance at each activity level has been aggregated for the fourteen key agencies that reported in 2000. The aggregates are based on the Commission's assessment of the agencies' ratings, and are summarised in the five graphs below.

Comparison between 1999 and 2000

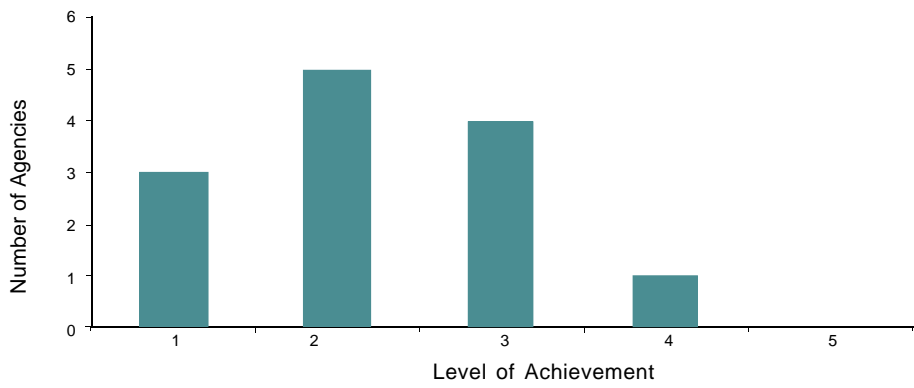
A comparison between the results reported by the fourteen key agencies indicates improvement in the activity areas of planning and evaluation, program and service delivery and communication. While there has been some progress in the activity areas of staffing and funded services, the improvements are not quite as marked.

As indicated in the Commission's previous report, it expects evidence of significant change to emerge over a longer time-frame than just two or three years. This will allow the benefits of planning and evaluation the time to be translated into effective services and programs, and for agencies to achieve the outcomes sought in the higher levels of the standard framework.

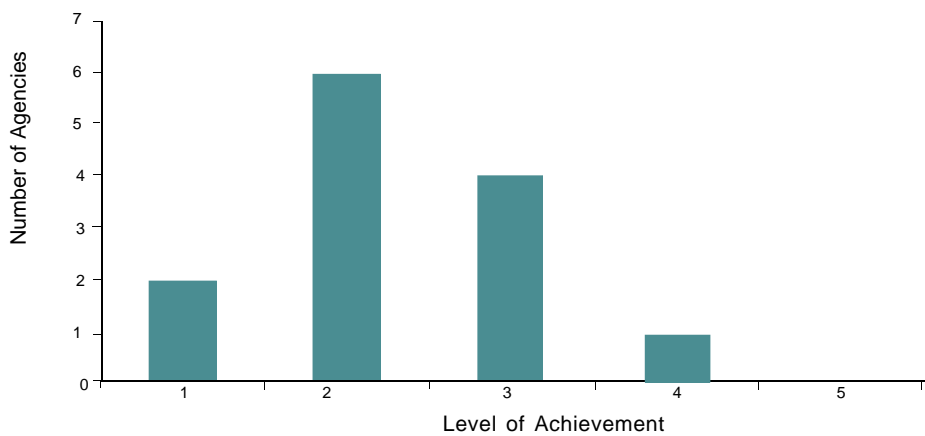
Planning and Evaluation



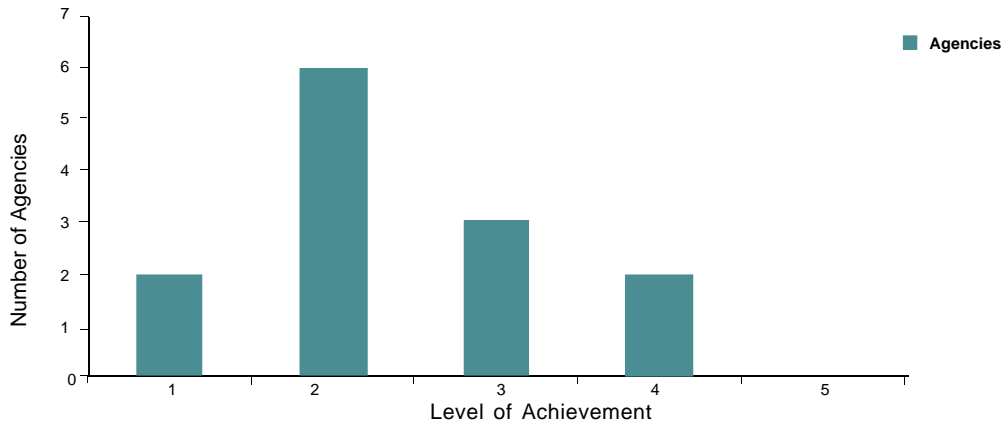
Program and Service Delivery



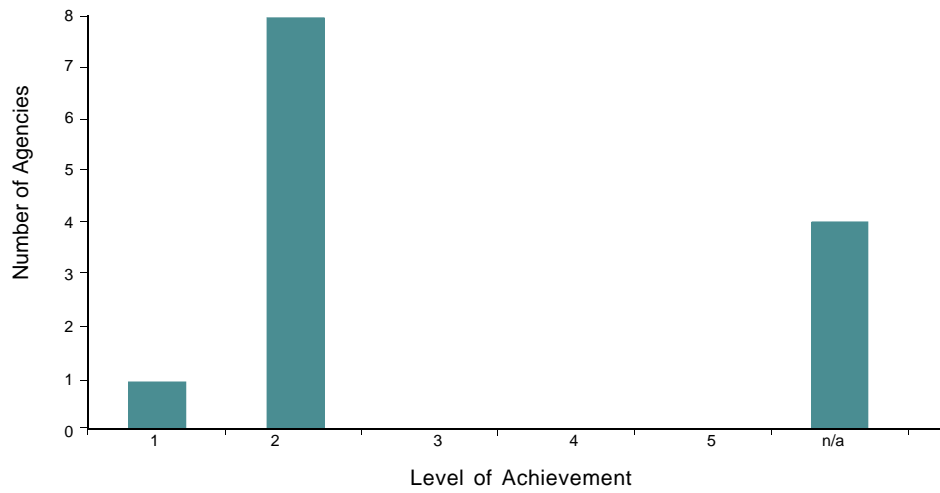
Staffing



Communication



Funded Services



** n/a refers to agencies which do not fund services.*