

appendix 1

Government Agency Compliance with Legislation

The following information summarises how agencies have complied with the requirements of annual reporting legislation. It was prepared based on information supplied to the Ethnic Affairs Commission by agencies in their annual reports.

Legislation and regulations

Departments and statutory authorities are required to comment in their annual report on the implementation of ethnic affairs policies. The requirement is contained in annual reporting legislation as follows.

Annual Reports (Departments) Act 1985

Annual Reports (Departments) Amendment (Ethnic Affairs) Regulation 1997

and

Annual Reports (Statutory Bodies) Act 1984

Annual Reports (Statutory Bodies) Amendment (Ethnic Affairs) Regulation 1997

Schedule 1 of the regulations for departments requires-

Ethnic affairs priorities statement and ethnic affairs agreement

A statement setting out the progress in implementing the Department's ethnic affairs priorities statement, the key ethnic affairs strategies proposed by the Department for the following year and information as to the ethnic affairs priorities statements of any bodies reporting to the Department.

A statement describing any ethnic affairs agreement entered into between the Department and the Ethnic Affairs Commission and a statement setting out the Department's progress in implementing any such agreement.

A similar regulation applies to statutory bodies.

Compliance with regulations

The following agencies fully met the requirements of the regulations, that is, they reported both on progress made in implementing the agency's Ethnic Affairs Priorities Statement in the past year, and on key ethnic affairs strategies proposed for the following year:

Ambulance Service of NSW
Art Gallery of NSW
Attorney General's Department
Australian Museum Trust
Banana Industry Committee
Bicentennial Park Trust
Board of Architects of NSW
Board of Optometrical Registration
Board of Studies of NSW
Building and Construction Industry Long Service Payments Corporation
Cancer Council
Centennial Park and Moore Park Trust (Centennial Parklands)
Central Coast Area Health Service
Central Coast Waste Planning and Management Board
Central Sydney Area Health Service
Charles Sturt University
Chiropractors and Osteopaths Registration Board
Coal Compensation Board
Cobar Water Board
Community Services Commission
Dams Safety Committee
Darling Harbour Authority
Dental Board of NSW
Dental Technicians Registration Board
Department for Women
Department of Aboriginal Affairs
Department of Community Services
Department of Corrective Services
Department of Education and Training
Department of Fair Trading
Department of Gaming and Racing
Department of Industrial Relations
Department of Juvenile Justice
Department of Land and Water Conservation
Department of Local Government
Department of Mineral Resources
Department of Public Works and Services
Department of Sport and Recreation
Department of State and Regional Development

Department of Transport
Department of Urban Affairs and Planning
Environment Protection Authority
Environmental Trust
Ethnic Affairs Commission
Greyhound Racing Authority
Harness Racing Authority
Hawkesbury-Nepean Catchment Management Trust
Health Care Complaints Commission
Heritage Office
Historic Houses Trust
Home Care Service
Hunter Waste Planning and Management Board
Illawarra Area Health Service
Independent Commission Against Corruption
Inner Sydney Waste Planning and Management Board
Internal Audit Bureau
Jenolan Caves Reserve Trust
Judicial Commission of NSW
Legal Aid Commission of NSW
Library Council – State Library of NSW
Liquor Administration Board
Lord Howe Island Board
Macquarie University
MIA Citrus Fruit Promotion Marketing Committee
Mine Subsidence Board
Mines Rescue Board of NSW
Ministry for Police
Ministry for the Arts
Ministry of Energy and Utilities
Motor Vehicle Repair Industry Council
Museum of Applied Arts and Sciences (the Powerhouse Museum)
Northern Sydney Area Health Service
NSW Agriculture
NSW Board of Vocational Education and Training
NSW Casino Control Authority
NSW Crime Commission
NSW Film and Television Office
NSW Fire Brigades
NSW Fisheries
NSW Institute of Sport
NSW Lotteries
NSW Ombudsman
NSW Physiotherapists Registration Board
NSW Police Service

NSW Premier's Department
NSW Rural Assistance Authority
NSW Treasury
NSW Treasury Corporation
Nurses Registration Board
Office of the Director of Public Prosecution
Office of the Protective Commissioner
Olympic Co-ordination Authority
Optical Dispensers Licensing Board
Pacific Power
Parliamentary Counsel's Office
Parramatta Stadium Trust
Pharmacy Board
Podiatrists Registration Board
Police Integrity Commission
Psychologists Registration Board
Public Trustee
Roads and Traffic Authority
SafeFood Production NSW
SAS Trustee Corporation
South Eastern Sydney Area Health Service
Southern Sydney Waste Planning and Management Board
State Electoral Office
State Emergency Service
State Forests (Forestry Commission of New South Wales)
State Records
State Sports Centre Trust
State Transit Authority
Sustainable Energy Development Authority
Sydney Cricket and Sports Ground Trust
Sydney Harbour Foreshore Authority
Sydney Opera House Trust
Teacher Housing Authority
The Audit Office of NSW
The Cabinet Office
Tourism New South Wales
University of Newcastle
University of NSW
University of Sydney
University of Technology
University of Western Sydney
University of Wollongong
Upper Parramatta River Catchment Trust
Waste Recycling and Processing Service (Waste Service)
Waterways Authority

Wentworth Area Health Service
Wentworth Park Sporting Complex Trust
Wild Dog Destruction Board
Wine Grapes Marketing Board for Griffith, Leeton, Carrathool and Murrumbidgee
WorkCover NSW
Zoological Parks Board

The following agencies only partially met the requirements, that is, they reported either on progress made in implementing the agency's Ethnic Affairs Priorities Statements in the past year, or on key ethnic affairs strategies proposed for the following year, but not on both, as required by the regulations:

Department of Housing
Motor Accidents Authority of NSW
NSW Health
NSW Institute of Psychiatry
NSW National Parks and Wildlife Service
NSW Rural Fire Service
South Western Sydney Area Health Service
Southern Cross University
University of New England
Western Sydney Area Health Service
Western Sydney Waste Planning and Management Board

The following agencies either did not meet the requirements of the annual reporting legislation, or did not provide the Ethnic Affairs Commission with a copy of their annual report:

Hunter Catchment Management Trust
Independent Pricing and Regulatory Tribunal
Newcastle International Sports Centre Trust
Office of State Revenue
Transgrid (Electricity Transmission Authority)
Vocational Education and Training Accreditation Board

The following organisations report through other agencies:

Anti-Discrimination Board
Chipping Norton Lake Authority
City West Development Corporation
Coastal Council
Dust Diseases Board
Election Funding Authority



Energy Corporation of NSW
Fair Trading Administration Corporation
Fish River Water Supply
Honeysuckle Development Corporation
Infrastructure Co-ordination Unit
Lake Illawarra Authority
Legal Practitioners Admission Board
Marine Ministerial Holding Corporation
Murray Valley Wine Grape Industry Development Committee
Murray Valley Wine Grape Industry Negotiating Committee
NSW Land and Housing Corporation
Rental Bond Board
Residential Tribunal
Rice Marketing Board
Sporting Injuries Committee
State Valuation Office
Suitors Fund Act
Technical Education Trust Funds
Tow Truck Industry Council
Trustee Parliamentary Contributory Superannuation Scheme
Trustees of the Anzac Memorial Building
Wollongong Sportsground and Exhibition Centre Trust



The following agencies' annual reports were delayed:



Ageing and Disability Department
Board of Surveyors
Department of Information Technology and Management
Hunter Area Health Service
Illawarra Waste Planning and Management Board
Macarthur Waste Planning and Management Board
Newcastle Showground and Exhibition Centre Trust
Northern Sydney Waste Planning and Management Board
NSW Aboriginal Land Council
NSW Medical Board
Olympic Roads and Transport Authority
Royal Botanic Gardens and Domain Trust
State Rail Authority
Sydney Organising Committee for the Olympic Games



appendix 2

EAPS Standards Framework

GENERIC LEVEL DESCRIPTION	ACTIVITY AREAS				OUTCOME ASSESSMENT	
	Planning & evaluation <ul style="list-style-type: none"> • Planning • Data and research • Resources 	Program and service delivery <ul style="list-style-type: none"> • Consultation • Participation • Services and programs 	Staffing <ul style="list-style-type: none"> • Recruitment • Training • CLAS 	Communication <ul style="list-style-type: none"> • Publicity • Client communication 	Funded Services <ul style="list-style-type: none"> • Grants to communities • Contracted services 	
<p>5 Agency performance is seen as a model of best practice.</p> 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Has EAPS fully integrated into the corporate planning and evaluation processes. Clear program decisions and budget allocations to deliver the EAPS outcomes. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Agency's programs and services meet the needs of culturally and linguistically diverse communities, and are based on appropriate data analysis, research and evaluation, direct community consultation and high level participation in the boards and committees approving resources and overall direction. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Achieves a staffing profile that is based on identified needs and is supported by sound recruitment and selection practices. • Has a training program that fully integrates identified client needs within the appropriate functional area, such as management, policy development and client services. • Positions staff language skills as a tactical resource in its integrated communications strategy. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Has a fully developed multicultural communication 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. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Has funded services that are required to deliver ethnic affairs outcomes. These form an important part of selection and evaluation processes for grants and tenders. 	<p>Agency can demonstrate consistently high levels of client satisfaction in ethnic communities in relation to all program areas.</p> 

GENERIC LEVEL DESCRIPTION	ACTIVITY AREAS				OUTCOME ASSESSMENT		
	Planning & evaluation	Program and service delivery	Staffing	Communication	Funded Services		
<p>4 Agency delivers and evaluates appropriate programs in accordance with EAPS objectives.</p> 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Has aligned its EAPS planning with the corporate planning process. Individual divisional plans include ethnic affairs planning. • Client data, research and consultation directly influence design and funding of ethnic affairs initiatives. • Ethnic affairs issues are a key feature of monitoring and evaluation processes. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Has policy and planning documents which reflect the expectation that ethnic communities will contribute to planning and evaluation processes through informed participation and representation at all levels. • Has put in place participation forums which contribute to the design and implementation of program and service delivery. • Takes account of the needs of special needs groups (eg refugees, survivors of torture and trauma, isolated communities) in program design, delivery and evaluation. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Ensures that training in cross cultural issues is incorporated within other functional training and is regularly evaluated and revised. • Uses the CLAS program as an active strategy in meeting the communications needs of non-English speaking clients. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Makes communications decisions and targets languages based on client group analysis and issue relevance. • Has clear guidelines which are circulated on a full range of spoken language strategies including CLAS, on-site interpreters and TIS. • Non-English communications are part of mainstream communications and involve research, development and placements in the most appropriate communication channels. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Recruitment • Training • CLAS 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> • Grants to communities • Contracted services 	<p>Agency has developed outcome benchmarks and evaluation measures which it promotes and reports to clients and staff.</p> 

GENERIC LEVEL DESCRIPTION	ACTIVITY AREAS				OUTCOME ASSESSMENT	
	Planning & evaluation	Program and service delivery	Staffing	Communication	Funded Services	
<p>3 Reporting systems enable the agency to identify discrete activity areas and the resources committed to them.</p> 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> EAPS planning flows directly from the overall corporate plan. EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities. Ensures that key managers (training, research, evaluation) have clear accountabilities for ethnic affairs which are incorporated into their workplans. Has ethnic affairs responsibilities integrated into SES agreements. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Organises planned consultations with ethnic communities and clients. Actively seeks ethnic community representation on boards and committees. The agency has developed guidelines for membership and has advertising strategies to seek representation from ethnic communities. Uses the outcomes of data analysis and research in the design and evaluation of services for the needs of linguistically and culturally diverse communities. Institutes a data collection process for service usage and program relevance. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Includes ethnic affairs requirements in all relevant position descriptions, staff selection training and recruitment and selection guidelines. Includes cross cultural issues in all relevant training programs. Staff in public contact, policy and management positions are required to participate in such training. Promotes CLAS within the agency as a means of communicating with non-English speaking clients. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Undertakes translation of information documents, based on collected client data. CLAS program is fully implemented and reviewed regularly. Has an interpreting budget and circulates guidelines on interpreter use. Screens and tests publicity materials for cultural appropriateness. Uses a range of information media based on client research. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Incorporates ethnic affairs considerations in all funding processes including selection, promotion, assessment and monitoring. Requires the provision of language services to be built into funding agreements. Requires the specification of performance indicators relating to cultural diversity in contracts. Collects relevant ethnicity data to inform funding decisions. 	<p>Agency can demonstrate systematic progress in improving outcomes for ethnic communities.</p> 

GENERIC LEVEL DESCRIPTION	ACTIVITY AREAS					OUTCOME ASSESSMENT
	Planning & evaluation	Program and service delivery	Staffing	Communication	Funded Services	
<p>2 Some resources are committed to the process. Managerial responsibilities are assigned.</p> 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Has some organisational units allocating funds for EAPS initiatives. Collects some ethnicity data on clients. Requires some managers to take responsibility for implementing ethnic affairs initiatives. Undertakes staff consultations to inform EAPS planning. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Undertakes ad hoc consultations with ethnic community groups. Has some ethnic community representation on agency boards and committees. Modifies some programs and services to make them accessible to larger ethnic communities. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Includes a reference to EAPS requirements for all relevant positions. Has included cross cultural training components in most relevant training areas. Pays CLAS to some staff if they apply for it. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Undertakes translation of information documents in languages based on NSW ABS data. Makes CLAS available to staff and circulates a list of CLAS recipients. Occasionally uses professional on-site interpreters. Translates advertisements for accuracy and consistency prior to placement. 	<p>Agency has achieved the previous level and:</p> <ul style="list-style-type: none"> Grants to communities Contracted services 	<p>Agency can show improvements in service delivery in some program areas.</p> 
	<p>1 Agency has an EAPS plan and can demonstrate awareness of its basic responsibilities.</p>	<p>Agency:</p> <ul style="list-style-type: none"> Has a corporate plan which makes mention of cultural diversity as a feature of the service environment. Has an EAPS plan, and reports on it in annual report. Circulates information about both the report and plan to staff. 	<p>Agency:</p> <ul style="list-style-type: none"> Has some individuals on agency boards and committees who are members of ethnic communities. Programs and services address the needs of the mainstream community, with little further targeting of ethnic communities. 	<p>Agency:</p> <ul style="list-style-type: none"> Includes a reference to relevant EAPS requirements for some positions in recruitment advertisements. Includes a segment on cross cultural issues in some training programs (mainly for client contact). Uses the bilingual skills of staff on an informal basis. 	<p>Agency:</p> <ul style="list-style-type: none"> Produces all formal documents in English only. Occasionally and informally uses bilingual staff for client communication. Meets its 7.5% non-English advertising quota without multilingual production. 	

appendix 3

Principles of Cultural Diversity

Section 3 of the Ethnic Affairs Commission Act 1979 (as amended) states that:

- (1) Parliament recognises and values the cultural diversity of the people of New South Wales. It does so by supporting and promoting the following principles of cultural diversity:

(a) Principle 1

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

(b) Principle 2

All individuals and public institutions should respect and accommodate the culture, language and religion of others within an Australian legal and institutional framework where English is the primary language.

(c) Principle 3

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

(d) Principle 4

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

- (2) The principles of cultural diversity are the policy of the State.
- (3) Accordingly, each public authority must observe the principles of cultural diversity in conducting its affairs.
- (4) It is the duty of the chief executive officer of each public authority to implement the provisions of this section within the area of his or her administration.

The cultural diversity of the people of New South Wales reflects the whole population of New South Wales, which comprises people from a range of cultural, ethnic, linguistic and religious backgrounds. The expression *cultural diversity* is to be construed accordingly.

appendix 4

Members of the Ethnic Affairs Commission

(as at 31 December 2000)

Mr Stepan Kerkyasharian AM
Chair and Chief Executive Officer

Mr Michael Marx AM
Deputy Chair

Ms Marta Aquino

Mr Nedjelko Maruncic

Ms Paula Masselos

Mr Henry Pan OAM

Dr Jamal Rifi

Ms Jarka Sipka

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