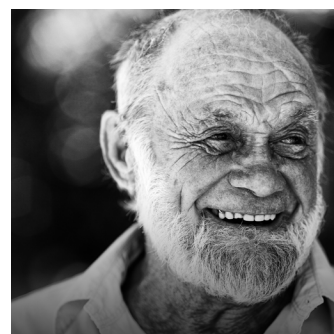




MULTICULTURAL  
NSW



# THE STATE OF COMMUNITY RELATIONS IN NSW 2014-2015

Our diversity, our strength

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## MEMBERS OF THE MULTICULTURAL NSW ADVISORY BOARD 2014-2015

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Ms Amna Karr-Hassan

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Ms Margaret Piper AM

Ms Angelique Ristwej

Dr Eman Sharobeem

Mr Devpaal Singh

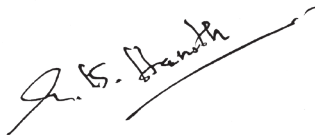
Mr Steve Widders

## SUBMISSION LETTER

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It is a pleasure to submit this 19th annual report on the state of community relations in NSW during the 2014-2015 financial year for presentation by the Minister for Multiculturalism, the Honourable John Ajaka MLC, to the Parliament of New South Wales.

This report fulfils our annual obligation under Section 14 of the *Multicultural NSW Act 2000*. Most recently amended in November 2014, the Act requires Multicultural NSW to prepare a report each financial year on the state of community relations in NSW and our cultural diversity. This includes an assessment of the effectiveness of public authorities in observing multicultural principles in the conduct of their affairs.



**Dr G.K. Harinath OAM**

Chairperson of the Multicultural NSW  
Advisory Board



**Hakan Harman**

Chief Executive Officer  
Multicultural NSW

# FOREWORD

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This has been a year of significant reform for Multicultural NSW as it builds upon the success of its [Harmony in Action Strategic Plan 2014-2017](#). As outlined in the plan, Multicultural NSW has been effective in building new partnerships across all tiers of government and with non-government agencies and businesses to achieve the best possible outcomes for community harmony.

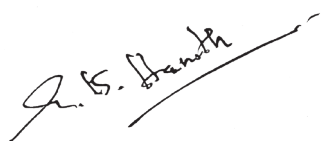
Work in the sectors of settlement and countering violent extremism has been at the centre of much development by Multicultural NSW, with the agency playing a key role in shaping a new grants program that encourages partnerships between communities to address the impact of violent extremism and tackle social exclusion.

Languages Services is another area undergoing transformation. Multicultural NSW provides translation and interpreting services in more than 100 languages. A number of changes are under way to streamline delivery and make the service more efficient and cost effective. Multicultural NSW has formed a significant partnership with Service NSW to provide translation bookings for clients through its 90-plus shopfront locations across the state. This has considerably expanded access for clients across NSW.

A stronger focus on effective community engagement will see an expansion in the number of Regional Advisory Councils from 10 to 12, with new metropolitan Advisory Councils to be established across Sydney regions. Following extensive consultation we have produced a new Community Engagement Strategy that outlines our direction over the next few years.

These and other achievements are covered in detail throughout this report.

We would like to thank the many individuals, agencies, community groups and stakeholders who have contributed to this assessment of the state of community relations, and would particularly like to thank members of the Multicultural NSW Advisory Board for their invaluable contributions.



**Dr G.K. Harinath OAM**  
Chairperson of the Multicultural NSW  
Advisory Board



**Hakan Harman**  
Chief Executive Officer  
Multicultural NSW

# THE YEAR IN REVIEW

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The year has been fruitful as Multicultural NSW sharpens its focus on working with communities to address issues and tensions, build resilience and promote social harmony across the state of NSW. Under the [Harmony in Action Strategic Plan 2014-2017](#), Multicultural NSW is forming new partnerships across the government, non-profit and business sectors to deliver its projects and services. We are committed to making NSW the most successful and harmonious multicultural state in Australia, harnessing our diversity to help our economic performance and build socially cohesive and resilient communities.

The Premier hosted an Iftar interfaith dinner to mark the month of Ramadan on 24 July 2014, which was organised by the Department of Premier and Cabinet and Multicultural NSW and attended by Muslim community representatives and religious leaders as well as leaders from other faiths, Members of Parliament and other community leaders.

In August 2014, our annual symposium carried the theme [The impact on communities in NSW of conflicts in other parts of the world](#). The symposium was a clear demonstration of harmony in action, with a diverse range of communities coming together to tackle big issues and find local solutions. Three hundred delegates convened at the Parramatta Novotel to hear from keynote speakers Dr Tim Soutphommasane, Race Discrimination Commissioner, and Hugh Riminton, Ten Eyewitness News presenter.

Multicultural NSW also facilitated a number of smaller consultations with leaders of communities directly affected by overseas conflicts, including Russian and Ukrainian community leaders and Iraqi community leaders from Shi'a, Sunni, Christian, Mandaean and Kurdish communities.

In September 2014, Multicultural NSW sponsored a workshop on the social impacts of violent extremism at the Countering Violent Extremism Symposium hosted by the Macquarie University Centre for Policing, Intelligence and Counter Terrorism. It addressed the potential for escalating community tensions arising from violent extremism.

Multicultural NSW organised the NSW Human Rights Award, which was presented in September 2014 to Maha Abdo OAM, CEO of United Muslim Women Association, formally acknowledging her work in preserving freedom, fairness and dignity of human life within the diverse Muslim community in Australia. The award is made annually and is dedicated in memory of Swedish diplomat Raoul Wallenberg, who saved the lives of thousands of Hungarian Jews during the Holocaust by providing protective passports and setting up safe houses.

In November 2014, the Australian Multicultural Marketing Awards (AMMAs) were announced, with the Greater Western Sydney Giants football club winning the Big Business Award for raising awareness of the sport in multicultural communities. The SBS People's Choice Award was presented to the Islamic Charity Projects Association for its work with the 5th Bankstown Scout Group.

November 2014 also saw Multicultural NSW establish a Religious Leaders' Multicultural Forum, which brought together various faith leaders to discuss topical issues. The forum was established to provide advice on issues of interest and concern to religious communities and to support interfaith harmony. The inaugural meeting was hosted on 26 November 2014 by the former Minister for Citizenship and Communities, the Hon. Victor Dominello MP. Following the Lindt Cafe siege in December 2014, the forum met to discuss a number of issues relating to the siege response and on 19 December 2014, an interfaith prayer service was held at St Mary's Cathedral for victims of the siege, sending a strong message of unity and harmony to the public. The Premier also released a Statement of Unity on behalf of the forum.

## THE YEAR IN REVIEW

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From February to March 2015, Australia and New Zealand hosted the ICC Cricket World Cup. Multicultural NSW worked with the NSW Government Steering Committee to engage with diverse communities and distributed a range of free tickets to members of the Bangladeshi, Pakistani, Irish and Scottish communities, as well as Aboriginal communities.

The Premier's Harmony Dinner at Rosehill Gardens was the keynote event in Multicultural March 2015, as 1,400 guests gathered to celebrate and promote cultural harmony and diversity at a dinner hosted by the former Minister for Citizenship and Communities, the Hon. Victor Dominello MP, in the presence of the Premier, the Hon. Mike Baird MP. Recipients of the Premier's Multicultural Community Medals were announced at the dinner, as well as inductees to the Multicultural Honour Roll.

Awards programs run by Multicultural NSW celebrate and reaffirm our cultural diversity, build value for the state in terms of social capital and cohesion, and recognise the importance of people's contributions to all aspects of life.

The Premier's Multicultural Media Awards in June 2015, hosted by the Minister for Multiculturalism, the Hon. John Ajaka MLC, in the presence of the Premier, recognised excellence among journalists, photographers, editors and publishers in print, radio, television and digital media across 12 award categories. Administered by Multicultural NSW, the awards ceremony was held at Doltone House in Hyde Park. Among the presentations was a lifetime achievement award to Mr Kamal Ibram for his dedication to Arabic broadcasting in Sydney, and an award to SBS in recognition of 40 years of service in helping to build multicultural Australia.

[Harmony in Action](#) drives our work in community engagement and sets out a vision to create new strategic partnerships with academics, non-profit groups, other government departments and the private sector. In 2014-2015, Multicultural NSW entered partnerships with White Ribbon Australia, Girl Guides, the Scanlon Foundation, SBS, the Australia Day Council, Information and Cultural Exchange and Metro Assist to develop projects, reflecting the emphasis on working with women and girls outlined in the *Multicultural NSW Act 2000*.



# KEY SOCIAL FINDINGS

## Mapping Social Cohesion report

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The results of the Scanlon Foundation's [2015 Mapping Social Cohesion](#) report confirm that Australians continue to accept cultural diversity and immigration. The report, published annually, tracks public attitudes on issues including immigration, multiculturalism, discrimination and belonging. It maps our national mood through the Scanlon-Monash Index of Social Cohesion.

The 2015 survey was conducted in June and July and employed a national representative sample of 1,500 respondents. Its findings build on the data collected from 13 earlier surveys.

The report shows that Australia remains a stable and highly cohesive society. It shows experience of discrimination based on ethnic background and religion is marginally lower and there continues to be a high level of acceptance of immigration and cultural diversity.

[“Most people \(86%\) agree that multiculturalism has been good for Australia – almost the same proportion as in 2013 and 2014,”](#) said Professor Andrew Markus, author of the report.

Some examples of key findings show that in 2015, economic concerns remain on top in the ranking of the most important issue facing Australia today, with national security, terrorism, and social issues ranking second.

[“Economic issues have ranked first as a major problem facing Australia in the last four surveys, but concern is not increasing,”](#) said Professor Markus.

In 2015, 24% of people have indicated dissatisfaction with their present financial situation – this was the same last year.

Social issues including childcare, family breakdown and drug use also ranked higher. The proportion of respondents who see these as the top issue facing Australia has doubled since 2012. Concern over the affordability of housing also registered an increase.

The level of concern about immigration remains at the lowest point recorded by the Scanlon Foundation surveys – just 35% of respondents consider that the intake is too high. Since 2014, there has been little change in attitudes toward asylum seekers arriving by boat – just one in four people consider that they should be eligible for permanent settlement in Australia.

In response to questions on integration, two-thirds of respondents agreed that Australians should do more to learn about the customs and heritage of immigrants, while a similar proportion agreed that immigrants should change their behaviour to be more like Australians. Professor Markus said:

[“The survey found considerable support for the idea that both native-born and immigrants needed to adapt to life in a changing Australia.”](#)

Multicultural NSW will address these issues through the [Harmony in Action](#) strategic plan, community engagement and policy work.

## Community Engagement Strategy

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[Harmony in Action Strategic Plan 2014-2017](#) outlines the NSW government's commitment to engage with all sections of society and reduce barriers to participation; enable equitable access to services and programs; and to enrich social and economic capacity through cultural diversity.

[The Multicultural NSW Community Engagement Strategy](#) (the strategy) is a core commitment to stakeholders under the strategic plan as well as being a specific function of the agency under the *Multicultural NSW Act 2000*.

The strategy was developed after extensive consultation with stakeholders and supports the delivery of the broader [Harmony in Action](#) plan. It is based on the capacity to draw relevant community information and perspectives from a range of standing and issues-based forums. These include the long-running Regional Advisory Councils (RACs), which improve our engagement with local communities and with local and state government services at a local and regional level. The RACS allow communities to collaborate on decision making, ensure their concerns are understood, and help them formulate strategies and identify opportunities.

New forums based on common interests will also supplement the existing suite of community-focused events that promote cultural diversity in NSW, such as the annual Premier's Harmony Dinner, awards programs, community events and Multicultural March.

The strategy incorporates new ways of engaging the entire NSW population through the RACs. This has been made possible by revisiting the boundaries and operational guidelines of the councils, which are now closely aligned with other state government regional boundaries and link into the Department of Premier and Cabinet's Regional Leadership Group and other governance structures. The new RAC structure includes five metropolitan councils covering every local government area in Sydney, and seven realigned RACs to cover all regional areas of the state. The result is that for the first time all geographic areas are represented across metropolitan Sydney and regional NSW.

The operation of RACs is intrinsic to enhancing social cohesion and community harmony and the implementation of the strategy. Through these forums, Multicultural NSW identifies issues that affect communities across regional and metropolitan centres, and work to collaboratively resolve them through cooperation and partnerships with community groups, specialist service providers and government agencies. The RACs are composed of community members and a combination of state and local government representatives.

The new RAC structure is a part of a much more inclusive approach to increase access, opportunity and participation for everyone in the state, and to promote the significant benefits of cultural diversity.

## Initiatives to safeguard community harmony from the impacts of overseas conflicts and violent extremism

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In 2014-2015, Multicultural NSW implemented a number of initiatives aimed at building community resilience to the impacts of violent extremism on social cohesion and community harmony. Global events and foreign conflicts continue to affect local communities in complex ways. The ongoing conflict in Syria and Iraq, in particular, is having profound repercussions globally, and NSW is not immune to its effects.

In addition to the humanitarian crisis generated by the conflict, which the UN estimates has produced 60 million refugees worldwide, terrorism in Syria and Iraq has contributed to the heightened domestic security situation in Australia.

There has been an increase in young Australians seeking to travel to these conflict zones to join extremist causes, according to ASIO. Even more concerning are the hundreds of young Australians who are reportedly sympathetic to ISIS, and a network of individuals who have allegedly taken orders from ISIS recruiters to carry out attacks within Australia.

The 2015 NSW Budget allocated \$4 million additional funding over two years for a new Multicultural NSW program to build community resilience. Phase 1 of the program began early in 2015 with a series of community consultations led by the Minister for Multiculturalism, with secretariat support from Multicultural NSW and Macquarie University. The Minister's consultations included a listening tour as well as a public call for submissions aimed at helping determine the scope and design of the new program. The consultations aimed to facilitate community participation in scoping and co-designing the new program.

Macquarie University was engaged to conduct a gap analysis of existing countering violent extremism (CVE) initiatives in NSW, to examine international best practice in community-based CVE, and to make recommendations on the program delivery model to be implemented in the next phases of the program.

As a result, Multicultural NSW developed a new grants program called [COMPACT](#), which stands for Community Partnership Action. Adopting a whole-of-society, resilience-based model, the program aims to support an alliance of community partners who are committed to addressing and resolving community issues and tensions and safeguarding Australia's peaceful and harmonious way of life against extremist hate, violence and division. Beginning in early 2016, COMPACT projects will run for terms of between two and four years.

## Initiatives to safeguard community harmony from the impacts of overseas conflicts and violent extremism

[The Point Magazine](#) published by Multicultural NSW through its website continues to raise its profile as a leading source of news and views relating to violent extremism and its effects on community harmony in Australia. In 2015, The Point Magazine readership has grown to nearly 40,000, with articles being widely shared among community social media networks.

The Point Magazine covered a wide range of topical issues in 2015, including increased activity from anti-Islamic groups and the effects of the Syria and Iraq conflicts on local communities in NSW. The Point Magazine gives communities and young people a voice to discuss sensitive issues in a balanced, non-sensationalised format in an effort to build dialogue and collaboration in the interest of community harmony.

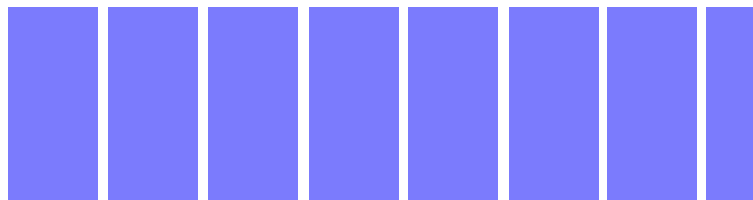


## Community profiles

Multicultural NSW launched its new online [Community Profiles](#) tool in June 2015 to provide a helpful resource for communities and policy makers and to inform the agency's briefings and consultations. This easy-to-use facility gives the latest census data on ancestry, birthplace, language and religion of 200 NSW communities in our culturally diverse state. It provides valuable information to the NSW public, promoting a greater awareness and understanding of the significant growth of cultural diversity in Australian society. As accurate data and statistics on different ethnic, cultural, linguistic and religious communities are required for a variety of purposes including research, advice, and event briefings, the profiles are also a helpful resource for government, non-profit and corporate sectors.

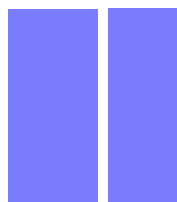
The website presents information in an intuitive format to ensure that all users can navigate and understand the figures easily, based on Australia Bureau of Statistics census data.

## WHO WE ARE IN NSW



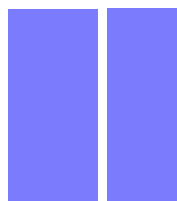
**7.5 MILLION**

Population of NSW



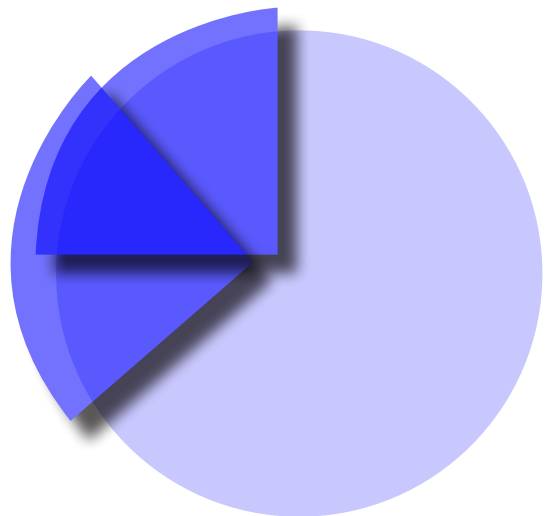
**1.7 MILLION**

Born overseas



**1.8 MILLION**

At least one parent born overseas



\*All numbers rounded Source: ABS 2011 Census

## Community profiles

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The [Community Profiles](#) tool supports Multicultural NSW's remit to advise on the state of community relations within NSW. It addresses objectives in the policy and research focus area of the Harmony In Action strategic plan by providing an easily accessible, rigorous and reliable evidence base, and is one of the many resources developed to enhance the capacity of Multicultural NSW as a centre of excellence in multicultural policy and research.



# BENEFITS OF MIGRATION

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## TOP 10 SOURCE COUNTRIES OF MIGRANTS IN NSW



1. UNITED KINGDOM



2. NEW ZEALAND



3. CHINA



4. INDIA



5. ITALY



6. VIETNAM



7. PHILIPPINES



8. SOUTH AFRICA



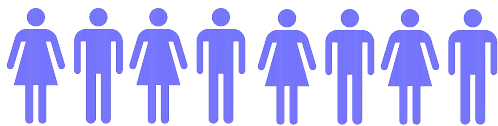
9. MALAYSIA



10. GERMANY

# BENEFITS OF MIGRATION

Migrants are forecast to mitigate the effects of an ageing population in NSW by adding younger workers with high participation rates and adding more university-educated residents to our population



Forecasts indicate that annual net migration will rise to

**257,000**

by 2017 - 2018

## STUDENTS

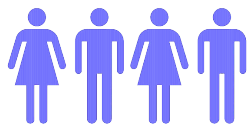
Migrants who initially enter Australia on a student visa provide the largest economic benefit, because they are young and well educated



In NSW at June 2015 there were

**171,607**

international students.



### COUNTRIES OF ORIGIN OF INTERNATIONAL STUDENTS IN NSW



CHINA

**26%**



INDIA

**11%**



VIETNAM

**4.6%**



STH KOREA

**4.4%**

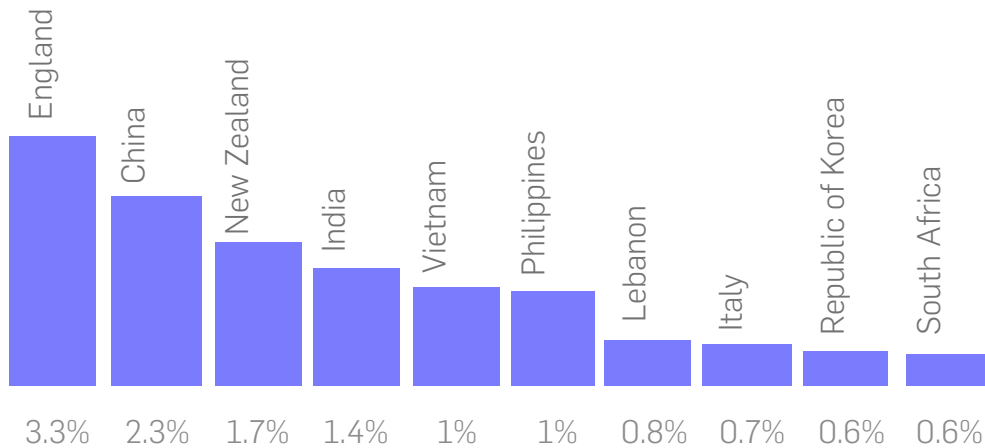


THAILAND

**4.2%**



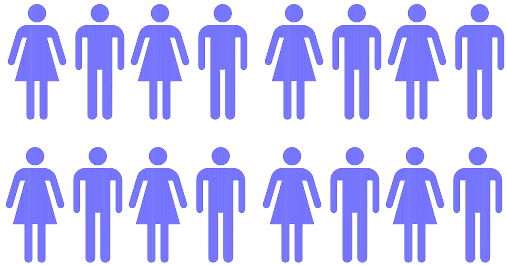
# TOP 10 BIRTHPLACES OF OVERSEAS-BORN PEOPLE IN NSW



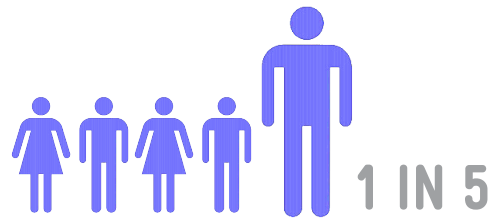
Department of Immigration and Border Protection, 2014



## WHO WE ARE IN NSW



People from 225 birthplaces  
have made NSW their home



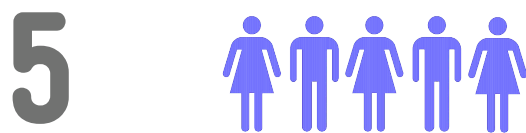
1 in 5 speak a language other than  
English at home

**74%**

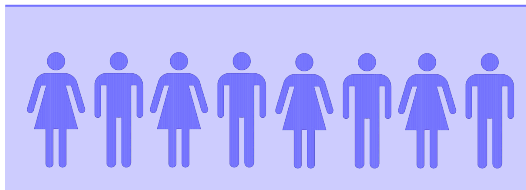
Job participation  
rate of skilled  
and family  
migrants

**1.35 MILLION**

migrants welcomed by NSW in  
the last 40 years



fastest growing languages with  
more than 5000 speakers are [Nepali](#),  
[Mayalyalam](#), [Gujarati](#), [Punjabi](#) and  
[Telugu](#).



The People of NSW, Statistics from 2011 Census, Vol 1

## RELIGION

64.5% Christianity  
17.9% No religion  
3.2% Islam  
2.9% Buddhism  
1.7% Hinduism  
0.6% Judaism  
7.7% Did not state their religion

## Languages - services

Multicultural NSW continues to work on language services reform in NSW. As a key priority area under [Harmony in Action](#), Multicultural NSW investigates innovative models of language services delivery that elevate the interpreting and translating profession and provide high quality outcomes.

In early 2015, Multicultural NSW commissioned Deloitte Access Economics to conduct a study on the economic and social value of language services in NSW. The report identified that the availability of an effective interpreting and translation service helps people contribute to the NSW economy. It said the broader social benefit derived from the effective and equitable delivery of language services contributes considerably to the success of our multicultural society.

Multicultural NSW provides translation and interpreting services in more than 100 languages. After extensive consultation, Multicultural NSW formed a significant partnership with Service NSW to deliver translation services across its 90-plus shopfront locations throughout the state.

This has expanded access for many clients who formerly had to request translations over the counter at Multicultural NSW offices in Sydney, Newcastle and Wollongong, making it easier and more convenient for clients to find a location near their homes.

Our commitment to innovation in language services reform will continue over the coming year as we consolidate our new operating model with Service NSW and work towards developing industry-leading language services in NSW.



### TOP 10 LANGUAGES OTHER THAN ENGLISH SPOKEN IN NSW

- |              |            |
|--------------|------------|
| 1 ARABIC     | 6 ITALIAN  |
| 2 MANDARIN   | 7 SPANISH  |
| 3 CANTONESE  | 8 HINDI    |
| 4 VIETNAMESE | 9 KOREAN   |
| 5 GREEK      | 10 TAGALOG |

### 5 FASTEST GROWING LANGUAGES

With more than 5000 speakers

1. Nepali, 2. Malayalam, 3. Gujarati, 4. Punjabi, 5. Telugu

## Languages - education

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In NSW, the Community Languages Schools Program began in the mid-1980s. Multicultural NSW works closely with language schools as part of our consultations with the broader community. The schools have strengthened the social, cultural and economic fabric of NSW through its delivery of classes that enable students to stay connected with their language, culture and communities of heritage.

In addition to building language skills, the program nurtures students' cultural identity, cultivates self-confidence and enriches the learning experience. With a greater command of language, people are better equipped to develop relationships and networks, and are much more able to fully participate in society. In the school context, learning another language helps students to perform better across the curriculum, and sound educational outcomes place people in a better position to gain employment and drive exports by building people-to-people links.

Currently, 256 Community Languages Schools offer classes in 56 languages in more than 458 locations statewide, serving 31,517 students.

Community Language Schools are not-for-profit, incorporated community organisations funded by the NSW Government. Classes are held outside normal school hours, usually at local government schools, church halls or independent schools. They are open to any school-aged student attending a NSW Government, Catholic or independent school.

Multicultural NSW looks forward to working side by side with Community Language Schools in NSW in the coming year as they continue to build the linguistic and cultural capacity of our next generation.



## Women and girls

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[Harmony in Action](#) identifies women and girls as a key focus group. In keeping with our commitment to create opportunities for all people to participate in all aspects of public life, Multicultural NSW has worked to improve the status and lives of women and girls from multicultural backgrounds by collaborating with other agencies and community organisations on projects tackling issues such as domestic violence, underage forced marriage and female genital mutilation.

### Multicultural Women's Hub

In 2015, four community forums were held in Liverpool, Bankstown, Granville and Blacktown with stakeholders and key informants on the feasibility and need to establish a women's hub in Western Sydney.

The hub aims to build opportunities for women from culturally diverse backgrounds to help empower and enable them. It will collaborate with existing service providers to better link culturally diverse women to pathways and support. The hub is expected to be self-sustaining in the longer term.

To ensure a fair and open opportunity, and to encourage innovative models, Multicultural NSW sought participation from the market through an open tender process which attracted applications from the government, community and NGO sectors.

Information and Cultural Exchange (ICE) was successful in the tender and will implement the project in 2016.

### Female Genital Mutilation (FGM)

In 2015, Multicultural NSW partnered with the Department of Family and Community Services (FACS) to develop a proposal for a female genital mutilation (FGM) awareness campaign.

With Multicultural NSW's contribution, the campaign employed a media officer for seven weeks, expanded its reach in the multicultural media, and provided media articles in targeted outlets. The campaign also included training bilingual workers to build their confidence in dealing with the media and contacts with the program.

## Women and girls

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### Violence against women – White Ribbon Australia

In 2014-2015, Multicultural NSW partnered with White Ribbon Australia to develop a culturally appropriate strategy tailored to the multicultural communities in NSW to assist in the prevention and awareness of domestic violence.

During this time, White Ribbon engaged over 50 approved and active Ambassadors and prospective culturally and linguistically diverse Ambassadors. It has promoted White Ribbon to the multicultural community through participating in events and programs.

As a result of the partnership, a reference group has been formed and meets regularly to advise the organisation of the best ways to engage the multicultural community.



## Employment

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Employment is a key issue for new arrivals in NSW, and the Scanlon Foundation found that economic issues were ranked first as a major problem facing Australia, with 24% of survey respondents in 2015 indicating dissatisfaction with their present financial situation.

To help address this issue, Multicultural NSW selected Metro Assist as the successful tenderer for the SkillME project, a three-year pilot program designed to assist about 300 clients a year. The program will assess the effectiveness of early assistance in improving employment outcomes for skilled migrants and develop an evidence base for future government action.

SkillME is a project to enhance employment outcomes for migrants with skills. Multicultural NSW will monitor and evaluate the project in consultation with the Interagency Action Group on Migrant Skills.

The key deliverables for the SkillME project are:

- a model of service provision which supports migrants with skills and qualifications into employment that is sustainable and can be replicated in, or adapted to other services
- appropriate monitoring, governance and evaluation to ensure outcomes for migrants with skills can be identified and measured
- partnerships across government, industry and non government organisations which link migrants with skills into appropriate employment.

To help underemployed men in the Hunter and Newcastle regions, Multicultural NSW gave a grant to the Ethnic Communities Council of the Newcastle and Hunter to build a Multicultural Men's Shed. This brings together men from across the region to learn new skills and pass on their current skills, talk about health issues and mentor younger people. The Governor-General, Sir Peter Cosgrove, opened the Multicultural Men's Shed in June 2015. The group already has more than 100 members.



## Settlement policy

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NSW is taking a lead role in settlement policy as the nation considers how to aid increasing numbers of refugees across the globe. While the Commonwealth is responsible for granting visas under Australia's Refugee and Humanitarian Programme and providing initial Humanitarian Settlement Services, states and territories are tasked with developing localised responses to the many challenges faced by refugees and humanitarian entrants.

In 2014-2015, 13,757 people were granted Humanitarian Programme visas. Of these, 11,009 people arrived in Australia under the offshore component of the Humanitarian Programme. These people were selected from among refugee communities in countries of first asylum and include people registered with the UNHCR and those with links to Australia.

A further 2,747 people were granted permanent protection visas after having been determined to be refugees (or in need of protection) after having entered Australia on some other visa, typically a tourist or student visa. This is referred to as the onshore component of the Programme.

Humanitarian Programme entrants made up 6.8% of the total number of migrants coming to NSW in 2014-15.

## Temporary Protection Visas and Safe Haven Enterprise Visas

On 5 December 2014, the Australian Parliament passed the [Migration and Maritime Powers Legislation Amendment \(Resolving the Asylum Legacy Caseload\) Bill 2014](#). The amendment supports the Australian Government's key strategies for combating people smuggling and managing onshore and offshore asylum seekers. It reintroduces the Temporary Protection Visa (TPV), introduces the SHEV, and enables the quick assessment of the 'legacy caseload' of maritime arrivals who came to Australia without a valid visa on or after 13 August 2012.

The legacy caseload includes people who have been living in Australia on a Bridging Visa E and those living in community detention.

The TPV is a three-year visa with no pathway to permanency. The SHEV is a five-year visa designed to promote regional settlement and help contribute to the economic and social development of regional Australia. SHEV holders who have worked or studied in regional Australia without income support for three-and-a-half years of their visa period will be eligible to apply for other onshore visas such as skilled visas but they are not eligible for a permanent protection visa.

The Premier has said that the NSW Government is concerned for the welfare of SHEV holders and will take seriously the goals to create a pathway to permanency and to build positive outcomes for regional NSW. The SHEV implementation plan that seeks successful economic outcomes for regional NSW and settlement outcomes will be developed in 2016 in consultation with the GISPC and SHEV stakeholders.



## Settlement policy

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### Multicultural NSW Settlement Portal project

Multicultural NSW has developed a settlement portal to provide easier access to government and non-government service delivery information for all new arrivals to assist them to develop a better understanding of the support available to them in NSW.

The [Settlement Portal](#) links users with practical resources. Access to critical information about support and available services is offered in an easy user-friendly format using simple language, descriptions and community language resources making it the 'go-to place' for all migrants to NSW. It was developed with input from internal and external stakeholders. Ongoing monitoring will ensure the currency and accuracy of the contents of the portal in the future.



# MULTICULTURAL POLICIES AND SERVICES PROGRAM

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## Overview

The Multicultural Policies and Services Program (MPSP) is a core activity of our agency.

The MPSP is a public accountability mechanism, and one of the key ways the NSW Government ensures that its services and programs are accessible to everybody in NSW.

Under the MPSP certain agencies, called 'Designated MPSP Agencies', are required to have a comprehensive multicultural plan outlining how they will conduct their business within a culturally, linguistically and religiously diverse society. These agencies report on their progress in implementing their plan to Multicultural NSW every three years, with the exception of the Ministry of Health and Department of Education, which report every two years. Multicultural NSW advises and supports NSW government agencies in their efforts to develop multicultural plans. We also assess how well agencies are implementing the multicultural principles enshrined in the Multicultural NSW Act 2000 through their multicultural plans, assessing them against seven outcomes, using a scale of range 1 to 3, where range 1 represents minimum compliance, range 2 reflects sound outcomes and range 3 is best practice.

In addition, departments and statutory authorities are required to report on how they implemented the multicultural principles in their annual report. Multicultural NSW determines whether the annual reports meet legislative requirements and publishes a summary report in the Community Relations Report.

This section of the Community Relations Report covers:

- annual report compliance
- an overview of the MPSP reports from 2014-2015 reporting agencies
- the review of the MPSP.

## MPSP REQUIREMENTS AT A GLANCE

All agencies must:

- report on implementation of the multicultural principles in their annual report
- submit the relevant extract from their annual report to Multicultural NSW once it has been tabled in Parliament.

Designated MPSP agencies are also required to:

- consult with Multicultural NSW to discuss expectations
- develop a multicultural plan for the identified agencies within it, or for the whole department, usually in consultation with Multicultural NSW
- provide a detailed multicultural report to Multicultural NSW, within the agreed timeframe, setting out implementation progress during the reporting period and identifying multicultural priorities for the next reporting period

The full list of agency compliance is at Appendix 1. Agencies with fewer than 200 employees are only required to report on multicultural implementation in their annual report every three years. However, a significant number report annually as a matter of course. Appendix 1 lists the small agencies which are due to report in 2016 or 2017.

# MULTICULTURAL POLICIES AND SERVICES PROGRAM

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## Annual report compliance

In 2014-2015 Multicultural NSW assessed the implementation reports of various agencies and found that all agencies were either compliant or partially compliant. No agency was found to be non-compliant.

## 2014-2015 agency reports

The Department of Family and Community Services (FACS) was the only agency required to report progress against its Multicultural Plan. FACS' report on its cultural diversity activity covered the three financial years between July 2012 to June 2015, in line with the timeframes of the multicultural plans of individual FACS Divisions and the new FACS-wide Diversity matters Cultural Diversity Framework 2014-2017. Key learnings and achievements from FACS are highlighted below. Full details of FACS' MPSP report are at Appendix 2.

The Department of Planning and Environment submitted its first department-wide multicultural plan for 2015-2018, which included the Office of Local Government. Multicultural NSW provided advice on the development of this first plan. Details of the Department of Planning and Environment's plan and an assessment are contained in Appendix 3.

## Family and Community Services Multicultural Policies and Services Program Report

FACS' MPSP report demonstrates sound compliance with the multicultural principles. Overall, FACS was assessed as operating at a strong Range 2, meaning that it has begun to develop solid strategies at the front-line to enhance the access and equity of non-mainstream clients and more comprehensive and considered policy and planning mechanisms to enhance the integration of multicultural strategies across the depth and breadth of the agency.

Of particular note is FACS' Range 3 (best practice) performance in the service delivery outcomes of access and equity, communication and social and economic development.

### KEY ACHIEVEMENTS

Multicultural NSW commends FACS for:

- its approach to service design and delivery, particularly its use of co-design principles to develop the resource Assessing the needs and supports for refugee and migrant children and families in Out-of-Home Care
- its track record of partnership and consultation with the non-government sector to inform and deliver services
- its forward plan to develop a FACS Cultural Diversity Implementation Plan, particularly for the effect that a localised response and person-centred approach could have on service delivery
- its forward plan to produce a quarterly 'diversity dashboard' which will summarise the characteristics of the FACS workforce and provide ongoing insight into the current issues for the workforce and the progress of workforce inclusion initiatives.

# MULTICULTURAL POLICIES AND SERVICES PROGRAM

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## THE FACS CONTEXT

The FACS Strategic Statement, released in June 2014, sets out the department's vision, values and objectives. During 2014-2016 FACS is working to ensure that:

- children and young people are protected from abuse and neglect, and have the best possible lives
- people with disability are supported to realise their potential
- social housing assistance is used to break disadvantage
- people are assisted to participate in social and economic life
- people at risk of, and experiencing, domestic and family violence are safer
- Aboriginal people, families and communities have better outcomes.

FACS has initiated a range of reforms to improve service delivery and outcomes for its clients since it last reported under the MPSP. These include:

- child protection legislative and other reforms
- domestic and family violence reforms
- localisation, which brought together the local ADHC, Community Services and Housing NSW client services and operations into 15 FACS districts. These districts are aligned with the 15 NSW Local Health Districts
- National Disability Insurance Scheme.

## ADDRESSING CULTURAL DIVERSITY AT FACS

To better serve individuals and families from culturally and linguistically diverse communities, FACS has developed the FACS Diversity Matters: Cultural Diversity Framework (the framework) which outlines how it will respond to the needs of people from culturally diverse backgrounds. The framework is designed to ensure that cultural diversity considerations remain everyone's business – from corporate leaders, those setting budgets, planning and developing policy, to the caseworker and the support worker on the frontline, and aims to build on the following principles:

- Person-centred – putting the person at the centre of service design and delivery
- Responsibility – cultural diversity is core business to everyone in FACS and the responsibility of the entire service system including funded partners
- Strengths-based – building on what currently works well, including the strengths and the resourcefulness of culturally and linguistically diverse communities
- Partnerships – using our relationships to influence and achieve a more inclusive change environment and better outcomes for people, families and communities
- Respect – mutual learning, celebration and valuing individuals from culturally and linguistically diverse communities
- Adaptability – responding to the diverse needs of culturally and linguistically diverse communities while allowing for local solutions to local needs.

# APPENDIX 1 - ANNUAL REPORT COMPLIANCE

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Under annual reporting legislation, Departments, Statutory Bodies and State Owned Corporations are required to provide information in their annual report on implementation of their Multicultural Policies and Services Plan.

Under schedule 1 of the Annual Reports (Departments) Regulation 2010 Departments are required to include:

*A statement setting out the key multicultural strategies proposed by the Department for the following year and the progress in implementing the Department's multicultural policies and services plan and information as to the multicultural policies and services plans of any body reporting to the Department.*

A similar regulation applies to Statutory Bodies.

All agencies are required to provide Multicultural NSW with an extract from their Annual Reports, so it can assess compliance with these requirements.

Many agencies have been impacted by Machinery of Government changes over the past year, resulting in changes to reporting lines. In assessing Annual Report compliance, Multicultural NSW has taken this into consideration.

Multicultural NSW will continue to work with agencies on the development and implementation of their Multicultural Policies and Services Plans as they transition to different reporting structures.

The following levels of compliance are reported:

## Fully compliant

The following agencies met the requirements of the regulations, and reported BOTH on implementation of their multicultural plan in the year under report, and on multicultural priorities for the following year.

Agency for Clinical Innovation  
Audit Office of New South Wales  
Ausgrid  
Australian Museum Trust  
Barangaroo Delivery Authority  
Board of Studies, Teaching and Educational Standards  
Board of Surveying and Spatial Information  
Centennial Park and Moore Park Trust  
Charles Sturt University Council  
Chief Investigator of the Office of Transport Safety Investigations  
Cobar Water Board  
Crown Solicitor's Office  
Department of Education  
Department of Family and Community Services  
Department of Finance, Services and Innovation  
Department of Justice  
Department of Planning and Environment  
Department of Premier and Cabinet  
Destination NSW

Dust Diseases Board  
Essential Energy  
Fire and Rescue NSW  
Forestry Corporation  
Health Care Complaints Commission  
Hunter Water  
Independent Commission Against Corruption  
Independent Liquor and Gaming Authority  
Independent Transport Safety Regulator  
Information and Privacy Commission  
Judicial Commission of New South Wales  
Legal Aid NSW  
Library Council of New South Wales (State Library)  
Lifetime Care and Support Authority  
Long Service Corporation  
Lord Howe Island Board  
Macquarie University Council  
Mental Health Review Tribunal  
Ministry for Police and Emergency Services  
Ministry of Health

# APPENDIX 1 – ANNUAL REPORT COMPLIANCE

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Motor Accidents Authority of New South Wales  
 Multicultural NSW  
 New South Wales Crime Commission  
 New South Wales Land and Housing Corporation  
 New South Wales Rural Assistance Authority  
 New South Wales Treasury Corporation  
 NSW Architects Registration Board  
 NSW Civil and Administrative Tribunal  
 NSW Food Authority  
 NSW Police Force  
 NSW Trade and Investment  
 NSW Trains  
 Office of Environment and Heritage  
 Office of Local Government  
 Office of Sport  
 Office of the Children's Guardian  
 Office of the Director of Public Prosecutions  
 Office of the NSW Rural Fire Service  
 Office of the NSW State Emergency Service  
 Ombudsman's Office  
 Parliamentary Counsel's Office  
 Parramatta Park Trust  
 Public Service Commission  
 Roads and Maritime Services  
 Royal Botanic Gardens and Domain Trust  
 SAS Trustee Corporation Division (State Super)  
 Service NSW  
 Southern Cross University Council

State Rail Authority Residual Holding Corporation  
 State Records Authority  
 State Transit Authority of New South Wales  
 Sydney Cricket and Sports Ground Trust  
 Sydney Harbour Foreshore Authority  
 Sydney Olympic Park Authority  
 Sydney Opera House Trust  
 Sydney Trains  
 Sydney Water  
 Taronga Conservation Society of Australia  
 (Zoological Parks Board of New South Wales)  
 Technical and Further Education Commission (TAFE)  
 The Treasury  
 Transport for NSW  
 University of Newcastle Council  
 University of Technology, Sydney (UTS) Council  
 University of Western Sydney Board of Trustees  
 University of Wollongong Council  
 UrbanGrowth NSW  
 Veterinary Practitioners Board  
 Water NSW  
 Wentworth Park Sporting Complex Trust  
 Western Sydney Parklands Trust  
 Wine Grapes Marketing Board  
 WorkCover Authority

## Partially compliant

The following agencies ONLY reported on implementation of their multicultural plan in the reporting year. These agencies are assessed as partially compliant, as they are also required to report on their multicultural policies for the year ahead. The following agencies were partially compliant in 2015.

Delta Electricity  
 Mental Health Commission of NSW  
 Trustees of the ANZAC Memorial Building  
 Venues NSW

## Non-compliant

Of the reports assessed, no agencies were non-compliant in 2014-2015.

# APPENDIX 1 – ANNUAL REPORT COMPLIANCE

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## Agencies reporting through other agencies

The following agencies report on multicultural implementation through their Principal Department:

Aboriginal Affairs	Luna Park Reserve Trust
Aboriginal Housing Office	Motor Vehicle Repair Industry Authority
Ageing Disability and Home Care (ADHC)	New South Wales Government Telecommunications Authority
Ambulance Service of NSW	NSW Adult Migrant English Service
Arts NSW	NSW Fair Trading
Building Professionals Board	NSW Kids and Families
Bureau of Crime Statistics and Research (BOCSAR)	NSW Law Reform Commission
Bureau of Health Information	NSW Trustee and Guardian
Cancer Institute NSW	Office of State Revenue
Clinical Excellence Commission	Official Community Visitors
Corrective Services NSW	Rail Corporation New South Wales
Crown Lands Division	Rental Bond Board
Dams Safety Committee	Residual Business Management Corporation
Environment Protection Authority	Responsible Gambling Fund
Environmental Trust	Screen NSW
Fair Trading Administration Corporation	Self Insurance Corporation (SICorp)
Government Property NSW	Soil Conservation Service
Health Administration Corporation	Sporting Injuries Compensation Authority
Health Education and Training Institute	State Insurance Regulatory Authority
Home Care Service of New South Wales	Sydney Children's Hospitals Network
Hunter Development Corporation	Sydney Ferries
Jenolan Caves Reserve Trust	Sydney Living Museums (Historic Houses Trust of New South Wales)
Justice Health and Forensic Mental Health Network	Teacher Housing Authority of New South Wales
Juvenile Justice	Veterans' Affairs
Land and Property Information	Waste Assets Management Corporation
Legal Profession Admission Board	WestConnex Delivery Authority
Liability Management Ministerial Corporation	Women NSW
Local Land Services	

## Publications not available

The following agencies did not provide Multicultural NSW with a copy of their annual report at the time the Community Relations Report was being prepared, and could not be assessed for compliance:

Senate of the University of Sydney  
University of New England Council  
University of New South Wales Council

## Small agencies

Small agencies (with less than 200 full time equivalent officers and employees) are only required to report on their multicultural strategies and progress triennially (every three years) – see Treasury Circular TC08/08.

# APPENDIX 1 – ANNUAL REPORT COMPLIANCE

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## Small agencies reporting in 2016

The following small agencies are required to provide Multicultural NSW with a copy of their 2015-16 Annual Report (financial year cycle), or 2015 Annual Report (calendar year cycle).

They must report on their implementation progress against their multicultural plan in the past three years, and their multicultural priorities for the next three years:

Advocate for Children and Young People  
 Art Gallery of NSW Trust  
 Energy Corporation of NSW  
 Independent Pricing and Regulatory Tribunal  
 Infrastructure NSW  
 NSW Skills Board  
 Police Integrity Commission  
 Trustees of the Museum of Applied Arts and Sciences  
 Wild Dog Destruction Board

## Small agencies reporting in 2017

The following small agencies are required to report in 2017:

Chinese Medicine Council of New South Wales  
 Chiropractic Council of New South Wales  
 Dental Council of New South Wales  
 Medical Council of New South Wales  
 Medical Radiation Practice Council of New South Wales  
 Mine Subsidence Board  
 Natural Resources Commission  
 NSW Electoral Commission  
 NSW Institute of Psychiatry  
 NSW Institute of Sport  
 Nursing and Midwifery Council of New South Wales  
 Occupational Therapy Council of New South Wales  
 Optometry Council of New South Wales  
 Osteopathy Council of New South Wales  
 Pharmacy Council of New South Wales  
 Physiotherapy Council of New South Wales  
 Podiatry Council of New South Wales  
 Psychology Council of New South Wales  
 Rice Marketing Board



# APPENDIX 2 - FAMILY AND COMMUNITY SERVICES

## MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

Following consultation with Multicultural NSW, FACS chose to structure its 2015 MPSP report against the four priorities of its Diversity Matters: Cultural Diversity Framework 2014-2017. FACS has brought together Housing NSW, Community Services (CS) and Ageing, Disability and Home Care (ADHC); Diversity Matters is the document that has set the key priority areas and strategies that FACS is implementing. Diversity Matters builds on the learning, experience and expertise of FACS staff in the areas of cultural diversity governance, policy development, planning and service delivery.

Multicultural NSW's assessment of the FACS MPSP Report uses the current Multicultural Planning Framework for structure. Overall, Multicultural NSW considers that FACS is operating at a strong Range 2, showing sound compliance, within the current framework. However, the department is operating at a Range 3, demonstrating best practice, in the area of service delivery outcomes:

- access and equity
- communication
- social and economic development

### FACS and the Multicultural NSW Multicultural Planning Framework

An overview of Multicultural NSW's assessment of FACS' performance against each outcome under the MPSP Planning Framework is below.

#### Outcome 1: Planning

Multicultural policy goals are integrated into the overall corporate and business planning, as well as the review mechanisms of the agency.

The FACS Diversity Matters: Cultural Diversity Framework was developed in 2013-14 as part of the One FACS reform. Multicultural NSW was involved and provided advice through the ADHC Expert Advisory Group.

The framework identifies four 'high-level' cultural diversity priorities. The framework, however, is not a multicultural plan and FACS has committed to developing a cultural diversity implementation plan which will:

- build on existing activity
- coordinate a department-wide multicultural response
- support the districts to address local needs.

During the period 2012-2014, FACS' then individual agencies (Community Services, ADHC and Housing NSW) report that cultural diversity priorities were embedded in business and district plans and that Housing NSW responded to Multicultural NSW's recommendation to better integrate its multicultural planning. FACS reports that 'a number' of district plans include high-level consideration of cultural diversity in their service response.

In 2015 FACS linked the client data from the five sets of client information held by its constituent agencies. This establishes a baseline level of access at the whole of department level. FACS reports it has created a more complete picture of client access across the department.

# APPENDIX 2 - FAMILY AND COMMUNITY SERVICES

## MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

### Evaluating success

Through the MPSP, Multicultural NSW has been encouraging agencies to focus on the development of key performance indicators for cultural diversity. It has also been asking agencies to hold up a multicultural lens to their programs and services when they evaluate them. Multicultural NSW is interested to know what worked and what needs a different approach in working with our State's diverse community.

Individual FACS agencies, ADHC in particular, have taken a systematic approach to research and evaluation of programs and services which seek to address the needs of clients from culturally and linguistically diverse backgrounds. During the reporting period, ADHC commissioned significant research projects – the Language Services Scoping and Cultural Competency Scoping projects – which addressed access barriers for clients. These projects specified options for service improvement and secured funding for cultural competency development projects in FACS and the disability sector.

FACS also evaluated several frameworks and strategies, including the ADHC Cultural Diversity Strategic Framework. Multicultural NSW is pleased to note that this evaluation recognised the 'integration of cultural and linguistic diversity into planning, monitoring, reporting and evaluation'. This has been a key goal of the MPSP since its inception.

Housing NSW has also conducted evaluations with a focus on diverse clients during the reporting period and intends to continue doing so through the Specialist Homelessness Services Monitoring and Evaluation Strategy.

Multicultural NSW encourages all agencies to continue focusing on integrated multicultural planning and systematic, focused evaluation. Multicultural NSW anticipates that ADHC's successes will be realised in the new One FACS environment.

### MULTICULTURAL NSW HAS COMMENDED FACS FOR ITS FORWARD COMMITMENT TO:

- develop a FACS Cultural Diversity Implementation Plan, particularly for the effect that a localised response and person-centred approach could have on service delivery
- use an evidence-based approach to both policy development and district planning
- identify options for improved client data systems to support planning and evaluation for service outcomes for CALD clients
- amend the FACS Evaluation Framework to ensure all program evaluations assess the impact of programs on CALD clients.

Multicultural NSW has recommended that FACS:

- ensure all districts plan to meet their local community's needs with explicit focus on the local, culturally diverse population
- take a comprehensive approach to evidence gathering and analysis, one which encompasses the evaluation of complaints and wide-ranging client feedback systems.

# APPENDIX 2 - FAMILY AND COMMUNITY SERVICES MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

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## Outcome 2 - consultation and feedback

Policy development and service delivery is informed by agency expertise and by client feedback and complaints, and participation on advisory boards, significant committees and consultations.

FACS has had two long-standing, external groups advising the executive on multicultural planning and policy matters which met continuously during the reporting period. These are the:

- Community Services (now FACS) Multicultural Affairs Advisory Group
- ADHC Cultural Diversity Expert Advisory Group

FACS also reports that seven of the 15 districts have established multicultural advisory groups and an eighth is in the process of doing so. Multicultural NSW has, through the MPSP and other avenues, encouraged NSW Government agencies to establish expert groups that can provide advice on policy and program development. Agencies within FACS have provided strong support to its advisory groups and reaped the benefits that experts in the field can bring to its complex service areas.

Multicultural NSW is confident that FACS will continue to benefit from the frank advice it has received through its external reference bodies and looks forward to exploring new cultural diversity governance models with FACS. Continuing our work together to address the needs of some of NSW's most vulnerable populations is a priority for Multicultural NSW, and we are pleased to see that it continues to be so for FACS too.

External advisory bodies are, of course, only one way in which government agencies source input into their services from culturally diverse communities. FACS reports also that between 2012 and 2015 it consulted with people from diverse backgrounds on the following:

- the NSW Disability Inclusion legislation and frameworks
- Living Life My Way
- the Ability Links program
- Social Housing Reform

FACS has demonstrated that it consciously and coherently collects the views and expressed needs of clients across the breadth of its locations and services. Further, FACS has made it evident that its community engagement is a two-way process. Through its various consultative mechanisms, planned and ad hoc, it demonstrates how what it has learned has influenced program design and service delivery.

# APPENDIX 2 – FAMILY AND COMMUNITY SERVICES

## MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

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### Outcome 3 - leadership

The FACS Executive actively promotes, and is accountable for, the implementation of the multicultural principles within the agency and wider community.

The FACS Cultural Diversity Framework clearly identifies the integration of multicultural planning into all planning, monitoring and evaluation as a strategic priority. The framework was endorsed by the FACS Board and is promoted by the Secretary. It recognises the need for strong leadership and clear accountability for driving the cultural diversity agenda.

Multicultural NSW understands that the FACS executive has endorsed implementation planning to support the cultural diversity framework. FACS is taking a localised approach with coordinated governance, planning and a robust research and evidence base.

FACS has also ensured its external advisory bodies have access to senior members of the executive. This has provided these bodies a level of influence which both FACS and members have appreciated and found useful.

### Outcome 4 - human resources

FACS supports its staff, and consequently its clients, by:

- employing 60 multicultural child protection workers to provide language skills and cultural expertise to the department
- funding the African Sessional Workers Program (managed by Community Migrant Resource Centre), and expanding the program to support NGOs providing Brighter Futures and Out-of-Home Care functions
- supporting good multicultural practice through its Care and Protection Practice Framework and Practice Standards and many resources – most directed towards working with people who have arrived in Australia as refugees
- encouraging training of staff at the district level to respond to the cultural diversity considerations of individual districts.

The Mary Dimech Multicultural Award continues to attract high-quality entries and raises the profile of cultural diversity considerations in the department. Multicultural NSW is pleased to be involved in the judging of this award and congratulates all entrants for their dedication to meeting the needs of clients from culturally diverse backgrounds in new and innovative ways.

The provision of language services within FACS is, presently, a continuation of the commitments and systems that existed when there were three separate agencies. In short:

- Child protection language services are managed through the Office of the Senior Practitioner
- Interpreter needs for housing services are still managed under a three-year tender and include the block booking service
- FACS manages at district level the provision of language services to clients with disabilities.

## APPENDIX 2 – FAMILY AND COMMUNITY SERVICES

# MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

Some key facts, figures and initiatives that relate to the provision of language services for FACS clients include:

FACS reviewed and consolidated its Community Language Allowance System (CLAS) in 2014 and noted that FACS frontline service delivery requires staff who speak the following priority languages:

Bengali	Khmer
Burmese	Kirundi
Dari	Korean
Dinka	Nepalese
Farsi	Sudanese Arabic
Indonesian	
Japanese	

- FACS Housing continues to use its block booking system for the provision of cost-effective, face-to-face language services for housing clients. This is additional to face-to-face interpreting as required and telephone services
- Transitioning the way interpreter services are provided for funded agencies delivering child protection services. Today, FACS-funded NGOs are directly responsible for ensuring that staff can access interpreter services for clients.

### MULTICULTURAL NSW COMMENDS FACS FOR

- its forward plan to produce a quarterly 'diversity dashboard' which will summarise the characteristics of the FACS workforce and provide ongoing insight into the current issues for the workforce and the progress of workforce inclusion initiatives
- continually monitoring its use of the CLAS allowance to ensure it remains relevant and responsive to the needs of the department's clients
- benchmarking and evaluating its language service provision
- monitoring (and reporting) on interpreter expenditure, including by district
- ensuring FACS staff know how, when, and where to contact an interpreter
- committing to scope a service delivery model for language services under the FACS Cultural Diversity

### FRAMEWORK IMPLEMENTATION PLAN

Multicultural NSW recommends FACS:

- continue to encourage the professional development of staff across all districts and all function and service areas
- explore options both to further develop staff from diverse backgrounds as well as the cultural competence of staff in policy and management positions
- build on its considerable success in the disability sector (Diversity in Disability and People, Culture and Community projects) to explore and address the need for professional development for service providers in other service delivery areas.

# APPENDIX 2 – FAMILY AND COMMUNITY SERVICES MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

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## Outcome 5- Access & Equity

In the coming years FACS recognises it will face challenges, and opportunities, in the way it commissions services to get better outcomes for clients. The FACS MPSP report for 2012-2015 provides evidence that it has a good track record to date and that it is well prepared to face the future. FACS has:

- integrated requirements for planning and service provision for clients from CALD backgrounds in all program guidelines, criteria for assessing funding applications, service specifications and reporting requirements
- developed systems to collect client data from funded services, to inform program planning and evaluation.

Multicultural NSW commends FACS for its approach to service design and delivery, particularly its use of co-design principles to develop the resource Assessing the needs and supports for refugee and migrant children and families in Out-of-Home Care. This resource has been developed to support the transition of out-of-home care to NGOs.

FACS has a recognised history of requiring organisations to provide culturally and linguistically diverse services. FACS built this in to the Program Level Agreements and Program Guidelines for Targeted Earlier Intervention programs during the reporting period.

FACS has a history of developing and delivering responsive services and recent reforms should see this enhanced in the future. Its commitment to co-designing services, culturally responsive casework practice, sector-wide development of cultural competence and keeping funded services accountable for culturally appropriate service delivery represents the breadth of its work with some of the state's most vulnerable clients.

The following are some of the initiatives FACS has implemented during the MPSP reporting period:

- **Specialist Homelessness Services Program:** This mainstream service has been designed to ensure it is accessible to the whole community. Within the program one of the new services targets people from diverse backgrounds. A further 96 services include people from diverse backgrounds as a 'priority target group'.
- **Out-of-Home Care Regional Transition Plans:** Specifically address the needs of children from diverse backgrounds.
- **CALD Drop-In Support Service:** Supports people with an intellectual disability in Southern Sydney and St George to maintain their independence and accommodation options.

FACS Analysis and Research is this year and next incorporating 'CALD data' into the Need and Supply Model which will improve FACS understanding of the services needed by clients from CALD backgrounds as well as whether they are being accessed.

Multicultural NSW strongly supports FACS' evidence-based approach to service planning.

# APPENDIX 2 – FAMILY AND COMMUNITY SERVICES

## MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

### MULTICULTURAL NSW RECOMMENDS THAT FACS:

- integrates planning and service provision for CALD clients across all service agreements
- encourages the systematic collection and analysis of CALD-relevant data by service providers.

#### Outcome 6 - Communication

FACS has continued to use a range of communication strategies to inform its stakeholders and clients. Strategic Reform and Policy and the Office of the Senior Practitioner guide the department's culturally diverse communication strategies, using the characteristics of the target audience (age, literacy, media source etc), the nature of the content and the budget.

During the reporting period, FACS used various strategies to communicate with the community. These included information sessions, translated documents, and community ambassadors. In child protection, FACS focused particularly on recently arrived migrants. In the development of the Disability Inclusion Act 2014, FACS translated fact sheets and targeted multicultural newspapers. Similarly, in developing the NSW Disability Inclusion Plan, FACS produced discussion papers in community languages.

FACS also reported on its i-practice initiative. Casework practice resources and procedures have been adapted for use in the field through iPhones. Multicultural practice tools are being incorporated under i-practice.

FACS has made use of videoconferencing and multicultural casework support in regional locations. In the Sydney metropolitan area, multicultural caseworkers may be released to attend a casework conference in a different Community Service Centre and deploy their cultural knowledge to support the primary caseworker to engage and build initial trust with a family involved with the child protection system. But this is not usually possible in non-metropolitan areas. FACS has used videoconferencing to overcome the distance barrier.

Another interesting initiative that FACS has supported through the Community Builders program is the multicultural resource library, information and training service run by the Central Coast Multicultural Resource Centre. This toy library, with more than 500 CALD-specific resources, focuses on educating parents and children about multiculturalism. Multicultural NSW encourages other agencies to explore ways of combating prejudice in NSW through their services and programs.

The development of a new Multicultural Plan provides FACS with an opportunity to develop a comprehensive multicultural communication plan. Multicultural NSW has offered to partner with FACS in developing this.

# APPENDIX 2 – FAMILY AND COMMUNITY SERVICES

## MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

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### MULTICULTURAL NSW RECOMMENDS FACS:

- develop an informed, whole-of-department multicultural communication strategy based on evidence gathered under previous plans, community feedback, and input from experts in the field.

#### Outcome 7 - Social and economic development

FACS is committed to continuing its work in partnership with the non-government sector to develop a flexible, innovative and person-centred approach to service delivery. FACS takes a multifaceted approach to service delivery with a focus on sector capacity development and responsive service practices.

The FACS Strategic Statement commits the organisation to putting people first, and working with government, non-government and community partners to reach more people with better outcomes.

During the reporting period FACS launched the Ability Links NSW (ALNSW) initiative. This is being delivered by 268 Ability Links coordinators statewide. ADHC worked hard to embed CALD responsiveness in the program. Of particular note has been the support ADHC committed to developing ALNSW providers and their coordinators' cultural competency. This has included:

- professional development
- continuing improvement projects
- best practice modelling
- peer support and education.

Multicultural NSW recognises the initiatives and resources which FACS developed for (or transitioned to) the mainstream NGO sector particularly in foster care.

FACS has introduced reforms through Contract Governance Guidelines to the way in which funded services are managed. The reforms underpin how FACS is improving:

- the service system's capacity to deliver more services on behalf of the NSW Government
- funding contracts and conditions and service provider accountability
- service delivery networks across NSW to best focus on the needs of individuals, families and local communities.

The guidelines draw attention to the importance of building strong partnerships with service providers. FACS is specifically addressing the need to build the capacity of ethno-specific organisations and improve service provision to specific communities.



## APPENDIX 2 - FAMILY AND COMMUNITY SERVICES

# MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORT

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FACS also reports other initiatives which, among other things, enhanced the capacity of the NGO sector to work with clients from CALD backgrounds. For instance, the FutureAbility: Multicultural Communities Getting NDIS Ready project is specifically trying to increase the number and capacity of culturally diverse and ethno-specific organisations providing support to CALD communities engaging the disability service system in NSW. Through the gathering of data and other evidence the project will develop culturally responsive resources and tools, including business development packages.

Partnership building was prioritised in the FACS Cultural Diversity Framework and FACS is able to report many creative, responsive initiatives. Examples include:

- the Multicultural Learning Circle, a regular forum for FACS and other service providers to meet with refugee community members. Between 30 and 50 community members attend each circle to discuss a particular issue – child protection systems, effective parenting practices in an Australian context, family violence, relationship building, and intergenerational conflict. Initially working with African communities, these circles today include Burmese, Bhutanese, Afghan, Chinese and Indian members.
- in partnership with NSW Shelter, FACS has held annual Multicultural Housing Assistance seminars for agencies providing services for multicultural communities. In a similar vein, Settlement Services International uses FACS education materials and funding to deliver Child Well Being – Parental Rights and Responsibilities to newly arrived refugees.

Multicultural NSW supports the more systematic FACS approaches to developing capacity in the service sector and recommends this be given detailed consideration in the forthcoming Cultural Diversity Implementation Plan.

Multicultural NSW commends FACS on:

- its track record of partnership and consultation with the non-government sector to inform and deliver services

FACS' commitment to person-centred service delivery, and its involvement with the service delivery sector across the vulnerable populations with which it works, will underpin the new Cultural Diversity Implementation plan. Multicultural NSW is pleased to be part of these partnerships through its many connections with the agency, service providers and the community. We are confident that together we can address the changing needs of our changing cultural diversity.

## APPENDIX 3 – NEW MPSP REPORTS

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### Department of Planning and Environment: Multicultural Plan

As a newly designated MPSP agency, the Department of Planning and Environment (DP&E) provided its first Multicultural Plan 2015-2018. DP&E consulted with Multicultural NSW in the development of its inaugural MPSP plan which aims to deliver services to the whole of the NSW community. The department's cluster includes the Office of Local Government, Lord Howe Island Board, the Office of Strategic Lands, Central Coast Regional Development Corporation and Hunter Development Corporation. The Environment and Heritage Portfolio, which is also a part of the cluster, submitted a separate MPSP plan.

The main strengths of the DP&E plan are:

- the establishment of a steering committee with an executive sponsor to review and report on the implementation of the plan
- specific strategies and positive performance measures in relation to the Department's communication activities.

Multicultural NSW assessed DP&E as a Range 1 agency, which means that it achieved minimum compliance with the multicultural principles. Some areas of the department are already responding proactively to a culturally diverse environment. The Planning for a Multicultural Community resource produced by the Office of Local Government is a good resource that allows local councils to reflect and develop multicultural policies and programs. DP&E has also conducted a review on accessibility by culturally diverse clients accessing services at external touch points and has generated recommendations.

Given that the department's planning is at its initial stage, Multicultural NSW has identified areas for improvement that will allow the department to operate within upper ranges of the Multicultural Policies and Services Program. These include detailed strategies and clear performance indicators for cluster areas and more structured data collection to understand the needs of clients from culturally and linguistically diverse backgrounds.

### Environment and Heritage Portfolio – Range 1

The Environment and Heritage Portfolio (EHP) encompasses eight business areas –the Office of Environment and Heritage, Environment Protection Authority, Botanic Gardens and Centennial Parklands, Jenolan Caves Reserve Trust, NSW Environmental Trust, Sydney Living Museums, Taronga Conservation Society Australia and Western Sydney Parklands and Parramatta Park.

The portfolio's inaugural Multicultural Plan 2015-2018 was developed in consultation with Multicultural NSW. The portfolio also participated in the Multicultural Coordinators' Forum and regularly met with Multicultural NSW staff to seek advice and contacts within other MPSP designated agencies who could assist in its planning process.

The plan operates within Range 1, demonstrating minimum compliance. An example of activities that are inclusive of diverse communities include the Home Power Savings Program which has actively targeted multicultural communities and used strategies to business advantage. The Taronga Conservation Society's work experience programs are also specially designed to promote the participation of people from diverse backgrounds, as well as international students.

Multicultural NSW has recommended that the EHP set clear accountabilities in the plan against which the performance of senior managers and executives will be measured. This is vital to drive reform and achieve enhanced service provision for multicultural communities.

**2014-2015**