

# Multicultural Policies and Services Program (MPSP)



STRONGER *together*



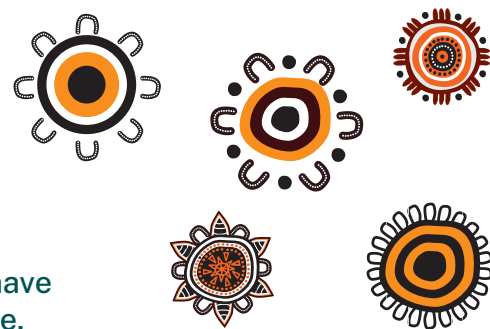
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# Contents

<b>Our Vision</b>	<b>4</b>
<b>Our Priorities</b>	<b>4</b>
NSW Language Services	4
Sector Capability	4
Community Resilience	4
A Shared Sense of Value	5
Settlement	5
<b>Multicultural NSW Act 2000</b>	<b>6</b>
<b>Background</b>	<b>7</b>
<b>What is the Multicultural Policies and Services Program (MPSP)?</b>	<b>8</b>
What is the MPSP trying to achieve?	9
The Policy Objective of the MPSP	9
The MPSP Framework Structure	10
Outcomes Hierarchy	10
<b>The MPSP Framework</b>	<b>11</b>
<b>Suggested Format for a Multicultural Plan</b>	<b>12</b>
<b>Suggested Format for a Progress Report</b>	<b>13</b>

## Acknowledgement of Country

Multicultural NSW acknowledges the traditional custodians of the land, skies and waterways of this state. We pay respect to the Elders past, present and future of all Aboriginal nations. As Australia's First People, they have an important role to play in shaping the identity of our state.



# Our Vision

An inclusive, connected and socially cohesive multicultural NSW.



# Our Priorities

## NSW NSW LANGUAGE SERVICES

Promoting the sustainability and standards of an industry leading service used across government agencies.



## SECTOR CAPABILITY

Modelling good practice and building capability across sectors to meet the needs of diverse communities through policy, programs and service delivery.



## COMMUNITY RESILIENCE

Expanding robust relationships that inspire people to foster social cohesion, stand united against divisive forces and come together in times of need.



## A SHARED SENSE OF VALUE

Understanding the value of cultural, religious and linguistic diversity.



## SETTLEMENT

Supporting longer-term communities and new arrivals to thrive in place.



# Multicultural NSW Act 2000

The **Multicultural NSW Act 2000** (the Act), establishes multicultural principles as the policy of the State.

The Act:

- (a) promotes the equal rights and responsibilities of all the people of New South Wales within a cohesive and multicultural society in which:
  - (i) individuals share a commitment to New South Wales and to Australia, and
  - (ii) diversity is regarded as a strength and an asset, and
  - (iii) English is the common language, and
- (b) recognises and values the different linguistic, religious and ancestral backgrounds of the people of New South Wales.

The multicultural principles, as set out in the Act, are as follows:

- (a) all individuals in New South Wales, irrespective of their linguistic, religious and ancestral backgrounds, should demonstrate a unified commitment to Australia, its interests and future,
- (b) all individuals in New South Wales should recognise the importance of shared values governed by the rule of law within a democratic framework,
- (c) the people of New South Wales are of different linguistic, religious and ancestral backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious and ancestral heritage,
- (d) all individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language,
- (e) all individuals in New South Wales should have the greatest possible opportunity to:
  - (i) contribute to, and participate in, all aspects of public life in which they may legally participate, and
  - (ii) make use of, and participate in, relevant activities and programs provided or administered by the Government of New South Wales,
- (f) all institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

Sections (4) and (5) of the Act specifies that each public authority must observe the multicultural principles in conducting its affairs, and 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.

# Background

Multicultural NSW is the lead agency for implementing the policy and legislative framework to support our multicultural principles in NSW, as set out in the Act.

The multicultural principles provide a clear policy statement about the importance of equitable and respectful NSW government services delivery to our diverse community. The Act concurrently underscores the central importance of our rule of law, public institutions, democratic framework and the English language as the foundational structures upon which all policy-making and service delivery should be based.

Multicultural NSW developed the Multicultural Policies and Services Program (MPSP) to bring these principles into life. The MPSP provides us with the connections, evidence and insights to examine the impact of policy proposals on diverse cultural communities.

Under the Act, it is the responsibility of the chief executive officer of every NSW public authority to ensure that these principles are implemented across the business of their agencies. The MPSP, led by Multicultural NSW, assists agencies to implement multicultural principles and to report on their public sector accountabilities in this area.

The MPSP requires all agencies to maintain a multicultural plan and report on it regularly either through agency Annual Reports, or through the Annual Report of their Principal Department. To assist with this, the MPSP Framework and its resources, ensure that common outcomes are addressed across the whole public sector.

The 'embedding' of multicultural policies and services within the overall public sector 'culture' will also ensure that the people of NSW, whatever their linguistic, religious or ancestral backgrounds, can become true and engaged members of the NSW community.

With its core emphasis on service delivery, planning, leadership and engagement, the MPSP will continue to provide a strong, flexible and multi-directional means of responding to our increasingly diverse society.



# What is the Multicultural Policies and Services Program?

All NSW Government agencies are expected to provide high quality services to the people of NSW, which are inclusive of people from culturally diverse backgrounds. As set out in the *Multicultural NSW Act 2000*, the MPSP is the mechanism for NSW agencies to show how they are planning effectively for people from culturally diverse backgrounds and to report on the benefits of the agencies' actions.

The MPSP directs agencies to centre their planning on four 'Focus Areas':

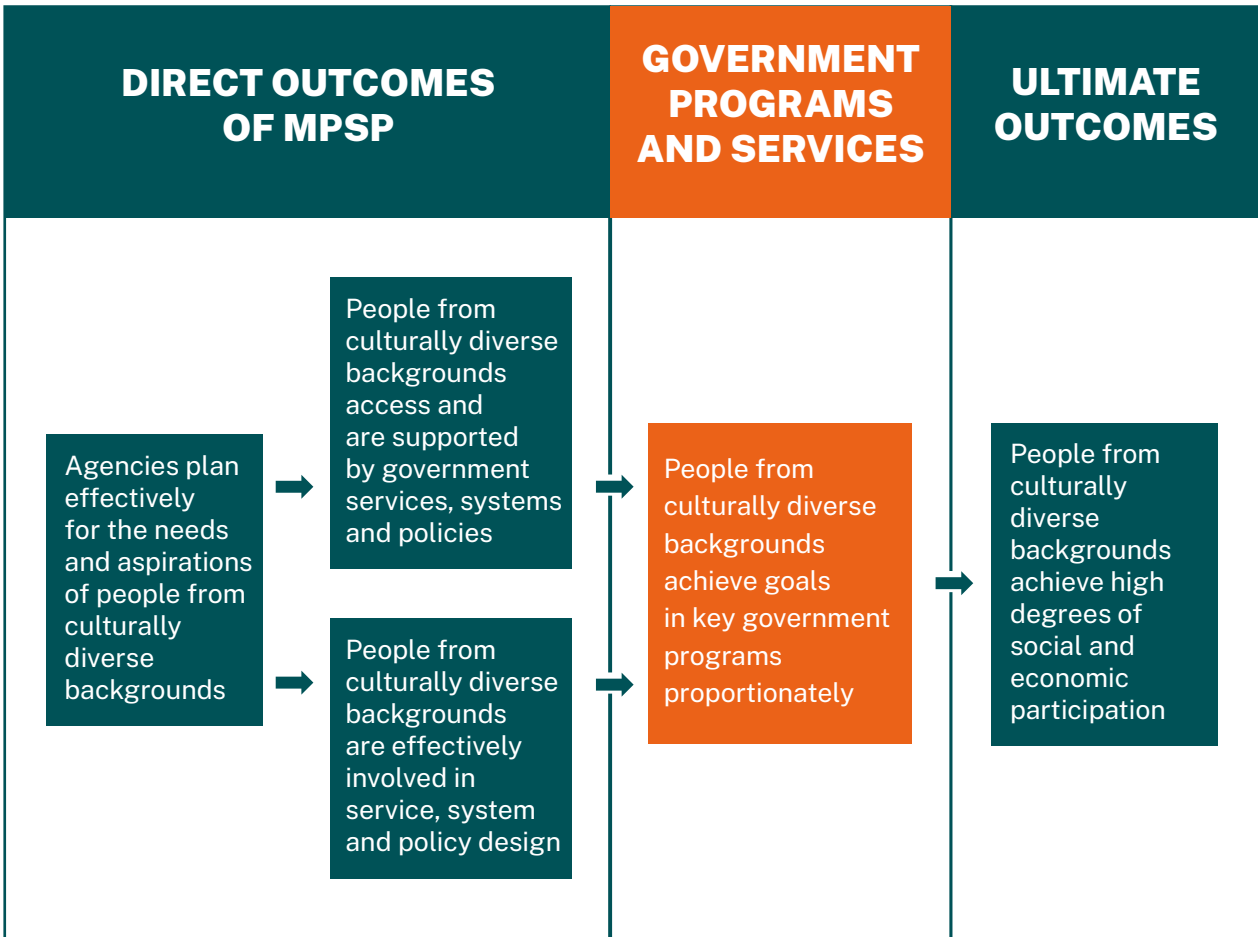
- **SERVICE DELIVERY** - ensuring that people from diverse cultural backgrounds receive high quality services that meet their needs
- **PLANNING** - better planning, including using data to plan services and policies
- **LEADERSHIP** - ensuring that all leaders value diversity and strive to support diversity in its various forms
- **ENGAGEMENT** - ensuring that agencies have effective processes for engaging with people from culturally diverse communities to inform service and policy design and to provide mechanisms for feedback.



# What is the MPSP trying to achieve?

The policy objective of the MPSP is that people from culturally diverse communities achieve high degrees of social and economic participation. It is important to recognise the link between the MPSP and this higher objective.

## The policy objective of the MPSP



The outcomes logic presented above draws on the MPSP four 'Focus Areas':

- the overall aim is effective service delivery for diverse client groups
- supported by high quality planning
- in turn supported by effective leadership in valuing diversity and equitable access to opportunity (senior management and all staff)
- all levels are enhanced by effective engagement with diverse communities, both in communicating government actions and provision of services, and in seeking real input into service, system and policy design.



# The MPSP frameworks structure

- To support a streamlined and simpler framework, the MPSP approach has a simpler architecture with only two levels:
- Four Focus Areas: **Service Delivery, Planning, Leadership** and **Engagement**
  - Nine outcomes in which agencies are expected to develop a set of specific targets against agreed focus areas relevant to their context and business activities. This enables agencies to tailor and deliver measurable outcomes aligned with the specific needs of their clients.
- The MPSP Framework, as an outcome-focused approach, enables Multicultural NSW to assist and develop programs for, and assess the effectiveness of, public authorities in observing the multicultural principles in the conduct of their affairs as set out in Section 13 (1)(g) of the Act.



Outcomes Hierarchy

# The MPSP framework

Focus Areas	Outcome	What the outcome means
SERVICE DELIVERY	Mainstream services deliver for everyone	Overall goals for people in NSW are achieved proportionately for people from culturally diverse backgrounds
	Targeted programs fill the gaps	Agency develops and implements targeted programs to address specific needs or Mainstream services adequately serve the needs of people from culturally diverse backgrounds
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions	Agency communicates effectively with culturally diverse client groups, including using multiple communication channels
PLANNING	Strong plans to deliver services	All plans and organisational processes include effective consideration of culturally diverse communities (corporate, business and strategic plans) and there are specific multicultural plans for key issues
	Evidence driven planning	Agency collates and analyses data about culturally diverse communities and uses evidence in planning services and designing systems and policies
LEADERSHIP	Demonstrated leadership in culturally inclusive practices	Senior management leads and is accountable for building a culture that promotes diversity All staff demonstrate skills in culturally inclusive practices
	Increased recognition of the value of cultural diversity	Agency leads by example in fostering respect for culturally diverse client groups and maintaining community support for diversity
ENGAGEMENT	Collaboration with diverse communities	People and communities from culturally diverse backgrounds have meaningful input into policies and systems through a range of mechanisms that are appropriate for each agency, which could include co-design, working in partnership and effective consultation
	Understanding the needs of people from diverse backgrounds	Agency systematically seeks and captures feedback, has advisory mechanisms and effectively monitors the needs of culturally diverse client groups; Agency analyses and uses that data intelligently

# Suggested format for a Multicultural Plan\*

Multicultural Plan

Agency Name

Period of the plan (e.g. 2024 – 2028)

Date

## About the agency

The role and purpose of the agency; its reach; a summary of its core services; workforce (by CALD); major Legislation driving its work.

## Our commitment to people from culturally diverse backgrounds

A general statement or vision for the agency and its intentions in relation to people from culturally diverse backgrounds.

## Targets

The targets (as laid out in the template).

## Cultural diversity in NSW

A description of the demographics of the NSW population and the potential users of this agency’s services, with a breakdown by key groups if relevant (e.g. particular concentrations of different cultural groups in some areas).

This could extend to a description of the groups who are the targets of policies and other Government decisions as well as direct service users.

## Plan

What we will do to achieve the targets.

## Policy and Planning Context

Summary of other policies and major commitments that have a bearing on this plan.

## Reporting

Process for reporting progress.

## Definitions

Definitions of key terms (if required or substantially different from those used by Multicultural NSW).

\*MPSP templates are available on our website:  
[multicultural.nsw.gov.au/resources/multicultural-policies-and-services-program/](https://multicultural.nsw.gov.au/resources/multicultural-policies-and-services-program/)

# Suggested format for a Progress Report

Multicultural Plan – Progress Report

Agency Name

Period of the plan (e.g. 2024 – 2028)

Date of the report

## 1. Our commitment to people from culturally diverse backgrounds

Repeat from the Agency Plan.

## 2. Targets and results

A general statement or vision for the agency and its intentions in relation to people from culturally diverse backgrounds.

Focus Areas	Outcomes	Targets	Results
1. Service delivery	Mainstream services deliver for everyone.		
	Targeted programs fill the gaps.		
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions.		
2. Planning	Strong plans to deliver services.		
	Evidence driven planning.		
3. Leadership	Demonstrated leadership in culturally inclusive practices.		
	Increased recognition of the value of cultural diversity.		
4. Engagement	Collaboration with diverse communities.		
	Understanding the needs of people from diverse backgrounds.		

## **1. Results in detail**

### **1.1 Service delivery**

- 1.1.1.** Mainstream services deliver for everyone.
- 1.1.2.** Targeted programs fill the gaps.
- 1.1.3.** People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions.

### **1.2 Planning**

- 1.2.1.** Strong plans to deliver services.
- 1.2.2.** Evidence driven planning.

### **1.3 Leadership**

- 1.3.1.** Demonstrated leadership in culturally inclusive practices.
- 1.3.2.** Increased recognition of the value of cultural diversity.

### **1.4 Engagement**

- 1.4.1.** Collaboration with diverse communities.
- 1.4.2.** Understanding the needs of people from diverse backgrounds.

## **2. Key learnings**

What the Agency has learnt and how that will inform the next planning cycle.

## **3. Definitions**

Definitions of key terms (if required or substantially different from those used by Multicultural NSW).





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