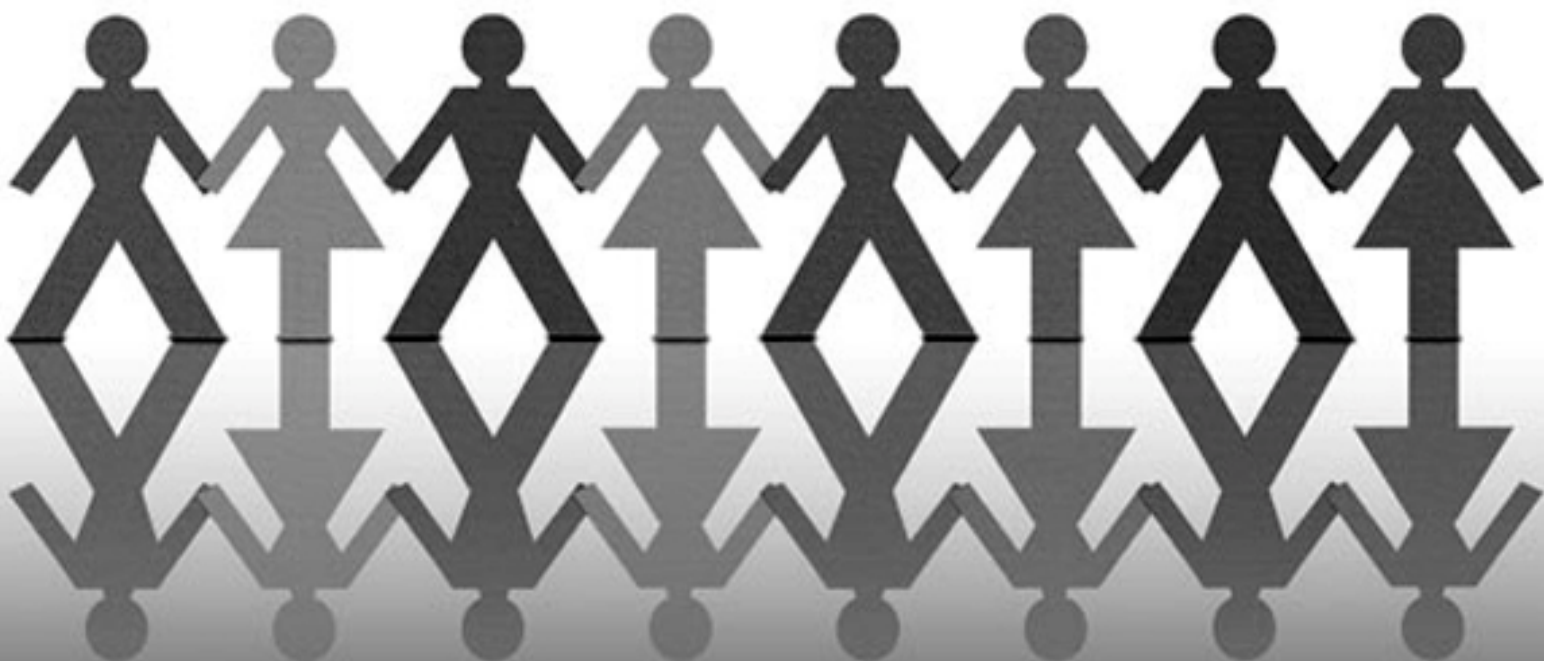


Multicultural Plan 2010–11



The *Community Relations Commission and Principles of Multiculturalism Act 2000* defines the Principles of Multiculturalism as the policy of the State of New South Wales (NSW). Additionally, it commits the Chief Executive Officer (CEO) of each public agency to implement those principles.

The four principles are:

- all individuals in NSW should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate
- 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
- all individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the government of NSW
- all institutions of NSW should recognise the linguistic and cultural assets in the population of NSW as a valuable resource and promote this resource to maximise the development of the State. (s3 1 (a)-(d) *Community Relations Commission and Principles of Multiculturalism Act 2000*)

The Office of State Revenue's (OSR) Multicultural Plan integrates culturally diverse initiatives into our planning and provides a tool for consistency and good practice in multicultural service provisions.

This plan provides OSR with an avenue to demonstrate our achievements with respect to the Principles of Multiculturalism and encourages continuous performance improvement.



Tony Newbury
Executive Director

Planning and Evaluation

Outcome	Criteria Stream	Corporate Action Items
<p>Outcome 1: Planning</p> <p>Multicultural policy goals are integrated into overall corporate and business planning, as well as the agency's review mechanisms</p>	Planning and performance measures	Develop a Multicultural Plan with performance measures
	Integration with corporate planning	Ensure the Corporate Plan recognises that OSR operates in a culturally diverse environment
	Use of data and analysis	Analysis, planning, program development and monitoring utilises client data from relevant business units, Australian Bureau of Statistics and other data sources.
<p>Outcome 2: Consultation and feedback</p> <p>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.</p>	Staff expertise and research	Staff expertise across OSR is utilised during the development and evaluation of implementation of the Multicultural Plan
	Client and Community feedback	Processes are in place to incorporate the views of multicultural client groups and the community, as well as expert advice, into planning and program development
	Participation in advisory bodies	Ensure some representation in advisory bodies from community and/or government members with experience in cultural diversity matters
		Encourage staff with experience in cultural diversity issues to represent OSR in advisory bodies and interagency forums

Capacity Building and Resourcing

Outcome	Criteria Stream	Corporate Action Items
Outcome 3: Leadership CEO's and senior managers actively promote and are accountable for the implementation of the Principles of Multiculturalism within the agency and wider community	Active involvement of senior management	The CEO and senior management express support for the Principles of Multiculturalism and the agency's multicultural objectives
	Accountability of senior management	A Multicultural Coordinator is appointed from senior management
Outcome 4: Human Resources The capacity of the agency is enhanced by the employment and training of people with linguistic and cultural expertise	Staffing reflects business needs	Agency identifies the linguistic and intercultural work skills necessary for staff in client contact positions. This ensures that business requirements are serviced by appropriate human resourcing
	Cultural and linguistic competence	The agency makes use of the Community Language Allowance Scheme and monitors its implementation
	Staff development and support	Staff in public contact positions receive training and support relating to working in a culturally diverse environment
		Staff in multicultural positions are supported to develop their multilingual and/or intercultural skills

Programs and Services

Outcome	Criteria Stream	Corporate Action Items
<p>Outcome 5: Access and equity</p> <p>Barriers to the accessibility of services for people from culturally, linguistically and religiously diverse backgrounds are identified and programs and services are developed to address them</p>	Responsive mainstream and targeted programming	Mainstream programs, services and activities include strategies to ensure they are culturally sensitive and inclusive of people from diverse language, cultural and religious backgrounds.
	Interpreter service use	Agency provides guidelines on use of interpreters to all staff, and uses the services of accredited interpreters' onsite, or by telephone as appropriate.
	Accountability of funded services	Contracted-out and funded services have accountability measures which aim to ensure the participation and inclusion of people from diverse cultural and linguistic backgrounds.
<p>Outcome 6: Communication</p> <p>Policy development and service delivery is based on by agency expertise, client feedback and complaints and participation in advisory boards as well as significant committees and consultations</p>	Planned communication	Translated written, and audio/visual materials are available in priority community languages, as identified through client data.
	Emerging technology use	Agency utilises telephone and/or video conferencing facilities for interpreting and static website links in targeted community languages to provide information and access to services
<p>Outcome 7: Social and economic development</p> <p>Programs and services are in place to develop and use the skills of a culturally diverse population for the social and economic benefit of the State</p>	Building potential through partnerships	The agency develops initiatives to raise awareness, and celebrate the contribution, of people from diverse cultural and linguistic backgrounds