

MULTICULTURAL POLICIES AND SERVICES PROGRAMS (MPSP)

PREFACE

We aim to be an effective organisation. Having an access and equity program to make sure that our services are accessible to all members of the public and to disadvantaged groups in particular is one way of achieving this. It is essential that our office is accessible to anyone who needs our services and any barriers are identified and where possible eliminated.

PURPOSE

The purpose of this policy is to outline our commitment to improve our services to people from culturally and linguistically diverse backgrounds (CALD). It details strategies we have or will put in place to comply with our legislative responsibilities and with the Multicultural Planning Framework.

RESPONSIBILITY

The Director Corporate is the nominated lead officer for our multicultural action planning. The Project Officer (Community Relations) is the project manager.

LEGISLATIVE/POLICY FRAMEWORK

Community Relations Commission and Principles of Multiculturalism Act 2000

Multicultural Planning Framework

NSW State Plan

DEFINITIONS

Principles of Multiculturalism

The principles of multiculturalism are enshrined in the *Community Relations Commission and Principles of Multiculturalism Act 2000*. 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 public 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

Multicultural Policies and Services Program (MPSP)

The Multicultural Policies and Services Program or MPSP (formerly Ethnic Affairs Priority Statement or EAPS) is the vehicle for assisting and assessing the effectiveness of public authorities in their implementation of the Principles of Multiculturalism. Under MPSP all government agencies must report what actions they are taking to enhance and promote multiculturalism with their sphere of business.

Culturally and linguistically diverse (CALD) people

People from culturally and linguistically diverse (CALD) backgrounds include those whose first language is not English, or whose family background involves migration from a non-English speaking country. It refers to new arrivals to Australia as immigrants or refugees from non-English speaking countries as well as the children of migrant parents.

Multicultural Planning Advisory Committee

The Multicultural Planning Advisory Committee is the office wide advisory committee that serves as a consultation mechanism and provides advice/guidance to the office multicultural action planning process. The committee is chaired by Director Corporate, the nominated 'lead officer' for our office Multicultural Action Plan development. Members of the Committee include representatives from the business.

Senior Officer Group

The senior management committee consists of the Ombudsman, all the Deputy Ombudsman, the Director Corporate and the Director Strategic Projects.

POLICY STATEMENT

The Ombudsman is committed to achieving outcomes for CALD people in NSW. The accompanying action plan outlines our strategies to improve access to our services by CALD people in the following areas:

- planning
- consultation and feedback
- leadership
- human resources
- access and equity
- communication
- social and economic development

The multicultural action plan is a working document. The Director Corporate has the authority to amend strategies and timeframes, and if appropriate, may refer issues to the Senior Officers Group. Amendments may be made following the review of our communication/information strategies being undertaken by our stakeholder engagement working party.

The multicultural action plan will detail the timeframes for implementation of each strategy.

The Director Corporate will report the progress of implementation to the Senior Officers Group at least quarterly. Progress with implementation will also be reported in our annual report.

OMBUDSMAN APPROVAL



Bruce Barbour
OMBUDSMAN