



NSW Department of Commerce

ETHNIC AFFAIRS PRIORITIES STATEMENT (EAPS) PLAN 2005-2008

Introduction

The New South Wales Department of Commerce (Commerce) exists to make doing business in NSW simple and fair and to get best value for the NSW Government.

The Department provides its services throughout NSW through approximately 90 regional offices. The areas of Commerce that have most direct contact with external clients are the Office of Industrial Relations and the Office of Fair Trading.

The Department of Commerce has a diverse workforce, with a broad range of skills, knowledge and experience contributing directly to service delivery and business effectiveness. This diversity is important for an organisation whose core business is meeting the needs of government and the New South Wales community.

An important part of the Department's commitment to improving organisational performance and client service was fulfilled in 2004 with the creation of the Diversity and Equity Unit. This Unit brings together two important areas: diversity and equity strategies for clients and equal employment opportunity for staff.

One of its important roles is to promote and support the Department's vision of an organisational environment in which:

- The inclusion of diversity in how we do business increases our productivity
- The social and cultural diversity of our community is reflected in all aspects of employment and service delivery
- Clients have fair and equitable opportunity to access services

Our diversity and equity programs recognise cultural and community needs and expectations, deliver social justice outcomes to clients and staff, reflect best practice and comply with statutory and legislative requirements.

Planning Framework

The Department of Commerce supports the NSW Government priorities of a stronger NSW economy and more efficient and economical public service by supporting a climate that makes doing business in NSW simple and fair; and to get best value for NSW government.

The department contributes to the NSW Government priorities by delivering services that support:

- Fair and productive workplaces
- Fair marketplace for consumers and traders
- Improved NSW Government performance

This is the second EAPS Plan for the whole of the Department of Commerce and builds on the strategies implemented by the former agencies that make up the Department of Commerce. It has been based on EAPS strategies to support the change from several agencies to one and included consultation with all areas of Commerce to determine their specific EAPS needs and strategies that reflect the already identified corporate needs.

Commitment to Diversity

The Department is committed to providing its services to external clients and staff from diverse backgrounds through initiatives that reflect their diverse needs. The implementation of the EAPS Plan will support and ensure responsiveness in the way we deliver services to external clients and staff and recognise and value their diverse cultural and linguistic backgrounds. Diversity and equity are part of the core business of this Department and the EAPS Plan reflects the objectives and values of the Department of Commerce Corporate Plan.

Legislative/Policy Framework

The EAPS Plan is also guided by the Principles of Multiculturalism, which are enshrined in State law (Community Relations Commission and Principles of Multiculturalism Act 2000) and the NSW Government's Community Relations Plan of Action 2012.

Essentially, the Principles of Multiculturalism confirm the right of individuals in NSW to:

- fully contribute and participate in the life of the state;
- respect the culture, language and religion of others (within a legal and constitutional framework where English is the common language);
- have access to government services;
- have the linguistic and cultural assets in NSW recognised and promoted.

Leading from the Principles, four broad objectives underpin the NSW Government's Community Relations Plan of Action 2012:

- leadership to encourage and value a culturally diverse society through the establishment of supportive policy, legal and planning frameworks;
- community harmony;
- access and equity within the framework of social justice obligations;
- economic and cultural opportunities.

Public sector agencies make these principles and objectives part of their core business through their EAPS. The Department of Commerce has been identified as a new Key Agency under the EAPS program. Key Agencies are selected because they provide essential services or play an important role in delivering against the NSW government's key result areas.

Monitoring and Reporting

In addition to the legislative requirement to include an EAPS plan and EAPS report in the Departmental Annual Report (Annual Reports (Departments) Act 1985 and Annual Reports (Departments) Regulation 2000), as a Key Agency the Department is also required to submit a detailed EAPS forward plan and a self-assessment report against the EAPS Standards Framework to the Community Relations Commission (CRC) in September each year. The Framework is used to benchmark progress in addressing ethnic affairs issues in five activity areas.

Accountability

Accountability for action in the EAPS Plan is assigned to various Business Units and people within the Department. However all Executive, Managers and staff have a role to play in ensuring fair outcomes and in developing strategies to improve outcomes for people from diverse cultural and linguistic backgrounds.

Further information

Further information about the plan may be obtained from the Diversity and Equity Unit, Department of Commerce, Level 22, 227 Elizabeth St, Sydney, NSW 2000. Ph: 9338 8984

Michael Coutts-Trotter
Director-General

The following abbreviations are used in this plan: CLAS - Community Language Allowance Scheme; CSD - OFT Customer Services Division; CTTT - Consumer, Trader & Tenancy Tribunal; DIMIA - Department of Immigration Multicultural & Indigenous Affairs; FTCs - Fair Trading Centres; HBS - Home Building Service; OFT - Office of Fair Trading; OIR - Office of Industrial Relations.

ACTIVITY AREA 1: PLANNING AND EVALUATION

- Planning
- Data and research
- Resources

Goal/Outcome: EAPS fully integrated into the corporate planning and evaluation processes.

No.	Strategies	Responsible	Timeframe	Performance Indicators	EAPS Standards Framework Criteria
1.1	Include Diversity and Equity indicators in the People Strategy (support plan to the Corporate Plan).	Corporate Planning Diversity & Equity Unit	December 2005	Diversity and Equity indicators approved in the People Strategy (support plan to the Corporate Plan).	3.1.1 Planning and Evaluation <ul style="list-style-type: none"> • EAPS planning flows directly from the overall corporate plan.
1.2	Include appropriate cultural diversity strategies in business planning.	Relevant Business Units Diversity & Equity Unit	June 2006 and ongoing	Business plans include appropriate cultural diversity strategies.	3.1.2 Planning and Evaluation <ul style="list-style-type: none"> • EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities. 4.1.1 Planning and Evaluation <ul style="list-style-type: none"> • Has aligned its EAPS planning with the corporate planning process. Individual divisional plans include ethnic affairs planning.
1.3	Develop a data collection process for measuring usage of Departmental services by people from diverse cultural and linguistic backgrounds in appropriate business areas.	Relevant Business Units Diversity & Equity Unit	June 2007 and ongoing	Data collection methodology developed to measure direct client access by people from diverse cultural and linguistic backgrounds.	3.1.2 Planning and Evaluation <ul style="list-style-type: none"> • EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities. 3.2.3 Program and Service Delivery <ul style="list-style-type: none"> • Uses the outcomes of data analysis and research in the design and evaluation of services for the needs of linguistically and culturally diverse communities.

1.4	Diversity and Equity is represented on Senior Managers' Board to review Commerce policies and programs.	Deputy Directors-General	Ongoing	Senior Managers' Board meetings include Diversity & Equity.	4.1.3 Planning and Evaluation <ul style="list-style-type: none"> Ethnic affairs issues are a key feature of monitoring and evaluation processes.
1.5	Implement Departmental EAPS Coordinating Committee to plan and report on EAPS strategies in each Office.	Deputy Directors-General Diversity & Equity Unit	Ongoing	EAPS Coordinating Committee meets quarterly.	4.1.3 Planning and Evaluation <ul style="list-style-type: none"> Ethnic affairs issues are a key feature of monitoring and evaluation processes. 2.1.4 Planning and Evaluation <ul style="list-style-type: none"> Undertakes staff consultations to inform EAPS planning.
1.6.1	Ensure key management and other relevant positions have ethnic affairs responsibilities incorporated as appropriate.	Corporate Services & Review Deputy Directors-General	Ongoing	All position descriptions include reference to EAPS responsibilities	3.1.3 Planning and Evaluation <ul style="list-style-type: none"> Ensures that key managers (training, research, evaluation) have clear accountabilities for ethnic affairs which are incorporated into their work plans. Has ethnic affairs responsibilities integrated into SES agreements.
1.6.2	Ensure all SES Performance Agreements include ethnic affairs responsibilities.	Director-General Deputy Directors-General	December 2005	All SES positions contain relevant EAPS responsibilities	3.1.3 Planning and Evaluation <ul style="list-style-type: none"> As above
1.7	Ensure guidelines, information papers and resources for NSW Government Agencies on use of the Internet to deliver information and services, include the provision of access to the diverse users in the community.	Government Chief Information Office	Ongoing	The Guidelines reference EAPS and highlight that agencies should maximise accessibility to key information resources and services on the Web for their external clients who are from language backgrounds other than English.	

ACTIVITY AREA 2: PROGRAM AND SERVICE DELIVERY

- Consultation
- Participation
- Services and programs

Goal/Outcome: Through informed participation and representation, culturally and linguistically diverse communities will contribute to planning and evaluation processes and the design and implementation of program and service delivery.

No.	Strategies	Responsible	Timeframe	Performance Indicators	EAPS Standards Framework Criteria
2.1	Use appropriate sources to identify relevant culturally and linguistically diverse communities to aid in the development and promotion of Commerce programs and services.	Relevant Business Units Diversity & Equity Unit	June 2006 and ongoing	<ul style="list-style-type: none"> • Community information provided to Business Units and/or on Intranet. • Appropriate development and promotion strategies developed. 	3.2.3 Program and Service Delivery <ul style="list-style-type: none"> • Uses the outcomes of data analysis and research in the design and evaluation of services for the needs of linguistically and culturally diverse communities. 3.1.2 Planning and Evaluation <ul style="list-style-type: none"> • EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities.
2.2	Review existing tendering procedures to encourage tenders from diverse ethnic community groups. Consult ethnic community groups for ease of responding to tender documents, particularly focusing on wording.	Procurement	June 2007 and ongoing	<ul style="list-style-type: none"> • Tendering procedures reviewed • Consultations conducted 	3.2.1 Program and Service Delivery <ul style="list-style-type: none"> • Organises planned consultations with ethnic communities and clients.
2.3	Continue to participate in the NSW Government Immigration Settlement & Planning Committee	Diversity & Equity Unit Relevant Business Units	Ongoing	Commerce represented on NSW Government Immigration Settlement & Planning Committee	4.2.3 Program and Service Delivery <ul style="list-style-type: none"> • Takes account of the needs of special needs groups in program design, delivery and evaluation.

2.4	<p>Conduct consultation and liaison with representatives of culturally and linguistically diverse communities at a local and regional level on Commerce programs and services to identify areas of need and develop/enhance relevant plans, strategies and service delivery initiatives, e.g.:</p> <ul style="list-style-type: none"> • EAPS strategies • Community Liaison Plans • Communication, Education & Information strategies • OFT Think Smart Strategy • OFT tenancy initiatives • OIR initiatives - employment rights and responsibilities • HBS - industry groups and DIMIA industry liaison officers re skills issues 	<p>Relevant Business Units Diversity & Equity Unit</p>	Ongoing	Consultations/liaison conducted	<p>3.2.1 Program and Service Delivery</p> <ul style="list-style-type: none"> • Organises planned consultations with ethnic communities and clients. <p>3.1.2 Planning and Evaluation</p> <ul style="list-style-type: none"> • EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities.
2.5	<p>Identify advisory boards and committees and develop procedures for ensuring representation of culturally and linguistically diverse communities.</p>	<p>Ministerial and Executive Communications, OFT Procurement Registry of Co-operatives and Associations Relevant Business Units Diversity & Equity Unit</p>	June 2007 and ongoing	Recruitment procedures developed	<p>3.2.2 Program and Service Delivery</p> <ul style="list-style-type: none"> • Actively seeks ethnic community representation on boards and committees. The agency has developed guidelines for membership and has advertising strategies to seek representation from ethnic communities.

ACTIVITY AREA 3: STAFFING

- Recruitment
- Training
- CLAS (Community Language Allowance Scheme)

Goal/Outcome: Sound recruitment, selection and staff training practices that incorporate EAPS as appropriate. Staff language skills are positioned appropriately as part of an integrated communications strategy.

No.	Strategies	Responsible	Timeframe	Performance Indicators	EAPS Standards Framework Criteria
3.1	Include ethnic affairs requirements in recruitment and selection policies and processes.	Corporate Services & Review	Ongoing	Recruitment and selection policies and processes include ethnic affairs requirements.	3.3.1 Staffing <ul style="list-style-type: none"> • Includes ethnic affairs requirements in all relevant position descriptions, staff selection training and recruitment and selection guidelines.
3.2	Ensure that training in diversity issues is incorporated within training and induction programs and is regularly evaluated and revised.	All Business Units	Ongoing	<ul style="list-style-type: none"> • Information on diversity issues included in training and induction. • Diversity & Equity included in online and face to face induction/orientation for Department of Commerce staff. 	4.3.1 Staffing <ul style="list-style-type: none"> • Ensures that training in cross-cultural issues is incorporated within other functional training and is regularly evaluated and revised.
3.3	<p>Promote CLAS across Commerce and recognise skills of bilingual staff.</p> <p>Monitor and review language skills of CLAS recipients against the language needs of clients.</p> <p>Conduct training for CLAS recipients.</p>	Relevant Business Units Diversity & Equity Unit	June 2006 Review annually	<ul style="list-style-type: none"> • Collection of data on the profile of clients accessing relevant Business Units completed. • Review of usage of CLAS staff providing services for clients from language backgrounds other than English completed. • Training conducted 	4.3.2 Staffing <ul style="list-style-type: none"> • Uses the CLAS program as an active strategy in meeting the communications needs of non-English speaking clients. 3.4.2 Communication <ul style="list-style-type: none"> • CLAS program is fully implemented and reviewed regularly. 3.2.3 Program and Service Delivery <ul style="list-style-type: none"> • Uses the outcomes of data analysis and research in the design and evaluation of services for the needs of linguistically and culturally diverse communities. 3.1.2 Planning and Evaluation <ul style="list-style-type: none"> • EAPS planning ensures that demographic and client data is collected, and that it influences resource allocation and regional priorities.

ACTIVITY AREA 4: COMMUNICATION

- Publicity
- Client communication

Goal/Outcome: A fully developed multicultural communication strategy which is -

- informed by language targeting and issue relevance
- integrated into the overall communications program with a level of resources reflective of issue relevance
- developed strategically, and evaluated regularly, matching the message, recipient and most appropriate medium
- serviced by staff with appropriate language resources to meet client group needs in languages other than English

No.	Strategies	Responsible	Timeframe	Performance Indicators	EAPS Standards Framework Criteria
4.1	Review Department-wide policy and procedures for the appropriate use of language services including: <ul style="list-style-type: none"> • Staff accredited as language aides under CLAS • Telephone or in-person interpreter services • Translated information 	Diversity & Equity Unit	June 2006	Policy and procedures reviewed	4.4.2 Communication <ul style="list-style-type: none"> • Has clear guidelines which are circulated on a full range of spoken language strategies including CLAS, on-site interpreters and TIS.
4.2	Budget for and provide language assistance as required.	Relevant Business Units	As required	<ul style="list-style-type: none"> • Funds allocated • Language assistance provided 	3.4.3 Communication <ul style="list-style-type: none"> • Has an interpreting budget and circulates guidelines on interpreter use.
4.3	Include in educational/promotional activities, as appropriate: <ul style="list-style-type: none"> • Translated information in electronic format and/or hard copy • Ethnic community and ethnic media participation and/or partnerships • Community events, seminars, presentations, forums etc • Communication programs for both established and emerging communities • Monitoring of activities on an ongoing basis to ensure relevance to the target ethnic communities 	Relevant Business Units	Ongoing	Appropriate initiatives included	3.4.1 Communication <ul style="list-style-type: none"> • Undertakes translation of information documents, based on collected client data. 3.4.4 Communication <ul style="list-style-type: none"> • Screens and tests publicity materials for cultural appropriateness. 3.4.5 Communication <ul style="list-style-type: none"> • Uses a range of information media based on client research.

4.4.1	<p>The Think Smart on Consumer Rights education strategy for ethnic communities will continue to guide the development of OFT's education and communication strategies for ethnic communities. It includes:</p> <ul style="list-style-type: none"> • Information/ communication/ education programs to deliver key consumer messages to established communities, small and emerging communities, newly arrived migrants, refugees and humanitarian entrants. • Ethnic Community and Media Partnerships program. • Ethnic Media and Community Leaders Conferences. • An 'ethnic web site' with key information in seven languages. • Translated publications, available on the web site or printed as required. • Ongoing monitoring of activities to ensure relevance to the target ethnic communities. • Evaluation of the strategy. 	Office of Fair Trading	Ongoing	<ul style="list-style-type: none"> • Annual review of Think Smart Program • Visits/meetings with Think Smart partners • Quarterly Think Smart Update Newsletter • Think Smart Consumer Issues Workshops • Think Smart Ethnic Media & Community Leaders Ministerial Conference • Think Smart Partners Seminar 	<p>4.4.1 Communication</p> <ul style="list-style-type: none"> • Makes communications decisions and targets languages based on client group analysis and issue relevance. <p>4.4.3 Communication</p> <ul style="list-style-type: none"> • Non-English communications strategies are part of mainstream communications and involve research, development and placements in the most appropriate communication channels.
4.4.2	<p>2005-2006 strategy will address tenancy and general consumer issues and raise awareness of the role and services of Fair Trading. It will include:</p> <ul style="list-style-type: none"> • Ethnic press and radio to deliver key consumer messages • Pro-active consumer-focussed articles for ethnic media featuring an identified 'Fair Trading expert' to create a sense of reliability and stability and gain high visibility of OFT within ethnic communities. • Testing of promotional messages, translated web pages, posters and promotional materials for cultural appropriateness and effectiveness with the target audiences. 	Office of Fair Trading	June 2006	Activities implemented	<p>4.4.1 Communication</p> <ul style="list-style-type: none"> • Makes communications decisions and targets languages based on client group analysis and issue relevance. <p>4.4.3 Communication</p> <ul style="list-style-type: none"> • Non-English communications strategies are part of mainstream communications and involve research, development and placements in the most appropriate communication channels.

4.5.1	<p>The OIR Communications strategy specifically targets Culturally and Linguistically Diverse (CALD) workers and will ensure adequate resources are allocated to CALD activities.</p> <ul style="list-style-type: none"> • Use the <i>Publications and Communications Guidelines for Communities from Culturally and Linguistically Diverse Backgrounds</i> to determine the most appropriate community language groups to be approached as part of the CALD communications strategy. • Develop appropriate communication/information activities for identified communities. 	Office of Industrial Relations	June 2006	<ul style="list-style-type: none"> • Communities identified • Activities implemented 	<p>4.4.1 Communication</p> <ul style="list-style-type: none"> • Makes communications decisions and targets languages based on client group analysis and issue relevance. <p>4.4.3 Communication</p> <ul style="list-style-type: none"> • Non-English communications strategies are part of mainstream communications and involve research, development and placements in the most appropriate communication channels.
4.5.2	<ul style="list-style-type: none"> • Conduct appropriate communication/information activities for identified communities. • Staff with relevant language skills will assist in checking translations and providing information to community groups at events and meetings. • The OIR will translate appropriate releases for ethnic media to increase awareness of employment issues. 	Office of Industrial Relations	Ongoing	Activities implemented	<p>4.4.1 Communication</p> <ul style="list-style-type: none"> • Makes communications decisions and targets languages based on client group analysis and issue relevance. <p>4.4.3 Communication</p> <ul style="list-style-type: none"> • Non-English communications strategies are part of mainstream communications and involve research, development and placements in the most appropriate communication channels.

ACTIVITY AREA 5: FUNDED SERVICES

- Grants to communities
- Contracted services

Goal/Outcome: Cultural diversity considerations incorporated into funding processes as appropriate.

No.	Strategies	Responsible	Timeframe	Performance Indicators	EAPS Standards Framework Criteria
5.1	Review funding guidelines for services funded by Commerce to identify cultural diversity inclusions.	Relevant Business Units Diversity & Equity Unit	June 2007	Review completed	3.5.1 Funded Services • Incorporates ethnic affairs considerations in all funding processes including selection, language, appropriate promotion, assessment and monitoring.
5.2	Review contracts to ensure the inclusion of EAPS requirements.	Relevant Business Units including NSW Procurement Diversity & Equity Unit	June 2007	Review completed	1.5.1 Funded Services • Includes cultural diversity considerations in the documentation for funded or contracted services.