



Ethnic Affairs Priority Statement Plan 2003-2007



Forward from the Director General

The Department of Lands is committed to improving access to our products and services to culturally and linguistically diverse communities throughout New South Wales.

This Ethnic Affairs Priority Statement is a strategic planning tool that seeks to outline Departmental strategies to achieve equitable access to services and information. EAPS shows how Lands will:

- deliver services, which are appropriate to culturally diverse client groups, as part of our core business
- put in place flexible and inclusive consultation processes that are integrated into agency planning arrangements
- provide training for staff on cultural diversity issues
- provide information in ways that will reach all out clients.

We recognise that Lands serves a diverse community, with approximately $\frac{1}{4}$ of the population speaking a first language other than English. Through our planning, communications and service delivery we seek to sensitively address the cultural, ethnic and religious needs of our clients.

There are five key areas of the *EAPS Standards Framework* developed by the Community Relations Commission, the body which has responsibility to “assist and assess the effectiveness of public authorities in observing the principles of multiculturalism in the conduct of their affairs, particularly in relation to the delivery of government services.”

To attain the broad objectives established in the NSW Government’s Green Paper *Cultural Harmony: The Next Decade 2002 – 2012* it is important that managers and staff encourage and promote cultural equity in all aspects of our work, from strategic planning and reporting to our personal, day to day interaction with our clients.

I strongly encourage your support and participation in implementing the Lands EAPS Plan for 2003 – 2007.

Warwick Watkins
Director General



Principles of multiculturalism

The four principles of multiculturalism outlined in the *Community Relations Commission and Principles of Multiculturalism Act 2000* are:

Principle 1

All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.

Principle 2

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.

Principle 3

All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the New South Wales Government.

Principle 4

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.

EAPS objectives and benefits

An EAPS Plan provides a number of benefits including:

- increased level of client satisfaction with services provided by Lands
- increased level of client satisfaction in culturally and linguistically diverse communities in regional and rural NSW
- improved focus on planning monitoring and evaluation of outcomes
- better quality decision making through use of research and improved data sources
- greater organisational accountability
- increased transparency of processes facilitating information and knowledge acquisition
- increased access to skills and experience through equitable recruitment practices
- meeting legislative, regulatory and corporate social responsibility obligations.

The Lands EAPS Plan is based upon the EAPS Standards Framework, a tool designed by the Community Relations Commission to assist agencies in implementing EAPS.

The overall responsibility for implementing EAPS within the Department rests with the Director General of Lands.

The Manager of People and Performance Development is the nominated EAPS contact officer with the responsibility for liaising with the Community Relations Commission.

Each manager is responsible for ensuring that EAPS is integrated into strategic and operational planning activities, particularly in developing local initiatives, and in reporting relevant EAPS strategies through the reporting process.

Future Directions

The 2004 NSW Government White Paper, *“Cultural Harmony: The Next Decade 2002 – 2012”* outlines four key objectives for the NSW Government.

These objectives are drawn from the Principles of Multiculturalism outlined above, and articulate the Government’s aims and the areas in which agencies are expected to direct their initiatives in the coming years.

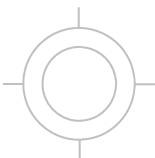
Objective 1: Leadership

Objective 2: Community Harmony

Objective 3: Access and Equity

Objective 4: Economic and Cultural opportunities

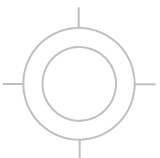




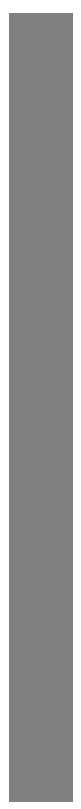
Overview of Lands EAPS Plan

Corporate Actions	Responsibility	Timeframe	Performance Measures
<p>EAPS Standards Framework Activity Area</p> <p>Planning and Evaluation</p> <ul style="list-style-type: none"> • Planning • Data and Research • Resources 			
<p>Review strategic planning documents to ensure equity and diversity considerations are addressed</p>	<p>Divisional General Managers</p>	<p>In place by June 2006</p>	<p>Full compliance</p>
<p>Promote equity and diversity considerations in operational/business plans.</p>	<ul style="list-style-type: none"> • Divisional General Managers, corporate services 	<p>In place by June 2006 and continuing</p>	<p>Full compliance where relevant</p>
<p>Include responsibility for diversity and equity outcomes in performance agreements and position descriptions</p>	<p>Manager, People and Performance Development</p>	<p>In place by June 2006 and continuing</p>	<p>Full compliance for all new employees and ongoing review of all other position descriptions and agreements to reach full compliance</p>
<p>Ensure EAPS and ATSI employment strategies are in line with legislative and policy statements</p>	<p>Manager, People and Performance Development</p>	<p>In place by June 2006 and continuing</p>	<p>Forward approved plans to appropriate monitoring agencies Place strategy documents on intranet</p>





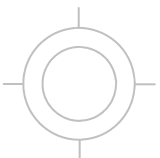
Corporate Actions	Responsibility	Timeframe	Performance Measures
<p>EAPS Standards Framework Activity Area</p> <p>Program and Service Delivery</p> <ul style="list-style-type: none"> • Consultation • Participation • Services and programs 			
<p>Integrate the needs of diverse stakeholders and include consultation processes in the implementation of projects, programs and policies.</p>	<p>Divisional General Managers and relevant Managers, Corporate Services</p>	<p>Ongoing</p>	<p>Projects to be centrally monitored by the Projects Office. Programs and policies to be monitored by Director, Strategy, Policy and Reform members</p>
<p>Promote diverse representation on committees, working groups, advisory structures, Crown land trusts etc.</p>	<p>Divisional General Managers and relevant Managers, Corporate Services</p>	<p>Ongoing</p>	<p>% increase in target group members</p>
<p>Develop and review policy and guidelines on the use of interpreting services in Lands</p>	<p>Divisional General Managers and relevant Managers, Corporate Services</p>	<p>Ongoing</p>	<p>% of reviewed policies and guidelines</p>



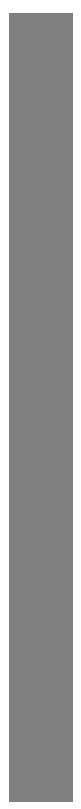


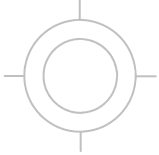
EAPS Standards Framework Activity Area	Corporate Actions	Responsibility	Timeframe	Performance Measures
<p>Staffing</p> <ul style="list-style-type: none"> • Recruitment • Training • Community Language Allowance Scheme 				
	<p>Review staff training programs, selection committee training and indication programs to identify opportunities to increase cultural awareness.</p>	<p>Manager, PPDG</p>	<p>By June 2006</p>	<p>Full compliance</p>
	<p>Develop strategies to identify gaps or barriers to increased cultural awareness</p>	<p>Manager, PPDG</p>	<p>By June 2006</p>	<p>Full compliance</p>
	<p>Implement a learning and development strategy within Lands which incorporates access and equity needs for staff across all regions</p>	<p>Manager, PPDG</p>	<p>By June 2006</p>	<p>Full compliance</p>
	<p>Implement internal communication strategy to encompass disability and diversity issues</p>	<p>Manager, PPDG and Manager, CSG</p>	<p>By June 2006</p>	<p>Full compliance</p>
	<p>Conduct a Managers Legal requirements Awareness Program as a proactive strategy to enhance management skills and practice and raise awareness of legislative compliance</p>	<p>Manager, PPDG</p>	<p>By June 2006</p>	<p>Full compliance</p>
	<p>Implement Affirmative Action Strategies to assist EEO groups, including:</p> <ul style="list-style-type: none"> • Promoting Lands Aboriginal and Torres Strait Islander Staff Network • Implement recruitment program to increase representation of EEO groups. 	<p>Manager, PPDG</p>	<p>By June 2006</p>	<p>% increase in target group members % supervisory and management positions held by target group members</p>
	<p>Survey staff at customer contact points to determine the need for language assistance to clients</p>	<p>Manager, PPDG</p>	<p>By June 2006</p>	<p>Full compliance</p>





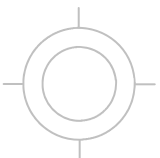
Corporate Actions	Responsibility	Timeframe	Performance Measures
EAPS Standards Framework Activity Area			
Staffing continued <ul style="list-style-type: none">• Recruitment• Training• Community Language Allowance Scheme			
Survey staff to determine the range of languages spoken and the location of these staff.	Manager, PPDG	By June 2006	Full compliance
Encourage bilingual staff to access NAATI accreditation to fully utilise languages skills in provision and exchange of information	Manager, PPDG	By June 2006	% staff involved in Community Language Allowance Scheme (CLAS)





EAPS Standards Framework Activity Area	Corporate Actions	Responsibility	Timeframe	Performance Measures
	<p>Communication</p> <ul style="list-style-type: none"> • Publicity • Client Communication 			
	Review Lands publications to ensure they meet client group needs in languages other than English.	Manager, CSG	By June 2006	Full compliance
	Implement an external communication strategy that includes improved dissemination of information from Lands to culturally diverse and special needs clients.	Manager, CSG	By June 2006	Full compliance
	Review the Lands internet site to improve access for diverse clients.	Manager, CSG	By June 2006	Full compliance
	Distribute information through a range of ethnic media and press as part of mainstream campaigns and promotional activities	Manager, CSG	By June 2006	Full compliance





Corporate Actions	Responsibility	Timeframe	Performance Measures
<p>EAPS Standards Framework Activity Area</p> <p>Funded Services</p> <ul style="list-style-type: none"> • Grants to communities • Contracted services 			
<p>Enhance cultural diversity considerations in funded services and contracts to promote improved access and assistance for diverse groups.</p>	<p>Divisional General Managers and relevant Managers Corporate Services</p>	<p>Implement by June 2006 and ongoing</p>	<p>Projects to be centrally monitored by the Projects Office</p>
<p>Include diversity issues in information in packages for contractors and consultants</p>	<p>Divisional General Managers and relevant Managers Corporate Services</p>	<p>Implement by June 2006 and ongoing</p>	<p>Projects to be centrally monitored by the Projects Office</p>
<p>Ensure that tender documents identify EAPS outcomes</p>	<p>Divisional General Managers and relevant Managers Corporate Services</p>	<p>Implement by June 2006 and ongoing</p>	<p>Projects to be centrally monitored by the Projects Office</p>

