



information
and privacy
commission
new south wales

Multicultural Services Plan 2013 – 2016



Introduction

About the IPC

The Information and Privacy Commission (IPC) is an independent statutory authority that administers New South Wales' legislation dealing with privacy and access to government information. The IPC was established on 1 January 2011 to support the Information Commissioner and the Privacy Commissioner in fulfilling their legislative responsibilities and functions and to ensure individuals and agencies can access consistent information, guidance and coordinated training about information access and privacy matters.

The IPC administers the following NSW legislation:

- *Government Information (Public Access) Act 2009* (GIPA Act)
- *Government Information (Information Commissioner) Act 2009* (GIIC Act)
- *Privacy and Personal Information Protection Act 1998* (PPIP Act)
- *Health Records and Information Privacy Act 2002* (HRIP Act)

The Information and Privacy Commissioners report to the Parliamentary Joint Committee on the Ombudsman, the Police Integrity Commission and the Crime Commission, which oversees their functions.

About the Multicultural Services Plan

The IPC is committed to implementing the Principles of Multiculturalism set out in the *Community Relations Commission and Principles of Multiculturalism Act 2000* and to develop and implement a Multicultural Policies and Services Plan (Multicultural Plan). The Multicultural Plan sets out the priorities and actions of the IPC in meeting this commitment and in fulfilling our obligations under the *Community Relations Commission and Principles of Multiculturalism Act 2000* and *Anti-Discrimination Act 1977* (NSW) to eliminate discriminatory practices that prevent people from culturally and linguistically diverse backgrounds from exercising their rights as equal and valued members of the community.

About the development of the IPC Multicultural Plan

The IPC's Multicultural Plan has been developed in consultation with managers and stakeholders. It builds on the work already undertaken to promote and protect the information access and privacy rights of people from culturally and linguistically diverse backgrounds including engaging with culturally and linguistically diverse communities and translating and publishing a number of our resources into languages other than English.

The IPC's Multicultural Plan is aligned to the Community Relations Commission (CRC)'s Multicultural Planning Framework which identifies seven broad outcomes grouped under three activity areas. For each outcome, there are a number of criteria streams (CS).

ACTIVITY AREA – PLANNING AND EVALUATION

Outcome 1 – Planning: Multicultural policy goals are integrated into the overall corporate and business planning, as well as the review mechanisms of the agency.

- Planning and performance measurement (CS1)
- Integration with corporate planning (CS2)
- Use of data and analysis (CS3)

Outcome 2 – Consultation and feedback: 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.

- Staff expertise and research (CS4)
- Client and community feedback (CS5)
- Participation on advisory bodies (CS6)

ACTIVITY AREA – CAPACITY BUILDING AND RESOURCING

Outcome 3 – Leadership: CEOs 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 (CS7)
- Accountability of senior management (CS8)

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 (CS9)
- Cultural and linguistic competence (CS10)
- Staff development and support (CS11)

ACTIVITY AREA – PROGRAMS AND SERVICES

Outcomes 5 – Access and equity: 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.

- Responsive mainstream and targeted programming (CS12)
- Interpreter services use (CS13)
- Accountability of funded services (CS14)

Outcome 6 – Communication: A range of communication formats and channels are used to inform people from culturally and linguistically diverse backgrounds about agency programs, services and activities.

- Planned communication (CS15)
- Emerging technology use (CS16)

Outcome 7 – Social and economic development: 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.

- Building potential through partnerships (CS17)

The IPC's Multicultural Plan includes key actions, measures, responsibilities and timeframes for each of the three activity areas and seven outcomes of the Community Relations Commission's Multicultural Planning Framework. The actions are aimed at achieving high ranges of compliance against the framework, consistent with the size and functions of the IPC, as an organisation of fewer than 30 staff.

The implementation of the Multicultural Plan demonstrates the IPC's commitment to promote and protect the information access and privacy rights of people of culturally and linguistically diverse backgrounds. It will ensure that the principles of multiculturalism are reflected and incorporated in the IPC's planning and budgetary processes, policy development and service delivery.

About implementation of the IPC Multicultural Plan

The Multicultural Plan sets out clear actions, timeframes and responsibilities. IPC managers will be assigned responsibility for the implementation of specific actions within the plan. The Information Commissioner, the Privacy Commissioner and the Executive Director will oversee and coordinate implementation of the plan and provide leadership and guidance to managers and staff.

The plan will be communicated to all IPC staff and supported by cultural awareness training.

About monitoring and reporting on our implementation of the plan

The IPC will monitor performance against the Multicultural Plan and include progress in our Annual Reporting, which will be available on our website, as per requirements.

Contacting the Information and Privacy Commission

People can contact us by phone, email, fax, through our website or in person. We are a free service and will cover any necessary costs if people need to use the Telephone Interpreter Service, TTY, National Relay Service (NRS) or an Auslan interpreter.

Our business hours are 9am to 5pm Monday to Friday (excluding public holidays)

Street address: Level 17, 201 Elizabeth St, Sydney NSW 2000

Post: GPO Box 7011, Sydney NSW 2001

Phone: 1800 IPC NSW (1800 472 679)

Email: ipcinfo@ipc.nsw.gov.au

Fax: (02) 8114 3756

Website: www.ipc.nsw.gov.au

If you are deaf or have a hearing or speech impairment, you can call us using TTY or through the National Relay Service (NRS) on 133 677.

If you need interpreter assistance, you can call through the Translating and Interpreter Service on 131 450.

If you need an Auslan interpreter, please contact us and we will arrange for one.

**ACTIONS, MEASURES, RESPONSIBILITIES AND TIMEFRAMES BY ACTIVITY AREAS, OUTCOMES AND CRITERIA STREAMS
IN THE COMMUNITY RELATIONS COMMISSION'S MULTICULTURAL PLANNING FRAMEWORK**

ACTIVITY AREA 'A': PLANNING AND EVALUATION				
OUTCOME 1 – Planning: <i>Multicultural policy goals are integrated into the overall corporate and business planning, as well as the review mechanisms, of the agency</i>				
Criteria streams	Actions	Key responsibility	Measures	Timeframes
Planning and performance measurement	Incorporate multicultural goals in planning and performance measurement	Executive Director	Goals incorporated and monitored	June 2013
Integration with corporate planning	Incorporate commitments in the Multicultural plan in the IPC's strategic planning, business planning and budgetary processes and cycles.	Executive Director	Strategic plan, business unit plans and annual budgets incorporate strategies and initiatives identified in the IPC's Multicultural Plan.	August 2013
Use of data and analysis	Use data where appropriate and available to plan and evaluate service requirements	Manager, Communications and Corporate Affairs	Data used in planning and service evaluation	Ongoing
OUTCOME 2 – Consultation and feedback: <i>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</i>				
Staff expertise and research	Include consultation with IPC staff in the evaluation of the IPC's multicultural plan.	Executive Director	Staff provide input	October 2014
Client and community feedback	Provide opportunities for people from culturally and linguistically diverse communities to provide feedback on our services	Manager, Communications and Corporate Affairs	Ensure website has appropriate and accessible feedback mechanism	August 2013
	Seek feedback from community organisations representing culturally and linguistically diverse communities about our services and how they meet the needs of those communities	Manager, Communications and Corporate Affairs	Provide mechanism(s)	October 2013
Participation on advisory bodies	Include consideration of experience in cultural and linguistic diversity matters in	Chief Executive Officer	The Information and Privacy Advisory Committee includes members with awareness and	As membership changes

	selection process for the Information and Privacy Advisory Committee membership.		understanding of the information access and privacy rights of people from culturally and linguistically diverse backgrounds	
ACTIVITY AREA 'B': CAPABILITY BUILDING AND RESOURCING				
OUTCOME 3 – Leadership: <i>CEOs and senior managers actively promote and are accountable for the implementation of the Principles of Multiculturalism within the agency and in the wider community</i>				
Criteria streams	Actions	Key responsibility	Measures	Timeframes
Active involvement of senior management	Include actions highlighting cultural diversity matters in IPC communications to staff and stakeholders on the IPC website and in IPC events and activities.	Chief Executive Officer	Communications incorporate principles of multiculturalism	Commencing July 2013 and ongoing
	Lead the IPC Multicultural Plan	Chief Executive Officer	The IPC Multicultural Plan is released and available both internally and externally	June 2013
Accountability of senior management	Appoint the Executive Director as the IPC's Multicultural Coordinator	Chief Executive Officer	The IPC has a Multicultural Coordinator	June 2013
OUTCOME 4 – Human resources: <i>The capacity of the agency is enhanced by the employment and training of people with linguistic and cultural expertise</i>				
Staffing reflects business needs	Include multicultural expertise/experience or language skills in recruitment of IPC staff as appropriate	Chief Executive Officer and Commissioners	Position descriptions and selection criteria reflect the desirability of having understanding of the information access and privacy rights of people from culturally and linguistically diverse backgrounds	February 2014
Cultural and linguistic competence	Provide support and encouragement to identified staff who speak languages other than English	Executive Officer	Access provided to training opportunities	December 2013
Staff development and support	Provide opportunities for all IPC managers and staff to participate in multicultural awareness training	Executive Director	Access provided	October 2013 and ongoing

	activities to demonstrate commitment and support			
Staff development and support	Adopt resources provided by DoJ	Executive Officer	Resources adopted	Ongoing
ACTIVITY AREA 'C': PROGRAMS AND SERVICES				
OUTCOME 5 – Access and equity: <i>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</i>				
Criteria streams	Actions	Key responsibility	Measures	Timeframes
Responsive mainstream and targeted programming	Continue translation and publication of IPC resources on information access and privacy in languages other than English, as indicated	Manager, Communications and Corporate Affairs	Translations undertaken for most used publications in most widely spoken languages upon identification of need	October 2013
Interpreter service use	Provide language pins to all multilingual staff identifying their ability to assist people from diverse cultural and linguistic backgrounds at IPC events	Manager, Communications and Corporate Affairs	Action undertaken where possible	December 2013
	Include advice on access to interpreter services on the IPC website and in all IPC publications	Manager, Communications and Corporate Affairs	The IPC website and IPC publications include reference to how to access interpreter services	June 2013
Accountability of funded services	Consider including requirement for any contracted IPC event organisers to demonstrate awareness and understanding of the needs of culturally and linguistically diverse communities	Manager, Communications and Corporate Affairs	Criteria incorporated into event planning	July 2013
OUTCOME 6 – Communication: <i>A range of communication formats and channels are used to inform people from culturally and linguistically diverse backgrounds about agency programs, services and activities</i>				
Existing channels	Assess how best to use existing IPC communications channels to inform people from CALD communities	Manager, Communications and Corporate Affairs	Feedback sought from users	July 2013 and ongoing
New channels	Assess need for new channels and	Manager, Communications and	Assessment undertaken when	March 2014

	how to best fit these for people of CALD backgrounds	Corporate Affairs	new channels considered	
OUTCOME 7 – Social and economic development: <i>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</i>				
Criteria streams	Actions	Key responsibility	Measures	Timeframes
Building potential through partnerships	Build partnerships with other government complaints agencies in promoting and protecting the information access and privacy rights of people from culturally and linguistically diverse backgrounds	Commissioners and senior managers	Partnerships developed to enhance information to CALD communities	June 2014
	Build partnerships with community organisations representing culturally and linguistically diverse communities in promoting and protecting information and privacy rights	Commissioners and senior managers	Partnerships established	December 2013 and ongoing
	Consider introducing recognition of national days on the IPC website and front counter (for example through placement of national flags and welcoming message) as appropriate	Manager, Communications and Corporate Affairs	IPC works with DoJ to implement, as possible	September 2013 and ongoing