

Multicultural Policies & Services Plan

July 2014 – June 2017

Plan structure

This document sets out the NSW Food Authority's three year Multicultural Policies and Services Plan (MPSP) for July 2014 — June 2017.

The plan follows the framework set out by the Multicultural NSW. There are 3 broad activity areas which contribute to 7 defined outcomes:

Activity area	Outcome
A. Planning & evaluation	A.1 Planning A.2 Consultation & feedback
B. Capacity building & resourcing	B.1 Leadership B.2 Human resources
C. Programs & services	C.1 Access & equity C.2 Communication C.3 Social & economic development

Seventeen predefined criteria are addressed in the plan, which map into the above multicultural outcomes. The framework provides for agencies to implement the principles of multiculturalism (included in the appendix) in different ways according to their levels of resourcing, the needs of their clients and their service delivery functions. Implementation activities are classified into one of three ranges to reflect their breadth and depth. The Food Authority's plan for 2014—17 includes strategies and actions appropriate to its services and resources targeting the 17 criteria.

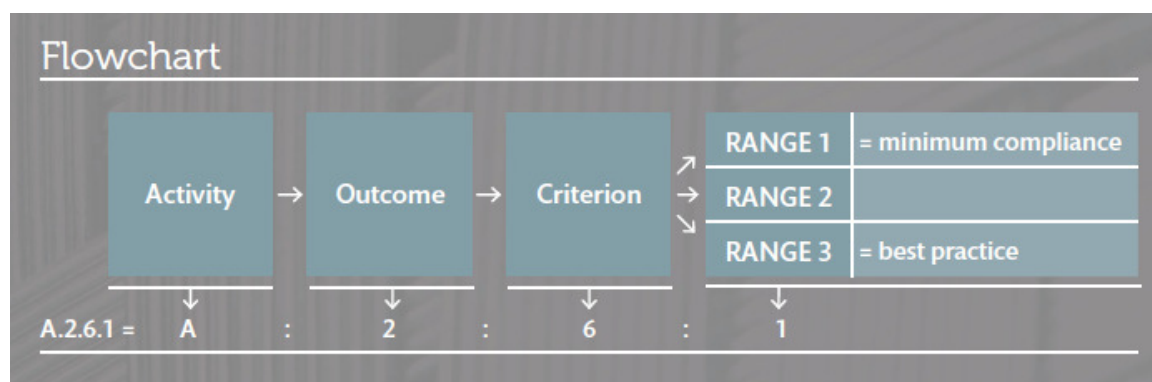


Chart: Multicultural NSW structure and classification of implementation activities for Multicultural Policies and Services Plans.

The Annual Reports (Statutory Bodies) Regulation 2010 requires that a reporting statement on the MPSP is included in the Food Authority's Annual Report. The Food Authority is classified as a 'small agency' and it must therefore report to Multicultural NSW at least once every three years, or more often if it chooses to do so.

The Food Authority is part of the Department of Primary Industries in the NSW Trade & Investment cluster but to facilitate reporting it maintains its own MPSP.

Statement of commitment

The Food Authority has an ongoing commitment to the principles of multiculturalism, ensuring our services and facilities are accessible to everyone in NSW.

The Food Authority undertakes to:

- ensure our safety programs cater for the ethnic diversity of the state's consumers and food industry
- provide service to community members from culturally and linguistically diverse (CALD) backgrounds
- ensure that our employees are acknowledged for their cultural diversity and granted reasonable flexibility in their duties to:
 - accommodate culturally diverse practices, and
 - utilise culturally specific skills
- maintain consistency with Equal Employment Opportunity principles, ensuring that prospective employees are treated equally and not disadvantaged by virtue of any CALD community membership or cultural belief or practice.

This assists economic sustainability of, and growth in, the food industry by ensuring that:

- food industry participants have appropriate access to the Food Authority's programs, advisory services and consultation processes
 - food industry participants have a better understanding of the Food Authority's role and practices relating to culturally diverse communities, and
 - the Food Authority's programs and services take account of culturally diverse and traditional methods of food preparation.
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Planned strategies/actions by activity area:

Activity area A. Planning & evaluation

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

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
Planning & performance measurement: A.1.1.1	Establish and maintain a Multicultural Policies and Services Plan with performance measures.	Achievements are reported in the Food Authority's Annual Report. Multicultural plan for the Food Authority is approved and published on the website.	Annually	Chief Executive Officer / Executive board	Inclusion of MPSP reporting in drafting Annual Reports. Publication of plan on website.
Integration with corporate planning: A.1.2.2	Integrate multicultural objectives into the Food Authority's corporate planning process.	Corporate Plan incorporates multicultural objectives and deliverables.	Annually	Chief Executive Officer / Executive board	In forming the next corporate plan, deliverables for multicultural objectives are developed and included.
Integration with corporate planning: A.1.2.2	Encourage divisional business plans and strategies to address multicultural objectives.	Include multicultural initiatives where relevant in divisional business plans. Consider CALD communities' needs in plans for new food industry regulatory schemes and programs. Consider CALD communities' needs in plans for programs and resources delivered via local councils. Take cultural & traditional methods	Annually	Executive Directors / Manager Programs Unit / relevant program managers	Development of project to increase awareness of food allergen risks and food recall requirements in small to medium importers is included in divisional plan. (A large proportion of recalls are attributable to NESB companies importing food which is not properly labelled.)

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
		of food preparation into account when considering risk management options for particular food products.			<i>(Manager Food Incident Response & Complaints)</i> Engage with local councils participating in Scores on Doors over need/demand for program materials in specific community languages. <i>(Manager Local Government/Manager Customer Service, Strategy & Operations)</i>
Use of data & analysis: A.1.3.1	The Food Authority's analysis, planning, program development and monitoring is informed by data from ABS, client data from program areas and other relevant sources.	Data is collected, analysed and used for program and service planning. Include identification of CALD industry members' needs in benchmarking data for future programs (eg. poultry, eggs TBC). A set of priority community languages is defined for core community information and services.	Ongoing	Executive Directors / relevant program managers / Manager Customer Service, Strategy & Operations	Review foodborne illness outbreak and food recall information to assess effectiveness of previous Authority programs to reduce Salmonellosis linked to raw egg use (products previously linked to Salmonella outbreaks include Vietnamese pork rolls from bakeries and Fried icecream from Chinese restaurants.) <i>(Manager Food Incident Response &</i>

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
					<i>Complaints)</i>

Outcome 2: Consultation and feedback - Policy development and service delivery is informed by agency expertise, client feedback and complaints, participation on advisory boards, significant committees and consultations.

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
Staff expertise & research: A.2.4.2	The needs of particular multicultural client groups in metropolitan and non-metropolitan areas are addressed where relevant through research and analysis.	Areas where the Food Authority requires cultural diversity skills and expertise are identified.	Ongoing	Relevant program managers	Ongoing monitoring and assessment.
Client & community feedback: A.2.5.1	Mechanisms are in place to incorporate the views of multicultural client groups, the community and expert advice in planning and program development.	Telephone interpreter service is available to all front line customer service functions. Membership from diverse backgrounds is encouraged for industry consultative committees. Expert advice will be sought from CRC as required for project specific input.	Ongoing	Executive Directors / relevant program managers	Collect and collate profiles of industry committee members in 2015. As industry committee memberships fall due, promote opportunity and encourage applications from candidates with CALD backgrounds.
Participation on advisory boards: A.2.6.1	The Food Authority has some representation on its advisory bodies from community and/or government members with experience in diverse cultural practices and needs.	Membership from diverse backgrounds is promoted for industry consultative committees.	Ongoing	Executive Directors / Manager Ministerial Liaison	As industry committee memberships fall due, promote opportunity and encourage applications from candidates with CALD backgrounds.

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
					<i>(Manager Ministerial Liaison & Corporate Planning)</i>

Activity Area B: Capacity building & 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 the wider community.

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Active involvement of senior management B.3.1.1	The CEO and senior management express support for the Principles of Multiculturalism and the Food Authority's multicultural objectives.	CEO and senior management reinforce the Food Authority's multicultural goals through a range of communications, planning and corporate objectives. Annual Report affirms commitment to the Principles of Multiculturalism.	Ongoing	CEO & Executive Directors	Corporate Plan activities and reporting include multicultural objectives and maintenance of a Multicultural Policies and Services Plan. Program managers asked to provide annual input to MPSP and demonstrate consideration of multicultural needs in annual work planning and implementation. Annual Report drafting to include commitment to multiculturalism.
Accountability of senior management B.3.2.1	A Multicultural Coordinator is appointed from senior management	Appointment of Multicultural Coordinator is minuted.	Ongoing	Executive Board	Coordinator (Director of Corporate Affairs, Stakeholder Engagement and Customer Service) is maintained.

Outcome 4: Human resources. Capacity of the agency is enhanced by the employment and training of people with linguistic and cultural expertise.

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
Staffing reflects business needs B.4.3.1	The Food Authority identifies the linguistic and intercultural work skills needed of staff in client contact positions to ensure that business requirements are serviced by appropriate human resourcing.	Client contact positions at the Food Authority are held by staff with relevant linguistic and intercultural work skills.	Ongoing	Relevant program managers	Ongoing monitoring and assessment. Recruitment for field officer and Helpline customer service officer positions includes scenarios which assess ability to provide service to CALD customers. <i>(all managers in Compliance, Investigation & Enforcement Branch; Manager Customer Service, Strategy & Operations)</i>
Cultural & linguistic competence B.4.4.1	The Food Authority makes use of the Community Language Allowance Scheme (CLAS) and monitors its implementation.	Qualification of staff under the Community Language Allowance Scheme (CLAS) is available and encouraged – <i>TBC, scheme is under review.</i> Bilingual skills of new and existing staff are known and available to meet client needs.	Ongoing	Executive Director Corporate Services (T&I) / Director Corporate Affairs, Stakeholder Engagement & Customer Service / relevant Program Managers	Staff accredited with Chinese and Croatian expertise available. <i>(relevant managers)</i>
Staff	Include multicultural issues in	As required, Food	Ongoing	Relevant program	Ongoing assessment of

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development & support B.4.5.1	relevant training programs.	Authority staff likely to deal with NESB clients receive training which includes relevant multicultural issues.		managers	opportunities <i>(all managers in Compliance, Investigation & Enforcement Branch; Manager Customer Service, Strategy & Operations)</i>

Activity Area C: Programs & services

Outcome 5: Access & 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.

Planning framework: stream & strategy reference	Strategies /actions	Performance measure / indicators	Timeframe	Responsibility	Activities planned for July 2014-June 2017 <i>(additional specific activities to be added during the plan period as service delivery requires)</i>
Responsive mainstream & targeted programming C.5.1.1	Include strategies in mainstream programs, services and activities to ensure they are culturally sensitive and inclusive of people from diverse language, cultural and religious backgrounds.	Consider a strategy for identifying Food Safety Supervisor training services from Registered Training Organisations for CALD groups. Promote use of available translated resources in dealing with new licensees.	Annual	Manager Programs Unit / relevant program managers	Seek feedback from Registered Training Organisations (RTOs) approved under the Authority's FSS program on their training services for people from CALD communities. <i>(Manager Strategic Policy & Projects)</i> Encourage RTOs to provide training services to people from CALD communities via the Authority's RTO communication channels (i.e. emails, newsletters, and RTO forum) <i>(Manager Strategic Policy & Projects)</i>
Responsive mainstream & targeted programming C.5.1.2	Identify opportunities for services and programs to target people from CALD backgrounds that need particular assistance.	Encourage feedback from staff in Compliance & Inspection Program and customer service staff where available translated resources are insufficient.	Annual	Relevant program managers	Ongoing activity <i>(Manager Compliance & Investigation; Manager Stakeholder Engagement; Manager Customer Service, Strategy & Operations)</i>
Interpreter service use	Provide guidelines on use of interpreters to	Guidelines are provided for all staff. Interpreters are used as appropriate	Annual	Relevant program managers /	Use of NAATI interpreters for activities involving compliance action eg. prohibition orders,

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C.5.2.2	all staff. Use NAATI accredited interpreters by telephone and on-site as appropriate.	and usage is monitored. Use of interpreters, translators and CLAS recipients is monitored to maximise effectiveness and budget management.		Manager Customer Service, Strategy & Operations	Penalty Notices, and training where identified as beneficial or necessary. <i>(all managers in Compliance, Investigation & Enforcement Branch; Manager Customer Service, Strategy & Operations)</i>
Accountability of funded services C.5.3.1	Relevant services have accountability measures which aim to ensure the participation and inclusion of people from diverse cultural and linguistic backgrounds.	Advertising for EOIs, where conducted, for appointments to consultative bodies encourages participation by people from diverse cultural and linguistic backgrounds.	As required	Relevant Executive Directors / Manager Ministerial Liaison	As industry committee memberships fall due, promote opportunity and encourage applications from candidates with CALD backgrounds. <i>(Manager Ministerial Liaison & Corporate Planning)</i>

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

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Planned communication C.6.4.2	Planned and appropriate approaches are taken to targeting relevant CALD groups for information, community education and marketing campaigns, using a range of communication channels.	<p>Information in publications, websites and public notices is culturally appropriate.</p> <p>Information is developed, translated and published in-language for relevant language groups on specific food safety issues and ongoing programs (eg. surveys and technical reviews of products popular with cultural groups; Food Safety Supervisor information flyers; FSS Guidelines; Food Premises Assessment Report; Scores on Doors) and community safety and labelling.</p> <p>Food Authority service delivery and resources for multicultural communities are available to help local councils tackle food safety issues</p> <p>Information is provided to organisers of events for targeted cultural groups on requirements for holding temporary food stalls. Engage with organisers of community CALD events.</p> <p>Ethnic media are utilised for</p>	Annually	<p>Manager Stakeholder Engagement /</p> <p>Manager Customer Service, Strategy & Operations /</p> <p>Manager Public Affairs /</p> <p>Program managers</p>	<p>Ongoing activity (<i>Manager Stakeholder Engagement</i>)</p> <p>Promote availability of Scores on Doors program materials in community languages (<i>Manager Local Government/Manager Customer Service, Strategy & Operations</i>).</p> <p>Include CALD media publications in scoping and preparing a long lead industry and consumer publication calendar (<i>Manager Public Affairs</i>).</p> <p>Ongoing activity (<i>Manager Local Government</i>)</p>

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		information and education campaigns for food businesses (e.g. Food Safety Supervisor requirements) and consumers. Information regularly provided to publications such as <i>Australian Chinese Daily</i> .			Ongoing activity (<i>Manager Stakeholder Engagement; Manager Public Affairs</i>) Ongoing activity (<i>Manager Stakeholder Engagement</i>)
Emerging technology use C.6.5.2	A range of telecommunication technologies are utilised to assist with interpreted verbal interaction and information is disseminated in targeted languages through online and emerging technology-based programs.	Tools such as Google translate are available and used.		Manager Customer Service, Strategy & Operations	Website channel has accessible translations and interactive translation facility for English content (<i>Manager Customer Service, Strategy & Operations</i>)

Outcome 7: Social & 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.

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C.7.6.1	The agency develops initiatives to raise awareness,	CALD business stakeholders have the opportunity to be represented	Ongoing	Director Corporate	Ongoing assessment for opportunities (<i>Director</i>

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	and celebrate the contribution, of people from diverse cultural and linguistic backgrounds.	in Food Authority publicity materials. The diversity of CALD communities are appropriately represented in materials published by the Food Authority.		Affairs, Stakeholder Engagement & Customer Service / Manager Public Affairs	<i>Corporate Affairs, Stakeholder Engagement & Customer Service / Manager Public Affairs)</i>

Appendix: NSW Principles of Multiculturalism

The Principles of Multiculturalism are defined in the *Community Relations Commission and Principles of Multiculturalism Act 2000* (NSW):

- 1) Multiculturalism is founded on the following principles:
 - a. the people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious, racial and ethnic heritage
 - b. all individuals in New South Wales, irrespective of their linguistic, religious, racial and ethnic backgrounds, should demonstrate a unified commitment to Australia, its interests and future and should recognise the importance of shared values governed by the rule of law within a democratic framework
 - c. 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
 - d. 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
 - e. all individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programmes provided or administered by the Government of New South Wales, and
 - f. 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.
- 2) Parliament recognises that the principles of multiculturalism are based on citizenship. The expression "citizenship" is not limited to formal Australian citizenship, but refers to the rights and responsibilities of all people in a multicultural society.
- 3) The principles of multiculturalism are the policy of the State.
- 4) Accordingly, each public authority must observe the principles of multiculturalism in conducting its affairs.
- 5) It is the duty of the Chief Executive Officer of each public authority to implement the provisions of this section within the area of his or her administration.

The complete version of the Act is available online at www.legislation.nsw.gov.au.