

PROGRESS REPORT 2015-2016

Multicultural Plan

November 2016

Introduction

The NSW Department of Industry, Skills and Regional Development (known as the NSW Department of Industry) was established 1 July 2015 to lead the state government's contribution to making NSW a fertile place:

- to invest and to produce goods and services; and thereby
- to create jobs and opportunities for our citizens.

Following the release of a new whole of government Multicultural Policies and Services Program (MPSP) Framework in October 2016, the NSW Department of Industry will now prepare a multicultural plan incorporating the required focus areas and outcomes to ensure that the department contributes to the government's multicultural agenda and meets its obligations under the *Community Relations and Principles of Multiculturalism Act 2000* (the Act).

Commitment and results

The NSW Department of Industry is committed to the Act and the NSW Government's aims and objectives for multiculturalism as set out in the Multicultural Policies and Services Program (MPSP). The department has implemented a number of strategies to ensure that all people, including those from different cultural, religious and language backgrounds, have equal access to the services provided by the department.

| Focus Areas | Results |
|-----------------------------------|--|
| <p>1. Service delivery</p> | <p>Energy Accounts Payment Assistance Scheme</p> <p>The Energy Accounts Payment Assistance Scheme (the Scheme) helps people experiencing a short-term financial crisis or emergency to pay their electricity or gas bill. The Scheme delivers assistance through a network of over 300 community welfare organisations (CWOs) of which 18 represent CALD communities. In 2015-16 the department provided additional support to CWOs with face to face training about the Scheme and other assistance to customers. The training program will continue in 2016-17 and additional CALD organisations will be invited to participate.</p> <hr/> <p>Skills and education</p> <p>The department continues to provide advice and support on Smart and Skilled and vocational education and training to CALD community groups. The department has partnered with a number of CALD groups and training organisations to fund training for their clients including migrant job seekers.</p> <p>Internship opportunities for refugees with professional qualifications in science and relevant fields will be developed in 2016-17.</p> <p>The department has funded training in education for parents of CALD backgrounds in a range of schools, with the aim of engaging parents to support reading programs for school students, to improve English language skills and confidence, encourage improved networking within the local community and the move into employment or study pathways.</p> <p>Tocal College provides targeted training for primary industry communities (including CALD groups) through its vocational education and training program developed under the Smart</p> |

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| | <p>and Skilled framework.</p> <p>Smart and Skilled is the NSW Government's reform of the Vocational Education and Training (VET) system. In 2015-16, 15.7% (18,719) of Smart and Skilled commencing students spoke a language other than English at home as did 9.1% (5,162) of Adult and Community Education commencing students.</p> <p>Sixteen percent (7,201) of original commencements of apprentices and trainees in NSW in 2015-16 were not born in Australia and 15% (7,048) indicated that English was not spoken at home.</p> <p>In 2015-16, 43% (384) of applications for Trades Skills Recognition were from applicants who were not born in Australia.</p> <hr/> <p>Business and Skilled Migration Program</p> <p>In 2015-16 the NSW Department of Industry delivered the NSW State Nominated Business and Skilled Migration program which attracts business people, entrepreneurs, investors, and skilled migrants to the state.</p> <p>During the year, around 4,000 prospective migrants from 90 countries were nominated by NSW for skilled visas under the State Nomination Program. India, China, Pakistan, Nepal and the Philippines were the top source countries for skilled visa nominations. In addition, over 1,300 prospective migrants from 47 countries were nominated for skilled visas to locate in regional NSW. India, China, Pakistan, Nepal and the Philippines were the top source countries for regional skilled visa nominations.</p> <p>In 2015-16, the NSW Government nominated over 400 people for business or investor migration, including for the Significant Investor Visa (SIV). The large majority of business and investor visa nominees were from mainland China, with other nominees coming from Hong Kong, Malaysia, Vietnam and Iran, South Africa and the United Kingdom.</p> <p>NSW business and investor migrants who were nominated in 2015-16 created 55 new full-time jobs and proposed to create a further 682 new jobs. They invested \$27.7 million and proposed to invest a further \$291.8 million in businesses and other investments in NSW. In addition, NSW Significant Investor Visa applicants granted their visa in 2015-16 invested \$815 million in Australian complying investments.</p> <hr/> <p>NSW Small Business Commissioner</p> <p>The Office of the NSW Small Business Commissioner (OSBC) has developed and implemented a number of key initiatives to engage with CALD small businesses. These initiatives form part of the OSBC's goal to "empower multicultural small businesses by engaging with communities and providing information in a range of languages".</p> <p>The OSBC website has a multicultural portal to assist multicultural small business owners, and includes information about retail and commercial leasing, dispute resolution, key small business resources, compliance information and other small business issues in Arabic, Cantonese, Mandarin, Korean and Vietnamese.</p> |
| 2. Planning | <p>Small Biz Connect program</p> <p>In 2014-15 the NSW Government committed an additional \$1.1 million in funding over four years to further support multicultural small businesses in Greater Western Sydney. Arabic, Cantonese, Mandarin, Korean and Vietnamese speaking Small Biz Connect business advisors are on the ground to support multicultural small businesses in and around Greater Western Sydney.</p> <p>In 2015-16, 800 multicultural small businesses were supported by Small Biz Connect Business Advisors who provided over 2,900 hours of practical face to face business support. In addition, 13 Small Biz Bus visits provided mobile advisory and information services in various locations including Auburn, Liverpool and Parramatta.</p> <p>Multicultural small businesses across NSW are able to access interpreting services in over</p> |

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| | <p>160 languages and dialects.</p> <p>Biosecurity and Food Safety</p> <p>A NSW wide biosecurity stakeholder survey will be conducted in 2016-17 that will provide CALD demographic data on biosecurity and food safety stakeholders and contribute to future service delivery.</p> <p>CALD requirements related to the new Biosecurity Act 2015 (the Act) and subordinate legislation will be determined through a consultation process in 2016-17. Material and access will be developed and implemented as the Act and regulations are enacted.</p> |
| <p>3. Leadership</p> | <p>Corporate accommodation</p> <p>Multi-purpose rooms are available for private religious observation requirements for staff and visitors, as part of a broad range of accommodation improvements undertaken in metropolitan and regional office locations. Integrating multicultural considerations into the department's corporate operations, and communicating these opportunities to staff, are important activities contributing to the department achieving cultural diversity outcomes.</p> <p>Human resources</p> <p>A number of strategies were undertaken by the department to enhance its capacity to serve culturally and linguistically diverse (CALD) communities and to employ and train people with linguistic and cultural expertise.</p> <p>The department has continued to work to identify and support the linguistic and inter-cultural skills needed within our client-facing positions, to ensure that business needs are serviced by appropriate human resourcing. Specific training needs are being integrated into staff personal development plans. The department has included multicultural awareness training and information about its equity policies in online training modules for existing and new staff. The department is continuing to increase the uptake of equal employment opportunity data in human resources systems.</p> <p>In 2016-17, the department will introduce reporting that will raise awareness within our business of the department's current diversity profile. We will also work to reshape the capability within our recruitment team and our recruitment processes to promote transparency, diversity and inclusion in our recruitment and mobility practices.</p> |
| <p>4. Engagement</p> | <p>Multicultural community engagement</p> <p>During 2015-16 over 4,000 people from CALD communities participated in a range of activities including 220 fishing workshops, presentations and community events. Communities involved came from many cultural backgrounds including Chinese, Vietnamese, Korean, Burmese, Nepalese, Bengal, Indonesian, Filipino, Malaysian, Iranian, Egyptian, Lebanese, Syrian and Saudi Arabian.</p> <p>Participants at these events received translated fisheries and water safety resource material. Topics covered responsible fishing and conservation practices including protection of marine life and habitats, fishing rules and regulations, rigging, casting, baiting, and water safety. These activities were delivered by the department in partnership with a number of multicultural organisations across metropolitan and regional New South Wales, including local Councils, schools, government agencies and community groups.</p> <p>Water safety information emphasised rock fishing safety, as a strategy designed to prevent rock fishing tragedies among CALD fishers. The department together with Transport for NSW, Recreational Fishing Alliance NSW and NSW Police joined forces with local councils to target and educate CALD communities on rock fishing safety and promote the use of wearing lifejackets when rock fishing and boating through the Old 4 New Lifejacket Van.</p> <p>Multicultural community engagement</p> <p>The department continues to provide multilingual information on a range of fisheries and</p> |

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| | <p>water safety issues in order to more effectively engage with the state's CALD community, including multilingual signage, brochures and website information, direct translation services and targeted use of multicultural print and electronic media. Over 100 multilingual fisheries signs on fish and shellfish consumption were installed or maintained in Sydney Harbour, Parramatta River and their tributaries. Over 68 interpreting and translating services via telephone or face to face were provided during 2015-16 for people seeking fisheries information.</p> <p>During 2015-16 the department distributed over 20,000 multilingual brochures, industry fact sheets and DVDs on topics including fishing safety, biosecurity threats, and food safety.</p> <p>A new Greater Sydney Peri-Urban Biosecurity Program focuses on this high biosecurity risk area. A research study has begun in partnership with Charles Sturt University to identify CALD needs and issues related to biosecurity and food safety in the Greater Sydney Region.</p> |

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