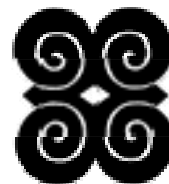


Culturally and Linguistically Diverse Communities' Access Plan

2006-2008 (Summary)



Attorney General's
department of nsw

The NSW Attorney General's Department administers 41 business centres including Local Courts, Crime Prevention Division, Victims Services, Anti-Discrimination Board, Community Justice Centres, Industrial Relations Commission, LawAccess and Crown Solicitor's Office.

Diversity Services

Diversity Services advises staff on the access issues of people with disabilities and people from culturally and linguistically diverse backgrounds.

Our Values

The NSW Attorney General's Department identifies and values the diversity of cultures, languages and religious affiliations of the people of NSW. We are committed to respond to the concerns of Culturally and Linguistically Diverse communities.

The Plan's Vision & Objectives

The vision of the Culturally and Linguistically Diverse Communities' Access Plan (Plan) is to create an approachable, inclusive and welcoming environment in the Department for diverse communities. The key objective of the Plan is to address the barriers and issues that diverse communities experience when accessing our Department.

Ethnic Affairs Priority Statement

This Plan responds to the planning and reporting requirements of the NSW Ethnic Affairs Priority Statement (EAPS). The EAPS Standard Framework focuses on 5 key activity areas; (a) Planning & Evaluation, (b) Program & Service Delivery, (c) Staffing, (d) Communication and (e) Funded Services.

Consultation

To develop this Plan, we consulted with academics and community workers who have knowledge and experience in providing services to diverse communities. We prioritised key issues raised in the consultations and developed strategies to address those issues.

Implementation

This Plan identifies strategies for next three years. The Plan identifies the actions, parties responsible for the actions and the timeframes. We will be focusing on following three activity areas for the next three years and we anticipate some significant achievements in these areas:

- Translation and interpreting services.
- Community education of the Department's services.
- Partnerships within and outside the Department.

Evaluation

We will review the Plan annually and report our achievements to the Community Relations Commission. We will conduct a substantial evaluation of our efforts in early 2008.

Strategies of the Culturally and Linguistically Diverse Communities' Access Plan (Summary)

1. Planning & Evaluation

- We will explore ways to collect data to identify the needs of Culturally and Linguistically Diverse communities.
- We will develop evaluation and reporting methods to assess our access and equity programs.

2. Programs & Service Delivery

- We will continue to identify the barriers that Culturally and Linguistically Diverse communities' experiences.
- We will work to make our services flexible and user-friendly.

3. Staffing

- We will support a work culture that values the linguistic, cultural and religious diversity of the work force.
- We will use the skills, experience and expertise of Culturally and Linguistically Diverse staff members.
- We will develop policies and procedures to identify and address the access and equity issues of Culturally and Linguistically Diverse staff members and job applicants.

4. Communication

- We will explore culturally appropriate ways to communicate with Culturally and Linguistically Diverse communities.
- We will identify the best ways to consult Culturally and Linguistically Diverse communities.
- We will meet and work with community groups, community services agencies and other public services agencies.

5. Funded Services

- We will encourage, through our Crime Prevention Division's programs, that local councils work with Culturally and Linguistically Diverse communities.
- We will monitor the impact of the local councils' programs on Culturally and Linguistically Diverse communities.



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Please contact Diversity Services if you would like a copy of the Culturally and Linguistically Diverse Communities' Access Plan



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