

SIRA Multicultural Plan 2019 – 2020

October 2019

Contents

SIRA Multicultural Plan 2018 - 2019	1
Contents	1
Message from the Chief Executive	3
1. Introduction	4
1.1 About SIRA	4
1.2 SIRA Board	4
2. Our commitment to people from culturally diverse backgrounds.....	4
2.1 SIRA Multicultural Plan objective.....	4
2.2 SIRA multicultural challenges	5
2.3 Relevant multicultural legislation	5
3. Targets	5
4. Cultural diversity in NSW	6
5. SIRA Plan	7
6. Policy and Planning Context.....	7
7. Reporting.....	7

Message from the Chief Executive

I am proud to present SIRA's Multicultural Plan, which reflects our commitment to ensuring that the programs and services we provide cater for people from culturally, linguistically and religiously diverse backgrounds.

Our Multicultural Plan outlines strategies, actions, accountabilities and timeframes for SIRA to deliver on the seven outcome areas identified in Multicultural NSW's 'Multicultural Planning Framework'.

The Plan also shows our commitment to the Principles of Multiculturalism Act 2000.

The SIRA Board, the SIRA Executive and I look forward to working with our staff and stakeholders to implement the plan and to deliver its benefits to the customers and communities that we serve.

Carmel Donnelly,

Chief Executive

1. Introduction

1.1 About SIRA

The State Insurance Regulatory Agency (SIRA) regulates workers compensation insurance, CTP (Green Slips) insurance and home building compensation insurance in NSW and provides independent dispute resolution services. SIRA also has specific functions within the Lifetime Care and Support Scheme and the Dust Diseases Scheme.

We have a strong role to play in funding, educating and promoting injury prevention and reducing the need for compensation claims.

SIRA advances the wellbeing and confidence of the people and businesses of NSW, regardless of their background, through sustainable insurance and support systems, so they can actively engage in the economy and society.

As a regulator, our purpose is to ensure that our insurance and support systems are easy to deal with and deliver protection, recovery and restoration entitlements and good outcomes at an affordable price and in a sustainable way.

We regulate so that people who may have had the worst day of their life are supported to recover, return home and move forward.

1.2 SIRA Board

SIRA is governed by a Board, which has the following responsibilities:

- to determine the general policies and strategic direction of SIRA
- to oversee the performance of the activities of SIRA
- to provide the Minister with any information relating to the activities of SIRA that the Minister requests
- to keep the Minister informed of the general conduct of SIRA's activities and of any significant development in SIRA's activities
- to carry out other functions as are conferred or imposed on it by any Act or law.

2. Our commitment to people from culturally diverse backgrounds

2.1 SIRA Multicultural Plan objective

The SIRA Multicultural Plan includes the strategies that SIRA will employ to make sure that all people, including those from different cultural, religious and language backgrounds, have equal access to SIRA services.

The SIRA Multicultural Plan will also ensure that SIRA meets its obligations under the relevant legislation.

2.2 SIRA multicultural challenges

SIRA delivers programs and services through a range of activities. When offering these programs and services, careful consideration is given to making sure that information is presented in an accessible way and in a range of community languages.

Although delivering programs in a multicultural way is the norm within SIRA, there are some key challenges that deserve our continued focus. These include:

- ensuring staff is up to date with relevant legislation
- ensuring multicultural approaches are considered at all stages of a project
- ensuring staff has access to information and training to effectively communicate with people from culturally and linguistically diverse backgrounds (CALD)
- increasing feedback mechanisms for front-line staff to identify any cultural, religious or language issues that impact on their ability to deliver services to all members of the community; and the ongoing maintenance of content in different languages

2.3 Relevant multicultural legislation

In 2000, the NSW Government passed legislation which made the Principles of Multiculturalism the law of the State. The legislation affirmed the NSW Government's commitment to multiculturalism and the way it manages the needs of a culturally diverse society, including planning and the delivery of programs and services by government agencies to meet these needs.

The *Multicultural NSW Act 2000* (the Act) refers to the people of NSW who are of different linguistic, religious, racial and ethnic backgrounds. The Act commits the head each public agency to implement the 'Principles of Multiculturalism' in their agency.

The Government's 'Multicultural Policies and Services Program' (MPSP) is administered by Multicultural NSW, which assists government agencies to implement the Principles of Multiculturalism, as required under the Act. The Principles of Multiculturalism are:

- Diversity and acceptance
- Shared values
- Participation and contribution to NSW
- Respect for diversity in an Australian setting
- Access to programs and services
- Diversity is considered an asset.

The MPSP sets out to address fundamental access and equity issues, reduce inequality, improve access to services and promote the social and economic benefits of cultural diversity.

3. Targets

Within SIRA, the Director Strategy & Governance is responsible for coordinating initiatives related to the delivery of the targets of the SIRA Multicultural Plan.

The Director Strategy and Governance reports to the SIRA Executive on a regular basis to allow the Executive to prioritise actions and resources as required to meet the targets of the plan.

The Director Strategy and Governance also ensures that the SIRA Board is kept informed of progress.

Focus Areas	Outcomes	Targets
Service Delivery	Mainstream services delivery for everyone, regardless of background	<ul style="list-style-type: none"> - % of complaints received about services not being accessible decrease year on year - Information is available from a variety of sources, including website and contact centre - Customer satisfaction targets are achieved each year
	Targeted programs to address barriers (where it has been established that barriers exist)	<ul style="list-style-type: none"> - Ongoing monitoring of service delivery and customer feedback to identify and address gaps and barriers
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions	<ul style="list-style-type: none"> - Information about NSW Government interpretation services included on website and other relevant documents
Planning	Strong plans to deliver services	<ul style="list-style-type: none"> - New programs and changes to existing programs are designed with CALD principles in mind
	Evidence driven planning	<ul style="list-style-type: none"> - SIRA Strategic Planning cycle includes regular review of NSW population composition
Leadership	Demonstrated leadership in culturally inclusive practices	<ul style="list-style-type: none"> - SIRA leaders acknowledge benefits of culturally inclusive practices during meetings and in engagement activities - SIRA leaders provide staff with access to learning and development opportunities in relation to cultural awareness (incl. workshops)
	Increased recognition of the value of cultural diversity	<ul style="list-style-type: none"> - SIRA internal and external communications reflect SIRA's commitment to recognising the value of cultural diversity
Engagement	Collaboration with diverse communities	<ul style="list-style-type: none"> - SIRA leverages contributions from diverse communities in the design and delivery of policies and programs where appropriate
	Understanding the needs of people from diverse backgrounds	<ul style="list-style-type: none"> - SIRA has programs in place to reach out and learn from organisations that represent people from diverse backgrounds

4. Cultural diversity in NSW

The New South Wales population for 2016 was 7,480,237, of which 2,068,099 (27.6%) were born overseas. In addition, 1,878,653 people indicate that they speak a language other than English.

SIRA delivers services to the entire population of NSW, regardless of their background. However, in delivering these services, SIRA is mindful of making sure that services are accessible from a multicultural perspective.

5. SIRA Plan

SIRA's approach to meeting the objectives of the MPSP is to ensure that the needs of culturally diverse communities are incorporated in all our programs and services.

Our Multicultural Plan targets are incorporated in our Strategic Planning and Reporting cycle as well as in our staff programs.

6. Policy and Planning Context

Within SIRA, programs and services are the subject of continuous review to ensure opportunities for improvement are identified and acted on as required. This includes reviewing the accessibility of our services from a number of perspectives, including a multicultural perspective.

SIRA also works with insurance and care providers as appropriate to highlight barriers that are identified in the course of carrying out our functions. We have an important advocacy role to play in terms of services provided within our policy landscape by others.

7. Reporting

The Executive Director Strategy and Regulatory Services will report progress against the Multicultural Plan to the SIRA Executive and SIRA Board on an annual basis.

The Executive Director Strategy and Regulatory Services will ensure that SIRA's reporting requirements against the Act are met.

Disclaimer

This publication may contain information that relates to the regulation of workers compensation insurance, motor accident third party (CTP) insurance and home building compensation in NSW. It may include details of some of your obligations under the various schemes that the State Insurance Regulatory Authority (SIRA) administers.

To ensure you comply with your legal obligations you must refer to the appropriate legislation as currently in force. Up to date legislation can be found at the NSW Legislation website legislation.nsw.gov.au

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