

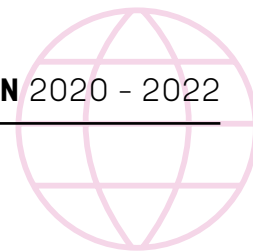


TAFENSW

MULTICULTURAL PLAN

2020 - 2022





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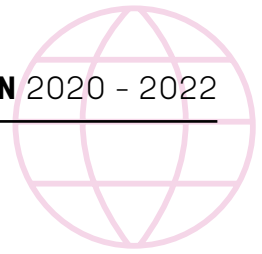
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FOREWORD

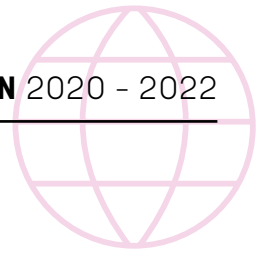
New South Wales is the most culturally and linguistically diverse state in Australia. The state's diversity is an important and precious part of its unique identity. Fostering a culture of inclusivity, respect, belonging and equity creates opportunities, and benefits the community and our workplace. I am proud to present the TAFE NSW Multicultural Plan 2020 - 2022, which reinforces our commitment to our culturally and linguistically diverse students, employees and communities of NSW, including both long established communities and smaller emerging groups.

The Multicultural NSW Act 2000 established both a new agency, Multicultural NSW, and a set of multicultural principles as the policy of the State. Importantly, Multicultural NSW has oversight for the implementation of the Multicultural Policies and Services Program (MPSP). This framework guides all NSW Government agencies in the development of their Multicultural Plans to ensure consistency across the NSW Public Service Sector. The TAFE NSW Multicultural Plan responds to our requirement as a government agency to implement a multicultural plan; as the NSW Government's public provider of vocational education and training, we recognise the importance of our function to the increasingly diverse state and its workforce.

We are committed to putting our customers first, providing a working and learning environment where dignity, trust, and respect are valued, and to embed cultural diversity and inclusion in all that we do. Our aim is to strengthen intercultural understanding, promote positive relationships, a true sense of belonging and enable all people to participate, both socially and economically, in our society.

**A/Managing Director**

Kerry Penton



ACKNOWLEDGEMENT

TAFE NSW respects the Aboriginal lands on which our campuses are located. We respectfully acknowledge the Traditional Custodians of the many Countries on which we learn and work together.

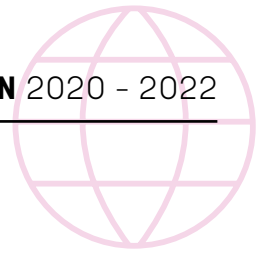
We recognise that Aboriginal cultures and communities form the foundation of cultural diversity in New South Wales. Hundreds of cultures, languages and kinship structures have long been embedded in the lands of Aboriginal countries all across the state. We acknowledge and celebrate these diverse traditions, customs and cultures that have existed for more than 60,000 years.

NSW embraces its cultural diversity as an asset. It was the first state in Australia, and the second in the world, to introduce a deliberate policy that welcomes cultural and linguistic diversity as a social and economic advantage¹. The *Multicultural NSW Act 2000* embodies the State Government's commitment to culturally diverse peoples and communities.

TAFE NSW continues to value Aboriginal and Torres Strait Islander cultures and promote their rights and interests. In doing so, we acknowledge Aboriginal and Torres Strait Islander Peoples' distinct needs and rights must be recognised and valued. These distinct needs and rights are accorded separate consideration in specialised TAFE NSW plans, policies and strategies.

TAFE NSW will continue to work together with all peoples to embrace and support our diverse students, employees and NSW communities.





1. ABOUT TAFE NSW

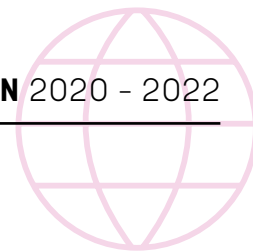
The New South Wales Technical and Further Education Commission (trading as TAFE NSW) was established as a statutory agency by the *Technical and Further Education Commission Act 1990* (NSW). It is the NSW Government's public provider of Vocational Education and Training (VET).

TAFE NSW performs a number of functions, including:

- Providing technical and further education services to meet the skills needs of individuals and the workforce, in ways that recognise the changing nature of workplaces and the need for new skills and retraining
- Consulting with industry and the community to ensure technical and further education services are relevant to industry, business, students and other groups
- Providing educationally or vocationally disadvantaged groups with access to technical and further education and other specialised services
- Providing students with the maximum opportunity to progress to further education and training by linking their studies to further TAFE NSW courses or those of other education and training providers.

TAFE NSW delivers high-quality VET and higher education across many locations, including metropolitan, regional and remote areas of NSW, interstate and overseas, as well as online by distance education and in the workplace.





2. OUR COMMITMENT TO PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

TAFE NSW is committed to creating a workplace and educational space where dignity, trust, respect and the promotion of diversity and inclusion is valued. Our culturally and linguistically diverse students and employees are a reflection of the community of NSW.

Of all the Australian States and Territories, NSW is the most culturally diverse. In 2016, the New South Wales population was 7,480,237 of which nearly 28% were born overseas¹. Additionally, 25.1% of the population spoke a language other than English at home². Of the 436,155 students enrolled at TAFE NSW in 2018, 26.1% were born overseas and 19.4% spoke a language other than English at home³.

The TAFE NSW Multicultural Plan 2020 – 2022 (Multicultural Plan) furthers our commitment to people of culturally and linguistically diverse backgrounds. It aims to deliver on the policy objective of the Multicultural Policies and Services Program (MPSP): ‘that people from culturally diverse communities achieve high degrees of social and economic participation’⁴.

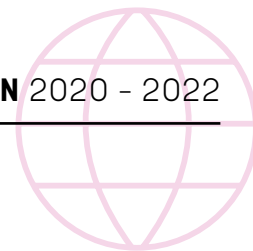
This Multicultural Plan was developed in accordance with Multicultural NSW’s MPSP Framework (see Appendix 1). This framework guides all NSW Government agencies in the development of their Multicultural Plans to ensure the consistency of outcomes across the NSW Public Service Sector.

TAFE NSW’S STRATEGIC GOALS

One TAFE NSW is an exciting modernisation program that aims for a sustainable and innovative future, to provide higher quality learning and training for our students by working as a single registered training provider, as outlined in TAFE NSW Strategic Plan 2016 – 2022.

As part of our modernisation, TAFE NSW will continue to support people from culturally diverse backgrounds to achieve the outcomes described in the MPSP Framework. The targets and strategies outlined in Section 3 of this Multicultural Plan are linked to the four strategic goals of the TAFE NSW Strategic Plan 2016 – 2022.



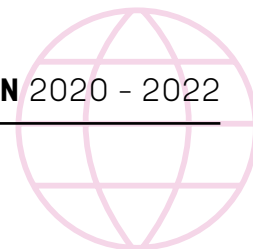


3. TARGETS AND STRATEGIES

GOAL 1

Skill the State's workforce for the future as the provider of choice

TARGET	STRATEGIES	MPSP FOCUS
1.1 Leaders and employees are skilled in developing, delivering, and supporting high quality, culturally responsive education and training programs, and services.	1.1a Continue to draw on TAFE NSW workforce diversity and build the capability of teachers to meet the language and literacy needs of students from diverse language backgrounds other than English.	Leadership
	1.1b Build capability in leaders to lead the development and delivery of culturally inclusive education and training, and facilitate relevant support for students.	Leadership
	1.1c Continue to build the awareness and capability of employees to develop training and assessment products that are culturally inclusive.	Planning
1.2 Provide high quality, culturally responsive education and training programs, facilities and support services that assist culturally and linguistically diverse students achieve their vocational goals.	1.2a Through closer relationships and consultation with local community groups and employers, identify the local multicultural community vocational education and training requirements and develop strategies that respond to these needs.	Service delivery
	1.2b Expand vocationally contextualised English language programs that equip culturally and linguistically diverse students with skills, which improve their employment outcomes and strengthen networks with employers.	Planning
1.3 Improve the participation rates of students from culturally and linguistically diverse backgrounds in education and training through greater collaboration with community organisations, and targeted, effective marketing.	1.3a Establish and grow partnerships with community organisations that support and promote enrolment of culturally and linguistically diverse students with TAFE NSW.	Service delivery
	1.3b Review and update the TAFE NSW Interpreting Policy and related documents (TAFE NSW Interpreting Policy Guidelines Spoken English) to reflect the NSW Government Language Services Guidelines (Multicultural NSW).	Service delivery
	1.3c Continue, where appropriate, to provide marketing activities and materials in languages other than English to promote relevant programs such as the Adult Migrant English Program (AMEP).	Planning
	1.3d Develop a One TAFE NSW process to provide recognition of overseas qualifications, experience and skills to maximise the state's workforce capabilities by utilising the existing Country Education Profile (CEP) resource to identify equivalent qualification levels.	Service delivery
	1.3e Develop a One TAFE NSW process to enable up to date, consistent access and enrolment for students holding various visa categories.	

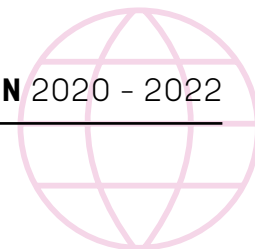


GOAL 2

Be a contemporary, commercial and sustainable business

TARGET	STRATEGIES	MPSP FOCUS
2.1 Develop and implement a contemporary Multicultural Policy, which clearly identifies the implementation and reporting requirements, accountabilities, and responsibilities.	2.1a Develop a Multicultural Policy by 2020, to support culturally and linguistically diverse students and employees. The Multicultural Policy will reflect the Targets and Strategies in the TAFE NSW Multicultural Plan 2020-2022.	Planning
	2.1b Clearly identify the reporting requirements, accountabilities and responsibilities in the TAFE NSW Multicultural Policy, and track performance against the TAFE NSW Multicultural Plan 2020 -2022.	Planning
	2.1c Develop strategies to implement the TAFE NSW Multicultural Plan 2020-2022 across TAFE NSW to meet the needs of culturally and linguistically diverse students, employees, and communities.	Service delivery
2.2 Improve planning and service provision at local and state levels through informed research, data analysis of outcome and pathways, and consultation with culturally and linguistically diverse communities.	2.2a Encourage an increased response rate to diversity questionnaires from both students and employees to ensure greater veracity of the data to better inform organisational planning.	Planning
	2.2b Ensure development of local strategies and mechanisms to encourage collaboration with local communities to inform and improve program and service delivery for culturally and linguistically diverse communities.	Engagement
	2.2c Analyse and utilise the feedback provided by TAFE NSW CX Customer Voice to inform service provision to students from culturally and linguistically diverse backgrounds.	Planning
	2.3d Participate in interagency forums to inform planning and service delivery in TAFE NSW locations and TAFE Digital.	Engagement

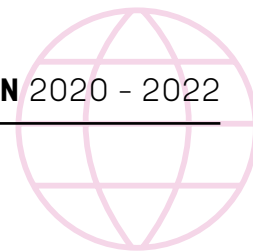




GOAL 3

Serve our local communities

TARGET	STRATEGIES	MPSP FRAMEWORK OUTCOME
3.1 Develop and implement tailored programs to enhance job opportunities for students from culturally and linguistically diverse backgrounds and address local community and industry needs.	3.1a Promote the high quality, value-added services provided by TAFE NSW to support culturally and linguistically diverse students.	Service delivery
	3.1b Respond to local needs in providing culturally responsive learning facilities and adjustments for students at Campuses including the provision of dedicated student spaces.	Service delivery
	3.1c Develop a consistent approach to delivering settlement and transition programs for refugees and humanitarian entrant students that is responsive to local trends, student needs and enrolment patterns.	Service delivery
3.2 Equip employees to be culturally responsive, promote cross-cultural communication, and identify and address racism and discrimination in the learning and working environment.	3.2a Continue providing cultural diversity and inclusion training to all employees. Develop and provide contextualised content to teachers, managers and frontline employees from 2020, to assist staff identify and address racism and discrimination in the learning and working environment.	Leadership
	3.2b Provide competency and awareness support for teachers, customer service, counsellors and other customer-facing employees servicing refugee and humanitarian entrant students.	Leadership
3.3 Align physical and human resources to ensure TAFE NSW is responsive to community needs.	3.3a Reflecting local needs and student enrolments, identify accountability within TAFE NSW to support student services and delivery locations with enrolling refugee and humanitarian entrant students.	Service delivery
	3.3b Identify barriers to learning and identify accountabilities within TAFE NSW to ensure the provision of support services for culturally and linguistically diverse communities, including in migrant and refugee resettlement areas.	Planning
	3.3c Maximise the use of the Community and Language Allowance Scheme (CLAS) to effectively deliver services to speakers of languages other than English.	Service delivery

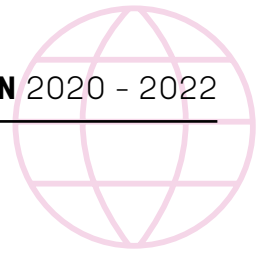


GOAL 4

Develop a customer-driven, proud and productive TAFE NSW team

TARGET	STRATEGIES	MPSP FRAMEWORK OUTCOME
4.1 Provide a working and learning environment that is culturally and linguistically inclusive, promotes belonging and rejects racism, discrimination and harassment.	4.1a Review and strengthen the TAFE NSW Code of Conduct to ensure sections related to bullying, discrimination, and racial vilification outline the responsibilities of all employees to identify and report.	Leadership
	4.1b Strengthen the TAFE NSW complaint management process to further support the reporting and resolution of complaints related to bullying, discrimination and racist behaviour.	Planning
	4.1c Identify strategies to increase the representation of culturally and linguistic diverse employees in positions of leadership within TAFE NSW.	Leadership
4.2 Be a contemporary employer of choice and build an inclusive culture that embraces diversity within culturally and linguistically diverse communities.	4.2a Regularly review and update the written directions for recruitment and selection to ensure equal access to employment opportunities, address racism, discrimination and unconscious bias and promote a culturally and linguistically diverse workforce.	Planning
	4.2b Increase visibility and active representation of culturally and linguistically diverse people in all forms of internal and external communications and marketing, and through the recognition of significant cultural community events.	Leadership
	4.2c Utilise the data provided through the Organisational Health Survey to develop strategies that retain and increase our cultural diversity.	Planning



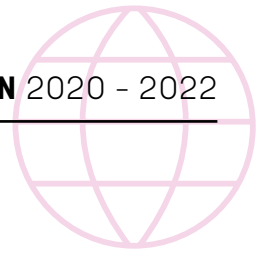


4. POLICY AND PLANNING CONTEXT

The TAFE NSW Multicultural Plan 2020 - 2022 is informed by a number of internal and external policies and legislation, including:

- TAFE NSW Diversity and Inclusion Policy
- TAFE NSW Code of Conduct Policy
- TAFE NSW Work Health and Safety Policy
- *Multicultural NSW Act 2000 (NSW)*
- *Anti-Discrimination Act 1977 (NSW)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Government Sector Employment Act 2013 (NSW)*
- Government Sector Employment Regulation 2014 (NSW)
- Government Sector Employment (General) Rules 2014 (NSW)
- *Work Health and Safety Act 2011 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- Public Service Commission guidelines: Respect, Reflect, Reset
- NSW Multicultural Strategic Plan 2018-2021 – Multicultural NSW
- NSW Flexible Work Practices Policy and Guidelines
- *Technical and Further Education Commission Act 1990*





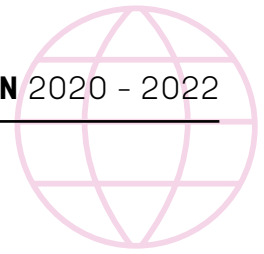
5. REPORTING

In accordance with obligations outlined in the *Multicultural NSW Act 2000*, TAFE NSW will provide updates on progress towards the targets and strategies outlined in this Multicultural Plan.

Progress will be reported yearly in the TAFE NSW Annual Report. An excerpt of this will be provided to Multicultural NSW to be included in their annual *State of Community Relations in NSW* report.

TAFE NSW is recognised by Multicultural NSW as a Designated Agency due to its function in the NSW community. Designated Agencies have additional reporting requirements. Accordingly, TAFE NSW will provide a report to Multicultural NSW every three years, which will outline the agency's progress against the last TAFE NSW Multicultural Plan. The next report will be delivered in 2020.

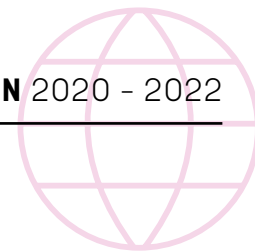




6. GLOSSARY

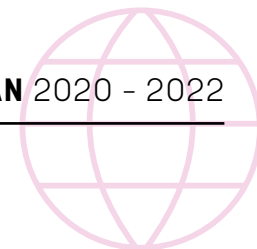
TERM	MEANING
Anti-Racism Education	Programs designed to counter racism ⁵ .
Cultural competence	Ability of individuals, organisations and systems to function and perform effectively in cross-cultural situations ⁶ .
Cultural diversity	'The variation between people in terms of how they identify on a range of dimensions including ancestry, ethnicity, ethno-religiosity, language, national origin, race, and/or religion' ⁷ .
Culturally and linguistically diverse background	The cultural and linguistic characteristics of a person. In Australia, this is indicated using multiple core indicators including country of birth, main language other than English spoken at home, proficiency in spoken English and Indigenous status. Other indicators include ancestry (ethnic/cultural heritage), birthplace of parents, first language spoken, religious affiliation and year of arrival in Australia. ⁸
Multicultural Education	'Programs which promote intercultural understanding and community harmony and those which meet the specific needs of students from culturally and linguistically diverse backgrounds' ⁹ .
Unconscious bias	Describes how we make judgments about and assessments of people and situations that are influenced by our cultural norms, personal contexts and experiences ¹⁰ .





7. REFERENCES

- ¹ Multicultural NSW n.d., *Welcome to the Multicultural NSW Community Profile*, Multicultural NSW, viewed 8 July 2019, multiculturalnsw.id.com.au.
- ² Australian Bureau of Statistics 2017, *Cultural Diversity*, viewed 26 April 2019, www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/2024.0Main%20Features22016.
- ³ TAFE NSW corporate data.
- ⁴ Multicultural NSW 2016, *The Multicultural Policies and Services Program Framework*, p. 3, viewed 26 April 2019, multicultural.nsw.gov.au/policy/multicultural_policies_and_services_program/m/mpsp_policy/637.
- ⁵ Department of Education 2017b, *Anti-racism education*, viewed 16 July 2019, education.nsw.gov.au/teaching-and-learning/curriculum/multicultural-education/anti-racism-education.
- ⁶ TAFE NSW internal document.
- ⁷ Diversity Council of Australia 2019, *Culture & Religion*, viewed 26 April 2019, www.dca.org.au/topics/culture-religion.
- ⁸ Australian Bureau of Statistics 2014, *Cultural and linguistic diversity (CALD) characteristics*, viewed 16 July 2019, [www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4529.0.00.003~2014~Main%20Features~Cultural%20and%20Linguistic%20Diversity%20\(CALD\)%20Characteristics~13](http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4529.0.00.003~2014~Main%20Features~Cultural%20and%20Linguistic%20Diversity%20(CALD)%20Characteristics~13).
- ⁹ Department of Education n.d., *Multicultural Education*, viewed 16 July 2019, www.det.nsw.edu.au/wellbeing/connect/multicultural-education.
- ¹⁰ TAFE NSW internal document.
- ¹¹ Multicultural NSW 2016, *The Multicultural Policies and Services Program Framework*, p. 6, viewed 26 April 2019, multicultural.nsw.gov.au/policy/multicultural_policies_and_services_program/m/mpsp_policy/637.



APPENDIX 1

MULTICULTURAL POLICIES AND SERVICES PROGRAM FRAMEWORK¹¹

FOCUS AREAS	OUTCOMES	WHAT THE OUTCOME MEANS
Service delivery	Mainstream services deliver for everyone	Overall goals for people in NSW are achieved proportionately for people from culturally diverse backgrounds
	Targeted programs fill the gaps	Agency develops and implements targeted programs to address specific needs, or Mainstream services adequately serve the needs of people from culturally diverse backgrounds
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions	Agency communicates effectively with culturally diverse client groups, including using multiple communication channels
Planning	Strong plans to deliver services	All plans and organisational processes include effective consideration of culturally diverse communities (corporate, business and strategic plans) and there are specific multicultural plans for key issues
	Evidence driven planning	Agency collates and analyses data about culturally diverse communities and uses evidence in planning services and designing systems and policies
Leadership	Demonstrated leadership in culturally inclusive practices	Senior management leads and is accountable for building a culture that promotes diversity All staff demonstrate skills in culturally inclusive practices
	Increased recognition of the value of cultural diversity	Agency leads by example in fostering respect for culturally diverse client groups and maintaining community support for diversity
Engagement	Collaboration with diverse communities	People and communities from culturally diverse backgrounds have meaningful input into policies and systems through a range of mechanisms that are appropriate for each agency, which could include co-design, working in partnership and effective consultation
	Understanding the needs of people from diverse backgrounds	Agency systematically seeks and captures feedback, has advisory mechanisms and effectively monitors the needs of culturally diverse client groups; Agency analyses and uses that data intelligently



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