

Responding to Diversity:

Progress in implementing the
*Charter of Public Service in
a Culturally Diverse Society*



ACCESS AND EQUITY

ANNUAL REPORT 1999

Department of Immigration and Multicultural Affairs

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Department of Immigration and Multicultural Affairs
Office of the Secretary

The Hon Philip Ruddock MP
Minister for Immigration and Multicultural Affairs
Minister Assisting the Prime Minister for Reconciliation

Dear Minister,

I present the 1999 Access and Equity Annual Report, *Responding to Diversity: Progress in implementing the Charter of Public Service in a Culturally Diverse Society*, prepared by the Department in accordance with the Government endorsed Recommendation 30 of the 1992 *Access and Equity Evaluation Report*.

I recommend that you table this annual report in Parliament and that it is made available to Senators and Members of the House of Representatives.

Yours sincerely,

W. J. Farmer
November 1999



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Preface



Commonwealth departments and agencies continue to successfully implement the *Charter of Public Service in a Culturally Diverse Society*.

I am pleased to note that departments and agencies have demonstrated a better understanding of the *Charter* and implementation strategies compared to previous years. This is evident through their use of indicators and benchmarks to identify outcomes and evaluate the effectiveness of *Charter* implementation strategies. Other significant initiatives have included an increased focus on client feedback, particularly through the introduction of Service Charters, and the use of technological innovation as tools to improve service planning and delivery.

I expect that further gain will be made next year and beyond through application of a draft Framework on *Charter* performance measurement developed by my Department based on the Ethnic Affairs Priorities Statement Standards Framework produced by the NSW Ethnic Affairs Commission. This will facilitate a more holistic assessment of *Charter* outcomes and longitudinal comparison by departments and agencies.

I also note that the *Public Service Act 1999* now recognises the diversity of Commonwealth employees and clients. This significant development will provide a mechanism for a holistic approach to diversity management in the public sector. Given the above initiatives, I am optimistic that we will make further progress in relation to *Charter* implementation in the years ahead.

A handwritten signature in black ink, appearing to read 'Philip Ruddock', written in a cursive style.

Philip Ruddock
Minister for Immigration and Multicultural Affairs
Minister Assisting the Prime Minister for Reconciliation

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