

# ACCESS & EQUITY

2000 ANNUAL REPORT

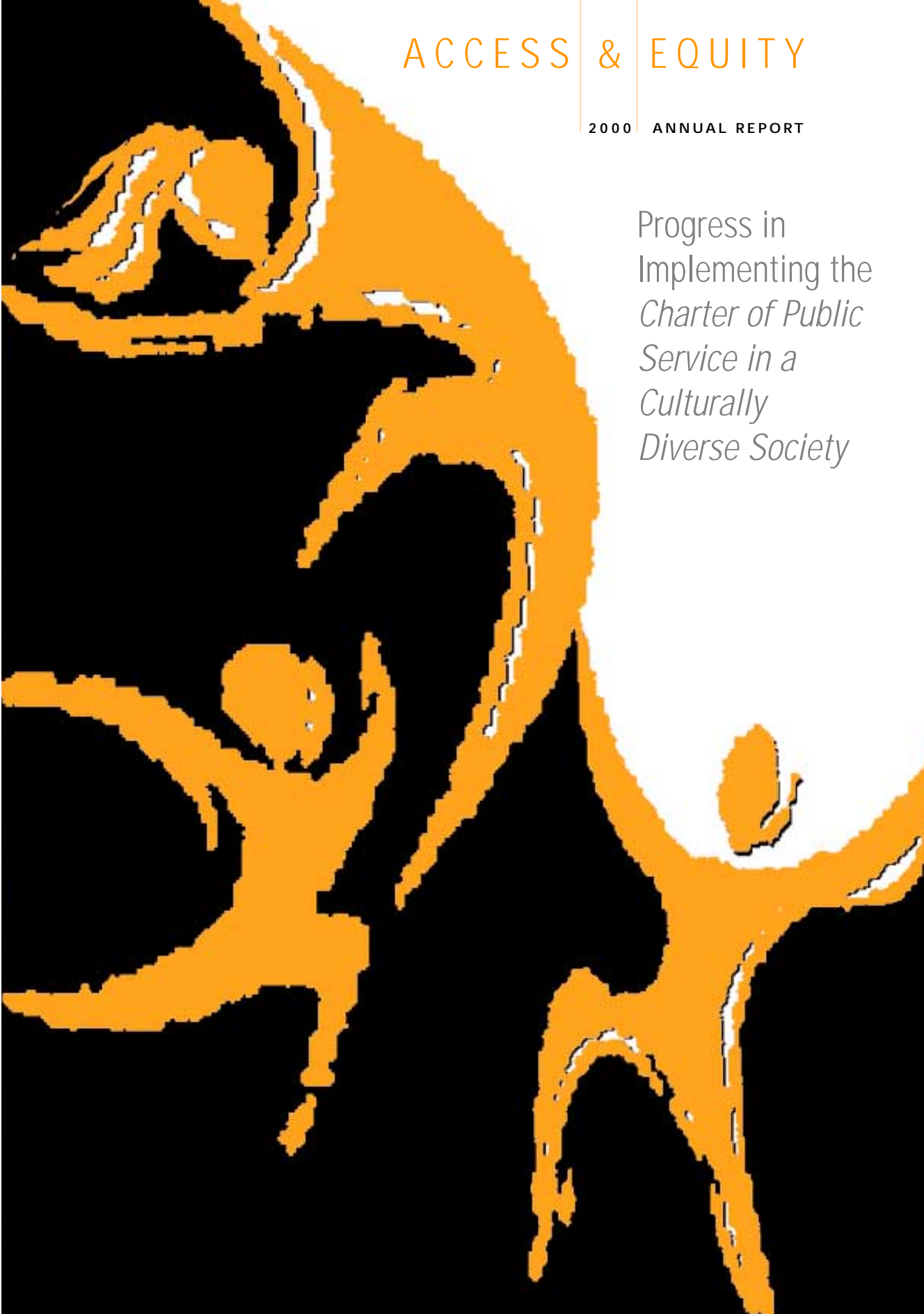


Progress in implementing the  
CHARTER OF PUBLIC SERVICE IN A  
CULTURALLY DIVERSE SOCIETY

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





Department of Immigration and Multicultural Affairs  
Office of the Secretary

The Hon Philip Ruddock MP  
Minister for Immigration and Multicultural Affairs

Dear Minister

I present the *Access and Equity Annual Report 2000* titled *Progress in Implementing the Charter of Public Service in a Culturally Diverse Society*. This report has been 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  
December 2000



# Preface

In the 1999 access and equity annual report the Department of Immigration and Multicultural Affairs foreshadowed a performance management framework for the *Charter of Public Service in a Culturally Diverse Society*. In December 1999 the Government released its *New agenda for multicultural Australia*. This is the first access and equity annual report to reflect the changed emphases of the *New Agenda* and to report against the new performance management framework.

In May 2000 my Department convened the newly established Interdepartmental Committee (IDC) on Multicultural Affairs. The IDC is assisting the Council for Multicultural Australia and my Department in the implementation of the *New*

*Agenda*. The IDC established a working party to refine and test the *Charter's* performance management framework.

The framework broadens the scope of the *Charter* beyond the service provider function to include the role of the policy adviser, regulator, purchaser and employer. It also prompts managers to focus on the benefits that diversity can deliver. This is consistent with the emphases in the *New Agenda* on inclusiveness and diversity dividends.

The new framework has been trialed in five portfolio agencies and the results are included in this year's annual report. Agencies not involved in the trial have reported their best practice examples of *Charter* implementation. I expect that in 2001 all agencies will report in accordance with the new framework.

I am pleased to see that preliminary findings indicate that numerous benefits can be achieved from the new approach, and that much progress has been made implementing the *Charter*. For instance, the new approach has shown that social policy advisers generally consider language and cultural issues as they prepare advice. There is less evidence that other policy advisers routinely consider diversity issues. Regulators appear to meet the *Charter's* performance indicators to a fairly high degree. Where a service has been outsourced and is purchased under contract arrangements,

purchasers appear to be generally aware of the important diversity issues that need to be considered. Providers of social and welfare services, and some business service providers, in the main meet *Charter* performance indicators. Staff with employer responsibilities seem to be very conscious of language and cultural diversity and can readily point to good practice examples of responding to this diversity.

Importantly, the new *Charter* performance management framework allows departments and agencies to consider language and cultural diversity in the context of good business sense. I am looking forward to seeing further improvement in *Charter* implementation.

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

Philip Ruddock  
Minister for Immigration and Multicultural Affairs

# Acknowledgements

The Department of Immigration and Multicultural Affairs (DIMA) wishes to acknowledge the assistance it received in the preparation and trialing of the *Charter's* performance management framework, the results of which are contained in this report.

- The framework has been adapted from the revised Commonwealth Disability Strategy released in October 2000 by Senator the Hon Jocelyn Newman Minister for Family and Community Services.
- The development of a performance management framework for the *Charter* is only the first step; ultimate success will be reliant on the preparedness of individual portfolio agencies to take up the challenges that are presented. DIMA is extremely grateful to the organisations and individuals involved in the development work undertaken to date. All have given of their time and provided valuable assistance along the way. Portfolio agencies involved in the trial were:
  - Department of Defence;
  - Centrelink;
  - Department of Family and Community Services;
  - Australian Taxation Office;
  - Department of Immigration and Multicultural Affairs.
- Members of the newly established Inter-departmental Committee (IDC) on Multicultural Affairs established a working group to progress work on the framework. The IDC provided much valuable advice and assistance.
- The Council for Multicultural Australia provided important assistance with the consultation process, in particular through meetings between the Council's Chairman and Departmental Secretaries.
- DIMA also acknowledges the assistance of KPMG Consulting.

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