



Illawarra Venues Authority

ETHNIC AFFAIRS PRIORITIES PLAN – OPERATING PROCEDURES

SUBJECT: Ethnic Affairs Priorities Statement
& Implementation Plan
Policy No: IVA 004

ISSUE	ISSUE/REVIEW DATE	REVIEWED BY	APPROVED BY MANAGER	
		NAME	NAME	SIGNATURE
1	01/06/2003	Stuart Barnes	Stuart Barnes	Signature on File
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1. INTRODUCTION

Over the past five years, the NSW Government has been implementing a strengthened ethnic affairs program as demonstrated with the publication of the white paper, *Building on Our Cultural Diversity*, Ethnic Affairs Action Plan 2000. As a part of this program, the Illawarra Venues Authority is required to prepare an Ethnic Affairs Priority Statement (EAPS) and Implementation Plan.

The Illawarra Venues Authority recognises the cultural and linguistic diversity of the people of New South Wales. The Authority also acknowledges and values the rich benefits these people bring to a community, and will provide the opportunity for all people to participate in and contribute to the Authority's activities.

After consultation with management and staff in June 2003, the Authority has prepared an EAPS and Implementation Plan 2003-04 that aims to improve the management and delivery of services to people from culturally and linguistically diverse groups.

The Authority especially recognises the diversity of its' event patrons and clients, and the Implementation Plan is designed to improve their enjoyment at all sports, entertainment and other events, as well as their interaction with venue staff.

The strategies identified in the Implementation Plan will be implemented over successive years and cover three key performance areas:

- Social Justice
- Community Harmony, and
- Economic and Cultural Opportunities

Implementation of the EAPS will be monitored and reviewed each year to ensure that it continues to meet the needs of people from culturally diverse backgrounds. Reporting on the outcomes achieved by the Plan will begin in 2004, and appear in the Authority's Annual Report.

The Authority's Ethnic Affairs Priority Statement (EAPS) and Implementation Plan is accessible on the website www.wec.org.au and in hard copy, by phoning 02 4220 2800.

**ILLAWARRA VENUES AUTHORITY
ETHNIC AFFAIRS PRIORITY STATEMENT
IMPLEMENTATION PLAN 2003-04**

KEY RESULT AREA 1: SOCIAL JUSTICE

The IVA will ensure that the rights and responsibilities of all people are recognised, that culturally diverse communities are consulted about decisions related to service delivery, and that services are effectively targeted to meet the needs of members of culturally diverse communities.

Ethnic Affairs Initiative	Strategy	Action	Responsibility	Resources	Timeline	Performance Indicators
Responsive and Equitable Policy	1. Develop Authority policies and programs that are responsive and sensitive to linguistic, cultural, racial and religious diversity	1.0 Develop and Ethic Affairs Priorities Statement (EAPS) and Implementation Plan.	GM	Within existing budget	June 2003	Ethic Affairs Priorities Statement (EAPS) and Implementation Plan developed. Staff are trained and aware of their roles and responsibilities under the Authority's EAPS Review of EAPS conducted annually and report included in Authority's Annual Report.
		1.1 Business Plan 2003-04 includes strategies on cultural diversity issues	BM	Within existing budget	August 2003	Cultural diversity strategies identified in Business Plan.2003-04

Ethnic Affairs Initiative	Strategy	Action	Responsibility	Resources	Timeline	Performance Indicators
		1.2 Include specific strategies in the Authority's Marketing Plan to address matters relating to cultural diversity	EMM	Within existing budget	September 2003	Marketing and promotional strategies identified and policy distributed.
Culturally Diverse Workforce	2. Develop and support initiatives that support and utilise cross cultural skills of employees	2.0 Provide cross cultural training to staff to ensure they are aware of issues for people from culturally diverse groups	OM	Allocate funds in training budget	Nov 2003	Cross cultural training is included in staff training program
		2.1 Identify staff with cross cultural skills for use in direct assistance to people from culturally diverse groups	OM	Within existing budget	Aug 2003	List of employees with cross cultural skills and guidelines for use are developed.
Access to Interpreters and Translators	3. Develop policies and procedures to inform staff about access to interpreters and translators	3.0 Develop, distribute and promote policy on and guidelines on language services available for use if required with Authority clients and patrons	BM	Within existing budget	Jan 04	Policy and guidelines developed and staff informed.

KEY RESULT AREA 2: COMMUNITY HARMONY

The Authority will foster a climate of mutual respect by highlighting the benefits of cultural diversity to the community and in the workplace, by supporting anti-discrimination measures and by promoting and maintaining community harmony.

Ethnic Affairs Initiative	Strategy	Action	Responsibility	Resources	Timeline	Performance Indicators
Community Development	1. Support the use of sport and entertainment as a mechanism to improve community relations and valuing of cultural diversities	1.0 Advocate the use of events or event promotions to address issues relating to inter-community harmony	GM	Within existing budget	June 2003, ongoing	Events or event promotions are conducted which are specifically targeted to improve community relations and cultural issues.
Religious Tolerance	2. Develop a work environment that is harmonious and sensitive to religious beliefs	2.0 Ensure flexible work practices apply to religious practices of identified culturally diverse groups by developing and implementing a policy on leave for religious observance	GM	Within existing budget	Nov 2003	Policy developed and staff aware of entitlements relating to leave for religious observances
Harmonious Communities	3. Address racial vilification issues in the work and event environment	3.0 Ensure that anti-discrimination policies and practices are in place	GM	Within existing budget	Dec 2003	Ant-discrimination policy developed and staff aware of roles and responsibilities

Ethnic Affairs Initiative	Strategy	Action	Responsibility	Resources	Timeline	Performance Indicators
Valuing Diversity	4. Use a broader range of materials when developing communication materials and other publications	4.0 Include photographs of people from culturally diverse groups in the Annual Report and other communications or publications	EMM	Within existing budget	Sept 03	Authority publications use images of people that reflect the diversity in the community
	4.1 Develop venue signage that is sensitive to the needs of linguistically diverse groups	4.1.0 Provide venue signage that uses symbols or other methods to overcome patron language barriers	OM	Within existing budget	Jan 04	Venue signage is understood by people from culturally diverse groups
Anti-Harassment and Discrimination	4. All staff will be aware of Government and Authority's anti-harassment and anti-discrimination policies and practices	4.0 Distribute Grievance Handling Policy and Procedure to all staff so that they are fully informed on how to deal with harassment or workplace discrimination	GM/BM	Within existing budget	Feb 04	Grievance Handling Policy distributed. Staff signs to confirm that they have read document.

KEY RESULT AREA 3: ECONOMIC AND CULTURAL OPPORTUNITIES

The Authority will promote the benefits of multiculturalism in the Wollongong region and will recognise cultural diversity as a positive force in enriching our community through social, economic and cultural activities.

Ethnic Affairs Initiative	Strategy	Action	Responsibility	Resources	Timeline	Performance Indicators
Improved Employment Outcomes	1. Provide improved employment opportunities for people from culturally diverse backgrounds	1.0 Develop an employment strategy for people from culturally diverse groups, with the aim of increasing their representation in the Authority's workforce over time	GM	Within existing budget	Ongoing	Employment strategy developed. Over time, the Authority's workforce reflect the diversity in the community
	2. Provide improved industry related training opportunities for people from culturally diverse backgrounds	2.0 Identify opportunities and develop industry-related training for people from culturally diverse backgrounds	OM	Within existing budget	Ongoing	Increase in the number of specific training programs being offered to people from culturally diverse backgrounds.