

Multicultural Plan New South Wales Crime Commission 2021-2026

About the agency

The Commission administers the *Crime Commission Act 2012* and the *Criminal Assets Recovery Act 1990*. The majority of users of the Commission's services are those directly or indirectly involved in the Commission's investigations and litigation. These include those being investigated, those against whom the Commission has initiated litigation, legal representatives of those people, witnesses, informers, law enforcement officers from a number of agencies (State and Commonwealth), as well as building contractors, interpreters and Commission staff. The Commission does not usually have dealings with the general public, nor hold public consultations.

Our commitment to people from culturally diverse backgrounds

The New South Wales Crime Commission (the Commission) is committed to achieving the focus areas and outcomes for a multicultural New South Wales. The Commission in its operations and with its staff seeks to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people in New South Wales as defined in the purpose of multicultural NSW.

The Commission is committed to enabling an equitable access to services and programs for all staff. Whilst not a direct customer or citizen facing agency, the Commission seeks to engage as appropriate with all section of our society and to breakdown any barriers to participation.

The Commission is committed to being an inclusive workplace for all people within our culturally diverse community and welcomes and encourages people of all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, veterans, refugees and people with disabilities apply for positions with the Commission.

The Commission has established a Diversity and Inclusion Committee comprising staff members from all levels and diverse backgrounds to champion and encourage diversity, inclusion and equality of opportunity in the workplace. The Committee will make recommendations to integrate diversity, inclusion and equal opportunity into all NSWCC policies and practices and enable progress and results to be measured across the Commission.

The Commission is committed to its staff and recognises that a diverse workforce is more capable and productive, bringing with it a range of viewpoints and experiences.

Targets

The following targets have been established at the Commission for the Multicultural NSW policy focus areas and outcomes:

Focus Areas	Outcomes	Targets
1. Service delivery	Mainstream services deliver for everyone	Making translation and interpreter services available for operational activities and for citizens
	Targeted programs fill the gaps	Target recruitment of staff with cultural and language diversity. Target interpreters / translators for specific operational activities
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions	Working with Multicultural NSW and other organisations for engagement of services to support operations
2. Planning	Strong plans to deliver services	Development of a Strategic Workforce Management Strategy and Plan reflecting the continued multicultural diversity and focus in recruitment, employment and services
	Evidence driven planning	Use of annual EEO, workforce profile data and People Matters Survey Data to support planning and delivery of multicultural outcomes.
3. Leadership	Demonstrated leadership in culturally inclusive practices	Commission Executive and Leadership promote a culture that is inclusive of culturally diverse backgrounds and practices with staff and services.
	Increased recognition of the value of cultural diversity	The Commission to continue to target and attract candidates from the diverse richness of the local population for all key roles at the

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		Commission.
4. Engagement	Collaboration with diverse communities	As appropriate, engagement with the various diverse communities for operational needs.
	Understanding the needs of people from diverse backgrounds	Review of policies to ensure diversity and recognition of different cultural needs.

Cultural diversity in NSW Crime Commission

The Commission’s workforce is reflective of the cultural diversity of the wider New South Wales Community. As at 2020 the Commission’s workforce profile submission identified the following attributes of the overall workforce:

- Country of birth from a non-English speaking country was a total 17 countries.
- Country of birth from a non-English speaking country was a total 30 staff.
- Country of birth outside of Australia, a total of 21 countries
- Country of birth outside of Australia, a total of 30 staff.
- Other language a total of 34 staff

Having staff with other language skills are an important asset to the Commission and its operational effectiveness. There are a diverse number of languages available within the Commission reflecting the cultural background and experience of our staff. The proficiency of these vary and include:

Arabic	Serbian	Cantonese	Croatian
Macedonian	Bosnian	German	Mandarin
Hebrew	Korean	Spanish	Tagalog
Vietnamese	Bulgarian	French	Fuzhou
Hakka (Chinese dialect)	Ilocano	Indonesian Bahasa	Italian
Laotian	Thai		

The Commission’s staffing levels have remained consistent in the numbers of staff born overseas, reflection of the wider cultural diversity and languages spoken in our community.

Whilst the use of language skills is a significant benefit for the Commission in its operational activities the understanding of the many cultures which exist in New South Wales also provides a significant benefit. Our staff has and continue to acquire an insight into the many cultures, languages and practices of our diverse wider community.

Some elements and languages which we seek are not listed as they are operationally sensitive, as are any of activities within and with those diverse communities which form our New South Wales community.

Plan

The Commission is committed to ensuring that:

- Values and emphasises the importance of a culturally diverse staff and community.
- The workplace is free from discrimination
- All policies and procedures are fair, equitable and non-discriminatory
- All Commission staff are valued, respected and given equal opportunities
- Employment is provided to all segments of our community, were appropriate targeted to disadvantaged and or minority groups.

The Commission works within the Justice Cluster to support the development of opportunities for Aboriginal and Torres Strait Islanders.

The Commission includes within its planning the use of data collected to inform recruitment, workforce management planning and operations management.

Policy and Planning Context

The Commission has regard to the key focus areas and outcomes in the development of its policies and planning. The following policies have been developed and reviewed in recent years to reflect the importance of a culturally diverse organisation. These include:

1. Workforce diversity policy
2. Code of Conduct
3. Recruitment policy
4. Bullying, online abuse, harassment and discrimination policy
5. Community language allowance policy
6. Disability inclusion action plan.

As a matter of course the development and or review of all Commission policies and procedures includes an understanding and application of an ability to reflect the multicultural and demographics of our wider New South Wales community.

Reporting

Reporting of progress and achievements will be made annually as part of the Commission Annual Report. Changes to targets and results will be reported to the:

1. Executive Team
2. Management Committee
3. Diversity and Inclusion Committee

Michael Barnes
Commissioner

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Version control

Version	Effective date	Update comments	Author
1.0	25 August 2017	Original version	Chief Operating Officer
1.1	26 July 2021	Updated version 1.0 to include updated EEO Management Plan 2021-2026; updated Diversity Workforce Policy; include Diversity & Inclusion Committee; include reference to Bullying and Unreasonable Behaviour Policy and Procedures.	People & Culture Officer

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