

# **HEALTH CARE COMPLAINTS COMMISSION ETHNIC AFFAIRS PRIORITIES STATEMENT (EAPS) FORWARD PLAN 2008-2011**

## **Purpose**

The Health Care Complaints Commission is committed to delivering appropriate services to the culturally, linguistically and religiously diverse community in New South Wales and ensures that there is equitable access to all Commission services. The Commission also remains sensitive to the cultural, racial, religious and linguistic traditions of communities in NSW and continues to develop, and implement initiatives, to cater to people from culturally and linguistically diverse (CALD) backgrounds.

The 2008-2011 Ethnic Affairs Priority Statement (EAPS) Forward Plan identifies initiatives and enhances established strategies that have been designed to increase the profile and understanding of CALD issues with our staff, and clients, and in building positive relations with CALD communities. The Commission's Strategic Plan and Business Plans integrate EAPS planning into all core business activities.

The Commission's ongoing commitment to cultural diversity continues to be overseen by the Manager, Human Resources.

**Kieran Pehm  
Commissioner**

**21 October 2008**

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## HEALTH CARE COMPLAINTS COMMISSION ETHNIC AFFAIRS PRIORITIES STATEMENT (EAPS) FORWARD PLAN 2008-2011

The total budget allocated to fund the various initiatives proposed in the Commission's 2008 – 2011 EAPS Forward Plan is \$28,500 and is broken into the following categories.

Interpreters/Translators: \$24,500  
 Printing: \$9,000  
 Training:\$5,000  
 CLAS:\$3,000

### 1. PLANNING AND EVALUATION

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
1.1 Ensure EAPS is fully integrated into Commission planning and evaluation processes.	a. EAPS included in the Commission's Corporate Plan and Divisional business plans	Commissioner All Directors	Annually 2008 – 2009 2009-2010 2010-2011	Strategic Plan and Business Plans have identified EAPS related key result areas.  Staff are aware of Management's commitment to EAPS.	N/A

## 1. PLANNING AND EVALUATION

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
	b. EAPS including the EAPS forward plan reported on in Annual Report.	Commissioner Executive Officer	September 2009 September 2010 September 2011	EAPS strategies planned / resourced / and are accountable.	N/A
	c. Information about the plan and report is circulated to staff.	All Directors  Manager HR	November 2008  November 2008	Staff are aware of proposed EAPS strategies and responsibilities.  EAPS Plan's report for 2007-2008 and new Management Plan 2008 – 2011 placed on the Commission's Intranet, which is accessible for all staff.	N/A
	d. Requirements relating to knowledge and understanding of EAPS included in position descriptions.	All Directors  Senior Administration Officer (Human Resources)	Ongoing	Staff employed by the Commission are knowledgeable about EAPS	N/A

## 2. PROGRAM AND SERVICE DELIVERY

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
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## 2. PROGRAM AND SERVICE DELIVERY

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
2.1 Service delivery modified where necessary to improve access by larger culturally and linguistically diverse (CALD) communities.	<p>a. Some individuals on the Commission's Consumer Consultative Committee are members of CALD communities.</p> <p>b. Service standards for CALD community is a regular item on Committee Agenda</p>	<b>Commissioner Director Assessment and Resolution Services</b>	Ongoing	CALD committee member's feedback obtained on service delivery and proposed CALD initiatives.	N/A
	b. The Commission's service delivery is modified where necessary to facilitate access by CALD communities.	<b>Commissioner All Directors</b>	Ongoing	Known barriers to lodging a complaint with the Commission identified and removed.	Interpreter's & Translator's budget  Publications Budget
2.2 Data and information collected will be used as the basis for enhancing service delivery to CALD communities	a. All complainants <b>are sent a demographic data sheet with return paid envelop.</b>	<b>Director Assessments &amp; Resolution Services</b>	<b>Ongoing</b>	Data received is analyzed to determine Complaint trends and service needs in specific CALD communities	N/A

## 2. PROGRAM AND SERVICE DELIVERY

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
	<p><b>b. Demographic data sheet is reviewed for appropriateness.</b></p> <p><b>C. Demographic data received is entered into Casemate</b> (Corporate Case Management Information System).</p> <p>c. Casemate collects CALD demographic data at a complaint profile level</p>	<b>Director of Assessments &amp; Resolution</b>		<p>Data sheet template is reviewed to assess appropriateness and adequacy of information collected.</p> <p>Ensure that demographic data is entered into Casemate by assessment staff to allow annual analysis thereof to better tailor commissions information material</p>	
2.3. A more accessible and user friendly information service and complaint handling service	a. Staff are aware of an use the policy and procedure on using Bi-lingual staff and interpreters	<b>Director Assessments &amp; Resolution Services</b>	<b>ongoing</b>	Improved internal arrangements for receiving complaints from people of CALD, including translation and interpreting	N/A

## 2. PROGRAM AND SERVICE DELIVERY

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
	b. Endorse and implement the Assessments & resolution service's CALD Manual			services and usage of HCCC's bi-lingual skills register and CLAS recipients.	
	b. Signage for public areas maintained and updated to assist CALD clients	<b>Director Assessments &amp; Resolution Services</b>	<b>Ongoing</b>	CALD clients visiting Commission premises can communicate their initial business with Reception staff	Printing Budget Translators' Budget if updates are needed
2.4 Internal arrangements for receiving complaints for people of CALD backgrounds are conducive to their having confidence in the confidentiality of the information provided	a. Ensure, where appropriate, interpreters are used in taking complaints to reinforce the Commission's quest for all complainants to feel confident in the action being taken by the Commission	<b>Director Assessments &amp; Resolution Services</b>	<b>Ongoing</b>	CALD complainants have confidence in the Commission's ability to understand their business and how their business is being handled.	Interpreters/Translators Budget
	b. Identify and co-ordinate any specific relevant training for Assessments & Resolution Services' staff to assist them in handling and resolving complaints from CALD people.	<b>Director Assessments &amp; Resolution Services</b>  <b>Senior Administration Officer (Human Resources)</b>	<b>Ongoing</b>  <b>CALD refresher training to be organized every 3 years – commencing March 09</b>	Assessments & Resolution Services' staff have CALD training requirements contained within their annual learning and development plans.  Staff are competent in understanding the needs of CALD	Training Budget

## 2. PROGRAM AND SERVICE DELIVERY

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
				communities and the use of interpreters.	
2.5 Incorporate CALD communications' resources, strategies and findings into existing and future HCCC activity	a. Continued collection and consideration of Casemate data relating to complainants' from CALD backgrounds in the development and forward planning of communication initiatives.	<b>Director Assessments &amp; Resolution Services</b>  <b>Communications and Stakeholder Relations Officer</b>	Ongoing	Annually statistics analyzed to assess the languages appropriate for publications' translation and quantities	N/A

## 3. STAFFING

Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
3.1 Commission staff have the skills necessary to deliver high quality service to CALD communities.	a. Knowledge of and commitment to EAPS included in all position descriptions	<b>Senior Administration Officer (Human Resources)</b>	Ongoing	All position descriptions contain this accountability to ensure staff are suitably skilled in this area when undertaking their work	N/A part of overall recruitment advertising budget
	b. Staff employed at the Commission, particularly in public contact positions trained in use of	<b>Senior Administration Officer (Human Resources)</b>	Ongoing	All new starter attend CALD training  Commission staff attend a refresher training	Training Budget

<b>3. STAFFING</b>					
<b>Initiative</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Performance Measure</b>	<b>Budget</b>
	interpreters and translators.			session on CALD every 3 years.	
	c. Bilingual skills of staff used on a formal and informal basis.	All Directors	Ongoing	Staff are aware of CLAS recipients and use their skills appropriately to facilitate effective communication with CALD clients.	CLAS budget
3.2 Ensure all staff from CALD religious backgrounds have access to their Essential Religious Duties and Cultural Obligations	a. Update the Intranet page listing the 2008 Religious Holidays as advised annually by the Premier's Department.	<b>Senior Administration Officer (Human Resources)</b>	<b>November 2007</b>	Staff within the Commission have access to current information on relevant days of religious significance and can plan their work and leave accordingly.	N/A
	b. Develop policy outlining the Commission's conditions associated with the observance of essential religious duties and cultural obligations.	<b>Human Resources</b>	<b>March 2009</b>	Policy is developed, endorsed and implemented.  Staff are aware of Policy requirements	N/A
3.3 Staff employed at the Commission are available to assist in communicating with	a. Review and update the Commission's Bi-lingual Skills Directory Intranet page	<b>Senior Administration Officer (Human Resources)</b>	<b>Ongoing</b>	Accurate and up to date Directory is available to staff to assist them with conducting initial	N/A

<b>3. STAFFING</b>					
<b>Initiative</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Performance Measure</b>	<b>Budget</b>
people from CALD backgrounds	to ensure the directory portrays a contemporary representation of the staff employed in the Commission.			business with clients from CALD communities.	
	b. Promote and distribute to staff information on the 2008 Community Language Allowance Scheme (CLAS) examination conducted by the Community Relations Commission.	<b>Senior Administration Officer (Human Resources)</b>	<b>April/May 2009</b> <b>April/May 2010</b> <b>April/May 2011</b>	Staff are aware of CLAS and are encouraged to apply for the allowance.  Increase in the number of staff paid CLAS which will provide a wider range of bi-lingual skill to assist in providing a more effective service to CALD communities.	N/A
3.4 An increase in staff awareness of the specific needs of CALD clients and HCCC service contacts	a. All new starters undertake CALD training using the module that was developed specifically to meet the Commission's business needs.	<b>Human Resources</b>	<b>Ongoing</b>	90% of Commission staff have attended training in CALD to ensure staff are competent in understanding the needs of CALD communities and the	Training Budget

3. STAFFING					
Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
				use of interpreters.	

4. Communication					
Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
4.1 The Commission communicates with people in languages other than English.	Information about the Commission will be available on the Internet page of the Commission to ensure that it is accessible and appropriate to people from CALD backgrounds.	Director Assessment and Resolution Services  Communications and Stakeholder Relations Officer	Ongoing	Translations of relevant material have been undertaken and publications produced to provide people from CALD communities with information about Commission services.	Printing Budget  Interpreters/Translations Budget
4.2 Maintain public awareness of HCCC's multilingual resources through website, public displays, presentations and information brochures	HCCC's multilingual resources on website continually reviewed and kept current	<b>Director Assessment and Resolution Services</b>  Communications and Stakeholder Relations Officer	Ongoing	Commission's website provides information that is current and accessible to people from CALD communities	no budget allocated for printing of multilingual resources
	b. Review HCCC's information brochures, and other relevant	<b>Director Assessment and Resolution Services</b>	Ongoing	Review the need for additional language translations of	Printing Budget  Interpreters/Translations Budget

4. Communication					
Initiative	Actions	Responsibility	Timeframe	Performance Measure	Budget
	publication resources, for including any additional/more appropriate languages.	Communications and Stakeholder Relations Officer		Commission's literature and resources e.g. Letterhead based on internal data collection and ABS statistics.	
	c. HCCC services and resources promoted to a range of CALD communities through a targeted community media campaign.	<b>Director Assessment and Resolution</b> Communications and Stakeholder Relations Officer	<b>February 2009</b>	Translated information is only available on the internet page, Resolution Officers use the material when presenting to CALD communities.	Printing Budget Interpreters/Translations Budget