

# University of Wollongong Multicultural Plan 2014-2018

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## 1 Background

In 2000, the NSW Government passed legislation which made the Principles of Multiculturalism state law (Community Relations Commission and Principles of Multiculturalism Act 2000). Under the legislation, the chief executive of each public authority is responsible, within their area of administration, for the implementation of the following Principles which confirm the right of individuals in New South Wales.

- (a) the people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious, racial and ethnic heritage,
- (b) all individuals in New South Wales, irrespective of their linguistic, religious, racial and ethnic backgrounds, should demonstrate a unified commitment to Australia, its interests and future and should recognise the importance of shared values governed by the rule of law within a democratic framework,
- (c) all individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate,
- (d) all individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language,
- (e) all individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales,
- (f) all institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

Public authorities are defined as Government Departments, Statutory Bodies, State owned Corporations, Universities and Local Councils, as well as any other body subject to NSW auditing procedures (see Public Finance and Audit Act 1983).

This Multicultural Plan, supersedes the 2011-2013 Multicultural Plan, and will be active from 2014-2018 to complement the University of Wollongong (UOW) strategic planning cycle.

## 2 Purpose of the Multicultural Plan

This Multicultural Plan shows how the UOW will uphold the Principles of Multiculturalism, and provide programs and services to meet the needs of the Culturally and Linguistically Diverse (CALD) community it serves.

At its core, the Multicultural Plan shows the strategies the University will use to ensure that all people, including those from different cultural, religious and language backgrounds, have equal access to services. This relates to the way the University supports its staff, its students and the community in which it operates.

The Plan is based on a Multicultural Planning Framework (MPF) determined by the Multicultural Policies and Services Program. The Planning Framework includes seven (7) outcomes which are detailed in the next section along with strategies to achieve them.

## 3 Planning Framework

### 3.1 Planning

*MPF outcome: Multicultural Policy goals are integrated into overall corporate and business planning, as well as the review mechanisms of the University.*

The principles of multiculturalism are embedded in the Vision, Purpose, Values and Goals of the University of Wollongong Strategic Plan 2013-2018.

The University has a comprehensive planning process with cascading plans through to the unit level. The highest level is the Strategic Plan 2013-2018 where Vision, Purpose, Values and Goals are detailed. Dedicated goals in the plan underpin Multiculturalism Principles.

#### Our Vision

To be a leader in ideas and solutions, a community of campuses and partners where discovery, learning and technology connect to transform people and the world we live in.

#### Our Purpose

The University of Wollongong is a powerhouse of learning and teaching excellence and we assert our standing as a significant research-intensive university. We aim for a position in the top 1% of world universities. We aim to offer an empowering learning experience, informed by research and our external context. We aim to enrich all our regional communities through a strong and connected presence. We aspire to make UOW a destination university and Wollongong a university city.

#### Our Values

The commitments under our 2013-2018 goals endorse and promote the University core values of:

- Excellence through initiative, enterprise and achievements that take society forward
- Intellectual openness and freedom of opinion
- Integrity
- Mutual respect and collegiality
- Diversity of cultures, ideas and peoples

- Indigenous perspectives and reconciliation
- Foresight, quality and accountability as an institution
- Community partnerships and mutual development
- Equity and social justice

## Goals which underpin Multiculturalism Principles

### Learning & the Student Experience

Deliver student-centred, challenging programs to the highest standards in a technology-rich learning environment that attracts high quality students and develops all students for their graduate roles in society and the global workplace.

### Connecting Communities

Integrate teaching, research, and community and business linkages at global and regional level to enhance our research base and our contribution to student and community development.

### Staff & Culture

Foster a culture of continuous improvement by rewarding initiative, creativity and performance in an environment which develops staff and encourages the highest quality standards.

### Change & Transformation

Drive the standing and global recognition of UOW and its qualities through selective investments in strategic initiatives and by engaging with key supporters to deliver our long-term vision.

## 3.2 Consultation and Feedback

***MPF Outcome: Policy development and service delivery is informed by University expertise and by client feedback and complaints, and participation on agency boards, significant committees and consultations.***

The following documents demonstrate the University's commitment to staff and student diversity, access and opportunity:

- |   |                                 |
|---|---------------------------------|
| ❖ UOW Education Strategy                              | ❖ Code of Conduct               |
| ❖ Employment Equity & Workforce Diversity Policy      | ❖ Respect for Diversity Policy  |
| ❖ Employment Equity and Diversity Management Strategy | ❖ Student Code of Conduct       |
|   | ❖ Student Charter               |
|   | ❖ Inclusive Language Guidelines |

To inform broader decision making at the highest levels, expertise is sourced through the following:

- Community Engagement Committee
- Community Reference Group
- General Staff Development Advisory Committee
- Academic Staff Development Committee
- Employment Equity and Diversity Committee
- Learning, Teaching & Curriculum (inclusive teaching team, committee and project work)
- Academic Senate
- University Council

Policy development relevant to Multiculturalism and equity groups, including women, people with Culturally and Linguistically Diverse (CALD) backgrounds; people with disabilities; Aboriginal & Torres Strait Islander staff; and LGBTI (Lesbian, Gay, Bisexual, Transgender or Intersex) inclusion is overseen by the Employment Equity and Diversity (EEO) Committee which has five equity members including representatives for CALD, Aboriginal & Torres Strait Islander Staff, Gender Equity, Disability and LGBTI groups.

Client feedback and complaints inform decision making through the following channels:

- The University of Wollongong Feedback Loop allows customers, staff and other stakeholders to provide anonymous feedback via email. This feedback is analysed and reported broadly to Senior Management on a monthly basis to inform decision making and respond where possible. Standard email signatures at the footer of UOW emails invite feedback and provide an address.
- Students and staff, including those from CALD backgrounds are able to nominate for student and staff representative positions on various student bodies, boards and governing bodies of the university to inform decision making.
- The University Grievance Policy encourages staff with grievances or feedback to raise issues as the closest level of relevance. Staff and students can provide feedback to supervisors, academics or to complaints officers.

### 3.3 Leadership

***MPF Outcome: The Vice-Chancellor and Senior Managers actively promote and are accountable for the implementation of the Principles of Multiculturalism within the University and wider community.***

Business Unit Plans cascade from the UOW Strategic Plan and each have their goals and measures. An assessment of the performance of business unit plans is included in the annual stakeholders report.

UOW Key Performance Indicators, including those listed in the Multicultural Plan (page 8) are reviewed regularly by the University Council.

UOW submits an annual highlights report as part of the Multicultural Policies and Services Programs to review performance against the goals of the Multicultural Plan and a summary of these outcomes is reported in the UOW Annual Report.

### 3.4 Human Resources

***MPF Outcome: The capacity of the University is enhanced by the employment and training of people with linguistic and cultural expertise.***

The University is committed to attracting and retaining the best people. Training for the recruitment process helps to ensure that diversity is valued and that selection is based fairly on the inherent requirements of each role. Recruitment processes encourage appropriate communication strategies, including content and medium, to ensure opportunities for employment are far reaching and presented to appropriate audiences.

The University offers a broad range of orientation, development and leadership activities to all staff to ensure respect for diversity and inclusive practice.

Through UOW 'CareerNet' the individual training needs of staff are assessed and included in training plans. Training needs of staff are addressed through the Professional and Organisational Development Services Unit, the Learning Development Unit and the Information Management and Technology Services Unit.

Individual staff needs are also addressed through informal and formal mentoring programs, the UOW coaching program and external training.

### 3.5 Access and Equity

***MPF Outcome: Barriers to the accessibility of services for people from culturally, linguistically and religiously diverse backgrounds are identified, and programs and services are developed to address them.***

Approximately 20% of UOW's Fixed Term and Continuing Staff report they are from an Ethnic, non-English speaking background. To assist staff moving to Australia and to support staff who come from non-English speaking backgrounds the University offers a variety of services including support with immigration or visa issues (including those on protection visas), legal assistance, sponsorship of individuals under various categories and relocation information.

The University offers a variety of other face-to-face and one-on-one support services to enhance capability, access and equity for students including:

- Outreach activities to assist transition to University;
- Peer Assisted Study Sessions Program;
- Learning Development to assist students to develop academic competency;

- Student Advocate Officers to help students with domestic, academic and social issues;
- Student Support Advisers are allocated to each faculty to assist students with personal issues, including transition to university, culture shock, social issues, English language skills and conversation groups;
- ISP (International Students Programs) organises social events for students, with the emphasis on international students;
- ICIS (the Illawarra Committee for International Students) and GCP (the Global Communicators Program) run conversation groups to help improve English language skills, for international students and domestic students from CALD backgrounds), and those from English speaking backgrounds who would like to learn more about other cultures; and
- In addition to this support, the University works closely with the UOW College who offer a range of English language courses, university preparation programs, study tours, and internships for international and Australian students.

### 3.6 Communication

***MPF Outcome: A range of communication formats and channels are used to inform people from culturally and linguistically diverse backgrounds about University programs, services and activities***

UOW staff actively engage with both the University and regional community to devise the best method of communicating with target groups. Strategies may include formal or informal networks, advertising campaigns using posters, digital signage or media and communicating in languages other than English. Strategies vary depending on the project or initiative.

Training on equity and diversity issues is provided to staff and students to ensure they are aware of their rights and responsibilities.

On-line training which is compulsory for all staff is delivered through EO Online <http://staff.uow.edu.au/eed/eonline/projectinfo/UOW016338.html>

On-line training which is compulsory for all students is delivered through RRR (Rights, Respect and Responsibility) <http://www.uow.edu.au/about/rrr/introduction/index.html>

RRR includes animated scenarios to help communicate equity issues to students from non-English speaking backgrounds.

### 3.7 Social & Economic Development

***MPF Outcome: Programs and services are in place to develop and use the skills of a culturally diverse population for the social and economic benefit of the state.***

There are many business units throughout UOW that undertake programs and services to develop and leverage from culturally diverse communities in the Illawarra and further afield. Some of these include:

- Graduate Medical School; engaging the community through health initiatives in the Illawarra Shoalhaven Local Health District
- Internships connecting students with business
- Careers Central partnerships with local and Sydney businesses, including careers days
- iAccelerate providing opportunity for social entrepreneurs to build wealth
- Early Start engaging children, their carers and their communities
- Northfields Clinic offering counselling and psychological services to the community

The Community Engagement team engages with multiple communities to enrich and enhance the student experience and to facilitate mutually beneficial connections between UOW and its communities. They do this through:

- The Community Engagement Grants Scheme
- The UOW Cares workplace giving program
- The Vice Chancellors Award for Excellence in Community Engagement
- Campus tours
- Community Events

## 4 Reporting Requirements

Requirements	Related Action
Have a current Multicultural Plan	Develop and implement a Multicultural Plan, corresponding to (and as a subset of) the current UOW Strategic Plan
Report on implementation of the Multicultural Plan in the Annual Report	Complete the relevant section for the report in January for the preceding year. Published report is sent to the Community Relations Commission in April/May
Submit relevant extract from the Annual Report to Community Relations Commission for their Annual Report	In October each year submit a contribution to the Community Relations Commission's Annual Report. This submission will form part of the UOW Annual Report and will detail achievements, in the Multicultural space, aligned with the UOW Multicultural Plan Objectives specified in the next section.

## 5 University of Wollongong Multiculturalism Plan Objectives

The following table identifies specific multicultural goals and objectives within the multicultural plan and the Key Performance Indicators (KPIs) relevant to these goals.

<b>Goal:</b>	<b>Learning &amp; the Student Experience</b>
<b>Objective</b>	Promote the UOW student experience as a lifelong journey that promotes

	inclusion, collaboration, international perspectives, leadership skills and an enduring graduate engagement with learning.
KPI	<ul style="list-style-type: none"> <li>• Satisfaction with Overall Experience (SEQ Survey)</li> <li>• International Student Satisfaction (ISB Survey)</li> </ul>
<b>Goal:</b>	<b>Connecting Communities</b>
Objective	<p>Promote high quality regional partnerships as an integrated educational outreach strategy involving our faculties and regional campuses;</p> <p>Embed our framework for social inclusion, aligned with clear student targets and support mechanisms, including our Indigenous Education Strategy;</p> <p>Play an active role in advancing and championing social, cultural, environmental and economic developments in our regional communities; and</p> <p>Diversify the source and mix of international on-shore student enrolments to achieve a balanced ratio between undergraduate and post-graduate course work and sustainably grow off-shore international student enrolments.</p>
KPI	<ul style="list-style-type: none"> <li>• Proportion of domestic undergraduates from low SES</li> <li>• Proportion of domestic undergraduates from regional or remote areas</li> <li>• Retention Commencing International Students</li> <li>• Total International Onshore EFTSL</li> <li>• Student Mobility: Proportion of domestic students in outbound studies</li> </ul>
<b>Goal:</b>	<b>Staff &amp; Culture</b>
Objective	<p>Leverage our reputation for opportunity and innovation, strong workplace culture and commitment to people to attract and retain the most talented staff;</p> <p>Promote collaboration, teamwork diversity and inclusive practices as valued enduring and distinctive characteristics of our workforce; and</p> <p>Promote and celebrate inclusion, based on equity, diversity and reconciliation, and embed our people values and the principles of ethical action in our Code of Conduct in all that we do.</p>
KPI	<ul style="list-style-type: none"> <li>• Engagement and commitment to UOW goals and values</li> <li>• Voluntary Employee Initiated Turnover</li> </ul>
<b>Goal:</b>	<b>Change &amp; Transformation</b>
Objective:	<p>Establish an innovative ecosystem where staff, students and community have opportunities to start and build businesses for wealth creation; and</p> <p>Promote an accessible knowledge exchange and intellectual property policy built on partnerships and relationships to ensure that UOW's work and discoveries lead to improvements in the lives of people and their communities.</p>