

## NSW Parliamentary Inquiry into improving crisis communications with culturally and linguistically diverse (CALD) communities

Hearing – 17/10/2022

### Questions on Notice

#### QUESTION 1 – pages 14-15

Ms JENNY LEONG: Thank you so much, Chair. I feel like I could go for the whole time so I will restrain myself to a couple of questions, and maybe we can come back if we've got more time. Dr Chant, I acknowledge there were a couple of key points that I recognised in your introductory remarks around the issues of making sure that there is diverse communication from diverse voices. I remember watching a Chinese-Australian stand up and as part of the early morning press conference for the first time early on in the pandemic; I don't know if that was a conscious choice or it just happened to be a coincidence that that person was the right expert for the day to be speaking.

I guess I wanted to ask whether or not NSW Health has targets around ensuring diverse representation within the leadership groups and the roles and responsibilities within Health to ensure that the voices of diverse communities are at the table where those discussions and decisions are being made, as well as being able to engage with those communities? I wonder if you have any reflections on that. I think that representation matters—who is communicating the message and how that is being communicated. I will expand that to maybe Mr Murphy: On that group that you were talking about in that response, was there a reflection of the diversity of our community on that group, that is, culturally and linguistically diverse communities? Are there any targets more broadly in any of your agencies to require that leadership roles, or people who are in the room making the decisions, reflect the diversities of our community?

KERRY CHANT: Look, I think there are diversity targets across government, just as there are for Indigenous employment. It's just that I don't have them to hand.

Ms JENNY LEONG: Okay. Maybe you can take it on notice and everyone can get back to us on that. That would be great.

#### ANSWER

NSW Health recognises the importance of making decisions that reflect the needs of culturally and linguistically diverse people.

The 'NSW Plan for Healthy Culturally and Linguistically Diverse Communities: 2019- 2023' is NSW Health's strategic state-wide policy for meeting the health needs of culturally and linguistically diverse people. It aims to ensure people of culturally and linguistically diverse backgrounds have equitable access to health care services that are culturally responsive, safe, and high quality.

The Plan also affirms the commitment of NSW Health to the principles of the *Multicultural NSW Act 2000* in particular respecting and making provision for the culture and language of others.

Under the Plan, NSW Health organisations should have a multicultural or diversity committee to oversee its implementation; identify local needs and develop strategies in partnership with consumers; and engage and include consumers in policy, service and program planning, implementation and evaluation processes.