# 1.0.0 MULTICULTURAL SERVICES

The function of maintaining and developing multicultural services. Includes the management of community programs, the provision of interpreting and translation services, and coordinating programs to settle people from refugee and refugee-like backgrounds into NSW.

## 1.1.0 Awards

The activities relating to the administration of awards to recognised businesses and individuals.

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| 1.1.1  MULTICULTURAL SERVICES - Awards | Summary records of:   * award and medal recipients including name and citations * honour rolls of posthumous recognition to people who have made a lasting contribution to the community. | Required as State archives |
| **Basis for determination**  **Building the Archives Policy:** Objective 4. Records provide evidence of the works and activities of individuals, groups, or organisations who have made lasting contributions to society.  **Precedent:** Confirms Board decision of 2003 for registers of award winners.  **Benchmark:** Consistent with Queensland and Western Australia.  **Justification/Remarks:** Inclusion of honour rolls for posthumous recognition to cover those who have made a lasting contribution to the community in NSW. | | |
| 1.1.2  MULTICULTURAL SERVICES - Awards | Records relating to successful and unsuccessful nominations for awards and medals. | Retain minimum of 7 years after action completed, then destroy |
| **Basis for determination**  **Precedent:**  **Benchmark:**   * Queensland retains for 5 years after business action completed, * Western Australia retains for 2 years after action completed for unsuccessful nominations.   **Justification/Remarks:** Previously nomination forms were required as State archives. Names and citations are being retained as State archives in entry 1.1.1.  Retention period allows for ongoing reference should issues arise and meets business requirements.  The retention period for unsuccessful nominations has been increased from 2 to 7 years to streamline the disposal authority. | | |

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## 1.2.0 Community programs

The activities relating to the management of community programs. Includes assisting government agencies to implement multicultural policies and services programs.

Note: includes legacy records of the Ethnic Affairs Priorities Statements (EAPS) program

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| 1.2.1  MULTICULTURAL SERVICES - Community programs | Records relating the oversight of the implementation of multicultural policies and services within Government such as the Multicultural Policies and Services Program (MPSP). Includes:   * the provision of advice, reports, briefings, recommendations etc concerning the program. * formulation of frameworks for the implementation and monitoring of multicultural programs and policies.   **Note:** Includes legacy records of Ethnic Affairs Priorities Statements (EAPS) such as submission of EAPS reports by agencies, monitoring etc. | Required as State archives |
| **Basis for determination**  **Building for Archives Policy:** Objective 1. Evidence of the development and performance of significant policies and programs and their impact on the people of NSW.  **Precedent:** Confirms Board decision of 2003.  **Benchmark:** Consistent with Australian Capital Territory, Tasmania, South Australia and Queensland.  **Justification/remarks:** No change. | | |
| 1.2.2  MULTICULTURAL SERVICES - Community programs | Key records of the management of community projects. Includes:   * records of project initiation, guidelines, development and review * proposals for community partnership schemes, e.g. submissions, assessments, determinations etc. * summary reports of consultation and liaison with individual multicultural groups or groupings of communities.   Note: includes successful and unsuccessful proposals for community partnership schemes, and legacy records such as reports of investigations and inquiries conducted by the Community Relations Commission. | Required as State archives |
| **Basis for justification**  **Precedent:** Confirms Board decision of 2003. Consistent with similar programs managed by Communities and Justice (FA318, entry 2.3.2)  **Benchmarking:** Consistent with Queensland, Tasmania, Western Australia and South Australia.  **Justification/remarks:** No change. | | |
| 1.2.3  MULTICULTURAL SERVICES - Community programs | Records relating to the operational management of community resilience and engagement programs. Includes:   * business cases * recommendations * progress reports from partners * reports generated to manage activities * internal reporting * advice. | Retain minimum of 7 years after action completed, then destroy |
| **Basis for determination**  **Precedent:** Confirms Board decision of 2003. Consistent with similar programs managed by Communities and Justice (FA318, entry 2.3.3)  **Benchmark:**   * Queensland retains for 7 years after business action completed, * Victoria retains for 5 years after administrative use has concluded) * Australian Capital Territory retains for 3 years after last action * South Australia retains for 8 years after completion.   **Justification/remarks:** Previously records were retained between 2 and 10 years. This has been standardised to 7 years to streamline the authority. | | |

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## 1.3.0 Language services

The function of providing interpreting and translation services to government departments and agencies, private and commercial organisations, community groups and individuals.

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| 1.3.1  MULTICULTURAL SERVICES - Language services | Records relating to the management of language studies. Includes management of nominations to sit an exam to receive a community languages allowance, such as the Community language Allowance Scheme (CLAS).  **Note**: Includes legacy records of the conduct of examinations for interpreting, translating and community languages and accreditation of examiners. | Retain until administrative or reference use ceases, then destroy |
| **Basis for determination**  **Precedent:**  **Benchmark:**  **Justification/Remarks:** The Community Language Allowance is paid in addition to the normal salary to employees who have either successfully passed the scheme language test or who have NAATI qualification and whose language skills are used to meet departmental demands for language assistance.  Nominations from NSW Government employees are forwarded to Multicultural NSW.  The exams are conducted by NAATI - the national standards and certifying authority for translators and interpreters. Previously these records were retained for between 1 year and 20 years. This has been changed to retain until administrative and reference use ceases as many of the records covered by this entry are legacy records for activities no longer carried out by Multicultural NSW. | | |
| 1.3.2  MULTICULTURAL SERVICES - Language services | Records relating to successful applications for inclusion on panels of interpreters and translators. Includes nominations, appointments, related correspondence. | Retain minimum of 7 years after removal from panel, then destroy |
| **Basis for determination**  **Precedent:**  **Benchmark:**  **Justification/remarks:** New entry for interpreter and translator panels. Multicultural NSW manages an Australia-wide panel of language services professionals with over 1,000 interpreters and translators employed on the panel in 2023-2024. | | |
| 1.3.3  MULTICULTURAL SERVICES - Language services | Records relating to unsuccessful applications for inclusion on panels of interpreters and translators. Includes nominations, appointments, related correspondence. | Retain minimum of 2 years after action completed, then destroy |
| **Basis for determination**  **Precedent:**  **Benchmark:**  **Justification/remarks:** New entry for interpreter and translator panels. Multicultural NSW manages an Australia-wide panel of language services professionals with over 1,000 interpreters and translators employed on the panel in 2023-2024. | | |
| 1.3.4  MULTICULTURAL SERVICES - Language services | Facilitative records relating to the provision of interpreter and translation services. Includes:   * the development of resources for translators and interpreters, including training, workshops, glossaries etc. * bookings for interpreter and translation services. | Retain until superseded, then destroy |
| **Basis for determination**  **Precedent:**  **Benchmark:**  **Justification/Remarks:** New entry for interpreter and translator panels. Multicultural NSW manages an Australia-wide panel of language services professionals with over 1,000 interpreters and translators employed in the panel in 2023-2024. Professional development programs are undertaken for employees on the panel.  Previously bookings for services were retained for 6 months. | | |

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## 1.4.0 Settlement

The activities related to coordinating programs to settle people from refugee and refugee-like backgrounds into NSW.

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| 1.4.1  MULTICULTURAL SERVICES - Settlement | Key records of refugee settlement programs. Includes records:   * summary reports and recommendations of programs, including pilots of lifestyle and employment programs in the regions * high-level advice to interjurisdictional forums on settlement related issues. | Required as State archives |
| **Basis for determination**  **Building the archives policy:** Objective 3. Records demonstrate planning and decision-making in relation to issues with potential long-term impacts affecting the community and individuals  **Precedent:**  **Benchmark:**   * South Australia retains records of State significance projects as State archives * Consistent with Tasmania for records of major community service programs * Consistent with Australian Capital Territory for community development programs   **Justification/Remarks:** New entry for settlement programs. In 2023-24, almost 4,700 people settled in NSW via the offshore component of the Humanitarian Program. | | |
| 1.4.2  MULTICULTURAL SERVICES - Settlement | Records relating to the operational management of settlement programs.  Includes business cases, agreements, advice, recommendations, progress and final reporting from partners, reports generated to manage, activities and internal reporting. | Retain minimum of 7 years after action completed, then destroy |
| **Basis for determination**  **Precedent:**  **Benchmark:**   * Victoria retains until the end of the Department of Immigration and Citizenship contract or client separation * Tasmania retains short-term value records of community service programs for 10 years after action completed   **Justification/Remarks:** New entry for settlement programs. | | |