





Appendices

Appendix A: Reporting agencies

Appendix B: Access and Equity Framework

- < Sudanese members of the Warrnambool Soccer Team and guests from Melbourne.

A joint project by the Sudanese community in Warrnambool and Warrnambool City Council offers youth leadership and skill development programs and greater participation in mainstream, locally organised sporting competitions for young people from a Sudanese background.

Photograph courtesy Warrnambool City Council

Appendix A: Reporting agencies

Department or agency	Abbreviation	Home page
Aboriginal Hostels Limited	AHL	www.ahl.gov.au
Administrative Appeals Tribunal	AAT	www.aat.gov.au
Attorney-General's Department	AGD	www.ag.gov.au
Austrade		www.austrade.gov.au
Australia Council for the Arts	Australia Council	www.australiacouncil.gov.au
Australian Broadcasting Corporation	ABC	www.abc.net.au
Australian Bureau of Statistics	ABS	www.abs.gov.au
Australian Competition and Consumer Commission	ACCC	www.accc.gov.au
Australian Communications and Media Authority	ACMA	www.acma.gov.au
Australian Customs Service	Customs	www.customs.gov.au
Australian Quarantine Inspection Service	AQIS	www.aqis.gov.au
Australian Electoral Commission	AEC	www.aec.gov.au
Australian Federal Police	AFP	www.afp.gov.au
Australian Human Rights Commission		www.hreoc.gov.au
Australian Industrial Registry	AIR	www.dewr.gov.au
Australian Institute of Criminology	AIC	www.aic.gov.au
Australian Institute of Family Studies	AIFS	www.aifs.gov.au
Australian Institute of Health and Welfare	AIHW	www.aihw.gov.au
Australian Pesticides and Veterinary Medicines Authority	APVMA	www.apvma.gov.au
Australian Radiation Protection and Nuclear Safety Authority	ARPANSA	www.arpansa.gov.au
Australian Research Council	ARC	www.arc.gov.au
Australian Sports Anti-Doping Authority	ASADA	www.asada.gov.au
Australian Sports Commission	ASC	www.ausport.gov.au
Australian Taxation Office	ATO	www.ato.gov.au
Australian Transport Safety Bureau	ATSB	www.atsb.gov.au
Australian National Maritime Museum	ANMM	www.anmm.gov.au
Australian War Memorial	AWM	www.awm.gov.au

Department or agency	Abbreviation	Home page
Bureau of Meteorology		www.bom.gov.au
Cancer Australia		www.canceraustralia.gov.au
Centrelink		www.centrelink.gov.au
Child Support Agency	CSA	www.csa.gov.au
Civil Aviation Safety Authority	CASA	www.casa.gov.au
Comcare		www.comcare.gov.au
Comsuper		www.comsuper.gov.au
CRS Australia		www.crsaustralia.gov.au
Department of Agriculture, Fisheries and Forestry	DAFF	www.daff.gov.au
Department of Broadband, Communications and Digital Economy		www.dbcde.gov.au
Department of Education, Employment and Workplace Relations	DEEWR	www.deewr.gov.au
Department of the Environment, Water, Heritage and the Arts		www.environment.gov.au
Department of Families, Housing, Community Services and Indigenous Affairs	FaHCSIA	www.facs.gov.au
Department of Finance and Deregulation	Finance	www.finance.gov.au
Department of Health and Ageing	DoHA	www.health.gov.au
Department of Human Services	DHS	www.humanservices.gov.au
Department of Immigration and Citizenship	DIAC	www.immi.gov.au
Department of Innovation, Industry, Science and Research		www.innovation.gov.au
Department of Infrastructure, Transport, Regional Development and Local Government		www.infrastructure.gov.au
Department of Parliamentary Services	DPS	www.aph.gov.au
Department of Prime Minister and Cabinet	PM&C	www.dpmmc.gov.au
Department of Resources, Energy and Tourism		www.ret.gov.au
Department of Veterans' Affairs	DVA	www.dva.gov.au
Equal Opportunity for Women in the Workplace Agency	EOWA	www.eowa.gov.au
Federal Court of Australia		www.fedcourt.gov.au
Food Standards Australia New Zealand	FSANZ	www.foodstandards.gov.au
Great Barrier Reef Marine Park Authority	GBRMPA	www.gbrmpa.gov.au

Department or agency	Abbreviation	Home page
Innovation, Industry, Science and Research	IISR	www.innovation.gov.au
Insolvency and Trustee Service	ITSA	www.itsa.gov.au
Inspector-General of Intelligence and Security	IGIS	www.igis.gov.au
Medicare Australia		www.medicare.gov.au
Migration Review Tribunal	MRT	www.mrt-rrt.gov.au
National Archives of Australia		www.naa.gov.au
National Competition Council	NCC	www.ncc.gov.au
National Environment Protection Council	NEPC	www.ephc.gov.au
National Gallery of Australia		www.nga.gov.au
National Health and Medical Research Council	NHMRC	www.nhmrc.gov.au
National Library of Australia	NLA	www.nla.gov.au
National Museum of Australia	NMA	www.nma.gov.au
National Native Title Tribunal	NNTT	www.nntt.gov.au
National Water Commission	NWC	www.nwc.gov.au
Office of the Australian Building and Construction Commissioner	ABCC	www.abcc.gov.au
Office of the Australian Safety and Compensation Council	ASCC	www.ascc.gov.au
Office of the Commonwealth Ombudsman		www.ombudsman.gov.au
Office of the Privacy Commissioner		www.privacy.gov.au
Private Health Insurance Administration Council	PHIAC	www.phiac.gov.au
Private Health Insurance Ombudsman	PHIO	www.phio.gov.au
Productivity Commission	PC	www.pc.gov.au
Refugee Review Tribunal	RRT	www.mrt-rrt.gov.au
Social Security Appeals Tribunal	SSAT	www.ssat.gov.au
Special Broadcasting Service	SBS	www.sbs.com.au
Therapeutic Goods Administration	TGA	www.tga.gov.au
The Treasury		www.treasury.gov.au
Veterans and Veterans Families Counselling Service	WCS	www.dva.gov.au
Workplace Authority		www.workplaceauthority.gov.au
Workplace Ombudsman		www.wo.gov.au

Appendix B: Access and Equity Framework

Principle or performance indicator	Strategies
<p>Responsiveness</p> <p>Extent to which programs and services are accessible, fair and responsive to the individual needs of clients</p>	<ol style="list-style-type: none"> i. Developing and delivering fair programs and services that are based on a sound knowledge of the needs, circumstances and cultural and other characteristics of clients and assess the direct impact on the lives of people ii. Drawing on cultural diversity to improve efficiency and effectiveness of agency programs and to support innovation and success of Australian enterprises: <ul style="list-style-type: none"> • auditing and raising the profile of staff cultural skills • providing appropriate staff training • taking steps to recruit culturally diverse employees, volunteers, grantees and contractors • supporting Australia's competitive business advantage arising from the diverse backgrounds, skills and networks of its workforce and population iii. Identifying and responding quickly to emerging issues affecting particular population groups or arising from Australia's cultural diversity
<p>Communication</p> <p>Open and effective channels of communication with all stakeholders</p>	<ol style="list-style-type: none"> i. Providing information in a timely manner, in appropriate media, publications, formats and languages ii. Recruiting and training staff who have appropriate linguistic and cultural skills or using interpreting services to ensure effective communication with clients, as necessary iii. Consulting appropriately with diverse communities and client groups about the development of policy, legislation and regulations, the implementation of programs, and the delivery of services
<p>Accountability</p> <p>Effective and transparent reporting and review mechanisms</p>	<ol style="list-style-type: none"> i. Establishing mechanisms to encourage feedback from people of all cultural backgrounds and allow them to register complaints and raise concerns about the performance of policy developers, program implementers and service providers (including outsourced services) ii. Responding to concerns raised by clients to improve agencies' performance iii. Reporting to appropriate audiences of community concerns about agency programs and agency responses to those concerns

Principle or performance indicator	Strategies
<p>Leadership</p> <p>Broad approaches to management of issues arising from Australia's cultural and linguistic diversity</p>	<ul style="list-style-type: none"> i. Collaborating within and between agencies and with other partners to identify and address issues relating to cultural diversity, through publicising good practices, sharing information, coordinating programs or collaborating on projects ii. Working with state, territory or local governments, non-government and community organisations, and contractors, raising their awareness of their responsibilities and encouraging improvement in their responses to cultural diversity iii. Contributing to the broader goals of cultural diversity policy by, for example: <ul style="list-style-type: none"> • strengthening the settlement prospects of migrants • enhancing the ability of all to achieve self-reliance • encouraging social, economic and educational participation for people from diverse backgrounds • including issues relating to social cohesion and participation in programs and policies

Index

A

- ABC *see* Australian Broadcasting Corporation
- ABCC *see* Australian Building and Construction Commissioner
- Aboriginal Hostels Limited, 47
- ABS *see* Australian Bureau of Statistics
- ACCC *see* Australian Competition and Consumer Commission
- access and equity
- concepts, 8
 - policy development, 6–7
 - trends and future challenges, 51–2
- access and equity framework, 6–9
- principles, 7, 71–2
- Access and Equity in the Delivery of Federal Government Services and Programs to Migrants* (1986), 6
- Access and Equity Strategy, 2, 8, 51, 52
- accommodation *see* housing
- accountability (principle), 7, 41–4, 71
- ACT Government initiatives, 53–4
- ACT Human Rights Commission, 53
- ACT Office for the Ageing, 53
- ACT Women's Plan*, 53
- Adult Multicultural Education Services, 38
- AEC *see* Australian Electoral Commission
- AFP *see* Australian Federal Police
- African communities, 34, 38, 42, 54, 57, 60
- see also* Sudanese community
- African Refugee Orientation Program (Victoria), 60
- African Refugee Women's Health Program (NSW), 54
- aged care, 15, 27, 59 *see also* older Australians
- agencies *see* Australian Government agencies; state and territory government initiatives; *and* names of individual agencies
- AIMA *see* Australian Institute of Multicultural Affairs
- airports, information for travellers, 31, 34
- All-Media Guide to Fair and Cross-Cultural Reporting*, 35
- anti-racism projects *see* racism prevention strategies
- apprenticeships, 61 *see also* education and training opportunities
- archives and records, 25, 26
- see also* libraries; migration: migrant names, memories and stories; museums
- arts
- community arts and cultural initiatives, 28, 46, 48
 - music programs, 10
 - writing (literature), 28
- Asian Women at Work project (NSW), 54
- Asia-Pacific region
- information archives, 25
 - research into trafficking in women and children, 30
- asylum seekers, 29, 56
- see also* Humanitarian Program entrants
- ATO *see* Australian Taxation Office
- Attorney-General's Department, 29, 47, 50
- AUSMUS, 55
- Austrade, 27, 36
- Australia Council for the Arts, 10, 28, 46, 48
- Australian Asian Association, 60
- Australian Broadcasting Corporation, 35, 50
- complaints and feedback mechanisms, 41, 43
 - Radio Australia, 41
- Australian Building and Construction Commissioner, 32, 45, 51
- Australian Bureau of Statistics, 35, 46, 49
- migrant and ethnicity related statistics, 46, 49
- Australian Capital Territory Government initiatives, 53–4
- Australian College of Languages, 38

- Australian Communications and Media Authority, 29
- Australian Communications Consumer Action Network, 37
- Australian Competition and Consumer Commission, 46–7, 51
- Australian Customs Service, 34, 35, 41–2
- Australian Electoral Commission
bi-lingual polling, 31
election and pre-election advertising, 30
- Australian Federal Police, 36–7
- Australian Government agencies
collaboration between, 8, 9, 45–7, 49, 50, 54, 60
reporting on access and equity performance, 6, 68–70
see also names of individual agencies
- Australian Human Rights Commission, 14, 29, 37, 48
cultural initiatives, 46
Face the Facts, 35
Listening Tour project, 40
- Australian Industrial Registry, 35
- Australian Institute of Criminology, 49
- Australian Institute of Family Studies, 47
- Australian Institute of Health and Welfare, 29, 49
- Australian Institute of Multicultural Affairs, 6
- Australian Journeys* gallery
(National Museum of Australia), 47
- Australian Multicultural Foundation, 48
- Australian National Maritime Museum, 11
- Australian Public Service Diversity Network, 45
- Australian Radiation Protection and Nuclear Safety Authority, 35
- Australian Research Council, 30
- Australian Society of Archivists, 26
- Australian Sports Anti-doping Agency, 30
- Australian Sports Commission, 46
- Australian Taxation Office
- Access and Diversity Unit, 21, 46
Community Relations Team, 33
interagency collaboration, 46–7
radio programs, 33
seminars and community forums, 21, 33, 38
Tax Help program, 33
- Australian Transport Safety Bureau, 34, 36
- Australia's Health* (report), 49
- Australia's response to trafficking in women: towards a model for regulation of forced migration in the Asia Pacific Region* (research project), 30
- Australia's Welfare* (report), 49
- ## B
- barriers to access and equity, 6, 8–9
see also language skills and barriers
- beach culture and safety programs, 55
- Beginning a Life in Australia* brochure, 33
- Bellala Pty Ltd, 59
- Belonging in Australia Project, Yarra Victoria, 65
- Better Connections Workshops, 27
- bilingual and multilingual staff, 8, 15, 31, 32, 35–56, 65 *see also* translation and interpreting services; workplace diversity
- BreastScreen Australia initiative, 52
- Brisbane City Council, 62
- Brisbane Multicultural Arts Centre, 28
- broadcast services *see* Australian Broadcasting Corporation; Special Broadcasting Service
- Broderick, Elizabeth, 40
- Bureau of Meteorology, 28, 29, 43
- business and consumer behaviour, 51
- business development support, 58
- ## C
- Cancer Australia, 52
- CARE (Community Acceptance Respect and Education) project, Gosnells WA, 65
- Centacare, 54
- Centrelink
community consultation, 14, 37, 42, 47
interagency collaboration, 45–6, 47, 60
multicultural training and resources for

- staff, 29
 - outreach services, 39
 - service improvements, 42
 - statistical profiles, 29
 - translation and interpreting services, 32–3
 - Centrelink Multicultural Advisory Committees, 14, 37
 - Centrelink National Community Reference Groups, 37
 - Charter of Public Service in a Culturally Diverse Society* (1998), 6–7
 - Child Support Agency, 32
 - childcare, 28, 53
 - culturally appropriate, 16, 28
 - children
 - healthcare, 54
 - refugee children support strategies, 19, 54
 - trafficking in children, 30
 - see also* young people
 - Chinese community, 21, 33
 - collaboration between agencies, 8, 9, 45–7, 49, 50, 54, 60
 - Comcare, 51
 - Commonwealth Ombudsman, 41, 43, 47
 - communication (principle), 7, 31–40, 71
 - communications and media issues, 29, 37
 - Community Acceptance Respect and Education (CARE) project, Gosnells WA, 65
 - Community Ambassador Program, Moreton Bay Queensland, 63
 - community consultation, 6, 9
 - broadcast media, 37
 - Centrelink services, 14, 37, 42, 47
 - community feedback, 14–21, 37–40, 41–4
 - in design and implementation of programs, 36–40, 43, 48–9
 - feedback on previous Access and Equity reports, 6
 - Queensland Government initiatives, 56, 57
 - SA Government initiatives, 57
 - tax forums, 21, 38
 - telecommunications issues, 29, 37
 - with women, 40, 59
 - with young people, 55, 57
 - Community Partners Program, 27
 - Community Policing Partnership Project, 48
 - Community Relations Commission for a Multicultural NSW, 55
 - Community Renewal Project, Queensland, 56
 - Companion House, 54
 - complaints mechanisms, 41–4 *see also* community consultation
 - Comrie Report, 44
 - consultation *see* community consultation
 - Consumer Affairs Victoria, 59, 60
 - contracting-out of services, 47
 - Council on the Ageing, 55
 - courts *see* Family Court of Australia; Federal Court of Australia
 - credit (micro-credit programs), 58
 - CRS Australia, 37, 46
 - cultural and linguistic diversity *see* workplace diversity
 - cultural awareness training, 35, 36
 - cross-cultural and interfaith understanding, 59
 - culturally appropriate care
 - childcare, 16, 28
 - for older Australians, 15, 27
 - for women, 16–17
 - customs information, 34
- ## D
- Dandenong, Victoria, 64
 - Daw, William, 21
 - De Santa-Ana, Val, 39
 - Deen, Hanifa, 26
 - DEEWR *see* Department of Education, Employment and Workplace Relations
 - dental care, 20
 - Department for Child Protection (WA), 60
 - Department for Education and Early Childhood Development (Victoria), 60
 - Department of Ageing, Disability and Home

- Care (NSW), 48, 54
- Department of Agriculture, Fisheries and Forestry, 31
- Department of Broadband, Communications and the Digital Economy, 37
- Department of Communities (Queensland), 56
- Department of Education and Training (NSW), 54–5
- Department of Education and Training (WA), 60
- Department of Education, Employment and Workplace Relations
 - complaints and feedback mechanisms, 42
- English language programs, 30
 - Inclusion Support Agencies, 28
 - Indigenous issues and programs, 8
 - interagency collaboration, 45–6, 50
 - labour market workshops, 27
- Department of Education, Training and the Arts (Queensland), 56
- Department of Employment and Industrial Relations (Queensland), 56
- Department of Environment, Water, Heritage and the Arts
 - Indigenous issues and programs, 8
 - workplace diversity, 29
- Department of Families, Housing, Community Services and Indigenous Affairs, 8, 27, 45, 46, 47
- Department of Finance, 36
- Department of Health and Ageing
 - aged care services, culturally appropriate, 27
 - Indigenous issues and programs, 8
 - interagency collaboration, 46
 - multilingual publications, 34
 - screening programs and screening rates, 52
- Department of Health (WA), 60
- Department of Housing (Queensland), 56
- Department of Human Services, 42
- Department of Human Services (Victoria), 60
- Department of Immigration and Citizenship
 - accountability, 44
 - All-Media Guide to Fair and Cross-Cultural Reporting*, 35
 - community consultation and feedback, 14, 37, 44
 - former names, 7
 - information products, 33–4
 - interagency collaboration, 46, 49, 50, 54, 60
 - Living in Harmony program, 50, 61
 - translation and interpreting services, 36
- Department of Immigration and Multicultural Affairs, 26
- Department of Immigration and Multicultural and Indigenous Affairs, 7
- Department of Infrastructure, Transport, Regional Development and Local Government, 8
- Department of Innovation, Industry, Science and Research, 32
- Department of Justice (Victoria), 59
- Department of Planning and Community Development (Victoria), 59
- Department of Resources, Energy and Tourism, 47
- Department of Sport and Recreation (WA), 60
- Department of the Prime Minister and Cabinet, 47
- Department of Veterans' Affairs, 27
- DIAC see Department of Immigration and Citizenship
- Directions, Midland WA (training organisation), 61
- disability see people with a disability
 - Disability Support Programs, 28
- disaster management resource for residents, 63
- discrimination, 30
 - gender equity, 40

against Muslim Australians, 37
non-discriminatory language, 35
see also racism prevention strategies
diversity in the workplace *see* workplace
diversity
DoHA *see* Department of Health and Ageing
domestic violence, 16–17, 33, 49

E

education and training opportunities, 16, 19,
61, 65
 Humanitarian Program entrants, 28,
 30, 53, 54, 56, 60
 young people, 54–5, 64
election and pre-election advertising, 30
Emergency warnings – choosing your words
(publication), 29
employment and workplace issues
 for Humanitarian Program entrants, 19,
 27–8, 30, 39, 58, 62–3
 labour supply and demand issues,
 27–8
 local government initiatives, 62–3, 65
 state government initiatives, 56, 58
 for women, 16, 17, 40, 54
 work capacity and barriers to work, 42
 see also bilingual and multilingual staff
English as a Second Language New Arrivals
Program, 30
English language programs
 for ABC staff, 35
 for Humanitarian Program entrants, 30,
 53, 60, 65
 for women, 16
environment protection and education, 51,
65
Equity Support Programs, 28
Ethnic Communities Council of Victoria, 38
Ethnic Council of Shepparton and District,
39
Ethnic Youth in Sports Program, 60
export businesses, 27
Extra Edge Community Services (WA), 61

F

Face the Facts, 35
*Facing up to Racism: A Strategic
Plan Addressing Racism and Unfair
Discrimination 2004–2008*, 53
FaHCSIA *see* Department of Families,
Housing, Community Services and
Indigenous Affairs
 *A Fair Go, A Fair Share: Access and
Equity for a Multicultural Australia,
Access and Equity Report No. 1*
 (1988), 6
 *A Fair Go for All: Report on Migrant
Access and Equity* (1996), 6
Family Court of Australia, 46, 48–9
 Family Relationship Services for
 Humanitarian Entrants, 27
family separation, 32
Federal Court of Australia, 35, 37, 51
Federation of Ethnic Communities' Councils
of Australia, 14, 38
feedback *see* community consultation
financial literacy, 17, 46
*Financial Literacy Among Marginalised
Women* (report), 46
fishing information, 55
Fitzroy Learning Network, 65
Food Standards Australia New Zealand,
34–5
football, 57
Fraser Coast Regional Council, Queensland,
63
Freedom Day Club, 27
FSANZ *see* Food Standards Australia New
Zealand

G

Galbally Report, 6
gender equity, 8, 40, 57 *see also* women
Georgiou, Mark, 39
Gold Coast City Council, Queensland, 63
Good Practice Responses to Cultural

Diversity Expo (Victoria), 64
Gosnells, WA, 65
government service provision
 improvements in, 49
 trends and future challenges, 51–2
 see also names of individual agencies
Great Barrier Reef Marine Park Authority, 51
Greater Dandenong, Victoria, 64
Griffith, NSW, 54, 61

H

health and welfare statistics, 49
health services
 cancer control, 52
 for Humanitarian Program entrants,
 19–20, 28, 54, 59, 60
 publications and toolkits, 34
 screening programs and screening
 rates, 52
 for women, 17
Health Services Australia, 46
history of migration *see* migration
Homereach program, 48, 54
*Horizons: The peopling of Australia since
1788* gallery (National Museum of
Australia), 47
housing, 19, 53–4, 60
human rights, 30, 40, 53
Human Rights and Equal Opportunity
 Commission *see* Australian Human Rights
 Commission
Humanitarian Program (DIAC), 37
Humanitarian Program entrants, 6, 9, 17–20
 community profiles, 29
 education opportunities, 28, 30, 53,
 54, 56, 60
employment opportunities and issues, 19,
27–8, 30, 39, 58, 62–3
healthcare, 54, 56, 59, 60
 orientation and settlement information,
 27, 34, 46, 47, 54, 60

I

image-based information, 34, 35
Inclusion Support Facilitators, 28
Indigenous community, 29, 33, 47, 49, 64
Indigenous issues and programs, 8
Indonesian cultural awareness and language
training, 35
 information provision, 15, 18 *see also*
 translation and interpreting services
information sharing between agencies *see*
 collaboration between agencies
Integrated Services Centres (WA), 60
International Wall of Friendship, Hobart, 59
International Women's Day, 50
interpreting services *see* translation and
interpreting services
Islam resource packs and publications, 57,
62
Islamic community *see* Muslim community
Islamic Liaison Team (Australian Federal
Police), 36

J

Job Capacity Assessment program, 42
Joblink Midwest, Geraldton WA (training
organisation), 61
job-seeking *see* employment and workplace
issues
The Journey (newsletter), 32
Jungle Tracks (books), 54
justice system *see* police and legal systems

L

labour supply and demand issues, 27–8
 see also employment and workplace
 issues
language skills and barriers, 8–9, 14–15
 English language programs, 16, 30,
 35, 53, 60, 65
literacy difficulties, 35

languages other than English
 bilingual workforce, 8, 15, 31, 32,
 35–6, 65
 publications in, 31–5, 63
 training in, 35, 36
see also translation and interpreting
 services

leadership (principle), 7, 45–50, 53, 72
 leadership programs, 17, 46, 54–5, 57, 58,
 59, 64

legal system *see* police and legal systems

libraries, 25, 61

Lifetime health cover brochure, 34

Listening Tour project, 40

literature, 28

Living in Australia Program (Fitzroy Learning
 Network), 65

Living in Harmony program, 50, 61

Living Spirit Forum, 37

Local Area Multicultural Partnership program
 (Queensland), 56, 62

Local Councils in Multicultural Victoria:
 Vision and Growth (conference), 64

local government, 50, 55, 60, 61–5

Local Government Association of
 Queensland, 57, 62

Local Settlement Planning Committees, 14

M

Macquarie University, 61

*Making decisions about tests and
 treatments* (NMHRC toolkit), 34

Mander Jones Award, 26

Medicare Australia, 31

mental health, 28, 60

mentoring, 17, 19, 58 *see also* leadership
 programs

micro-credit programs, 58

Middle Eastern Social Support Group
 (NSW), 54

migrant orientation and settlement
 information, 11, 27, 33, 34, 62–3 *see also*
 community consultation; Humanitarian
 Program entrants

Migrant Resource Centres, 38

*Migrant Services and Programs: Report of
 the Review of Post-Arrival Programs and
 Services to Migrants* (Galbally Report), 6

Migrant Statistics Advisory Group, 46

migrant women *see* women

migration
 demographic changes, 51
 migrant names, memories and stories, 11,
 25, 26, 47, 59, 62
 migrant statistics, 46, 49
 into rural and remote areas, 62–3
see also Humanitarian Program
 entrants; refugees

Migration Review Tribunal, 29, 42, 51

Moreton Bay Regional Council, Queensland,
 63

Multicultural Affairs Queensland, 56–7, 63

multicultural arts *see* arts

Multicultural Council of the Northern'
 Territory, 55

Multicultural Disability Advocacy Association
 of NSW, 42

Multicultural Liaison Officer Network
 (Tasmania), 58–9

*Multicultural Queensland—making a world of
 difference*, 55–6

Multicultural SA, 57–8

Multicultural Tasmania, 58–9

multilingual publications and services, 31–5,
 63 *see also* bilingual and multilingual staff;
 translation and interpreting services

Municipal Association of Victoria, 63–4

Museum of the Riverina, Wagga Wagga
 NSW, 62

museums, 11, 47, 62

music programs, 10

Musica Viva, 10

Muslim community, 33, 36–7, 46, 48, 54,
 55, 57

Muslim Journeys website, 26

Muslim women, 16, 37

N

National Accreditation Authority of Translators and Interpreters, 35

National Action Plan to Build on Social Cohesion, Harmony and Security, 36–7, 49–50, 59

National Archives of Australia, 26

National Bowel Cancer Screening Program, 52

National Cervical Screening Program, 52

National Community Engagement Strategy, 36–7

National Ethnic Disability Alliance, 42

National Gallery of Australia, 35

National Health and Medical Research Council, 34

National Human Papillomavirus Vaccination Program, 34

National Library of Australia, 25

National Museum of Australia, 47

National Water Commission, 47

A New Agenda for Multicultural Australia (1999), 7

New South Wales Government initiatives, 54–5

News for Seniors, 32

newspapers, 32

Ngo, Thang, 21

NHMRC *see* National Health and Medical Research Council

non-discriminatory language, 35

non-English speaking people, assistance for *see* English language programs; publications in languages other than English; translation and interpreting services

non-government welfare agencies, 47

Northern Territory Government initiatives, 55

NSW Government initiatives, 54–5

NSW Office for Women, 54

NSW Police, 48

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, 29, 54

O

occupational health and safety, 51

Office for Women (Australian Government), 33, 46

Office for Women (NSW), 54

Office for Women's Policy (Victoria), 59

Office of Multicultural Interests (WA), 60

Office of Senior Territorians (NT), 55

Office of the Australian Building and Construction Commissioner, 32, 45, 51

Office of the Commonwealth Ombudsman, 41, 43, 47

older Australians, 6

key issues, 14–15

services for, 53, 54, 55, 59, 61

see also aged care

Ombudsman *see* Commonwealth Ombudsman; Workplace Ombudsman

One for All—Courage, Diversity, Tolerance and Harmony initiative, 28

outreach services, 9

overseas qualifications, 16

P

Palmer Report, 44

Parks Victoria, 65

Partners in Culturally Appropriate Care Program, 27

pearlshelling industry, 26

people trafficking

assistance programs, 27, 59

research, 30

people with a disability, 8, 33, 42, 43, 53, 54

Planning for Later Life program (NSW), 54

police and legal systems

building confidence in, 19, 48, 64

encouraged to record discrimination incidents, 48

need for cultural knowledge and sensitivity, 16–17

policy development *see* access and equity: policy development

Premier's women's summit (Victoria), 59
 principles, 7, 71–2
 Private Health Insurance Administration
 Council, 32
 Productivity Commission, 49
 Profiles
 Listening Tour, 40
 Muslim Journeys, 26
 Outreach to Sudanese clients in
 Shepparton and Melbourne, 39
 Sweet Tonic, 10
 Tax talk, 21
 The Welcome Wall, 11
 Program of Assistance for Survivors of
 Torture and Trauma, 28
 publications in languages other than
 English, 31–3, 63

Q

qualifications *see* overseas qualifications
 quarantine restrictions information, 31
 Queensland Government initiatives, 55–7
 Queensland Health, 56
 Queensland Housing Community Renewal,
 63
 Queensland Roars Against Racism
 campaign, 57

R

racism prevention strategies, 37, 50, 53, 57,
 61, 62 *see also* discrimination
 Radio Australia, 41
 radio programs, 32, 33, 37, 48, 50, 54, 55
 Rainbow Coast Community Services,
 Albany WA (training organisation), 61
 RCOA *see* Refugee Council of Australia
 Refugee Council of Australia, 14, 42
 Refugee Review Tribunal, 29, 42, 51
 Refugee Week, 50
 refugees
 children and young people, 19, 56
 female, 17, 54

healthcare, 54, 56, 59, 60
 housing for, 19, 53–4
 services for, 29, 42, 50, 54, 60
see also Humanitarian Program
 entrants

Report on Government Services, 49
 reports on access and equity strategies,
 6–7
 Respecting Diversity: *Harmony in Practice*
 (women's summit), 59
 responsiveness (principle), 7, 25–30, 71
 Returned and Services League of Australia,
 27
*Review of Settlement Services for Migrants
 and Humanitarian Entrants* (2003), 7

S

SBS *see* Special Broadcasting Service
 sex discrimination *see* discrimination
 Sillah, Kingsley, 12
 Skill Hire, Geraldton WA (training
 organisation), 61
 social cohesion, 36–7, 48–50
 ACT initiatives, 53–4
 NSW initiatives, 54–5, 61–2
 NT initiatives, 55
 Queensland initiatives, 55–7, 62–3
 SA initiatives, 57–8
 Tasmanian initiatives, 58–9
 Victorian initiatives, 59–60, 63–5
 WA initiatives, 60–1, 65
 Social Inclusion Agenda, 7
 South Australia Government initiatives, 57–8
 South Australian Multicultural and Ethnic
 Affairs Commission, 57
 Special Broadcasting Service, 48, 50
 community consultation, 37
 community service announcements,
 48
 diverse workforce, 27, 28–9
 future challenges, 51
 SBS Radio, 32, 33, 37, 48, 50, 54
 sport, 30, 46, 55, 60, 64

Sport Leadership Grants for Women program, 46

Springvale Indo-Chinese Mutual Assistance Association, 27

staff diversity *see* workplace diversity

staff feedback, on performance improvement, 42

state and territory government initiatives, 50, 53–61

- ACT, 53–4
- NSW, 54–5
- NT, 55
- Queensland, 55–7
- SA, 57–8
- Tasmania, 58–9
- Victoria, 59–60
- WA, 60–1

see also names of individual agencies

The State of our Community Report 2007 (Tasmania), 58

Statement of Commitment to Cultural Diversity (Municipal Association of Victoria), 63

statistical information

- Centrelink customer group profiles, 29
- health and welfare statistics, 49
- migrant statistics, 46, 49

Steering Committee for the Review of Government Service Provision, 49

StepOne program, 61

Stirling, WA, 60

Stronger Communities Taskforce (Tasmania), 58

study assistance, 35

Sudanese community, 21, 33, 38, 39, 60, 64

Support for Victims of People Trafficking Program, 27

Sweet Tonic (project), 10

swimming programs

- beach culture and safety programs, 55
- for women, 55, 60

Sydney Children’s Hospital, 54

T

Tasmania Multicultural Youth project, 59

Tasmanian Advisory Council on Multicultural Affairs, 58

Tasmanian Government initiatives, 58–9

tax information

- radio programs, 33
- seminars and community forums, 21, 33, 38

Tax Help program, 33

- for women, 33

Telecommunications Consumer Stakeholder Forum, 37

- television, 15, 29, 37, 48, 50 *see also* Australian Broadcasting Corporation; Special Broadcasting Service

Telstra, communication activities during sell-down of Australian government shareholding, 36

tenancy *see* housing

terrorism responses, 50

Textile Clothing and Footwear Structural Adjustment Program, 32

Thang Ngo, 21

Therapeutic Goods Administration, 47

torture and trauma survivors, 28, 29, 54

- see also* Humanitarian Program entrants; Support for Victims of People Trafficking Program

trafficking in people *see* people trafficking

training *see* education and training opportunities

Training Subsidies Program (WA), 61

translation and interpreting services, 8–9, 31, 33, 46, 59

- Australian Building and Construction Commissioner, 32, 51
- Australian Industrial Registry, 35
- Australian Tax Office, 21
- Australian Transport Safety Bureau, 34, 36

Centrelink, 32–3, 46
in childcare services, 28
in courts, 35, 46, 51
CRS Australia, 46
customs information at airports, 34
Department of Immigration and
Citizenship, 36
Health Services Australia, 46
for Humanitarian Program entrants, 18
National Gallery of Australia, 35
for older Australians, 15, 59
Queensland Health Interpreter Service,
56
in SA, 58
Workplace Authority, 36
Workplace Ombudsman, 36
see also bilingual and multilingual staff;
English language programs
transport safety, 34, 36
trauma survivors *see* torture and trauma
survivors
*Trends and issues in crime and criminal
justice* (reports), 49
tsunami warnings, 29

U

United Nations High Commission for
Refugees, 18, 38

V

vaccination programs, 34
victims *see* Humanitarian Program entrants;
Support for Victims of People Trafficking
Program; torture and trauma survivors
Victoria Police, 64
Victorian Foundation for Survivors of Torture,
29
Victorian Government initiatives, 59–60
Victorian Multicultural Commission, 38, 59,
64
videos, 35
Vietnamese community, 27, 33

violence, 16–17, 33, 49 *see also* torture
and trauma survivors
Violence against women—Australia says NO
campaign, 33
vocational education *see* education and
training opportunities

W

Wagga Wagga, NSW, 62
Warrnambool, Victoria, 64
weather warnings, 28, 29, 43
websites
Asia-Pacific region information, 25
as communication channels, 31
Muslim Journeys, 25
of reporting agencies, 68–70
welcome programs *see* migrant orientation
and settlement information
Welcome to Centrelink (CD-ROM), 33
Welcome Wall, 11
welfare statistics *see* health and welfare
statistics
Welfare to Work initiatives, 47
Western Australian Government initiatives,
60–1
Western Australian Sports Federation, 60
Western Refugee Rental Project (Victoria),
60
*What makes a welcome: implications
of skilled migration to rural and remote
Queensland* (report), 62
Whittlesea, Victoria, 64–5
WimSwim, 55
women, 6, 15–17, 53
business development support, 58
community programs for, 50, 53, 54
consultation with, 40, 59
culturally appropriate care for, 16–17
employment and workplace issues, 16,
17, 40, 54
financial information needs, 46
gender equity, 40, 57

- grants for, 59
- leadership programs, 17, 46, 57, 58
- Muslim women, 16, 37
- refugees, 17, 54
- role of, 16
- sports programs, 46, 55, 60
- trafficking in, 30 *see also* people
- trafficking
- violence against, 16–17, 33, 49
 - see also* Office for Women
- Women Creating Harmony grants program, 59
- Women in Export program, 27
- work capacity *see* employment and workplace issues
- Workplace Authority, 36
- workplace diversity, 7–8, 28–9, 32, 35–6
- workplace issues *see* employment and workplace issues
- Workplace Ombudsman, 36
- workplace safety *see* occupational health and safety
- writers and writing, 28

Y

- Yarra, Victoria, 65
- young people
 - beach culture and safety program, 55
 - consultation with, 55, 57
 - education and leadership programs, 54–5, 59, 64
 - health information, 60
 - refugee youth support strategies, 19
 - services and facilities for, 55, 57, 59, 60
 - sports programs, 55, 60, 64
 - tensions in NT, 55
 - see also* children
- Youth Facilities Team, 55

