



Australian Government

**Department of Immigration and
Multicultural and Indigenous Affairs**

2003

Access and Equity ANNUAL REPORT

*Progress in implementing the Charter of Public Service
in a Culturally Diverse Society*

© Commonwealth of Australia 2004

ISSN 1321-1048

Published 2004

Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced by any process without prior written permission from the Commonwealth available from the Department of Communications, Information Technology and the Arts.

Requests and inquiries concerning reproduction and rights should be addressed to the:

Commonwealth Copyright Administration Intellectual Property Branch
Department of Communications, Information Technology and the Arts
GPO Box 2154
Canberra ACT 2601.

Department of Immigration and Multicultural and Indigenous Affairs
Access and Equity Annual Report 2003: Progress in Implementing the Charter of Public Service in a Culturally Diverse Society.

Contact Officer:
Deborah Dawkings, Telephone: (02) 6264 3180

Design, editing and formatting:
DIMIA Public Affairs Section, Telephone: (02) 6242 2022

Design, editing and formatting: Public Affairs Section,
Department of Immigration and Multicultural and Indigenous Affairs,
Canberra.

DD/GSD: DIMIA 3-04



Australian Government

Department of Immigration and Multicultural and Indigenous Affairs

The Hon Gary Hardgrave MP
Minister for Citizenship and Multicultural Affairs
Minister Assisting the Prime Minister
Parliament House
Canberra ACT 2600

Dear Minister

2003 Access and Equity Annual Report

I present the Access and Equity annual report 2003 titled *Progress in implementing the Charter of Public Service in a Culturally Diverse Society*. This report has been prepared by the department in accordance with the government endorsed Recommendation 30 of the 1992 Access and Equity Evaluation Report.

I recommend that you table this annual report in Parliament and that it is made available to Senators and Members of the House of Representatives.

Yours sincerely

A handwritten signature in black ink, appearing to read 'WJ Farmer', with a horizontal line underneath.

WJ Farmer
24 March 2004

CONTENTS

PREFACE		5
EXECUTIVE SUMMARY		7
CHAPTER 1:	THE CHARTER OF PUBLIC SERVICE IN A CULTURALLY DIVERSE SOCIETY	9
CHAPTER 2:	AN OVERVIEW OF REPORTING	11
CHAPTER 3:	ASSESSMENT OF REPORTING AGENCIES AGAINST THE CHARTER'S PERFORMANCE MANAGEMENT FRAMEWORK	13
	Policy Adviser	13
	Regulator	21
	Purchaser	23
	Provider	31
	Employer	44
CHAPTER 4:	ACCESS AND EQUITY: AN IMPERATIVE FOR EFFECTIVE AND EFFICIENT SERVICE DELIVERY PROGRAMS AND CLIENT OUTCOMES	47
CHAPTER 5:	STATE AND TERRITORY GOVERNMENT CONTRIBUTIONS	55
	Community Relations Commission For a multicultural NSW	55
	Victorian Office of Multicultural Affairs	58
	Multicultural Affairs Queensland	59
	Western Australia – Office of Multicultural Interests	61
	South Australia – Office of Multicultural Affairs	62
	Australian Capital Territory – Office of Multicultural Affairs	64
APPENDIXES		66
	Appendix A: Table of performance ranking and List of contributing agencies	66
	Appendix B: APS staff - Representation of diversity groups by level	70

PREFACE

This is the third year that all Commonwealth agencies have been asked to report against the Performance Management Framework of the *Charter of Public Service in a Culturally Diverse Society* (the Charter).

All portfolios required to report did so. This year agencies were encouraged to report separately from their portfolio departments to improve the coverage and transparency of the report. An additional eight agencies provided separate reports for the first time.

Overall, the quality of responses provided by agencies has improved. In 2002, 19 of the 46 agencies that reported met all of the performance indicators applicable to them. In 2003, 53 of the 58 reporting agencies met all applicable indicators.

A more significant indicator of improved performance was the large number of performance indicators that were well met.

Access and Equity and Productive Diversity are complementary and mutually reinforcing policies linked by two of the Charter's principles: effectiveness and efficiency. It is encouraging to note that a large number of agencies reported on how they are utilising or developing the cross-cultural capacity of their staff to provide more responsive services to clients.

I commend this report as a summary of agencies' achievements in relation to Access and Equity and as a resource that identifies strategies for ongoing improvement.



Gary Hardgrave
Minister for Citizenship and Multicultural Affairs
Minister Assisting the Prime Minister

EXECUTIVE SUMMARY

THE ASSESSMENT PROCESS

Assessment in this report is based on the information provided to Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) by departments and agencies. DIMIA's role in the reporting process is to provide leadership and support to agencies in implementing the *Charter of Public Service in a Culturally Diverse Society*. DIMIA does not verify the accuracy of reported information or the scope of its coverage.

Agencies were assessed as meeting a performance indicator where they provided an example of a measure relevant to that indicator such as: using ethnic media, using plain English, developing translated material, identifying the client base, consulting through peak bodies. If an agency provided more than one example, then the agency was assessed as meeting the performance indicator well.

There are acknowledged weaknesses in this approach. For example, from briefly surveying agency websites it is apparent that several agencies are still not reporting on all of the roles that are relevant to them. Moreover, agencies may report one or several initiatives for a performance indicator that may be confined to only one particular program.

The assessment benchmark of agency performance was raised for this year's report. Having a plan in place to meet a performance indicator was not seen as meeting the indicator; such a plan needed to be implemented.

TRENDS IN REPORTING IN 2003

This year portfolio agencies were encouraged to report separately from their departments in order to improve the transparency and coverage of reporting. An additional eight agencies provided a report for the first time. In 2003, 58 agencies reported compared to 46 in 2002.

In preparing for this report, DIMIA held a half-day seminar working with Access and Equity contact officers in departments and agencies. In addition, DIMIA provided support by liaising with agencies and providing targeted feedback to ensure that agencies were alerted to strengths and areas where reporting could be improved. This approach appears to have contributed to an improvement in the overall standard of reporting. The table below shows the extent of the improvement from 2002.

For this year's report, the Charter's Performance Management Framework (PMF) was adjusted to improve clarity, and reduce overlap in reporting, to capture data about Productive Diversity and to

TABLE 1: PERCENTAGE OF PERFORMANCE INDICATORS MET IN 2002 AND 2003

Percentage performance indicators met	2002		2003	
	No of Agencies	Per cent	No of Agencies	Per cent
91 - 100	19	41.30	53	89.65
81 - 90	10	21.74	3	6.90
71 - 80	5	10.87	2	3.45
61 - 70	4	8.70	0	0.00
51 - 60	2	4.35	0	0.00
equal to or less than 50%	6	13.04	0	0.00
Total	46	100.00	58	100.00

increase the emphasis on providing sufficient resources in agencies' budgets for the effective implementation of Access and Equity strategies. It is encouraging to note that a large number of agencies reported on how they utilise the cultural and linguistic diversity of their staff to provide effective services to clients. Many agencies also provided reports about targeted programs and communication strategies that included the provision of interpreter services, translated information, advisory bodies and consultation with clients from culturally and linguistically diverse backgrounds. But quantifiable data such as dollar amounts or percentage of budget spent on these services was only provided in very few reports.

As was the case in 2002, agencies were not required to provide a report to DIMIA for the Employer role, which is covered by workplace diversity reporting to the Australian Public Service Commission. The Employer role is included in Chapter 3.

Fifty-three out of 58 agencies met all applicable performance indicators. This is an improvement in performance compared to 2002, where 19 of 46 agencies met all applicable performance indicators. Seven agencies met all relevant performance indicators well, compared to five in 2002.

On average, the role that was best met was the Regulator, with 70 per cent of reporting agencies meeting the performance indicator well. Regulator was followed by Policy Advisor (50 per cent met well), Purchaser (47 per cent met well) and Provider (42 per cent met well).

ACCESS AND EQUITY: AN IMPERATIVE FOR EFFECTIVE AND EFFICIENT SERVICE DELIVERY PROGRAMS AND CLIENT OUTCOMES

Targeting services in a culturally appropriate way that reflects the reality of the diversity of the community (43% of the population were born overseas or have at least one parent born overseas) not only delivers social equity outcomes but also an efficiency dividend. Agencies need to regard Access and Equity as a business imperative for achieving program efficiencies as well as delivering quality outcomes to their diverse clientele. Chapter 4 of this year's report shows how Centrelink has embedded the Charter's principles into their core operations to deliver effective and efficient service delivery outcomes for clients.

The *Charter of Public Service in a Culturally Diverse Society* (the Charter) aims to ensure that government services are delivered in a way that is sensitive to the language and cultural needs of all Australians.

Commonwealth, state and territory governments as well as the Australian Local Government Association have endorsed the Charter, which represents a nationally consistent approach to the delivery of responsive government services.

THE CHARTER OF PUBLIC SERVICE IN A CULTURALLY DIVERSE SOCIETY

The Charter is a key tool to assist government programs to meet the needs of our culturally and linguistically diverse society. It integrates a set of service delivery principles concerning cultural diversity into the strategic planning, policy development, budget and reporting processes of government service delivery, irrespective of whether these services are provided by government agencies, community organisations or commercial enterprises.

These principles are:

- **Access** – Government services should be available to everyone who is entitled to them and should be free of any form of discrimination irrespective of a person's country of birth, language, culture, race or religion
- **Equity** – Government services should be developed and delivered on the basis of fair treatment of clients who are eligible to receive them
- **Communication** – Government service providers should use strategies to inform eligible clients of services and their entitlements and how they can obtain them. Providers should also consult with their clients regularly about the adequacy, design and standard of government services
- **Responsiveness** – Government services should be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and responsive as far as practicable to the particular circumstances of individuals
- **Effectiveness** – Government service providers should be 'results oriented', focussed on meeting the needs of clients from all backgrounds
- **Efficiency** – Government service providers should optimise the use of available public resources through a user-responsive approach to service delivery which meets the needs of clients, and
- **Accountability** – Government service providers should have a reporting mechanism in place which ensures they are accountable for implementing Charter objectives for clients.¹

¹ A copy of the Charter can be obtained through the website of the Department of Immigration and Multicultural and Indigenous Affairs.

To assist agencies to report in a more meaningful way, a Performance Management Framework was developed in 2000 in consultation with a wide range of stakeholders. The framework was built around five key roles of government: Policy Adviser, Regulator, Purchaser, Provider and Employer. Sixteen performance indicators were developed across these five roles to capture their intersection with the seven Charter principles of access, equity, communication, responsiveness, effectiveness,

efficiency and accountability. The framework has been adjusted and refined to improve clarity and increase the emphasis on providing sufficient resources in agencies' budgets for the effective implementation of Access and Equity strategies. To reduce duplication and respondent burden, the Australian Public Service Commission provides data for the Employer role. Agencies now report on 11 indicators. The roles and their respective performance indicators are explained in the table below.

OVERVIEW OF THE PERFORMANCE MANAGEMENT FRAMEWORK

Role	Performance indicators
<p>The Policy Adviser is responsible for initiating and developing government policy. The policy adviser considers the needs of different groups and advises on what the government should achieve for the community as a whole.</p>	<ul style="list-style-type: none"> ● PI1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds. ● PI2: New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision. ● PI3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.
<p>The Regulator is responsible for the enforcement of legislation or other government 'rules'. The Regulator is responsible for all forms of regulations, including 'quasi regulations' such as codes of conduct and advisory instruments or notes.</p>	<ul style="list-style-type: none"> ● PI1: Resources are provided so that publicly available and accessible information on regulations is communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.
<p>The Purchaser determines what is to be purchased and from whom it is to be purchased. The purchaser often receives guidance from government about policy and guidelines.</p>	<ul style="list-style-type: none"> ● PI1: Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds. ● PI2: Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter. ● PI3: Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.
<p>Providers deliver services, often under contract by government. Providers can be government, private or not-for profit organisations.</p>	<ul style="list-style-type: none"> ● PI1: Providers have established mechanisms for planning for implementation, implementation, and for monitoring and review that incorporate the principles underpinning the Charter. ● PI2: Provider data collection systems incorporate the requirements of the Standards for Statistics on Cultural and Language Diversity (the Standards) for statistics on cultural and language diversity. ● PI3: Providers have established service standards that utilise the cultural and linguistic diversity of their staff, or their staff's cross-cultural awareness to facilitate and enhance service delivery. ● PI4: Complaints mechanisms enable people (regardless of cultural and linguistic background) to address issues and raise concerns about the performance of Providers.

CHAPTER 2: AN OVERVIEW OF REPORTING

SCOPE OF REPORTING IN 2003

2003 was the third year in which all Commonwealth agencies were asked to report against the Performance Management Framework of *The Charter of Public Service in a Culturally Diverse Society*. The quality of responses has improved and all portfolios required to report did so.

To improve the coverage and transparency of this year's report, departments and agencies were requested to provide separate reports. Appendix A provides a listing of reporting departments and agencies. An additional eight agencies reported compared to 2002. These were: the Australian Institute of Health and Welfare, the Commonwealth Grants Commission, the Commonwealth Superannuation Administration, the Commonwealth Superannuation Scheme Board, the Public Sector Superannuation Board, the Family Court of Australia, Food Standards Australia New Zealand, and the Office of the Federal Privacy Commissioner.

The Charter's Performance Management Framework has recently been modified and agencies were requested to provide data against the revised performance indicators. These modifications were initiated in part to address concerns raised in DIMIA's *Review of Settlement Services for Migrants and Humanitarian Entrants* about the adequacy of budgeting for interpreters, translations and tailored products. Other amendments were also introduced to improve clarity and reduce duplication between performance indicators for some roles, and to capture data about the benefits of Productive Diversity in utilising the cultural and linguistic skills of staff to enhance service delivery to clients. The amendments were suggested by the Streamlining Working Group of the Inter-Departmental Committee for Multicultural Affairs in July 2003.

People born overseas operate 464 300 (or 29 per cent) of small businesses in Australia. In previous years, there has been a gap in reporting by Commonwealth departments and agencies with

responsibility for trade, business and industry support programs, about the reach and access to services by owners/operators of small businesses from culturally and linguistically diverse backgrounds. In response to DIMIA's request, a number of agencies provided reports on targeted policies, regulations, and service delivery to culturally and linguistically diverse business owners. Other agencies reported that they provided language assistance and translated information on an individual needs basis. The Australian Taxation Office provided a comprehensive overview of the services provided for culturally and linguistically diverse small business owners/operators.

CONTINUOUS IMPROVEMENT

An overall improvement in reporting has been shown in 2003, compared to 2002. This came about as a result of departments and agencies responding to feedback and support from DIMIA, and focussing on areas where reporting could be improved.

Of the 58 agencies whose roles intersected with the Policy Adviser, Regulator, Purchaser and Provider roles, 53 met the performance indicators applicable to their agency. This outcome indicates an improved performance from 2002 where 19 of 46 agencies met all applicable indicators. However, performance should not be judged solely on the number of performance indicators met but also on how well indicators are met.

This year's report shows a larger number of performance indicators that were met well. Seven agencies met all applicable performance indicators well. These were: the Aboriginal and Torres Strait Islander Commission; Centrelink; the Commonwealth Ombudsman; the Department of Immigration and Multicultural and Indigenous Affairs; the Health Insurance Commission; Food Standards Australia New Zealand; and the Special Broadcasting Service Corporation.

A number of agencies performed well against all of the performance indicators for a role. Ten agencies (34 per cent) reporting against the Policy Adviser role met all performance indicators well.

Sixteen agencies (70 per cent) reporting against the Regulator role met the performance indicator well. Three agencies (16 per cent) reporting against the Purchaser role met all performance indicators well. Four agencies (8 per cent) reporting against the Provider role met all performance indicators well.

On average, the role that was best met was the Regulator role, with 70 per cent of reporting agencies meeting the performance indicator well. Regulator was followed by Policy Advisor (50 per cent met well), Purchaser (47 per cent met well) and Provider (42 per cent met well). The Provider role was lowered by performance against performance indicator 2, which requires that Provider data collection systems incorporate the requirements of the *Standards for Statistics on Cultural and Language Diversity*.

In 2002 a total of 54 agencies provided submissions for the A&E report. Of these three top performing agencies had the option not to report in 2002 and elected not to do so, three top performing agencies provided highlights and three agencies reported no intersection with any of the performance indicators. In 2003, 62 agencies provided submissions for the A&E report, which included four agencies who reported no intersection with any of the performance indicators.

ONGOING SUPPORT AND MONITORING

DIMIA will continue to provide leadership and support to agencies in implementing Access and Equity strategies for people from culturally and linguistically diverse backgrounds. A half-day seminar will be held to assist organisations prepare their input for the 2004 report. In addition, where there are known gaps in reporting by Commonwealth departments and agencies, DIMIA will follow-up bilaterally with these agencies to offer assistance and guidance to redress these problems.

A practical Access and Equity Manual that includes good practice examples of approaches to implementing the Charter is currently being developed by DIMIA to facilitate capacity building within government agencies. The Manual will relate Productive Diversity to the principles underpinning the Charter and promote Access and Equity both as mechanism for achieving social equity in respect of the delivery of government services to all Australians, and as a business driver for achieving effectiveness and efficiency in the delivery of services. It will also enable better workplace diversity management by providing best practice examples that would assist agencies to utilise their employees' language and cultural skills as an integral part of business planning for client services.

CHAPTER 3: ASSESSMENT OF REPORTING AGENCIES AGAINST THE CHARTER'S PERFORMANCE MANAGEMENT FRAMEWORK

POLICY ADVISER ROLE

The Policy Adviser role is responsible for initiating and developing Commonwealth Government policy.

Key responsibilities of the Policy Adviser role include:

- determining and evaluating community outcomes
- deciding broad priorities and developing policies
- managing long-term strategic planning for community outcomes
- holding purchasers accountable for their performance.

To achieve the Government's desired outcomes of ensuring equity and maximising the benefits for people from different cultural and language backgrounds, the Policy Adviser needs to:

- reflect the culturally diverse nature of the community in the development and review of policies
- actively, through direct participation or via consultation, involve people from a variety of cultural and linguistic backgrounds (for example, migrant and Indigenous backgrounds) in the policy process
- assess and quantify the differential impacts of policy directions on the lives of people from different cultural and linguistic backgrounds in the Australian community in the short, medium and longer term
- make publicly available policy information accessible to people from a variety of cultural and linguistic backgrounds.

Twenty-nine or 50 per cent of reporting agencies, reported against one or more of the performance indicators for this role. Ten agencies (34 per cent) met all the performance indicators for this role well. They were: the Aboriginal and Torres Strait Islander Commission; the Australia Council; the Department of Employment and Workplace Relations; the Department of Family and

Community Services; the Department of Foreign Affairs and Trade; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of the Prime Minister and Cabinet; the Department of Transport and Regional Services; and the Human Rights and Equal Opportunity Commission.

Performance Indicator One

New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds.

This performance indicator requires departments and agencies that develop new policies or programs or those under review to ensure they are developed with the involvement of people that are directly affected. This may mean that people from particular cultural and linguistic backgrounds are:

- involved directly through reference or advisory groups
- consulted through the various representative peak bodies
- are able to voice their views through the use of focus groups, surveys, or by commenting on discussion papers.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- ethnic/Indigenous community consultations/liaison/forums/roundtables
- ethnic/Indigenous focus groups/client consultations
- multicultural/Indigenous advisory committees/boards/steering committees/taskforces/assessment committees
- consultation with ethnic/Indigenous peak bodies

- consultation with stakeholders
- research into the impact of policy on culturally and linguistically diverse clients
- surveys
- research to identify stakeholders
- media releases and calls for submissions in ethnic/Indigenous media
- discussion/issues papers/information available in plain English and community languages
- information sessions/workshops
- elected Indigenous regional representatives/ council meetings
- ethnic community functions
- writing to ethnic community leaders for comment
- written or taped submissions
- multicultural regional workshop
- meeting with ethnic community leaders
- inviting submissions from ethnic organisations
- partnerships with ethnic/Indigenous stakeholder organisations
- website forums
- inquiries/white papers
- strategic and operational plans for culturally and linguistically diverse clients
- targeted budget for culturally and linguistically diverse clients.

GOOD PRACTICE EXAMPLE – DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS

The Department of Employment and Workplace Relations (DEWR) undertook a broad range of consultation initiatives during 2002-2003.

Active Participation Model

Active Participation Model & Australians Working Together programs – consultation has taken place via the Welfare Reform Consultative Forum and a range of National Employment Services Association special interest groups including the Indigenous Special Interest Group and the Culturally and Linguistically Diverse Special Interest Group.

Community Pilot Projects

Through discretionary funding (via the Employment Innovation Fund) community groups are encouraged to bring forward pilot concepts especially within the realm of DEWR's National Strategic Priorities which in turn highlight the needs of people from culturally and linguistically diverse backgrounds.

Targeted outcomes

For 2002-03 a target was set of a five per cent increase in positive outcomes (as compared to 2001-02) across all disadvantaged groups. The Positive Outcomes (the proportion of job seekers in employment or education/training three months following participation in Employment Services) for people from culturally and linguistically diverse backgrounds has risen seven per cent. Off-benefit outcomes (the proportion of job seekers off-benefit three months following participation in Employment Services) for people from culturally and linguistically diverse backgrounds increased by three per cent.

The first three strategies were the most common.

Agencies that met this performance well were: the Aboriginal and Torres Strait Islander Commission; the Australia Council; the Department of Communications, Information Technology and the Arts; the Department of Employment and Workplace Relations; the Department of the Environment and Heritage; the Department of Family and Community Services; the Department of Foreign Affairs and Trade; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of the Prime Minister and Cabinet; the Department of Transport and Regional Services; the Department of Veterans' Affairs; the Family Court of Australia; and the Human Rights and Equal Opportunity Commission.

Performance Indicator Two

New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision.

This performance indicator requires departments and agencies to ensure that major policy development and review processes fully consider the impact on the lives of people from a range of cultural and linguistic backgrounds. This can be achieved by:

- documenting the impact of new and revised policy proposals on people from a range of cultural and linguistic backgrounds as part of the policy proposal
- using the feedback gathered during consultations from people and/or organisations representing a range of cultural and linguistic backgrounds to develop and/or modify the new or revised policy proposals
- using case studies of people from particular cultural and linguistic backgrounds to highlight the impact of the new and/or revised policy proposal
- incorporating in budget commitments funding to facilitate access for people from particular

cultural and linguistic backgrounds to new services and programs. For example, those funds may be used to access interpreter services for individual service users.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- targeted programs to address/redress differential impact
- research to assess differential impact for culturally and linguistically diverse people
- potential impact analysis
- revising program guidelines as a result of differential impact
- assessment of differential impact through consultation
- community input and feedback into design and delivery of programs
- evaluating and reviewing guidelines to assess differential impact
- outcomes focus groups/follow up consultation/ community feedback
- communication strategy developed as a result of differential impact
- policy proposal template/process included recording of differential impact
- targeted case studies
- mechanism to review multicultural policy to assess impact
- assessment of differential impact through surveys
- positive outcomes targets
- use of well being indicators
- developing qualitative user profiles and pathways
- use of ABS Census data for policy impact assessment

- annual impact assessment/audits
- targeted funding
- Internet forums.

Targeted programs to address or redress differential impact was the most commonly reported strategy.

Agencies that met this performance well were: the Aboriginal and Torres Strait Islander Commission; the Attorney-General's Department;

the Australia Council; the Department of Employment and Workplace Relations; the Department of Family and Community Services; the Department of Foreign Affairs and Trade; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of the Prime Minister and Cabinet; the Department of Transport and Regional Services; and the Human Rights and Equal Opportunity Commission.

GOOD PRACTICE EXAMPLE – ABORIGINAL AND TORRES STRAIT ISLANDER COMMISSION

Whole of Government Unit

The Aboriginal and Torres Strait Islander Commission (ATSIC) has a Whole of Government Unit that is responsible for the coordination and management of functions that relate to the Cape York Justice Strategy, Whole of Government COAG agenda and related Federal Government Initiatives including Community Participation Agreements. This includes the development and implementation of national policies and operational procedures in relation to whole-of-government initiatives, including consultation and negotiation with state, territory and Commonwealth agencies in an effort to positively affect policies relating to Indigenous peoples.

Community Participation Agreement

The Community Participation Agreement/Capacity Building initiatives have an initial focus on Aboriginal and Torres Strait Islander people from remote areas of Australia. The proposal aims to strengthen family and community structures and the capacity of individuals to contribute to community life. It is proposed that Indigenous communities will participate in the design and delivery of this initiative and hence be in a position to assess the impact of the initiatives on the lives of community members.

Family Violence Prevention

Four of the thirteen Family Violence Prevention Legal Services funded by ATSIC, located predominantly in regional areas of Australia, have been independently evaluated to assess the effectiveness of delivering legal assistance and other services. The findings of these evaluations support the vital role played by these services in assisting victims of family violence. The evaluations provided an insight into the capacity of the legal services to deal with sexual assault and will assist in setting directions for future funding in the area of sexual assault.

An independent review of the family violence services in Cape York and Cairns was carried out and this contributed to the development of the Peninsula Regional Council family violence action plan.

Aboriginal Councils and Associations Act 1976

The Office of the Registrar of Aboriginal Corporations' package of reforms for the *Aboriginal Councils and Associations Act 1976* is a response to issues raised by Indigenous clients and stakeholders about the impact of its Act on them, and aims to build on strengths and address weaknesses.

Performance Indicator Three

New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.

This performance indicator requires departments and agencies to ensure that people from a range of cultural and linguistic backgrounds know about new policies, as well as changes in policies that may impact on their lives. This can be achieved by:

- using the ethnic media and ethnic networks to distribute information
- using plain English to explain the new and/or revised policy/program initiative
- developing translated information
- involving community leaders to inform members of their communities
- developing imagery rather than text based communication mediums.

This performance indicator was revised to ensure that communication strategies developed to inform culturally and linguistically diverse clients are adequately resourced to provide interpreter services, translations and tailored products.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- ethnic media
- provision of information in plain English
- translated fact sheets/information sheets/brochures/handbooks/case studies/frequently asked questions
- visual cues/images
- Indigenous media
- Indigenous newsletters
- community spokespersons/role models
- Indigenous/ethnic networks

- translated website information
- consulting peak bodies
- consultation with culturally and linguistically diverse people
- sending media releases to ethnic media
- culturally adapted advertising
- bilingual staff on ethnic media
- bilingual staff in partnership with ethno-specific groups
- peak body members informed and used to communicate
- Indigenous marketing strategy
- Indigenous communication research
- Indigenous facilitators
- inclusion of interpreter information on brochures/fact sheets/etc
- culturally appropriate presentations
- training staff to use plain English
- national 1800/free call enquiry lines
- information available in CD and video format
- use of culturally sensitive language
- accepting taped submissions
- sensory cues
- public awareness campaigns/community awareness programs
- travelling exhibitions.

The use of ethnic media was the most commonly reported strategy, but the provision of information in plain English and translated fact sheets or brochures also featured prominently. Twenty-five agencies reported that they have communication strategies for targeted programs that include the provision of interpreter services, translated information, advertising in ethnic media, and cultural awareness campaigns. Information about the dollar amount or percentage of budget allocated to these services was only provided in very few reports.

Agencies that met this performance well were: the Aboriginal and Torres Strait Islander Commission; the Australia Council; the Australian Customs Service; the Australian Sports Commission; the Australian Taxation Office; the Department of Communications, Information Technology and the Arts; the Department of Education, Science and Training; the Department of Employment and Workplace Relations; the Department of the Environment and Heritage; the Department of Family and Community Services; the Department of Foreign Affairs and Trade; the Department of Health and Ageing; the Department

of Immigration and Multicultural and Indigenous Affairs; the Department of the Prime Minister and Cabinet; the Department of the Treasury; the Department of Transport and Regional Services; the Department of Veterans' Affairs; the Equal Opportunity for Women in the Workplace Agency; the Family Court of Australia; the Human Rights and Equal Opportunity Commission; the Office of the Federal Privacy Commissioner; and the Productivity Commission.

GOOD PRACTICE EXAMPLE – AUSTRALIAN CUSTOMS SERVICE

The *Customs Client Service Charter* has been revised and provides contact information in eight languages. The Charter outlines the Australian Customs Service (Customs) commitment to providing quality service to all of its clients.

New policy programs, such as the Tourist Refund Scheme, have wide communication strategies to ensure the information publicly available is available in a range of languages.

Culturally appropriate community participation presentations are held in Indigenous communities in North Queensland.

The following methods have been utilised to communicate information about Customs Cargo Management Re-engineering (CMR) project to inform people from relevant cultural and linguistic backgrounds:

- All information product developed uses plain English where possible.
- Fact sheets have been developed in languages other than English, including Chinese, Indonesian, Japanese, Malaysian, Korean, Thai and Vietnamese.
- Advertisements have been included in a wide variety of publications including some ethnic media.
- A series of industry awareness sessions have been implemented. These sessions were widely advertised and attracted a range of individuals involved in the exporting and importing chains. Publicity also generated a number of enquiries to Customs who distributed information packages to those people who were unable to attend the presentations.
- Customs 1800 CMR hotline also provides industry with an alternative method of communication to have questions answered about CMR related issues.

Customs in the Northern Territory Region together with the National Marine Unit has trialed the use of Indigenous rangers in a remote location. This initiative is designed to provide Customs with a conduit to the Indigenous communities including development of Customs' local knowledge, while at the same time educating the community groups about Customs purpose and interests. It is expected that the Program will be extended to other communities during next financial year.

GOOD PRACTICE EXAMPLE - POLICY ADVISER ROLE - FAMILY COURT OF AUSTRALIA

Performance Indicator 1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds.

A National Approach

The Family Court of Australia has had a long commitment to providing services to meet the needs of culturally diverse clients, including through the highly regarded Family Consultants Program, which provides services for Indigenous clients. However, in recognition that various initiatives have not always been uniformly adopted or well understood across all locations, a National Cultural Diversity Committee was formed in 2000/01, chaired by the Court's Senior Administrative Judge. The Committee initiated a national review (audit) against the *Charter of Public Service in a Culturally Diverse Society*.

The Audit

The audit assessed the Court's progress against benchmarks set by Government policy and best international and Australian practice and proposed a framework for developing strategies to assist the Court to meet the needs of culturally and linguistically diverse clients. It involved consultation with external and internal stakeholders. The *Diversity Audit Report and Recommendations* (which were formally released in April 2003 at a National Roundtable – see below) made findings against the seven principles of the Charter, with 23 recommendations for action.

Four priority areas were highlighted:

- Community engagement
- Training for community workers
- Clients from diverse backgrounds be recognised as part of the Court's core business
- Data collection on the cultural and linguistic characteristics should be collected from all Court clients to assist better service delivery.

The audit also recognised the importance of inclusion and consultation, both within and external to the Court. The communications aspects of the report highlighted the application of quality assurance mechanisms in the development of products, testing and piloting of new products, community engagement, and an information distribution strategy that incorporates the use of community radio and newspapers.

Performance Indicator 2: New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision.

Roundtable Conference

A direct outcome of the audit was further discussions with key external stakeholders, which led to the co-hosting of a National Roundtable Conference, by the Court and the Australian Multicultural Foundation, in April 2003. The Roundtable was the first of its kind held in Australia. Participants represented each State and Territory multicultural office; the Federation of Ethnic Communities' Councils of Australia, the Federal Attorney-General's Department and the Department of Immigration and Multicultural and Indigenous Affairs.

Key outcomes from the Roundtable included:

- The importance of relationship building
- The need to enter into partnerships with relevant organisations around the country
- Need for flexibility in approach
- Need for diversity in communications
- Consultations need to be both with community leaders and with consumers
- Appropriate data collection is essential
- Need for a cultural organisational change to promote access and equity
- Training of Family Court staff in cultural contexts be provided before consulting with culturally diverse groups.

Performance Indicator 3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds

Where the Court is going

The Court has subsequently been taking action on the outcomes from the Roundtable, commencing with the development of Local Action Plans by each Registry. Registries will continue building partnerships at local levels, with performance reporting on a quarterly basis. A language skills register of bilingual staff has been introduced and promoted within the Court to assist in the interpreting needs of clients. New recruits to the Court will receive an orientation package, which contains a sharp focus on servicing culturally diverse clients.

During 2003/04 the Court intends to release a National Strategy for Cultural Diversity, with a detailed Action Plan. It will be seeking to build close partnerships with State and Territory Commissions, and nationally is pursuing opportunities for partnerships with relevant Australian Government departments and peak representative bodies, such as the Federation of Ethnic Communities' Councils of Australia.

An extensive review of interpreter services used by the Court has been scheduled, with further translations of Court material planned. With the proposed introduction of new Family Law Rules expected in March 2004, the Court has revised its forms in order to collect more comprehensive data from clients, using the Minimum and Standard Core Sets of the Australian Bureau of Statistics' *Standards for Statistics on Cultural and Language Diversity*. Further initiatives aimed at staff include the development of in-house training, leadership development training, and cross-cultural training of new recruits. Family Court Registries personnel provide training opportunities for local community groups through court visits or by disseminating information at community events. Each of these actions has been identified through various consultative processes.

REGULATOR ROLE

The Regulator role is responsible for the enforcement of legislation or other government 'rules' which influence the way people behave.

Key responsibilities of the Regulator role are:

- compliance monitoring
- performance monitoring
- investigation
- accreditation
- complaint management.

To achieve the government's desired outcomes of ensuring equity and maximising the benefits for people from different cultural and language backgrounds, the Regulator needs to:

- use culturally and linguistically diverse staff to explain regulations to clients
- develop ethnic and Indigenous community awareness campaigns/information sessions to reduce non-compliance
- develop translated or plain English website information using visual cues
- provide translated brochures.

The performance indicators for this role were revised and reduced from two to one. These revisions were made to reduce duplication and to ensure that regulations are communicated appropriately to people from a range of cultural and linguistic backgrounds, especially groups identified as having a high level of non-compliance.

Twenty-three agencies or 40 per cent of reporting agencies reported against the Regulator role. Sixteen agencies (70 per cent) met this role well. They were: the Aboriginal and Torres Strait Islander Commission; the Australian Communications Authority; the Australian Customs Service; the Australian Taxation Office; the Department of Agriculture, Fisheries and Forestry; the Department of Communications, Information Technology and the Arts; the Department of the Environment and Heritage; the Department of Family and

Community Services; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of Industry, Tourism and Resources; the Department of Health and Ageing; the Department of the Prime Minister and Cabinet; the Department of the Treasury; the Equal Opportunity for Women in the Workplace Agency; Food Standards Australia New Zealand; and the Office of the Federal Privacy Commissioner.

Performance Indicator One

Resources are provided so that publicly available and accessible information on regulations is communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.

This performance indicator requires departments and agencies to ensure that people from a range of cultural and linguistic backgrounds know about the regulations that may impact on their lives.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- ethnic media advertising
- plain English website information
- information on websites available in several languages
- translated brochures and fact sheets
- the use of culturally and linguistically diverse staff to explain regulations to clients
- plain English regulations
- plain English guides
- consultation forums with representative peak bodies
- seminars and information sessions to culturally and linguistically diverse clients
- reviewing regulations and consulting, including workshops, with multicultural clients

- targeted community awareness campaigns
- field visits/participating in cultural festivals or community events to disseminate information
- use of ethnic/Indigenous media for dissemination of information in community languages
- a website that includes information on regulations using visual cues
- placing ethnic community groups on a mailing list for information
- a newsletter that uses visual cues to explain regulations
- using bilingual staff/interpreters to explain regulations to clients who are breaching them
- listing the Translating and Interpreting Service (TIS) in a brochure
- information available in video and CD formats
- 1300 number information lines
- responses/complaints in preferred language.

Plain English information of some description (website, regulations or guides) was the most commonly reported strategy. Those agencies that performed the best used a multi-faceted approach.

GOOD PRACTICE EXAMPLE – DEPARTMENT OF THE TREASURY

The Foreign Investment Policy Division (FIPD) of the Treasury is responsible for administering the *Foreign Acquisitions and Takeovers ACT 1975* and is the National Contact Point for the Organisation for Economic Co-operation and Development Guidelines for Multinational Enterprises. FIPD has implemented a communications strategy to improve stakeholders' understanding of foreign investment policy and context using contacts of the Department of Immigration and Multicultural and Indigenous Affairs and the Department of Foreign Affairs and Trade and relevant intermediaries and domestic agents.

GOOD PRACTICE EXAMPLE – REGULATOR ROLE - DEPARTMENT OF THE PRIME MINISTER AND CABINET

Key Initiatives

The Government Communications Unit (GCU) in the Department of the Prime Minister and Cabinet monitors media plans and communication strategies to ensure appropriate consideration has been given to communicating with people whose first language is not English.

Usually between 10 and 20 community languages are chosen which constitute those most in need of receiving the communication in their own language.

Many campaigns employ the services of a specialist non-English communications consultant to assist them in developing non-advertising communication activities such as the development of in-language information materials and community liaison strategies. The GCU provides advice to departments on briefs and lists of suitable consultants.

Relevant Regulations

When campaign advertising is being placed at least 7.5 per cent of the budget for newspaper and radio advertising must be spent on non-English newspaper and radio media respectively. Where the campaign is of particular relevance to people from culturally and linguistically diverse backgrounds a greater proportion of the budget is often allocated, for example, the Department of Immigration and Multicultural and Indigenous Affairs' Citizenship Campaign.

Where there is no newspaper or radio advertising proposed, consideration is still given to reaching target audiences from culturally and linguistically diverse backgrounds.

Outcomes

In 2002 – 2003 of the 12 Australian Government advertising campaigns implemented nine of them included advertising targeting people from culturally and linguistically diverse backgrounds and five employed a specialist non-English communications consultant.

PURCHASER ROLE

The Purchaser role is responsible for purchasing services, administering grants and purchasing cultural items for display. Purchasers frequently use purchase contracts, memoranda of understanding, service level agreements or partnership agreements to give effect to a proposed purchase arrangement. These mechanisms are usually supported by performance monitoring and reporting requirements.

Key responsibilities of the Purchaser role include:

- determining what is to be purchased and what is to be achieved
- negotiating and contracting with services providers
- monitoring performance and suitability of services/goods being purchased
- encouraging competition between providers.

To achieve the government's desired outcomes of ensuring equity and maximising the benefits for people from different cultural and language backgrounds, the Purchaser needs to:

- develop consultation strategies to involve people from a range of cultural and linguistic backgrounds where the goods/services that are to be purchased may have differing impacts on their lives
- ensure the specifications of both the tender and purchase contract comply with the Charter
- ensure that the complaints mechanisms enable people from a range of cultural and linguistic backgrounds to have their issues heard and addressed.

Nineteen or 33 per cent of reporting agencies reported against one or more of the performance indicators for the Purchaser role, and as was the case in the 2002 report, this role appeared to be

under reported. Three agencies (16 per cent) met all the performance indicators for this role well. They were: the Aboriginal and Torres Strait Islander Commission; the Department of Employment and Workplace Relations; and the Department of Immigration and Multicultural and Indigenous Affairs.

Performance Indicator One

Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds.

This performance indicator requires departments and agencies to ensure that when the government purchases services, administers grants and purchases cultural material for display, it does so in a way that takes into account the range of needs for all people in the community.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- grants programs and outsourced programs developed in consultation with culturally and linguistically diverse groups (advisory bodies, reference groups, focus groups, committees, consultations inclusive of representative peak bodies)
- customer or client satisfaction surveys
- use of interpreters to assist with the completion of customer surveys
- discussion paper sent to multicultural groups

- targeted briefings about grants application process
- targeted requests for donations for exhibits of culturally and linguistically diverse cultural material
- contracts specifying consultation with Indigenous groups
- targeted funding to provide services
- partnerships with culturally and linguistically diverse groups and Indigenous organisations to manage projects
- relevant community input through meetings, correspondence, visits and interviews using interpreters
- targeted research into needs of culturally and linguistically diverse groups
- negotiations conducted by staff with cultural awareness of sensitivities
- targeted programs for new emerging communities.

The use of various types of fora involving people from different cultural backgrounds was by far the most common approach and was used by most agencies that reported.

Agencies that met this performance indicator well were: the Aboriginal and Torres Strait Islander Commission; the Australia Council; the Department of Communications, Information Technology and the Arts; the Department of Employment and Workplace Relations; the Department of Family and Community Services; the Department of Immigration and Multicultural and Indigenous Affairs; and ScreenSound Australia.

GOOD PRACTICE EXAMPLE – DEPARTMENT OF COMMUNICATIONS, INFORMATION TECHNOLOGY AND THE ARTS

Funding

In respect of funding agreements, the Department of Communications, Information Technology and the Arts (DCITA) acts in accordance with the Australian National Audit Office *Administration of Grants Better Practice Guide*.

The Secretariats and Program Committees periodically review grants/funding programs and consultation occurs with relevant interest groups. Many committees include members from diverse cultural and linguistic backgrounds.

In general, the DCITA's funding programs have mechanisms in place to report prior to decision on funding recommendations related to diverse linguistic and cultural backgrounds and multicultural issues. Many funding programs have a history of supporting projects from diverse community groups and encourage proposals that develop opportunities for people from diverse backgrounds.

Community Broadcasting

The department administers a program of recurrent annual funds in support of community broadcasting, to improve access to information and broadcasting services. The funds are distributed through the Community Broadcasting Foundation (CBF); an industry body whose primary purpose is to distribute Australian Government funds.

Fifty-six per cent of total DCITA funding to the sector is earmarked for support for community broadcasting for the benefit of people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander people. The targeted communities are directly represented on the Board of the CBF. Each nominated representative on the Board is elected by the members of the peak organisations representing the broadcasting sub-sectors and specialist broadcasters.

The department provides operational funding through the Cultural Development Program to the National Aboriginal and Islander Skills Development Association (NAISDA) to recruit, train and develop Indigenous students in Aboriginal and Torres Strait Island dance.

TV Fund Unit

Indigenous communities received funding under the Television Black Spots Program (TVBSP) during 2002/2003 for equipment at 17 black spots where communities were establishing new television re-transmission services. The 17 black spots represented 16 per cent of all approvals under the TVBSP during the 2002/2003 period.

Networking the Nation

The Networking the Nation (NTN) Secretariat ensured the specific cultural and linguistic needs of Indigenous people did not present as barriers to achieving equitable access to and outcomes from the programs, including employing an Indigenous Liaison Officer. Many remote Indigenous communities are involved in, and will continue to, directly benefit from many NTN projects.

Arts

Grants programs in the arts program areas have guidelines that include social justice provisions. These are included in the guidelines for Playing Australia, Festivals Australia and Contemporary Music Touring Program. The Regional Arts Fund Deeds of Agreement have a specific objective that emphasises development through the arts for isolated Indigenous communities.

There are Indigenous representatives on the Playing Australia Committee and the Festivals Australia Committee. The Regional Arts Fund Panels managed by regional arts organisations in each state and territory also includes an Indigenous representative.

The Visions of Australia Committee comprises a representative from each state or territory, including an identified Indigenous position and maintains a gender balance. The committee makes recommendations on the allocation of funds available.

Visions of Australia has mechanisms in place to report on funding recommendations related to diverse linguistic and cultural backgrounds and multicultural issues.

Applicants are required to outline the social justice objective of the proposed exhibition within the application.

A database of applicants and funded applications is maintained to identify trends on the type of organisation applying and the type of exhibition.

Performance Indicator Two

Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter.

This performance indicator requires departments and agencies to ensure that when tendering for goods or services, they do so in a way that takes into account the range of needs of all people in the community.

Where applicable, tender documents should require providers to state their understanding of the cultural and language needs of clients and ensure their services will respond appropriately to these needs. For the purchasing agency this requires having useful data on their clients' characteristics.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- contracts included special clauses relating to knowledge of and sensitivity to different cultures
- tender specifications and contracts include the requirement for consultation with culturally and linguistically diverse/Indigenous groups
- contracts specify data collection requirements regarding culturally and linguistically diverse clientele
- specialist contracts given to provide for people from multicultural backgrounds
- plans to include a special clause to encourage applications as contractors from culturally and linguistically diverse people

- expert grants assessors include culturally and linguistically diverse assessors
- contracts include a clause to employ Indigenous Australians if possible
- special clause included to encourage applications as contractors from different cultures
- contracts specify need to outline strategies for multicultural clients
- training and support provided by agency to contractors for specialist services for culturally and linguistically diverse clients
- contracts specify consultation with Indigenous groups
- contracts specify that interpreters are provided for interviews
- tenderers must display an understanding of cultural and community sensitivities in regard to the project.

The use of contracts specifying the need for knowledge of and sensitivity to different cultures was by far the most common strategy and was used by most agencies that reported.

Agencies that met this performance indicator well were: the Aboriginal and Torres Strait Islander Commission; the Australian Film Commission; the Department of Education, Science and Training; the Department of Employment and Workplace Relations; the Department of Family and Community Services; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of the Treasury; the Department of Veterans' Affairs; the National Gallery of Australia; and the National Museum of Australia.

GOOD PRACTICE EXAMPLE – NATIONAL MUSEUM OF AUSTRALIA

The National Museum of Australia's (NMA) day to day work necessarily requires its staff to negotiate contracts with external providers who understand and are sensitive to the needs of people from a range of cultural and linguistic backgrounds.

Cultural awareness and sensitivity

- Interpreters hired by the NMA must demonstrate an understanding of the language and cultural diversity of Indigenous and overseas visitors to the NMA.
- When the NMA hires transport and installation companies for its exhibitions, the company's relevant staff are given appropriate cultural sensitivity training to ensure they have and show respect for other people's cultures and objects.

The NMA draft Image Delivery and Intellectual Property manual contains references to the need for the NMA to take into account cultural diversity: *“The NMA acknowledges the multicultural nature of Australian society and is committed to fair and unbiased representation of the many cultures and religions that exist. The NMA will seek to ensure that contractors and others who work for or on behalf of the NMA will act in accordance with the principles espoused in this Manual”.*

Performance Indicator Three

Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.

This performance indicator requires departments and agencies ensure that everyone has the opportunity to lodge a complaint and have it addressed. It principally applies to any concerns related to the performance of organisations that have been contracted by government agencies to provide services to the public. However, it also applies to complaints about grants programs and the purchase of cultural material for display in museums.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- conduct and service charters available in community languages
- arranging interpreters for those making complaints
- analysis of compliments/complaints
- provision codes of translated information
- unrestricted independent scrutiny
- an Indigenous complaints forum
- feedback at ethno-specific fora

- ethnic community complaints/comments as an agenda item at regular meetings with contractors
- bilingual staff
- a random sample client satisfaction survey
- using field officers to investigate complaints and review grants through a formal process
- regular grants review process
- an Indigenous Client Service Charter
- websites that allow culturally and linguistically diverse clients to make complaints or raise issues of concern in their preferred language
- toll free hotline numbers for helplines and to make complaints
- multicultural call centres.

The most common strategy reported was the use of interpreters for those making complaints. Agencies often reported using multilingual staff to assist clients.

Agencies that met this indicator well were: the Aboriginal and Torres Strait Islander Commission; the Department of Education, Science and Training; the Department of Employment and Workplace Relations; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of Veterans' Affairs; and the National Gallery of Australia.

GOOD PRACTICE EXAMPLE – DEPARTMENT OF VETERANS' AFFAIRS

Standard agreements

All Department of Veterans' Affairs (DVA) Standard Agreements bind contractors to APS Values that recognise and utilise the diversity of the community. Complaint lodgement procedures are well advertised through individual letters, the DVA Service Charter and ex-service organisation representatives. Analysis of feedback received through the feedback management systems showed that there were no instances of complaints related to language or cultural issues in 2002-2003.

Managing complaints in languages other than English

All DVA Offices use the Translating and Interpreting Service for the provision of services and acceptance of complaints for veterans who do not speak English. Offices also use the Department of Immigration and Multicultural and Indigenous Affairs interpreter and translation services.

There are also 89 staff in DVA who indicate that English is their second language and a further 155 staff who speak a second language. Clients who lodge complaints with the department directly benefit from the language skills of DVA's staff. DVA also seeks to address the service delivery needs of Aboriginal and Torres Strait Islander veterans and has a strong relationship with state offices of the Aboriginal and Torres Strait Islander Veterans' Association.

GOOD PRACTICE EXAMPLE – PURCHASER ROLE - DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS

Performance Indicator 1: Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds.

The Department of Employment and Workplace Relations (DEWR) is committed to improving access to employment programs and services for people from a range of cultures including through consultation and obtaining feedback from various organisations representing different cultural groups.

Purchasing policy framework

The Purchasing Policy framework for the third Employment Services Contract (ESC3) was developed through significant input from, and consultation with, peak bodies and representative organisations. Peak bodies representing groups such as Indigenous Australians, people with a disability and culturally and linguistically diverse communities had the opportunity to contribute, with particular reference to the likely impacts on the client groups they represent. Similarly, consultations were held with individual organisations representing particular culturally and linguistically diverse groups, local Indigenous communities and people with disabilities. There was the opportunity for interested individuals or groups to contribute through attendance at a consultation session or by providing written submissions. Feedback was used in developing the Request for Tender for ESC3.

Information dissemination

Information dissemination to disadvantaged job seekers, including those from culturally and linguistically backgrounds and Indigenous job seekers is actively pursued. Brochures aimed at disadvantaged job seekers were developed and distributed from January-June 2003 through Centrelink offices.

Remote employment service areas

In a number of identified remote Employment Service Areas with a high proportion of Indigenous people, it was considered that the Active Participation Model may not be appropriate to meet the employment needs of job seekers and that a Fee for Service arrangement should be purchased. In some

locations services might be based on the Active Participation Model, or with some variations to standard arrangements to accommodate local needs, or that services might also be tailored specifically to particular circumstances to the point they vary substantially from the standard Active Participation Model. DEWR in consultation with local communities would establish the most suitable arrangements in each location. Following local consultations the Department has awarded contracts to a number of providers to deliver the tailored Fee for Service arrangements. These arrangements recognise the particular difficulties faced by job seekers in these areas and tailor the service delivery to ensure that these job seekers are given the best opportunities to improve their prospects for employment.

Contracts for projects funded under the Indigenous Employment Program (IEP) are developed in consultation with Indigenous (and other) recipients and departmental staff assist organisations in understanding their obligations.

Performance Indicator 2: Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter.

DEWR ensures that the needs of people from a range of cultural and linguistic backgrounds are met through purchasing processes.

Tenderers

All tenderers for the provision of employment services in regions where people from culturally and linguistically diverse backgrounds from other than main English-speaking countries comprise more than 10 per cent of the unemployment register must include strategies targeting this group which are able to achieve the outcomes for which the organisation is tendering. Successful organisations are monitored to ensure the delivery of the strategies contained in their tenders. The tenders form part of the Employment Services Contract and are monitored against this.

In the current contract period, there are four organisations providing specialist services to people from culturally and linguistically diverse backgrounds, in 30 sites across Australia.

All tenderers for the provision of employment services in regions where Indigenous people comprise more than 5 per cent of the unemployment register must include strategies targeting this group which are able to achieve the outcomes for which the organisation is tendering. Successful organisations are monitored to ensure the delivery of the strategies contained in their tenders. The tenders form part of the Employment Services Contract and are monitored against this.

In the current contract period, there are seven organisations providing Indigenous specialist services in 29 sites across Australia.

Employment Services providers are contractually required to have their own complaints mechanisms in place. DEWR also has a toll free customer service line for clients to contact if they are not satisfied with how the provider managed their complaint or if they cannot take the complaint up directly with the provider. Clients with limited English can access the customer service line with the aid of the Translating and Interpreting Service (TIS).

Organisations contracted to deliver the Self Help Program are required under their contracts to implement culturally appropriate marketing and recruitment strategies to ensure Indigenous Australians are aware of the program and know how to access assistance.

Performance Indicator 3: Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.

Feedback and complaints mechanisms are in place to ensure that people (regardless of their cultural or linguistic background) have access to complaint mechanisms.

Job Network members are bound by the Job Network Code of Conduct (the Code), which forms part of the Job Network member's contract with DEWR. The Code is designed to protect the interests of job seekers and to ensure they receive quality service. It also requires all Job Network members to establish their own internal complaints system. The Code is produced in accessible formats, is available electronically from the Job Network website and has been translated into 20 community languages. Available languages are Amharic, Arabic, Bosnian, Chinese, Croatian, English, Farsi, Filipino, Greek, Italian, Khmer, Macedonian, Pushto, Polish, Russian, Serbian, Singhalese, Somali, Spanish, Turkish and Vietnamese. The languages were chosen on the basis of Centrelink jobseeker data.

Analysis of complaints data is undertaken to show the percentage triggered by issues of language and culture. Analysis of Job Network related complaints during 2002-03 indicate a very small number triggered by issues of language or culture (less than 0.1 per cent).

Community Work Coordinators (CWCs) are bound by the CWC Code of Conduct. The Code forms part of the CWC's contract with the department and represent the minimum standards to be applied in their dealings with Work for the Dole participants. The code requires that CFC develop an internal dispute resolution process to deal with complaints and grievances.

Toll free hotlines for all employment services are available for stakeholders to make complaints or raise concerns about the level of service provided. Clients from diverse cultural and linguistic backgrounds can access employment services hotlines through the TIS if required.

The department's state and regional office network involved in the delivery of the IEP ensures that complaints and issues that arise can be addressed promptly and generally in person.

Planned enhancement of the employment services complaints database will allow for analysis of complaints triggered by issues of language or culture.

PROVIDER ROLE

The Provider role is responsible for delivering services, usually under contract by government. Providers can be government, private or not-for-profit organisations.

Key responsibilities of the Provider role include:

- managing resources effectively to produce and deliver services as required
- developing and marketing (if appropriate)

services to consumers/users and to purchasers

- ensuring their organisation is able to provide the services required in the short to longer-term.

To achieve the government's desired outcomes of ensuring equity and maximising the benefits for people from different cultural and language backgrounds, the Provider needs to:

- show an understanding and capacity to provide services to people from the range of cultural and linguistic backgrounds in Australian society

- provide services that are accessible to people from a range of cultural and linguistic backgrounds
- have quality assurance and quality improvement systems in place which are developed and delivered on the basis of the fair treatment of clients who are eligible to receive a particular service
- have a Client Service Charter that defines the roles, responsibilities and accountabilities of both the Provider and consumer. Such a Client Service Charter should account for the needs of society in which there are people from a range of cultural and linguistic backgrounds
- have established mechanisms for considering consumer satisfaction which meets the needs of their diverse clientele
- have established complaints handling mechanisms to address concerns raised by their consumers and which meets the needs of their diverse clientele.

Forty-nine or 84 per cent of agencies reported against one or more of the performance indicators for this role. Four agencies (8 per cent) met all of the performance indicators for this role well. They were: Centrelink; the Department of Immigration and Multicultural and Indigenous Affairs; the Health Insurance Commission and the Special Broadcasting Service Corporation.

Performance Indicator One

Providers have established mechanisms for planning for implementation, implementation, and for monitoring and review that incorporate the principles underpinning the Charter.

This performance indicator requires agencies and departments who provide services to ensure that they plan, deliver and monitor their services in ways that consider and account for the needs of their culturally diverse clientele.

This performance indicator was revised. An additional performance measure was included for budgeting sufficient resources for interpreter services.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- Indigenous consultations/programs
- using interpreters or bilingual staff
- culturally and linguistically diverse and Indigenous community consultations/liason/ fora, workshops
- culturally and linguistically diverse and Indigenous peak body representatives on consumer consultative forums, focus groups
- plain English information
- translated information sheets, forms, leaflets, brochures available both in hard copy and online
- monitoring access and equity issues through client surveys
- communication strategies using pictures, imagery and symbols, audio, video
- assessing differential impacts for culturally and linguistically diverse clients
- targeting Indigenous/ethnic media
- consultation with ethnic/Indigenous peak bodies
- culturally and linguistically diverse and Indigenous strategic planning framework
- provision of seminars, joint promotions, briefings, presentations, outreach programs
- culturally and linguistically diverse and Indigenous representatives on advisory councils, standing committees, facilitator networks, user groups
- multicultural service officers

- Indigenous customer service officers
- Indigenous call centre
- targeted information and education campaigns
- targeted recruitment of multicultural staff
- cultural awareness workshop for staff
- language courses for staff
- targeted research on culturally and linguistically diverse clients
- information provided through targeted posters, stickers, videos, CDs
- targeted funds to provide services for culturally and linguistically diverse and Indigenous clients
- sponsorship of multicultural awards
- community and rural/remote visiting teams
- attendance at peak body gatherings
- website useability studies.

The first six strategies were widely employed and overall this performance indicator was well met. About half of the agencies reporting against this

indicator have targeted programs that include access to interpreter services, translated information, and cultural awareness campaigns.

Agencies that met this performance indicator well were: the Australian Trade Commission; the Australian Broadcasting Corporation; the Australian Electoral Commission; the Australian Industrial Registry; the Australian National Maritime Museum; the Australian Taxation Office; the Bureau of Meteorology; Centrelink; the Commonwealth Ombudsman; the Department of Education Science and Training; the Department of Employment and Workplace Relations; the Department of the Environment and Heritage; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of Industry, Tourism and Resources; the Department of the Treasury; the Department of Veterans' Affairs; the Family Court of Australia; the Health Insurance Commission; the National Library of Australia; the National Museum of Australia; the National Office for the Information Economy; ScreenSound Australia; the Social Security Appeals Tribunal; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE – NATIONAL LIBRARY OF AUSTRALIA

Outcome statement

The National Library's overall objective is that *"Australians have access, through the National Library, to a comprehensive collection of Australian library material and to international documentary resources"*.

Strategic directions

In its strategic *Directions 2003-05*, the Library affirms the recognised needs of a culturally diverse society by stating: "To foster understanding and enjoyment of the National Library and its vital role in Australia's cultural, intellectual and social life we will promote the Library's wide range of services, and the relevance of these collections to Australia's culturally diverse communities".

The collection

The Library's collection exceeds seven million items, including material in 35 languages collected from all over the world, in accordance with its Collection Development Policy. Priority is given to collecting Australian publications, including those that reflect the cultural and linguistic diversity of Australia. Special effort is made to seek out these publications.

The Library also houses the largest Asian studies collection in Australia with holdings of more than half a million volumes, most in Asian languages. The Library employs staff with the appropriate cultural and language backgrounds to collect and process these collections and provide services from them.

Information Services

The Library's collections are available to everyone, onsite, through inter-library loans, through the provision of copies and via the website.

The Library provided over 2.5 million information services transactions in 2002-03 to on site and off site users. In the provision of staff-intermediated services the Library draws on the cultural diversity of its staff for interpreting services.

Emphasis is given to making collections and services directly accessible via the Internet and in 2002-03 there were over 2 million users of the Library's electronic resources.

Performance Indicator Two

Provider data collection systems incorporate the requirements of the *Standards for Statistics on Cultural and Language Diversity* (the Standards) for statistics on cultural and language diversity.

This performance indicator requires departments and agencies to collect data about cultural and linguistic diversity consistent with the Standards.

The Australian Bureau of Statistics' minimum core set of variables which is specified in the Standards is comprised of the following:

- Country of Birth of Person
- Main Language Other than English Spoken at Home
- Proficiency in Spoken English
- Indigenous Status (for those data collections which are not specifically focussed on migrants to Australia).

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- collecting data according to the Standards
- using ABS Census data to analyse their client base
- use of ABS Census information in planning processes
- use of reports provided by the ABS for planning and analysis.

These strategies were employed fairly equally by reporting agencies. This indicator appears to be under reported and many agencies reported collecting non- standard data.

Agencies that met this performance indicator well were: the Australian Bureau of Statistics; the Australian Film Commission; Centrelink; the Department of Family and Community Services; the Department of Immigration and Multicultural and Indigenous Affairs; the Family Court of Australia; the Health Insurance Commission; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE – CENTRELINK

Existing Centrelink data collection forms and databases record data for all Centrelink customers compatible with the ABS standards of Country of Birth of Person, Year of Arrival and Indigenous Status. In addition, data collection forms also seek information about preferred language, and whether an interpreter is required.

Centrelink has a number of on-line customer management information reporting tools that can be accessed from desktop computers. Powerplay is an online reporting tool, giving access to up-to-date (weekly) statistical information. It has capability to interrogate and create reports on customer numbers by payment and specific customer activities and other parameters. Country of Birth of Person and Indigenous Status are two of these parameters.

Another Centrelink reporting tool accessible from desktop computers is PRISM. PRISM is a performance reporting tool that allows users to enquire on the timeliness of new claims and continuation processing performance against agreed timeliness standards. PRISM allows for interrogation of the data by Country of Birth of Person, Indigenous Status and preferred language.

SuperSTAR is a Windows based product, which provides rapid access to large databases, enabling staff to perform ad hoc analysis and statistical reporting from their desktop computers. SuperSTAR allows for interrogation of the databases by Country of Birth of Person, Indigenous Status, and other variables.

In addition, Centrelink has been profiling customer groups by their Country of Birth of Person against Centrelink's primary payments. This indicates the level of representation of specific groups in comparison to their expected numbers based on the Centrelink general population. This allows Centrelink to analyse customer demographics, particularly in relation to customers from a diverse cultural and linguistic background and target any anomalies. A future part of this project is to cross match these findings with the data available through ABS Census material "CDATA".

In addition to this data informing Centrelink's service delivery processes, Centrelink is hoping to work closely with its client departments to develop policy based on the findings of Centrelink's customer demographics.

Performance Indicator Three

Providers have established service standards that utilise the cultural and linguistic diversity of their staff, or their staff's cross-cultural awareness to facilitate and enhance service delivery.

This performance indicator requires departments and agencies to utilise the cultural and linguistic diversity and cross-cultural skills of their staff to enhance service delivery.

This performance indicator was revised to reflect the benefits of Productive Diversity in utilising the

cultural and linguistic skills of staff to enhance service delivery.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- cross-cultural/diversity/cultural awareness training
- availability of interpreters
- use of bilingual staff for client service
- availability of interpreters for clients seeking reviews of decisions

- database of staff language skills
- training in how to write plain English
- other tailored workforce (eg Indigenous or multicultural liaison officers)
- translated Client Service Charter
- targeted support for culturally and linguistically diverse and Indigenous clients use of ethnic communication consultant
- targeted ethnic/Indigenous public relations
- targeted recruitment of staff with specific language skills
- multimedia multicultural training packages for staff
- 'working with interpreters' videos/training
- recruitment of staff with accredited language skills
- employment profile reflects community diversity
- cultural exchanges
- celebration of Harmony Day and NAIDOC week.

The use of cross-cultural awareness training, utilising language skills, and having a register of

staff language skills were the most frequently reported strategies.

Agencies that met this performance indicator well were: the Attorney-General's Department; the Australian Broadcasting Authority; the Australian Customs Service; the Australian Federal Police; the Australian Industrial Registry; the Australian National Maritime Museum; the Australian Taxation Office; the Bureau of Meteorology; Centrelink; Comsuper; the Commonwealth Ombudsman; the Department of Agriculture, Fisheries and Forestry; the Department of Communications, Information Technology and the Arts; the Department of Employment and Workplace Relations; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of Industry, Tourism and Resources; the Department of the Environment and Heritage; the Family Court of Australia; the Health Insurance Commission; the Human Rights and Equal Opportunity Commission; the National Archives of Australia; the National Museum of Australia; the National Office for the Information Economy; the Office of the Employment Advocate; the Office of the Federal Privacy Commissioner; Questacon; ScreenSound Australia; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE – AUSTRALIAN FEDERAL POLICE

Skills database

The Australian Federal Police (AFP) skills database includes language skills to benefit clients and enhance service delivery.

Cross-Cultural Awareness

Of particular note was the launch of the online Cultural Awareness training in the ACT Community Policing Communications Unit, with members of the community present and able to observe the program and the benefits of an enhanced understanding to ensure a better client service within the Police Communications Unit – often the first point of contact for members of the community. This training is available to all AFP staff.

The Community Policing members identify additional language skills with a multilingual badge to provide better service to the community.

The AFP with its broad responsibilities is on a 'continuous learning' cycle particularly in regard to understanding culturally and linguistically diverse issues. AFP personnel are involved extensively in peacekeeping missions in Cyprus, Timor and the Solomon Islands. They are exposed to diverse cultures and cultural experiences. Contingents receive specific briefings prior to deployment in regard to cultural aspects and these skills are then brought back into the workplace and give a greater depth to the level of understanding when dealing with the Australian community upon their return.

AFP training staff are deployed to various Australasian and Oceanic countries to facilitate training for police officers in those regions on a regular basis. This enhanced appreciation and understanding of cultural difference builds on their existing skills which can be transferred to other staff.

The AFP actively participates in community celebrations for NAIDOC week activities, World Aids Day, International Day of People with a DisAbility, The Victoria Pride March, The Sydney Mardi Gras, International Women's Day and Harmony Day.

For Harmony Day 2003, the AFP again provided orange ribbons to all employees including those in overseas posts and United Nations Missions and encouraged staff to participate by wearing the ribbon on Harmony Day.

Performance Indicator Four

Complaints mechanisms enable people (regardless of cultural and linguistic background) to address issues and raise concerns about the performance of Providers.

This performance indicator requires departments and agencies to ensure that everyone has an opportunity to lodge a complaint and have it addressed.

Agencies were assessed as meeting this performance indicator on the basis of reporting on one or more of the following strategies:

- provision of toll free numbers for complaints
- bilingual staff
- multicultural call centres
- provision of translated information in an English language brochure
- plain English brochure
- complaints may be lodged in other languages
- business surveys/client service charters available in several languages
- provision for comments/complaints to be lodged by telephone, e-mail, facsimile, letter, online and through surveys
- provision of an Indigenous liaison officer to deal with complaints
- provision of an Indigenous client service charter
- provision made for complaints to be lodged in the client's preferred language
- complaints may be raised through consultative forums including representatives from the
- complaints and compliments brochures available in community languages
- complaints and compliments information in community languages on websites
- interpreters available for those making complaints
- review/evaluation/analysis of complaints, usually on an annual basis

Federation of Ethnic Communities' Councils of Australia and the Aboriginal and Torres Strait Islander Commission

- extensive individualised assistance
- simplified form with a checklist/tick box for the type of complaint
- a random sample client satisfaction survey
- use of interpreters in three way conference calls
- visitors' comments books
- results of annual client surveys reported in Annual Reports.

The most common approaches reported were to make information about making complaints available in community languages, both in hard copy and on websites, analysing complaints,

providing interpreters and having bilingual counter staff available.

Agencies that met this performance indicator well were: the Attorney-General's Department; the Australia Council; the Australian Communications Authority; the Australian Customs Service; the Australian Taxation Office; Centrelink; the Commonwealth Ombudsman; Comsuper; the Department of Communications, Information Technology and the Arts; the Department of Education, Science and Training; the Department of Immigration and Multicultural and Indigenous Affairs; the Health Insurance Commission; the Human Rights and Equal Opportunity Commission; the National Archives of Australia; the National Museum of Australia; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE – HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION

Complaints are accepted in languages other than English and the Commission arranges translation.

The Translating and Interpreting Service (TIS) is widely utilised for telephone inquiries and the handling of formal complaints wherever necessary.

Information about the complaint process is also available on-line in 14 community languages. If an inquirer or complainant has no access to the Internet then the relevant brochure is printed and sent to the inquirer.

The Complaint Handling Section (CHS) provides information sessions concerning Commonwealth human rights and anti-discrimination law and the complaint process to community and stakeholder organisations throughout Australia. The organisations visited include community legal centres; ethnic community centres and Aboriginal legal services.

The CHS has an established Access Working Group (AWG). The members include staff from diverse cultural backgrounds. A function of the AWG includes considering whether the information provided by the CHS meets the needs of people from a range of cultural and linguistic backgrounds. This year the CHS has developed an Indigenous Rights brochure for particular use by the Complaint Information/Indigenous Liaison Officer.

GOOD PRACTICE EXAMPLE – PROVIDER ROLE - SPECIAL BROADCASTING SERVICE

Performance Indicator 1: Providers have established mechanisms for planning for implementation, implementation, and for monitoring and review that incorporate the principles underpinning the Charter.

SBS Corporate

SBS' Corporate documents embody the aims of the SBS Charter under the *SBS Act 1991*, and incorporate the principles of the *Charter of Public Service in a Culturally Diverse Society* (the Charter).

Reviewed in 2003, the *SBS Corporate Plan 2004 - 2006* sets out SBS' directions and priorities for the next three years. *SBS Divisional Operating Plans* reflect the values expressed in the SBS Corporate Plan. Both the SBS Corporate Plan and the Operating Plans contain performance indicators relevant to both the SBS Charter and the Charter.

SBS' programming policies for achieving the aims of the SBS Charter are set out in the *SBS Codes of Practice*, regularly reviewed in consultation with SBS stakeholders.

The *SBS Service Charter* commits SBS to adhering to the Codes, and commits SBS to remain accessible to all Australians.

The Greater Perspective provides a guide to assist the film and television industry to research, report and respect Indigenous people and places in an appropriate manner. The *SBS Codes of Practice* require all program makers, producers and journalists to refer to *The Greater Perspective* when working with Indigenous people or Indigenous material.

Consultation and Community Liaison

SBS actively seeks and encourages feedback on programming and policy issues. The SBS Community Advisory Committee, whose broad representation includes people from a diverse range of cultural, linguistic, occupational and geographic backgrounds met three times in 2002-2003 to provide advice to the SBS Board and management. The committee provided advice on SBS New Media projects and aspects of SBS programming and SBS research initiatives, including *Living Diversity: Australia's Multicultural Future*. The Committee was also consulted on the restructuring of the SBS Radio airtime schedule. Acting on the advice of the Committee, in 2002-2003 SBS conducted focus groups with SBS audiences in regional areas.

All states and territories were visited by SBS managers and Board members during the year, and more than 1000 consultations with community leaders and interested parties were conducted to discuss SBS programming and policy developments.

Members from individual language groups were invited to meet with SBS Radio to discuss programming. These included: French, German, Greek, Cantonese, Turkish, Mandarin, Thai, Kannada, Croatian, Hindi, Urdu and Vietnamese groups.

In December 2002, SBS Radio was awarded the inaugural Award for Excellence from the Federation of Ethnic Communities' Councils of Australia (FECCA).

Interpreters and Accessible Formats

SBS Language Services provides comprehensive multilingual services specialising in more than 60 languages for voiceovers, subtitling, re-narration, translations and type setting for print and electronic media. SBS translators are either NAATI (National Accreditation Authority for Translators and Interpreters) accredited or tertiary qualified in their specialist language.

SBS is capable of providing information about SBS, and other government services in at least 68 different languages.

SBS Tailored Services and Programs

The SBS Charter requires SBS to meet the communication needs of Australia's multicultural and Indigenous communities. SBS Radio, Television and Online services are tailored to reflect the cultural diversity of contemporary Australian society.

SBS Radio

SBS Radio broadcasts news, entertainment and essential information in 68 different languages specifically targeted to meet the communication needs of Australia's diverse cultural and linguistic communities, including the almost 2.8 million Australians speaking languages other than English (LOTE) in the home.

In 2002-2003 multilingual SBS Radio programs were broadcast in all Australian capital cities and in key regional centres on the National Radio Network. SBS Radio was also broadcast on dedicated frequencies in Sydney and Melbourne to cater for the increased concentrations of LOTE speakers in those areas.

SBS Radio delivered in-language news and current affairs programs that kept Australians in touch with cultural and social developments internationally, and served as an essential tool in maintaining Australia's rich cultural heritage. In presenting these programs in a uniquely Australian context, SBS Radio was a key contributor to social harmony in Australia.

In partnership with other government agencies, SBS communicated essential information about government programs and initiatives in 68 different languages, enabling Australia's diverse linguistic groups to access government services and participate fully in Australian life.

Through *Alchemy* and other youth oriented initiatives, SBS Radio helped meet the cultural needs of Australians of second and later generation migrant backgrounds, many of whom face the challenge of reconciling multiple cultural influences.

SBS Radio Outside Broadcast Units attended cultural and community events in all parts of Australia including regional and remote locations. The 85 outside broadcast events in 2002-2003 gave SBS broadcasters and managers opportunities for face-to-face interaction and collaboration with SBS audiences.

SBS Television

SBS Television programming celebrates diversity, targets prejudice, racism and discrimination, and contributes to the cross-cultural understanding of all Australians. As far as possible, depending on availability and quality, SBS provides programs across all languages spoken in Australia.

In 2002-2003 SBS Television broadcast programs from 71 countries in 117 languages, depicting 217 cultures. Over half the programs broadcast in 2002-2003 were in languages other than English, more than 500 hours of which were made accessible to all Australians through subtitles provided by SBS.

In 2002-2003 SBS broadcast daily news programming from 17 countries in 16 different languages as part of its analogue and digital *WorldWatch* schedule and digital only *World News Channel*. These services, provided specifically for Australians speaking languages other than English, are broadcast without subtitles and are not translated into English.

SBS provided a range of youth oriented programs including *Pizza* and *John Safran's Music Jamboree* to target the growing need for second and later generation Australians to be represented in the media. Other SBS local productions actively sought out program makers from non-English speaking backgrounds to give a voice to Australia's culturally and linguistically diverse society.

SBS broadcast over 40 hours of Indigenous material during the year, including SBS' new Indigenous magazine program, *Living Black*, which provided diverse and comprehensive reports from around Australia dealing with a wide range of Indigenous issues. SBS Independent commissioned *Everyday Brave*, a six part series focussing on the lives of successful Australians from Indigenous backgrounds.

SBS Independent (SBSI)

In 2002-2003 SBSI numerous new works reflecting the cultural and linguistic diversity of Australian society. SBSI acknowledged, through its choice of projects, the ongoing need to support new Australian talent (both on and off screen) from culturally and linguistically diverse backgrounds and to support program production from Aboriginal and Torres Strait Islander film-makers, in alignment with the SBS Charter.

In 2002-2003 SBSI launched a database for film and television talent from culturally and linguistically diverse backgrounds. This new resource, which is a service to producers and writers, helps to promote Australia's diverse creative resources.

SBS Online

SBS' online presence www.sbs.com.au enhances the work of the Television and Radio production arms by providing comprehensive text, video and audio services in 68 different languages.

In 2002-2003 the SBS New Media site became a platform for launching the *Whatever Music Project*, an initiative designed to showcase Australia's linguistically and culturally diverse emerging musical talent in collaboration with SBS Radio. Following a series of live events, a *Whatever* double CD was launched in March 2003.

The New Media project *World Tales*, initiated in 2002-2003, will display animated collections of folk tales gathered from Australia's diverse ethnic audiences on the SBS website. When complete, *World Tales* engaging multicultural stories will appeal to a wide television audience and to online education audiences nationally and internationally.

SBS maintains a multicultural and international focus across its major websites including: *The World Game*, *The World News*, *The World Feast* and *Arts in Focus* websites.

Research and Evaluation

In 2002, SBS released the *Living Diversity: Australia's Multicultural Future* major research report. The research, commissioned by the SBS Board and independently conducted by leading cultural studies academics identified trends in Australian multiculturalism and media use.

The research found an Australian population engaging cultural diversity in every day life. Rather than simply accepting or tolerating diversity, the majority of Australians were actually *living* diversity.

Since its release the Report has received wide recognition in academic, cultural and government circles, and has been instrumental in SBS' consideration of future programming directions.

SBS commissions regular McNair Research Reports to evaluate the involvement in SBS Television and Radio by individual language groups from culturally and linguistically diverse backgrounds. In 2002-2003 the language groups surveyed were: Turkish, Khmer, Cantonese and Mandarin.

In 2002 SBS commissioned Newspoll surveys on SBS' role as a multilingual and multicultural broadcaster recorded the most positive responses ever given.

Performance Indicator 2: Provider data collection systems incorporate the requirements of the Standards for Statistics on Cultural and Language Diversity (the Standards) for statistics on cultural and language diversity.

SBS data collection systems are consistent with the Standards.

SBS Radio

In 2002-2003, following the release of the 2001 Census data, SBS Radio re-assessed the allocation of its limited airtime based on the number of people speaking languages other than English, and identified groups of people speaking new languages not catered for by existing SBS services.

In combination with extensive community consultation, SBS assessed new and existing language groups against the following criteria:

- The size of the language population
- The lack of fluency in English of the language population
- The recency of arrival of the language population
- The age of the language population
- The level of unemployment within the language population.

These criteria were adopted following a nationwide community consultation process in 1992/3 and re-affirmed by a similarly extensive consultation in all state and territory capitals in 2002.

Using the 2001 Census data for the above criteria, SBS identified four newly arrived communities in need of Radio communication services. SBS has since introduced programs for Malay, Somali, Amharic and Nepalese speakers whose communities have arrived in significant numbers since the 1996 Census.

SBS Television

The SBS *WordWatch* news and digital *World News Channel* services are regularly reappraised in view of the changing needs of the Australian public. The selection, addition of new language services, and priority within the SBS schedule of individual language services is fundamentally based on Census information relating to languages spoken in the home. Census information provides an important comparison of relative language community sizes over time, allowing for easy analysis of population movements and trends.

AusStats

In addition to the specific examples given above, SBS Television and Radio Divisions regularly consult Census information using the Australian Bureau of Statistics' AusStats products and services when considering programming and policy developments.

Performance Indicator 3: Providers have established service standards that utilise the cultural and linguistic diversity of their staff, or their staff's cross-cultural awareness to facilitate and enhance service delivery.

Tailored Workforce

Through employing staff from at least 68 different language backgrounds, the SBS workforce is tailored to respond to the communication, information, education and entertainment needs of Australia's diverse cultural population, as directed by the SBS Charter.

The SBS Diversity Program encourages workplace diversity (gender, age, cultural and professional) within the framework of merit selection. Statistical reports monitor trends in these areas.

SBS provides specific work opportunities for Indigenous Australians both in programming and corporate areas.

Following the SBS Radio airtime rescheduling in 2002-2003 (see above) SBS radio sought to employ Malay, Somali, Amharic and Nepalese speaking broadcasters to present new services in those languages.

Productive Diversity

SBS's values, as set out in the Corporate Plan, are closely aligned with the values in the *Charter of Public Service in a Culturally Diverse Society*.

One of SBS's six core values, for example, is Diversity: "The commitment to diversity of product, ideas and solutions defines SBS's place as a communicator. This must continue if we are to remain different and relevant and to reach all corners of Australia's multicultural society. Diversity is a feature of the SBS workplace, where different cultural backgrounds and perspectives are recognised as strengths."

SBS Induction Program

SBS Corporate Induction programs include information on:

- SBS's Charter, including SBS's role as a multicultural, multilingual broadcaster
- SBS Codes of Practice, Editorial Guidelines and Corporate Plan
- Overview of SBS corporate policy and programming guidelines
- Human Resource Management practices for developing and maintaining a cohesive and productive workforce
- Principles of Equal Employment Opportunity (EEO), including the development and implementation of the SBS EEO Program and associated policies and guidelines (eg harassment guidelines).

Cross-Cultural Awareness Training

SBS Radio conducted a series of lunchtime seminars on Hinduism, Buddhism, Islam, Christianity, Aboriginal Spirituality, Judaism, and Buddhism/Taoism. The seminars were designed to give staff a greater understanding of the world's religions.

Performance Indicator 4: Complaints mechanisms enable people (regardless of cultural and linguistic background) to address issues and raise concerns about the performance of Providers.

Comments and Complaints Handling

- SBS values the views of its audiences. SBS has a well-developed system for handling all comments about programming and transmission. SBS is committed to thoroughly investigating programming complaints and, in responding, addressing all major issues.
- Information on complaints handling processes and procedures, including information about complaints in languages other than English is available in the *SBS Codes of Practice*. The codes are available on request and are published on the SBS website.
- SBS believes that people should be able to communicate with SBS in the language with which they feel most comfortable and utilises linguistic specialists mainly within Radio and Subtitling to this end. Telephone comment in languages other than English can be handled if a request is made, either in writing (in the non-English language) or through the SBS switchboard.
- Many people from whose first language is not English are in direct contact with Radio Broadcaster-Journalists in their own languages, via telephone, e-mail and talkback radio.
- Daily information, including the number and type of comments received about SBS services through the SBS website is circulated to SBS managers and program makers.

Audience Feedback – Transmission

SBS is responsible for all its transmission services, including complaints and general reception inquiries. Audience feedback on technical problems is mainly managed using the SBS 1800 freecall number. Specific technical enquiries use a freecall number and a dedicated e-mail address. This ensures that viewers and listeners throughout Australia can provide feedback at no cost. Most calls receive an immediate response, but where this is not possible, callers receive a follow-up return call. Facsimile and e-mail correspondence are also commonplace.

EMPLOYER ROLE

A review of Access and Equity reporting commissioned by DIMIA and undertaken by KPMG Consulting recommended that DIMIA remove the requirement for reporting on the Employer role under the Charter as this overlaps with similar reporting requirements under the *Public Service Act 1999*. This is the second year that agencies were not required to report directly to DIMIA on the Employer role. Information on the Employer role was extracted from the Australian Public Service Commission's Employment Database (APSED) and the *State of the Service Report 2002-03*. All figures in this chapter refer to ongoing employees.

The Australian Public Service Commission (APS Commission) uses the term 'people from a non-English speaking background' (NESB) and the subgroups NESB 1 and NESB 2 to capture information about first language, place of birth and parental heritage. NESB 1 is used to cover people born overseas whose first language is not English who arrived in Australia after the age of five.

NESB 2 includes children of migrants, including those:

- born overseas who arrived in Australia before the age of five but did not speak English as a first language

- born in Australia but did not speak English as a first language and had a least one NESB parent, and
- born in Australia and had neither parent speaking English as a first language.

Issues associated with the use of the term 'non-English speaking background' and its acronym NESB are explained in *The Guide: Implementing the Standards for Statistics on Cultural and Language Diversity*. The Guide can be accessed on DIMIA's website.

For the purpose of this report, the category NESB 1 is used for an analysis of equity issues in relation to the employment of people from multicultural backgrounds in the Australian Public Service (APS). The APS Commission category NESB 1 has been labelled 'migrants' in the tables at Appendix B.

At the time of the 2001 Census the proportion of migrants from non-English speaking backgrounds in the labour force was 13.8%. The proportion of APS employees identifying themselves as migrants (NESB 1) were 3.3 % in June 2003, a slight decrease on the 2002 figure of 3.4%. In 1994 the proportion was 4.2%. (See Table 3 at Appendix B).

Reporting agencies with the highest proportion of migrant employees whose first language was not English were: the National Library (14.0%); the Department of Immigration and Multicultural and Indigenous Affairs (11.1%); Comsuper (9.2%); the Equal Opportunity for Women in the Workplace Agency (9.1%); the National Occupational Health and Safety Commission (9.0%); CrimTrac Agency (8.8%); the Australian Industrial Registry (8.1%); the Australian Bureau of Statistics (8.1%); and the Productivity Commission (8.1%).

According to 2001 Census data, the proportion of the Australian labour force identifying as Indigenous was 1.4%. The proportion of Indigenous Australians employed in the APS in June 2003 was 2.4%. This represents a slight decrease on the June 2002 level of 2.5%, and is down from the June 1998 and June 1999 highs of 2.7%. (See Table 3 at Appendix B).

Reporting agencies with a proportion of Indigenous employees equal to or higher than the proportion of Indigenous Australians in the labour force were: the Aboriginal and Torres Strait Islander Commission (47.2%); the Department of Education, Science and Training (10.9%); the Great Barrier Reef Marine Park Authority (5.2%); the Department of Employment and Workplace Relations (3.8%); Centrelink (3.8%); the National Museum of Australia (3.2%); the Human Rights and Equal Opportunity Commission (3.8%); the Australian Public Service Commission (3.7%); the National Occupational Health and Safety Commission (2.9%); the Department of the Environment and Heritage (2.2%); the Australian Customs Service (1.7%); the Department of the Prime Minister and Cabinet (1.7%); the Department of Agriculture, Fisheries and Forestry (1.4%); the National Archives of Australia (2.2%); and the Family Court of Australia (1.9%).

For migrants whose first language was not English, the rate of engagement for 2002-03 was 1.9% (see table 5 at Appendix B) and this was lower than the separation rate of 2.2% (see Table 7 at Appendix B). The median length of service for migrant employees is 9 years. This is higher than the 8-year median length of service for APS employees as a whole. The engagement rate for Indigenous Australians was 2.4% (see Table 5 at Appendix B) which is higher than the labour force participation rate of 1.4% but lower than the separation rate of 4%. (See Table 7 at Appendix B).

Of employees promoted in 2002-03, 3.8% were migrants whose first language was not English. Promotions for Indigenous Australians were 2.1% for 2002-03, a slight decline on the 2001-02 figure of 3.0% (see Table 6 at Appendix B) and slightly less than their representation rate in the APS (2.4%).

It is important to note that the reporting of diversity data for individuals is voluntary and agency data may therefore under-represent actual numbers. There are continuing issues in relation to the completeness of APSED data about being an Indigenous Australian and there appears to be

particular weaknesses in the data for staff from multicultural backgrounds.

Some agencies have implemented strategies, including employee surveys, which are improving the data provided to APSED. However, even taking into consideration these shortcomings in reporting, it is clear that there is now a long-term decline in the representation of staff from multicultural backgrounds, and the earlier growth in Indigenous employment has stalled. (See Table 3 Appendix B).

CHAPTER 4: ACCESS AND EQUITY: AN IMPERATIVE FOR EFFECTIVE AND EFFICIENT SERVICE DELIVERY PROGRAMS AND CLIENT OUTCOMES

The *Charter of Public Service in a Culturally Diverse Society* (the Charter) was designed as tool for building cultural diversity considerations into the core processes of government service delivery. The Charter integrates a set of service delivery principles about cultural diversity into policy development, strategic planning and service delivery. Effectiveness and Efficiency are two of the seven principles underpinning the Charter.

Forty-three per cent (8.8 million) of the Australian population is born overseas or have at least one parent born overseas. These figures provide empirical evidence of the significant number of culturally and linguistically diverse people in the Australian community. Irrespective of the role or combination of roles of a government agency, reaching, informing, understanding and attuning its programs and services to the needs of actual or potential diverse clients is a pivotal imperative for the effectiveness and efficiency of its operations. As such, while Access and Equity's primary strategic objective is achieving social equity for all Australians, this objective is also organically linked to and complements the Australian Government's Productive Diversity policy objectives of achieving efficiency and effectiveness in responding and valuing diversity in the workplace and the community.

The integration of Access and Equity and Productive

Diversity simultaneously achieves social equity and operational efficiency outcomes. By ensuring that their services are appropriately delivered, agencies would achieve efficiency gains in terms of:

- lowering operations costs through better understanding and servicing the needs of diverse clients in the shortest time
- improved client understanding and compliance, hence less complaints and administrative costs to enforce compliance requirements, and
- mobilising and utilising the diversity of language and cultural skills of employees to improve the quality of service and to reduce translation and interpreting costs.

Besides the gains that can accrue to individual agencies, in aggregate terms, realising these potential efficiency gains can make a significant contribution to reducing budget outlays via better outcomes and lower costs, as well as potential increased revenue (for example, through effective labour market assistance an increased number of job seekers securing employment, and becoming net tax payers instead of income support recipients).

A good practice example of a government agency that managed to integrate Access and Equity and Productive Diversity objectives in servicing diverse clients is Centrelink.

GOOD PRACTICE EXAMPLE – CENTRELINK

Progress in Implementing the *Charter of Public Service in a Culturally Diverse Society*

Centrelink is a statutory authority within the Family and Community Services portfolio that operates under the *Commonwealth Services Delivery Act 1997*. It was created in 1997 to provide service to the community by linking Australian government services and achieving best practice in service delivery.

Centrelink operates under a purchaser/provider framework where policy departments and agencies enter into Business Partnership Agreements (BPAs) or similar arrangements to purchase Centrelink's services. Centrelink delivers services on behalf of 25 client agencies. Centrelink has one Government driven outcome and output: effective and efficient delivery of Commonwealth services to eligible customers.

Centrelink's customers include retired people, families, sole parents, people looking for work, people with a short-term incapacity, people with a disability, students, young people, Indigenous people and people from diverse cultural and linguistic backgrounds.

Centrelink has 6.4 million customers, pays 9.5 million individual entitlements each year and has 24,641 staff. More than 1 million or approximately 18% of Centrelink's customers were born in non-English speaking countries. The cultural and linguistic diversity of customers varies across Centrelink's service outlets - up to 70% at some locations. Around 2.5% of Centrelink's customers have identified as Indigenous and 18.5% have disabilities.

Strategic Framework

Centrelink's Strategic Framework is composed of three parts:

- *Future Directions 2003 - 2006*
- *The Business Plan 2003 - 2004*
- *Business Improvement Plans*

Complementary to the Strategic Framework are a number of other strategic documents including:

- *Delivering Multicultural Services 2002 - 2004*
- *The Indigenous Servicing Strategy 2001 - 2004*
- Centrelink's *Statement of Commitment to Reconciliation*
- *Indigenous Employees Action Plan 2001 - 2004*.

Future Directions defines Centrelink's vision, mission and values. In addition, it contains information about Centrelink's strategies against each goal:

Goal A Accountability to government and client agencies

To contribute to achieving government policy objectives through consistent high quality services and being responsive to the needs of client agencies and government.

Goal B Business and Community

To work closely with the business and community sectors to achieve positive outcomes for Australians.

Goal C Customer

To provide access to high quality services recognising the diverse needs, preferences and expectations of our customers, consistent with government policy.

Goal D Developing & Supporting our People to Achieve Business Outcomes

To meet the challenges of current and future business by supporting our people with knowledge, skills, tools and opportunities.

Goal E Efficiency and Effectiveness of Our Operations and Processes.

To ensure our internal processes support efficient and effective services and provide value for money.

Future Directions

Future Directions sets the framework for the future and provides the basis for all planning activities. This document is supported by the *Business Plan* that includes strategies and initiatives against each goal,

which Centrelink will pursue over the 12 month life of the *Business Plan* to improve its service delivery to customers. The initiatives include those for customers from diverse cultural and linguistic backgrounds and Indigenous customers.

Centrelink Business Improvement Plans

Centrelink Business Improvement Plans (BIPs) set out what Centrelink National, Area and Customer Service Centres will do to achieve the goals listed in *Future Directions* and the *Business Plan*. In 2002, the Area Multicultural Contacts participated in planning conferences to ensure that their BIPs included specific multicultural strategies for the 2003 - 2004 year. The most common themes to emerge through the BIPs relate to the strategies highlighted during the multicultural conference, ie Participation, Youth Servicing and Promotion of the Centrelink Multilingual Call centre and those strategies in the Indigenous and multicultural servicing documents.

Centrelink's *Statement of Commitment to Reconciliation*

Centrelink's *Statement of Commitment to Reconciliation* (SOCR) is an organisational commitment to promote Centrelink's strategies for Indigenous people and communities and for Centrelink's Indigenous employees. *The Indigenous Service Strategy 2001-2004* (ISS) underpins Centrelink's *Statement of Commitment to Reconciliation* and is the business framework to guide Centrelink operations over the next four years. The ISS has identified six key goals to ensure tangible outcomes for Indigenous customers and communities. The six key goals are:

- improve services, access and information for Indigenous customers and communities
- create opportunities for Indigenous customers and communities to increase social and economic well being
- work with Indigenous communities to build stronger families and communities
- value cultural awareness and shared purpose
- commitment to partnership and holistic solutions for Indigenous customers and communities
- influence policy process and link service delivery innovation across government for Indigenous customers and communities.

The Indigenous Employees' Action Plan has been developed to provide key direction to the commitment Centrelink has made as an employer under its *Reconciliation Statement*. This plan will play a significant role in ensuring that equity is achieved for Indigenous employees by:

- respecting that Indigenous Australians have the same fundamental rights as the rest of the community
- identifying and removing barriers in employment and career development
- eliminating discriminatory practices as an employer, manager and colleague
- ensuring local plans, strategies and actions that are developed take into account the needs of Indigenous Australians.

The Indigenous Employees' Action Plan has four key components; these are Employment, Learning, Inclusion and Servicing.

Service Delivery Philosophy

Centrelink's philosophy in delivering services is that all customers should have equal access to, and participate fully in, services. To that end, a service offer has been devised which states, "Access to Centrelink payments and services are of an equitable standard for customers from a diverse cultural and linguistic background." Using the data and statistical information available, comparisons can be drawn between the level of service provided to all customers and those customers from various diverse cultural and linguistic backgrounds.

Customer Charter

Centrelink has also developed the Centrelink Customer Charter, which sets out the type of service customers can expect, customers' basic rights and responsibilities and how they can give Centrelink feedback. The Customer Charter is available on-line on the Centrelink website and from Centrelink Customer Service Centres in English and in 30 community languages. The Centrelink Multilingual Call Centre telephone number is included in the multilingual version of the Charter for customers to provide feedback in their own language.

Free Language Services

Centrelink provides free language services to customers who cannot communicate in English. With a panel of around 2 000 on-call interpreters in around 100 languages; Centrelink ensures that customers from diverse cultural and linguistic backgrounds are able to communicate effectively. Centrelink also provides approximately 270 regularly rostered or "sessional" interpreters in 30 languages throughout Australia. The on-call and sessional interpreters cater for approximately 20 000 interpreter interactions each month. The provision of interpreters is fundamental to Centrelink's service delivery policy for customers from diverse cultural and linguistic backgrounds and is resourced by specifically identified budgets to ensure that all levels of customer demand are catered for. In addition, Centrelink provides free translation services to customers who need their documents translated for Centrelink requirements.

At the local level, Centrelink sites adapt their service delivery mechanisms to the needs of the local community. Employment seminars, which provide general information to customers, are run in community languages in sites appropriate to the customers – not necessarily Centrelink offices.

Communication strategy

Centrelink has a comprehensive communication strategy, which is designed to meet the information needs of Indigenous and culturally and linguistically diverse customers and communities. The individual components of the Centrelink communication strategy are:

Information Products

Centrelink has around 80 on-line multilingual publications in 55 community languages. The multilingual information products are based on English texts written specifically for translation. These products can be easily "printed on demand" and distributed through Centrelink's customer service network, including over 400 Customer Service Centres. Centrelink's Indigenous Communication and Marketing Team produce Indigenous specific products that target Indigenous organisations and customers.

Centrelink SBS and Community Radio Programs

Centrelink has continued to produce SBS radio programs in community languages on Centrelink payments and services. Twenty-six programs are produced every year and each program is produced on average in 16 community languages (up to 28 languages). The programs are broadcast by SBS radio and a master copy of each program is distributed to other community or private radio stations for broadcasting.

Radio Broadcasting to Remote Area Communication Scheme (BRACS) - Centrelink provides rural and remote Indigenous communities with information through this scheme.

Multicultural Service Officers (MSOs)

Centrelink operates a network of approximately 70 MSOs across Australia based in Customer Service Centres (CSCs). MSOs assist Centrelink to develop effective relationships with communities and their representatives and to forge links with local government and non-government agencies.

Indigenous Customer Service Officer (ICSO)

The role of the ICSO is designed specifically to provide one to one individual customer service. The positions also operate in the local community.

Indigenous Service Officer (ISO)

The ISO position was established to work with local communities. The positions are primarily responsible for dealing with communities and community organisations identifying gaps in services and assisting communities to identify funding sources available to them to develop and build their capacity.

Indigenous Service Unit (ISU) Managers

ISU Managers focus on the delivery of Centrelink Business that may impact on Indigenous customers and communities. These positions provide leadership and guidance to their respective areas on Indigenous servicing issues.

Indigenous Employment Outreach Officers

Indigenous Employment Outreach Officers assist Indigenous customers to access appropriate programs administered by Centrelink to enhance their opportunities to become more competitive in the labour market.

Remote Visiting Teams

Remote Visiting Teams travel to remote areas throughout Australia to service those customers who do not have direct access to Centrelink programs and services due to their location.

Remote Area Service Centre

The implementation of twelve Remote Area Servicing Centres (RASC) was an AWT initiative announced in 2001. Funding was allocated to implement 12 centres in remote areas over a period of four financial years. Three centres are to be opened in each of the financial years 2002-03, 2003-04, 2004-05 and 2005-06. A RASC is a small office located in a remote community or township. The RASC services and supports the community it is located in as well as the surrounding areas that include outstations. The RASC connects to the Centrelink Agent Network to offer an integrated service delivery arrangement

becoming a “hub centre” to enable Indigenous Australians to gain improved access to the full range of Centrelink services. The centres will enable Centrelink to deliver government services more effectively to Indigenous Australians in remote communities.

Centrelink Agents & Access Points

Centrelink contracts Indigenous community organisations to employ local Indigenous Australians under the Centrelink Agent and Access Point Servicing model to improve the quality, and access to government services and payments in rural and remote Australia. Centrelink has over 150 Agents in Indigenous communities across Australia. This number will increase by 50 sites over the next three years.

Centrelink Multilingual Call Centre (CMC)

The Centrelink Multilingual Call Centre (CMC) operates in the same manner as other Centrelink call centres while also providing information to customers in 22 languages. The CMC takes approximately 40 000 calls per month. The five languages with the highest number of calls are Arabic, Cantonese, Mandarin, Spanish and Vietnamese.

Indigenous Call Centres

Centrelink has three Indigenous Call Centres. The Indigenous Call Centres provide culturally appropriate access for Indigenous people particularly in remote areas, who may not have direct access to Centrelink. The Call Centres are located in Palmerston, (NT), Cairns, (Qld) and Kalgoorlie, (WA).

Centrelink has in place a range of consultative fora that enable the community to receive and provide feedback and advice on all aspects of service delivery and policy for Centrelink customers from diverse cultural and linguistic backgrounds. These consultative fora include the following:

- National Multicultural Reference Group (NMRG). The National Multicultural Reference Group is a key national forum that Centrelink uses to engage peak ethnic community groups. In operation now for four years, the Reference Group is a successful approach to fostering community participation and encouraging feedback and input from the multicultural community sector. The membership of the NMRG is comprised of 17 peak organisations, including FECCA and all state and territory ECCs. The Group meets approximately twice a year.
- Multicultural Advisory Committees. The Multicultural Advisory Committees are integral and critical structures to Centrelink’s consultative arrangements. The Multicultural Advisory Committees (MACs) operate at state/territory and local levels. MACs provide local communities with a forum to openly discuss and seek solutions in partnership with Centrelink on issues of policy, service and program delivery that affect the multicultural community sector.

Other Community Fora

Indigenous and multicultural specialist staff are involved in community inter-agency networks at the local level to disseminate information and receive feedback on programs and policy. At the national level Centrelink also has involvement with:

- Council of Australian Governments’ Reconciliation Framework, and
- The Indigenous Communities Co-ordination Taskforce.

National Indigenous Coalition (NIC)

The NIC is the peak advisory group for Indigenous servicing issues within Centrelink. This group is made up of members within Centrelink in key positions within Indigenous servicing.

Customer Satisfaction Surveys

Centrelink surveys its customers on a rolling monthly basis in order to measure their customer service experience at Centrelink's customer service centres (CSCs). Recent improvements to the survey format have resulted in approximately 13 per cent of the respondents now identified as being of a diverse cultural and linguistic background, while around six per cent are identified as Indigenous.

The last CSC survey results indicate that:

- eighty-three per cent of customers rate the overall quality of Centrelink people, services and information as good or very good, and
- eighty-eight per cent of customers rate the way that staff treat them overall as good or very good.

Research Projects

In addition, Centrelink concurrently undertook two important research projects:

- reviewing the effectiveness of Centrelink's communication with selected groups from diverse cultural and linguistic backgrounds, and
- assessing the satisfaction among customers from selected groups from diverse cultural and linguistic backgrounds.

This exercise was in effect two studies with the same target audience of six selected culturally and linguistically diverse communities. The research:

- explored their communication needs, preferences and experiences to ensure the mix of communication options and channels used by Centrelink remain relevant and effective, and
- conducted the key elements of the standard Customer Satisfaction Survey to identify if there were any specific issues relevant to multicultural customers through a detailed "drill down" exercise.

The communities were chosen to represent new and emerging cultural groups in Australia and some cultural groups that have been established longer. The new and emerging communities that were surveyed were Afghani, Somali and Sudanese. The established communities were Chilean, Macedonian and Turkish.

Limiting the target audience to six communities allowed Centrelink to undertake substantial fieldwork and then compare the findings between the individual cultural groups and across the broad categories. It is expected these findings will provide insights that may be transferable to other communities. The combined approach added value to both projects, and certainly achieved considerable efficiencies.

As well as the research indicated above, Centrelink undertook approximately 40 general research projects during 2002 to 2003. These projects covered a number of different areas from some large-scale research to more specific market testing type research. Customers from Indigenous and diverse cultural and linguistic backgrounds were included in the general target audience.

Centrelink conducts Value Creation Workshops (VCW) as a mechanism for obtaining feedback from customers. VCWs are conducted throughout Australia for a range of customers including Indigenous customers and customers from diverse cultural and linguistic backgrounds. They are also conducted in customers' preferred languages. A recent VCW was conducted in Parramatta for customers and community representatives from new and emerging communities. The results from the VCW will be factored into future service delivery strategies.

A number of mechanisms are in place in Centrelink to obtain customer data. Area officers and Customer Service Centres are able to readily access the data to enable participation and performance data to be factored into strategic business and service improvement plans. Centrelink also consolidates data obtained from research and consultative exercises for use in strategic business planning and review.

During the 2002-03 financial year, Centrelink started to collect data on a number of customer outcomes and outputs for all customers and customers from a diverse cultural and linguistic background. This allows Centrelink to assess any different impacts on customers from a diverse cultural and linguistic background. The data is collated into reports for the service delivery network to assist them to analyse any gaps in service delivery and deficiencies in outcomes. The data is provided by Country of Birth of Person and includes information on:

- economic participation (number of customers declaring earnings and the amount of earnings)
- social participation (number of participation plans put in place under the Australians Working Together initiative)
- timeliness of paying entitlements
- frequency of providing interpreters against expectations based on English language proficiency tables
- the activities undertaken to support multicultural customers and community.

Centrelink has translated the Centrelink Customer Charter into 22 community languages and also made available the on-line Fact Sheet, *Do you disagree with a Centrelink decision?* translated in 32 community languages. Centrelink customer letters that contain information on appeal rights offer the Centrelink Multilingual Call Centre telephone number for customers to make contact in their own language. Multicultural Service Officers also promote the availability of these Centrelink feedback mechanisms to ethnic community organisations.

Centrelink has a national language services policy to ensure that all Centrelink customers with limited English language proficiency will be provided with an interpreter at no cost. Customers can communicate feedback in their preferred language through the Centrelink Multilingual Call number or through the Centrelink Feedback line.

During 2002 to 2003, the Centrelink feedback line recorded 375 items of feedback from customers from a diverse cultural and linguistic background and 238 from Indigenous customers. Of these, 83 and 9 were complaints from the respective groups above. The top three reasons for complaint were "disagree with assessment/decision", "delay in decision" and "call back not received". The results for multicultural and Indigenous customers were similar to those for all customers.

CHAPTER 5: STATE AND TERRITORY GOVERNMENT CONTRIBUTIONS

COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW

Youth Partnership with Pacific Island Communities

The Youth Partnership with Pacific Island Communities began in June 2003 as a joint initiative of the NSW Government and Pacific Island communities. The Partnership arose from concerns raised by members of Pacific Island communities about the significant challenges affecting the wellbeing of young people in their communities.

The goals of the partnership are to:

- promote the wellbeing of young people of Pacific Island backgrounds
- increase parent support and education to help parents prevent risk taking behaviour by children and young people
- provide children with better learning opportunities and recreational activities for long term development.

The Partnership consists of the following key elements.

The New South Wales Council for Pacific Island Communities was established by the Community Relations Commission to bring together key people from the communities involved. Over the next two years, the Council plans to become a self-governing body with a membership that represents all Pacific Island communities in NSW.

A Pacific Island Youth Network has also been established by the Commission to enable young people to participate in the work of the Council and the Partnership as a whole. The Network will provide young people from Pacific Island backgrounds with mentoring, training and experience to strengthen their ability to contribute to community life.

An Implementation Committee brings senior officers from 11 NSW Government agencies together with three community members and three young people from Pacific Island backgrounds. The Committee is chaired by the Premier's Department and leads the work of all government agencies in

implementing the goals of the partnership.

A number of initiatives are being implemented as part of the Partnership. Specific projects that have been funded through the NSW Governments Community Solutions and Crime Prevention Strategy in Mount Druitt include:

- funding a Pacific Island project officer at the Mount Druitt Ethnic Communities Agency to develop programs for Pacific Island communities in the area
- assisting the Samoan Community Support Service to establish an office in Mount Druitt so that it can provide services to families, in partnership with other agencies
- leasing two vans for use by Indigenous and Pacific Island elder patrols, who will connect with and provide support to young people at risk
- extending the Reconnect program for two years with a specific focus on Indigenous and Pacific Island people who are at risk of involvement in crime. The program is a partnership between NSW Police, Police and Community Youth Clubs NSW and the community
- funding the Tagata Moana Youth Magazine which focuses on issues relevant to Pacific Island young people
- delivering culturally informed programs to offenders of Pacific Island backgrounds over a two-year period through the Probation and Parole Service of the Department of Corrective Services.

A student and family support program has been established in the Canterbury Bankstown area, which aims to improve school outcomes and the general wellbeing of students from Years 5 to 9 across eight primary and high schools. Two family support and community development workers have been employed by Wesley Dalmar in partnership with the Pacific Island Women's Advice and Support Service and the Uniting Church of Australia, Pacific Island Council. The program is funded through Community Solutions for Canterbury Bankstown.

A number of other strategies have also been initiated by government agencies. For example, the Rosehill Local Area Command has developed a program to strengthen relations with Pacific Island communities through specific training for new constables on Pacific Island communities, joint police and community forums and the promotion of positive police contact with young offenders.

Creating A Heart for Cabramatta – Department of Infrastructure, Planning and Natural Resources

A new urban square for Cabramatta will reflect and cater to the needs of its culturally diverse community, following an extensive consultation and planning process with local businesses, community organisations and residents.

A project team from the Department of Infrastructure, Planning and Natural Resources, the Ministry for the Arts and the Western Sydney Regional Organisation of Councils is working closely with Fairfield City Council and the community of Cabramatta to create the design for the new town centre.

The consultation process, undertaken by a cultural planner, involved a range of strategies to ensure people from ethnic communities could have their say.

The first stage of the process included:

- one-on-one interviews with key community representatives
- workshops with groups representing the diversity of the community
- consultations with young people from three local schools, where students were invited to present their ideas in drawings.

Australian Communities Gallery - Powerhouse Museum

Australia's vibrant and diverse cultures and communities will be showcased through a new permanent gallery at the Powerhouse Museum. Officially opened in March 2003, the Australian Communities Gallery gives both voice and visibility

to the many and diverse communities which make up our society.

The gallery will stage a series of regularly changing exhibitions exploring the history, culture and contemporary experience of different communities in Australia, with an emphasis on specific stories from local communities. These exhibitions will involve, or be collaborative projects with, the communities they represent, extending the Museum's reach into, and representation of, our local world and its international context.

In Focus - Transcultural Mental Health Centre

Young people from culturally diverse backgrounds have been linked to supportive services and encouraged to share their views on themes relating to cultural diversity and mental health, using a disposable camera.

A review of the literature indicated that most young people interpret mental health as meaning mental illness and that mental health promotion currently appears to focus on the role of schools, potentially missing those most at-risk. The review found also that culturally and linguistically diverse communities currently under-utilise health and mental health services and that as a medium for self-expression, photography is an accessible and extremely powerful communication tool.

In response, *In Focus* was developed. The project aimed to promote young people's views and understanding of the concepts of mental health and cultural diversity and to encourage links between young people at risk and local youth health and social support services. It aimed also to provide an opportunity for participants to develop their skills and interests in photography and other creative mediums, and build the capacity of service providers within non-clinical settings to engage young people, possibly at risk, in a creative, positive and supportive process.

This collaborative project was coordinated and funded by the NSW Transcultural Mental Health Centre and sponsored by Platinum Imaging and Fuji Film. The project involved comprehensive workshops in six locations, engaging over 50

young people and working alongside 10 youth health, mental health and non-government organisations from Central South East, South West and Western Sydney.

The *In Focus* roving photography exhibition was officially launched in October 2003, at the Diversity in Health Conference at Darling Harbour, where the young people who participated were also presented with prizes and certificates. There were awards for the top three photographs and captions in three age categories, a 'People's Choice Award' and nine Silver Awards, giving recognition to the skills, ideas and creativity of a diverse group of young people.

***We don't have any culturally and linguistically diverse clients* Training Module – Department of Community Services**

In the Hunter, as in other rural and regional areas of Australia, there are a relatively small number of people from culturally diverse backgrounds and few ethno-specific services. Families in these regions can feel isolated and are reliant on mainstream services. But they are under-represented as clients in mainstream services.

The Department of Community Services' Hunter Region, together with the Hunter Migrant Resource Centre, have produced the *We don't have culturally and linguistically diverse clients* training module for non-government agencies. This project included a training manual and the delivery of training sessions.

The training module has provided valuable skills and information to help community organisations in rural and regional areas provide services to clients, and has been delivered to a wide range of services funded by the Department in the Hunter region.

Education Resources to Farmers from Culturally and Linguistically Diverse Backgrounds in the Sydney Basin - NSW Agriculture

There are more than 2000 farmers in Western Sydney who produce approximately 10 per cent of NSW's agricultural output, particularly field and

greenhouse vegetables. The majority of these farmers come from culturally and linguistically diverse backgrounds such as Chinese, Italian, Khmer, Maltese and Vietnamese. The Sydney greenhouse and hydroponics industry is dominated by Arabic-speaking farmers. This industry produces all of NSW's cucumbers, and many of the tomatoes and flowers. With the need for improved management skills, a safe environment and quality food, NSW Agriculture is targeting education and training resources to these growers. Activities are supported by other agencies such as the NSW Department of Education and Training, NSW Environment Protection Authority, Environment Australia and Horticulture Australia Limited.

The key initiative in 2003 was to appoint a specialist Education Officer and an Arabic-speaking hydroponics and greenhouse expert. These officers, together with other extension officers, prepare material specific to these Sydney-based vegetable growers. The material focuses on environmental management, integrated pest and disease management, water efficiency and production management including greenhouses. Once prepared, the material is piloted with small groups, reviewed if necessary, and translated when appropriate. In all cases the views and needs of the growers are assessed through grower committees, grower associations, or informal groups. District extension officers specialising in horticulture and water provide ongoing support to ensure uptake of training.

Simultaneously, NSW Agriculture is preparing a policy on communication with growers from culturally and linguistically diverse backgrounds, including the use of translated material and bilingual support officers. Evaluation of the impact of the appointment of the education officer and hydroponics expert will contribute to setting this policy.

Melkite Community Program – NSW Department of State and Regional Development

The Melkite Welfare Association's Small Business and Enterprise Development Project aims to encourage entrepreneurship and small business

start-up in Sydney's south west.

The project has four phases: delivery of small business management training including marketing, taxation and financial management, the establishment of a Harmony Business Club which will provide networking opportunities and mentoring support, and preparation of a guide to enable the delivery of the program in other languages.

VICTORIAN OFFICE OF MULTICULTURAL AFFAIRS

The Victorian Government is committed to cultural diversity as a hallmark of the State. The Victorian Office of Multicultural Affairs (VOMA) has primary carriage of policy in this area and the Victorian Multicultural Commission (VMC) has responsibility for consultation with the multicultural community.

VOMA's efforts in 2002-03 centred on the Victorian Government's Language Services Strategy, a four year, \$2 million plan to improve the quality, supply and delivery of interpreting and translating services.

Some key achievements in the first year of the strategy included:

- Development of an online translated health information directory, providing access to over 9,000 translated health-related documents in 59 languages and growing
- Improving the *Use of Translating and Interpreting Services: A Guide to Victorian Government Policy and Procedure*, a whole-of-government policy statement and manual on working with interpreters and organising translations
- Scholarships program for RMIT interpreting and translating students in new and emerging languages to address the need for skilled interpreters in those languages
- Interpreter awareness for staff at ten Victorian hospitals, to increase understanding of the need to use interpreters, and how to work with interpreters.

In June 2003, VOMA published a series of booklets analysing Victorian data on culturally and linguistically diverse (CALD) communities from the 2001 Census. This innovative project described CALD indicators such as birthplace, language, religion and ancestry by geographical location. Release of the series within 12 months of the Census was a significant achievement. The information is available at www.voma.vic.gov.au.

The VMC continued working and consulting with the multicultural communities and during 2002-03 allocated \$2.85 million in grants to various groups and organisations that operated within or for the multicultural sector for a range of purposes.

Other departments have responsibilities in this area, primarily to ensure the full participation of CALD communities in Government services and decision making.

Department of Human Services (DHS)

During 2002-03, DHS's expenditure on multicultural initiatives and language services totalled \$29.5 million – emphasising the department's commitment to the needs of its CALD clients.

DHS continued to develop and implement strategies and initiatives designed to enhance access to human services for people from a CALD background. In addition to a large number of ongoing programs, during 2002-03 DHS also developed:

- Cultural Diversity Framework. The framework assists departmental staff and partner service organisations identify realistic and systematic approaches to addressing the needs of Victorians from CALD backgrounds.
- Language Services. Including the *Language Service Enhancement Project* to improve management, purchasing and funding arrangements, and the *Hospital Cultural Awareness and Interpreter Training Project*, which aimed to improve awareness of the need for using interpreters and translators.

Department of Justice (DoJ)

The Diversity Issues Unit of DoJ is in the midst of its Cultural Diversity Project, which is due for completion in 2004. The project, which has involved extensive community Justice consultation, will provide an accurate assessment of the strengths and weaknesses of the Justice response to the challenges faced by CALD communities. The project will form the basis of a three-year plan that will ensure that the Victorian justice system is responsive to the issues of diversity. It is anticipated that numerous policies and programs will stem from this project.

MULTICULTURAL AFFAIRS QUEENSLAND

Multicultural Affairs Queensland, Community Engagement Division, Department of the Premier and Cabinet

Princess Alexandra Hospital – Interpreting Services

By providing a centralised Interpreter Services Unit, the Princess Alexandra Hospital has developed and implemented a hospital based interpreter service as well as translated patient information on the hospital television network channel into six languages. Multilingual signage is displayed in all elevators throughout the hospital and patient bedside telephones are pre-programmed with a speed dial access to the interpreter service coordinator.

The following measures have been undertaken to ensure that patients and people of culturally and linguistically diverse backgrounds are aware of the availability of, and how to access, the interpreter service in all the health districts including:

- training staff in using professional interpreters
- placement of posters to promote the availability of interpreter services
- dissemination of multilingual health service information to patients and their families
- active participation in multicultural health and community networks.

Racial and Religious Vilification Rights Cards and Flyers

Multicultural Affairs Queensland and the Anti-Discrimination Commission of Queensland jointly undertook a project to disseminate anti-vilification information to key culturally and linguistically diverse communities in Queensland.

The rights cards are available in English, Arabic, Farsi (Persian), Indonesian, and Bosnian and have been distributed through key community based organisations in Queensland.

Multicultural Women’s Advisory Committee

The Multicultural Women’s Advisory Committee (MWAC), was formed by the Premier in October 2002 to provide advice to the government for improving the leadership, economic security, safety, health and well being of women and girls from diverse backgrounds. The Committee ensures that issues facing women and girls from culturally and linguistically diverse backgrounds are included in the development of Government policy, programs and planning.

A key initiative of MWAC in 2003 was a *Get Involved* forum, which was held in June in Brisbane. The forum was aimed at young women aged 15 to 25 from culturally and linguistically diverse backgrounds that have the potential to become community leaders or advocates. Committee members and guest speakers covered a number of important topics designed to advise young women on how to engage with government and political processes, including:

- leadership
- women and multiculturalism
- accessing government systems
- working with the media
- community engagement.

Skilled Migration Position Statement

In December 2003, the Premier tabled the Queensland Government Position Statement on

Skilled Migration in Parliament. The Department of State Development has formed a new Skilled Migration Unit to assist business migrants migrate to Queensland and act as a conduit for provision of services to skilled migrants and their families.

The aims of the Skilled Migration Unit are to use targeted marketing, promotion, sponsorship, support services and whole-of-government activities to further the Smart State Agenda by:

- adding to the growth and development of Queensland's economic base
- strengthening Queensland's export capacity
- encouraging increased investment
- supporting priority industries
- assisting in addressing skill shortages
- supporting regional growth.

The Skilled Migration Unit will also coordinate the referral of migrants to relevant areas of the Department of State Development or other agencies so that they utilise the available pre and post arrival services. The department has provided information about the new unit on its website at www.sd.qld.gov.au/skilledmigration.

Australian South Sea Islander Initiatives

In September 2000 the Queensland Government formally recognised Australian South Sea Islanders as a distinct cultural group. Consequently, the *Queensland Government Action Plan for the Australian South Sea Islander Community* was developed in 2001.

In 2002-2003, MAQ continued to support the *Recognition Statement and Action Plan* with a contribution of \$105,522 for three projects. These included the development of a website, a scholarships program and the Australian South Sea Islander Community Foundation fundraising activities. MAQ's Local Area Multicultural Partnerships (LAMP) program also continued to work locally to promote awareness of Australian South Sea Islander issues.

Initiatives were also undertaken by the Department of Employment and Training, Education Queensland, Queensland Health and the Department of Families.

Australian South Sea Islanders website

MAQ commissioned AccessEd to research, write and develop a core training resource about the Australian South Sea Islander community to be delivered electronically for use by Queensland Government employees. The project was completed in August 2002 and the website has been operational since that time.

Australian South Sea Islanders Community Foundation

A perpetual fund called the Australian South Sea Islander Community Foundation was established in 2001, with seed funding of \$100,000 from the Queensland Government. The Foundation was set up under the umbrella of the Queensland Community Foundation, which is overseen by the Public Trustee.

The Foundation's role is to manage a trust for the purpose of providing tertiary scholarships to Australian South Sea Islander students. The current value of each full scholarship is \$5,000 per year. Five scholarships were offered in 2002. In 2003, five new scholarships funded by MAQ, were available to Australian South Sea Islanders studying at James Cook University, Central Queensland University and the University of the Sunshine Coast.

The Queensland government has also undertaken numerous Access and Equity initiatives in other areas such as employment, housing, the arts, primary and secondary education, apprenticeships and training. A comprehensive overview of all initiatives can be found in the *2002-2003 Report to the Premier on the Implementation of the Multicultural Queensland Policy* at the website: www.premiers.qld.gov.au/library/pdf/report_to_premier02_03.pdf

WESTERN AUSTRALIA – OFFICE OF MULTICULTURAL INTERESTS

The Office of Multicultural Interests (OMI) assists in delivering the Western Australian Government's commitments relating to Multiculturalism by:

- Promoting the ideals of multiculturalism to public sector agencies and the community
- Developing and influencing policies that reflect the principles of multiculturalism.

Anti-Racism Strategy

The vision of the Strategy is to create an inclusive and harmonious Western Australia (WA) where all its members are treated equitably and fairly and are able to reach their full potential with dignity and respect. The three components to the Strategy are structural and systemic racism, education and awareness raising, and research. The Anti-Racism Steering Committee, chaired by the Premier, has prioritised several projects, including:

- **WA Charter of Multiculturalism.** A Charter of Multiculturalism has been developed. It is unique in acknowledging the status of Indigenous people as the first Australians. Extensive workshops on the Charter were held throughout the State to provide a forum on the Charter's implementation for different groups and community organisations. A Reporting Framework is being developed to accompany the Charter for Cabinet endorsement.
- **Public Sector and Racism.** Focusing on recruitment, awareness raising and service delivery to address systemic racism in the public sector.
- **Schools and Racism.** To identify how racism, both individual and systemic, is manifested within the schools and to develop and implement effective strategies.
- **Racial and Religious Freedom Discussion Paper.** To identify legal options available for addressing racial and religious vilification and to provide the basis for community consultation.

- **Sport and Racism.** To increase the participation of ethnic and indigenous youth in sport by developing anti-racism strategies. It will be piloted through Netball and Australian Rules Football.
- **Local Government Pilot Program.** To improve access and equity outcomes for culturally and linguistically diverse groups in local government areas.

Other Policy Projects

- **Language Services Needs Analysis.** A needs analysis of the current service structure and availability of Interpreter and Translator Services in WA.
- **Ethnic Youth at Risk.** To identify and explore issues for ethnic youth at risk.
- **Skilled Migration Unit.** A feasibility study to investigate setting up a Skilled Migration Unit in the public sector to support skilled migrants.
- **TPV Interagency Working Party.** To develop a coordinated approach to addressing the gaps in settlement services provided by the Commonwealth to holders of Temporary Protection Visas.

Harmony Week 2003 from 14 - 21 March

Harmony Day was expanded in 2003 to Harmony Week to recognise WA's cultural diversity and to commemorate the International Day for the Elimination of Racial Discrimination on 21 March 2003. Highlights included:

- **Walking Common Ground.** Political and community leaders led a community walk to demonstrate against racism and launch the WA Charter of Multiculturalism.
- **Primary and Secondary School Conventions.** Students attended activities and worked on projects designed to raise awareness of human rights and multiculturalism. A Youth Communiqué on Human Rights and Racism was developed and presented to the Premier.

- **Hypothetical: *All in the Same Boat – contemporary issues for a multicultural society***. Presented to stimulate discussion and debate.
- **Vice Chancellors' Oration**. Delivered by the 2003 Australian of the Year, Professor Fiona Stanley, the oration focussed on the impact of racism on health outcomes for Indigenous Australians.
- **The Minister for Citizenship and Multicultural Interests Multicultural Awards**. Presented by the Premier to acknowledge outstanding performances and achievements in the advancement of multiculturalism, human rights and anti-racism in WA.

Communications Strategy

Publications

Quarterly newsletter, *Multicultural Matters*, to inform communities about government services and policy initiatives, as well as educational and promotional material.

Free desk brochure, *Racial Abuse is Wrong*. Printed in Hindi, Arabic and English to provide contact details for key organisations dealing with racial discrimination.

Radio Program

Mosaic, a new, 90-minute weekly radio program prepared, produced and broadcast by OMI, was launched in March 2003 by the Premier to give a new voice to Western Australians from different cultural backgrounds.

TV Documentary on Multiculturalism

Two documentaries have been commissioned by OMI for commercial television to confront the stereotyping of people from different cultural backgrounds, address common misconceptions about multiculturalism, and promote the principles of inclusive and differentiated citizenship laid down in the WA Charter.

WA Multicultural Services Directory

The WA Multicultural Services Directory will be an important resource for service providers, clients, community organisations and public sector agencies dealing with migrant, refugee groups and people of culturally and linguistically diverse backgrounds.

Seminar Series

The following seminars have been held:

- *Ethnic Minorities in Times of International Crisis: Lessons learned from a Study of Canada's First National Internment Operations 1914-1920* by Professor Lubomyr Luciuk
- *The Australian Multicultural Experience and Global Connections* by Hass Dellal, Executive Director of the Australian Multicultural Foundation.

Online WA Multicultural Communities

Establishes a multicultural network on the Internet through the provision of on-line services to ethnic communities and community service organisations in WA. Almost 500 websites are featured on the network.

Grants and Sponsorship Program

OMI administers an annual \$300,000 Community Grants Program to not-for-profit community-based organisations, and provided 46 grants and sponsorships in 2002-03.

SOUTH AUSTRALIA – OFFICE OF MULTICULTURAL AFFAIRS

In the State of South Australia the year 2003 was marked by several developments designed to increase equitable access to services for a culturally diverse clientele.

In order to maximise the use and the benefits of resources in multicultural affairs, a new agency known as Multicultural SA was formed by merging the former Office of Multicultural Affairs and the SA Multicultural and Ethnic Affairs Commission (SAMEAC).

Some of the major projects during the year focussed upon:

- overcoming the language barrier
- recognition of skills and qualifications gained overseas
- access and equity reporting by state government agencies
- contribution to the state's population policy development
- recognition of and support for the work of volunteers
- supporting leadership development for women and youth.

Access and Equity Reporting in the SA Public Sector

The existing reporting framework was revised to reduce the reporting burden on agencies and to give added emphasis to discernible improvements in services and to emerging issues of whole-of-government significance, for instance the ageing of the population.

Overseas Qualifications

In partnership with federal authorities (DEST, DIMIA), state and territory jurisdictions, and key recognition agencies, South Australia convened a national group to explore ways to improve qualification recognition processes. This work was also instrumental in the subsequent efforts by a special taskforce chaired by DPMC on this issue.

Population, Immigration and Settlement Issues

In conjunction with the SA Department of the Premier and Cabinet, as well as a range of state, federal and local government representatives, Multicultural SA staged a major forum on the potential contribution of diverse communities to increasing the state's population and also to discuss settlement service improvements for new arrivals.

Interpreting and Translating Services

Multicultural SA, through its Interpreting and Translating Centre, provided services that assisted 32 000 persons overcome the language barrier.

Throughout the state public sector, numerous agencies made extensive use of interpreters and translated materials to overcome the language barrier with their clients, for instance through the production and dissemination of *How to make Your Home Fire Safe* brochure in community languages other than English.

Moreover, there was a legal interpreter course funded by the Law Foundation of SA, and interpreters were also trained by ITC in regional centres – particularly in the Riverland where interpreter shortages had been a concern.

Volunteers

To assist volunteers gain and retain the skills that they need to be effective in their community work, the State Government entered into the *Advancing the Community Together* partnership with the volunteer sector. The partnership document refers to the CALD volunteers in ethnic communities.

In addition, an interdepartmental committee commenced work on appropriate ways to implement volunteer recognition strategies across agencies.

Culturally diverse volunteers continued to receive training and were placed in community organisations when needed.

Women

In collaboration with the SA Office for the Status of Women, Multicultural SA staged two leadership courses and an advanced one targeted specifically at women of diverse cultural backgrounds. The advanced course was organised as a result of the enthusiasm of women who had previously completed the basic leadership course and wanted to further develop their skills and knowledge.

Magazine Multicultural Life

This informative publication underwent significant enhancements through a boost in both size and shape, as well as a refreshed design, allowing room for more in-depth articles and profiles.

Regional Initiatives

SAMEAC continued to convene its Regional Advisory Committees in three SA areas, whilst the Regional Multicultural Communities Network, with support from Multicultural SA, conducted a major conference in the Riverland.

Other Initiatives

There was a wide range of agency and/or community specific initiatives, which occurred in or with the assistance of state government instrumentalities, to mention but a few:

- A new police officer's position at Port Augusta to look after the Baxter immigration detention centre
- Dental services delivered through the Adelaide Secondary School of English
- A video titled *Safety in Opal Mining*
- Asylum seeker minors allowed to attend SA's schools
- Horticultural training Rural Solutions for Vietnamese background growers in the northern metropolitan area of Virginia, as well as for Greek background growers in the Riverland
- Provision to SAMEAC of a monthly government board and committee vacancy list by the Commissioner for Public Employment
- Multicultural Youth Leadership Summit held for senior high school students.

ACT OFFICE OF MULTICULTURAL AFFAIRS

Services for people from culturally and linguistically diverse backgrounds

The Office of Multicultural Affairs and the ACT Multicultural Council jointly organised a

Multicultural Seminar titled *Delivering Services to Canberra's Multicultural Communities* to enable multicultural organisations respond to representatives of each of the ACT Government agencies on the effectiveness of their services to multicultural communities in the ACT. The seminar is an opportunity for the multicultural community to contribute to the annual Multicultural Action Plan for the ACT.

The Office of Multicultural Affairs assesses overseas qualifications and provides clients with written assessments comparing their qualifications with the Australian educational system. There is no charge to clients for this service.

Community Grants Programs

The Office of Multicultural Affairs administers three grants programs for members of the multicultural community:

- the Multicultural Community Languages Grants Program allocated \$50,000 to community languages schools to assist multicultural community groups to maintain their cultural identity, language and heritage
- the Multicultural Grants Program allocated \$100,000 to assist the ACT community to design and implement innovative projects which contribute towards community development and cultural harmony
- the Multicultural Community Radio Grants Program allocated \$100,000 to support multicultural community broadcasters and community radio stations to provide programs of interest on community radio stations in community languages.

Consultations with multicultural and Indigenous communities

The Office for Women in the development of whole-of-government policies uses a variety of consultation strategies including:

- conducting focus groups through the Migrant Resource Centre language classes
- providing secretariat support and facilitating

regular meetings of the Ngunnawal Country Indigenous Women's Circle for local Aboriginal and Torres Strait Islander people

- attending meetings of ACT women's groups and community associations.

Within the policy framework, *Justice, Options and Prevention – working to make the lives of ACT women safe*, one of the nine key principles is that 'Women are not a homogeneous group and come from a diverse range of backgrounds and experiences. This needs to be recognised in the development and implementation of initiatives and guided by leadership within the relevant community.' The associated Action Plan illustrates this principle in Outcome 2 – Options for Women where ACT Policing Crime Prevention runs *Multicultural Interface* workshops to provide information on the services provided by ACT Policing to the ACT community. This idea will be expanded to focus on women's issues with a series of women specific multicultural community workshops being run during the first half of 2003.

ACT Aboriginal and Torres Strait Islander Community Consultative Council

The Council has a key role in assisting the government develop and implement policies to advance the status of Aboriginal and Torres Strait Islander people. The Council has a key role in working in partnership with the government to develop and implement policies to advance the status of Aboriginal and Torres Strait Islander people. The Council acts as a link between the

Aboriginal and Torres Strait Islander people of the ACT and the government. The Council considers matters referred to it by the Chief Minister, matters raised by members, by the ACT community through consultation and ACT Government agencies as the Council considers appropriate.

COAG Trial

In 2002 the Australian Government and the ACT Government agreed to work together with the local Aboriginal and Torres Strait Islander community of the ACT in a local COAG Trial. The purpose of the trial was to consult and discuss with the local community about the identification and duplication of services by both federal and state government agencies as well as redevelop and identify the gaps in services currently provided and how best to meet those needs as identified by the local community. It is envisaged that early in 2004 the Chief Minister and the Minister for the Environment and Heritage, the Hon Dr David Kemp MP and the Chair of the Working Group (Council) Ms Ros Brown will sign an agreement to move to the second stage of this project which identifies issues within the local community and projects for action.

United Ngunnawal Elders

After much consultation the United Ngunnawal Elders Council (UNEC) was established in 2000 with the purpose of providing advice and a forum for local Indigenous members to meet and discuss issues of concern within the local community. The UNEC group is drawn from the local tribal grouping of the ACT and surrounding areas.

APPENDIX A: TABLE OF PERFORMANCE RANKING

**TABLE 2: COMPARISON OF PERCENTAGE OF PERFORMANCE INDICATORS
MET IN 2002 & 2003**

AGENCY	RELEVANT PIS MET IN 2002	RELEVANT PIS MET IN 2003
Aboriginal and Torres Strait Islander Commission	100%	100%
Attorney-General's Department	100%	100%
Australia Council	83%	100%
Australian Broadcasting Authority	100%	100%
Australian Broadcasting Corporation (*2)		100%
Australian Bureau of Statistics	100%	100%
Australian Communications Authority	83%	100%
Australian Customs Service	56%	100%
Australian Electoral Commission (*1)		100%
Australian Federal Police	75%	100%
Australian Film Commission	100%	100%
Australian Film, Television and Radio School	100%	100%
Australian Industrial Registry	50%	100%
Australian Institute of Health and Welfare (*3)		100%
Australian National Audit Office	N/A	N/A
Australian National Maritime Museum	75%	86%
Australian Public Service Commission	N/A	N/A
Australian Sports Commission	67%	100%
Australian Taxation Office	100%	100%
Australian Trade Commission (Austrade)	86%	100%
Bureau of Meteorology	100%	100%
Centrelink	100%	100%
Comcare	88%	100%
Commonwealth Grants Commission (*3)		N/A
Commonwealth Ombudsman	86%	100%
ComSuper (*3)		100%
ComSuper CSS Board (*3)		100%
ComSuper PSS Board (*3)		100%
Department of Agriculture, Fisheries and Forestry	89%	100%
Department of Communications, Information Technology and the Arts	67%	100%
Department of Defence	N/A	N/A
Department of Education, Science and Training	83%	100%
Department of Employment and Workplace Relations (*1)		100%
Department of Family and Community Services	100%	100%
Department of Finance and Administration	50%	100%
Department of Foreign Affairs and Trade	86%	100%
Department of Health and Ageing (*2)		100%
Department of Immigration and Multicultural and Indigenous Affairs	100%	100%
Department of Industry, Tourism and Resources	67%	100%
Department of the Environment and Heritage	100%	100%
Department of the Prime Minister and Cabinet	100%	100%
Department of the Treasury	75%	100%
Department of Transport and Regional Services	75%	100%
Department of Veterans' Affairs	88%	100%
Equal Opportunity for Women in the Workplace Agency	60%	100%
Family Court of Australia (*3)		100%
Food Standards Australia New Zealand (*3)		100%
Health Insurance Commission	100%	100%
Human Rights and Equal Opportunity Commission (*1)		100%
National Archives of Australia	75%	100%
National Gallery of Australia	100%	100%

AGENCY	RELEVANT PIS MET IN 2002	RELEVANT PIS MET IN 2003
National Library of Australia	100%	75%
National Museum of Australia	29%	100%
National Occupational Health and Safety Commission	100%	100%
National Office for the Information Economy	43%	100%
Office of the Employment Advocate	50%	100%
Office of the Federal Privacy Commissioner (*3)		100%
Productivity Commission	100%	100%
Questacon - the National Science and Technology Centre	86%	86%
ScreenSound Australia	67%	86%
Social Security Appeals Tribunal	100%	75%
Special Broadcasting Service Corporation (*2)		100%

Assessment based on the Assessment Process outlined in the Executive Summary.

*1 *These agencies provided highlights in 2002.*

*2 *These agencies had the option not to report in 2002 and elected not to do so.*

*3 *These agencies are reporting for the first time in 2003.*

LIST OF CONTRIBUTING AGENCIES

Department only reports

Department of Agriculture, Fisheries and Forestry
Department of Defence
Department of Veterans' Affairs

Department and Portfolio Agencies combined in one report

Department of Transport and Regional Services
Department of Industry, Tourism and Resources

Department and Portfolio Agencies providing separate reports

Aboriginal and Torres Strait Islander Commission
Attorney-General's Department
Australia Council
Australian Broadcasting Authority
Australian Broadcasting Corporation
Australian Bureau of Statistics
Australian Communications Authority
Australian Customs Service
Australian Electoral Commission
Australian Federal Police
Australian Film Commission
Australian Film, Television and Radio School
Australian Industrial Registry
Australian Institute of Health and Welfare
Australian National Maritime Museum
Australian Sports Commission
Australian Taxation Office
Australian Trade Commission (Austrade)
Bureau of Meteorology
Centrelink
Comcare
Commonwealth Ombudsman
ComSuper
CSS Board
Department of Communications, Information Technology and the Arts

Department of Education, Science and Training
Department of Employment and Workplace Relations
Department of Family and Community Services
Department of Finance and Administration
Department of Foreign Affairs and Trade
Department of Health and Ageing
Department of Immigration and Multicultural and Indigenous Affairs
Department of the Environment and Heritage
Department of the Prime Minister and Cabinet
Department of the Treasury
Equal Opportunity for Women in the Workplace Agency
Family Court of Australia
Food Standards Australia New Zealand
Health Insurance Commission
Human Rights and Equal Opportunity Commission
National Archives of Australia
National Gallery of Australia
National Library of Australia
National Museum of Australia
National Occupational Health and Safety Commission
National Office for the Information Economy
Office of the Employment Advocate
Office of the Federal Privacy Commissioner
Productivity Commission
PSS Board
Questacon – the National Science and Technology Centre
ScreenSound Australia
Social Security Appeals Tribunal
Special Broadcasting Service Corporation

Department and Portfolio Agencies reporting no intersection with performance indicators

Australian National Audit Office
Australian Public Service Commission
Commonwealth Grants Commission
Department of Defence

State and Territory Government Contributors

The following State and Territory Governments contributed Access and Equity highlights for 2003:

New South Wales Government
Victorian Government
Queensland Government
Western Australian Government
South Australian Government
Australian Capital Territory Government

**APPENDIX B: APS STAFF – ONGOING EMPLOYEES, ENGAGEMENTS
AND SEPARATIONS BY LEVEL**

**TABLE 3: PERCENTAGE OF EEO GROUPS REPRESENTED AMONG
ONGOING EMPLOYEES 1994-2003**

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
Migrants ¹	4.2	4.0	3.9	3.8	3.6	3.4	3.4	3.4	3.4	3.3
Women	47.8	47.2	47.7	48.1	48.6	49.0	49.9	51.5	51.9	52.8
Indigenous Australians	2.3	2.5	2.5	2.6	2.7	2.7	2.5	2.5	2.5	2.4
People with a disability	5.5	5.5	5.4	5.2	5.0	4.7	4.3	3.9	3.7	3.6

TABLE 4: ONGOING STAFF BY DIVERSITY GROUPS JUNE 2003

Classification	Migrants ¹		Women		Indigenous Australians		People with a disability		APS TOTAL
	No.	%	No.	%	No.	%	No.	%	No.
APS 1-2	228	2.9	4253	54.12	331	4.2	365	4.6	7859
APS 3-4	1358	3.0	28643	64.07	1331	3.0	1690	3.8	44709
APS 5-6	1503	3.8	19916	50.12	873	2.2	1293	3.3	39735
EL 1	471	3.3	5686	39.83	145	1.0	479	3.4	14276
EL 2	289	2.8	3632	35.12	97	0.9	380	3.7	10343
SES Band 1	23	1.7	463	33.26	18	1.3	53	3.8	1392
SES Band 2	4	1.0	90	23.44	6	1.6	13	3.4	384
SES Band 3	0	0.0	17	17.71	2	2.1	1	1.0	96
Trainee/Graduate Trainee	44	3.5	648	51.10	76	6.0	13	1.0	1268
Total	3920	3.3	63348	52.7	2879	2.4	4287	3.6	120062

¹ Migrants arriving after the age of 5 whose first language is not English. Source: Australian Public Service Employment Database (APSED)

TABLE 5: STAFF ENGAGEMENTS BY DIVERSITY GROUPS 2002-03

Level	Migrants¹	Women	Indigenous Australians	People with a disability	APS Total
	%	%	%	%	%
APS	1.7	62.0	2.4	3.1	83.7
Executive	2.0	35.9	1.1	1.4	7.0
SES	2.4	39.0	4.9		0.3
Trainee & Grad APS	3.1	53.5	3.4	1.4	9.0
Total	1.9	59.4	2.4	2.9	100.0

TABLE 6: STAFF PROMOTIONS BY DIVERSITY GROUPS 2002-03

Level	Migrants¹	Women	Indigenous Australians	People with a disability	APS Total
	%	%	%	%	%
APS	4.1	57.6	2.5	2.3	75.9
Executive	2.9	45.0	1.1	3.1	22.3
SES	1.2	38.2	0.8	4.6	1.8
Total	3.8	54.5	2.1	2.5	100.0

¹ Migrants arriving after the age of 5 whose first language is not English. Source: Australian Public Service Employment Database (APSED)

TABLE 7: APS STAFF SEPARATIONS BY DIVERSITY GROUPS 2002-03

Level	Migrants¹	Women	Indigenous Australians	People with a Disability	APS TOTAL
	%	%%		%%	
Resignation	2.1	57.1	4.5	3.4	67.2
Age Retirement	3.1	44.3	1.7	4.7	11.7
Retrenchment	2.5	45.0	2.8	7.7	12.3
Invalidity Retirement	1.7	36.9	3.4	11.7	2.5
Termination of appointment	1.2	50.3	7.3	4.9	4.9
Death		41.8	2.2	4.4	1.3
Total	2.2	53.1	4.0	4.4	100.0

¹ Migrants arriving after the age of 5 whose first language is not English. Source: Australian Public Service Employment Database (APSED)