



Australian Government

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

2004

Access and Equity Annual Report

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

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Australian Government

Department of Immigration and Multicultural and Indigenous Affairs

Secretary

The Hon Peter McGauran MP
Minister for Citizenship and Multicultural Affairs
Parliament House
Canberra ACT 2600

Dear Minister

2004 ACCESS AND EQUITY ANNUAL REPORT

I present the Access and Equity annual report 2004 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 be 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
14 February 2005

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PREFACE

All government agencies have the primary responsibility to provide services fairly and efficiently to Australia's culturally diverse community. Our nation is made up of people from more than 200 countries and we speak more than 200 languages. Almost half the population was born overseas or have a parent who was born overseas. This diversity brings with it many social and economic benefits. To continue to reap these rewards, we must make sure that the entire Australian community has equitable access to the services provided by government.

This year marks the 20th anniversary of Access and Equity as a public policy. There is no doubt that government agencies are more responsive to the needs of Australia's culturally and linguistically diverse society. In 2004, 64 agencies reported against the Performance

Management Framework of the *Charter of Public Service in a Culturally Diverse Society*, with 63 agencies meeting the performance indicators relevant to their roles.

It is clear that more government agencies are accepting their responsibility in this area and making changes to improve services where necessary. While this is a positive result, there is always room for improvement. Government agencies can continue to diversify their services by providing translators where necessary, consulting with the relevant peak cultural body and updating their access and equity strategies regularly.

Through diligence and awareness, all government agencies can excel in this area, and provide fair and effective services throughout Australia.



The Hon Peter McGauran, MP

Minister for Citizenship and Multicultural Affairs

EXECUTIVE SUMMARY

Reporting against the Performance Management Framework in 2004 continued the task of awareness-raising within government departments and agencies about the need to incorporate, effectively and efficiently, the principles of the *Charter of Public Service in a Culturally Diverse Society* (the Charter) in their activities. It is encouraging to note that almost all reporting agencies achieved the core requirements of Charter implementation. Yet equally notable, as evidenced by Table 1 below, is the need for further improvement.

The assessment process

The assessment in this report is based on the information provided to the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) by departments and agencies. DIMIA's role in the reporting process is to provide guidance and support to agencies in implementing the Charter. DIMIA does not verify the accuracy of reported information or the scope of its coverage. This level of subjectivity in reports is a limitation of the assessment process.

In 2004, agencies were assessed as meeting a performance indicator where they provided at least one example to demonstrate that relevant processes were in place within their organisation. Examples varied according to the corresponding indicator, and included activities such as: providing translated materials; engaging the services of the Translating and Interpreting Service (TIS); and conducting consultations with diverse stakeholders as part of policy development and planning processes. Agencies were assessed as meeting a performance indicator well if at least two strong examples were provided.

It is important to acknowledge that the difference between assessments of 'met' and 'well met' in practice can be considerable. For example, consultation with ethnic peak bodies on a new policy proposal would meet the basic consultation requirements of a Policy Adviser, yet top performing Policy Advisers not only consult with peak bodies, but also circulate discussion papers, conduct focus groups and roundtables and engage in community leader and stakeholder discussions. Good practice examples have been included throughout the

report to serve as benchmarks and to highlight top performing agencies. These examples are extracts from the information provided to DIMIA by reporting agencies.

Trends in reporting in 2004

2004 was the second year that agencies were encouraged to report separately from their portfolio departments. This resulted in nine new agencies, with 64 agencies in total, providing reports. The nine new agencies came from the portfolios of Environment and Heritage and Finance and Administration. The number of agencies reporting has increased, from 46 in 2002, to 64 in 2004, a 39 per cent improvement over the three-year period.

In 2002, approximately 50 per cent of agencies with Charter intersections contributed to the report, and in 2003, approximately 65 per cent of agencies contributed. In 2004, 70 per cent contributed, with approximately 27 additional non-reporting agencies, or 30 per cent, with potential Charter intersections.

Overall performance in 2004 remained steady, with some agencies, such as the Department of Information Technology and the Arts, the Department of Agriculture, Fisheries and Forestry and the Office of the Privacy Commissioner showing considerable improvement, and others producing less positive reports compared with previous years. Factors such as continuing contact officer turnover within agencies may have contributed to this result.

Staff from DIMIA provided assistance to agencies through a half day reporting seminar in September 2004 and ongoing feedback and advice throughout the reporting period. Along with advice specifically tailored for individual agencies, DIMIA staff communicated key areas for whole-of-government improvement. In particular, this included the need for agencies to report on budget allocations for services tailored to the specific needs of culturally and linguistically diverse clients and collection of demographic data in line with the *Standards for Statistics on Culture and Language Diversity*.

There is evidence that a greater understanding of the requirements of the Charter has been

achieved, with an improved standard of reporting on roles. For example, in 2003, 76 per cent of roles reported on included all indicators for that role, and in 2004, 92 per cent of roles reported on included all indicators for that role.

As indicated in Table 1, almost all agencies met 100 per cent of applicable indicators in 2004. As in previous reports, the Provider role was the most commonly reported.

Sixty-three out of 64 agencies (98 per cent) met all applicable performance indicators in 2004, compared to 53 out of 58 in 2003. This was largely due to those agencies not meeting indicators in 2003 rectifying this situation for 2004 reports.

In 2004, six agencies met all relevant performance indicators well, compared to seven in 2003. In line with the practice of raising the benchmark each year, the moderately stricter assessment of 'well met' employed in 2004 compared to 2003 partially

contributed to this result. On average, the best met role was the Regulator role, with 59 per cent of reporting agencies meeting the indicator well. Regulator was followed by Policy Adviser, (53 per cent), Provider, (53 per cent) and Purchaser (47 per cent).

Information for the Employer role included in Chapter 3 is covered by workplace diversity reporting to the Australian Public Service Commission (APSC). The APSC provides this information to DIMIA for inclusion in the report.

Local government

In recognition of the increasingly strong performance of local government in Charter implementation, a separate local government chapter containing highlights and good practice examples has been included in this report. This chapter was compiled with the assistance of the Australian Local Government Association.

Table 1: Percentage of agencies meeting all applicable indicators and applicable indicators met well in 2002, 2003 and 2004.

Year	Agencies reporting	Agencies meeting all relevant indicators* (%)	Relevant indicators met well* (%)
2004	64	98.4	52.5
2003	58	91.4	48.9
2002	46	41.3	32.6

*Assessment process as outlined above.

CHAPTER 1: THE CHARTER OF PUBLIC SERVICE IN A CULTURALLY DIVERSE SOCIETY

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.

The Australian Government, state and territory governments and the Australian Local Government Association have endorsed the Charter since 1998. As such, the Charter 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 the key document guiding the Access and Equity strategy. It helps to ensure government programs 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.
- **Accountability** – Government service providers should have a reporting mechanism in place which ensures they are accountable for implementing Charter objectives for clients.¹

The Charter's Performance Management Framework, developed in 2000, provides agencies with a specific tool for measuring performance and progression in Charter implementation.

The framework was built around the five key roles of government: Policy Adviser, Regulator, Purchaser, Provider and Employer.

Performance indicators across the first four of these roles capture their intersection with the seven Charter principles of access, equity, communication, responsiveness, effectiveness, efficiency and accountability. To reduce duplication and respondent burden, the Australian Public Service Commission provides data for the Employer role.

¹ A copy of the Charter can be obtained through the website of the Department of Immigration and Multicultural and Indigenous Affairs, www.immi.gov.au/multicultural/_inc/publications/charter/charter.htm

Since 2000, the reporting framework has been adjusted and refined to improve clarity. While understanding of the requirements of the framework continues to improve over time, close analysis of reporting in 2004 indicates

that there is room for some further refinement. Agencies report on 11 performance 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 <i>Standards for Statistics on Cultural and Language Diversity</i> (the Standards). • 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: OVERVIEW OF REPORTING

SCOPE OF REPORTING IN 2004

Australian Government agencies reported against the Performance Management Framework of the *Charter of Public Service in a Culturally Diverse Society* (the Charter) for the fourth time in 2004.

The framework for reporting in 2004 was the same as used in 2003. The process of annual reporting against this consistent framework contributes to ongoing awareness-raising about the Charter principles within agencies. There is evidence to suggest that the quality of reporting improved as agency familiarity with the framework requirements increased, however agency contact officer turnover continues to impact on reporting consistency.

In 2003, to improve the coverage and transparency of the report, departments and agencies were requested to provide separate reports. This practice was repeated in 2004, resulting in nine new agencies providing reports. They were: the Administrative Appeals Tribunal; the Australian Radiation and Nuclear Protection Agency; the Great Barrier Reef Marine Park Authority; the Insolvency and Trustee Service Australia; the National Native Title Tribunal; the National Oceans Office; the Office of the Renewable Energy Regulator; Professional Services Review; and the Sydney Harbour Federation Trust. The Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) will continue to pursue further improvement in the scope of reporting.

Four agencies reported having an intersection with the Employer role only in 2002 and 2003. These agencies were: the Australian National Audit Office; the Australian Public Service Commission; the Commonwealth Grants Commission; and the Department of Defence. A report on performance against the Policy Adviser, Purchaser, Regulator and Provider roles was not requested from these agencies in 2004 as, apart from the Employer role, these agencies do not provide services directly to the public but deal primarily with other government agencies.

In total, 64 agencies reported in 2004 compared to 58 agencies in 2003. While an additional nine new agencies reported in 2004, three agencies; The Aboriginal and Torres Strait Islander Commission; Questacon- the National Science and Technology Centre; and ScreenSound Australia did not report, as either their functions or reports were incorporated into those of other departments or agencies during the reporting cycle. Appendix A provides a listing of all reporting departments and agencies.

Requests for contributions were sent to agencies prior to the October 2004 Federal Election and subsequent release of the Administrative Arrangements Order by the Governor General. The 2004 Access and Equity Annual Report uses the administrative arrangements in place prior to the election.

SCALE OF PROGRESSION

An overall improvement in reporting has been shown in 2004 compared to 2003.

Increased familiarity with the reporting framework has resulted in greater clarification of relevant roles and indicators for each agency. The general trend was for an increase in relevant roles and indicators reported on. Where a role was considered applicable, each of the indicators of that role was generally reported on, resulting in more thorough reporting of roles in 2004 than in 2003. For example, in 2003, 76 per cent of roles reported on included all the indicators for that role, and in 2004, 92 per cent of roles reported on included all the indicators for that role.

Of the 64 agencies whose roles intersected with the Policy Adviser, Regulator, Purchaser and Provider roles, 63 met all of the performance indicators applicable to their agency. This outcome indicates an improved across-the-board performance from 2003 where 53 of 58, and 2002 where 19 of 46, agencies met all applicable indicators. All agencies that failed to meet an indicator in 2003 rectified this in 2004, however one agency that had been assessed as meeting an indicator in 2003 was assessed as not meeting that indicator in 2004.

The most commonly reported role was Provider, with 81 per cent of agencies reporting on Provider performance indicators. Provider was followed by Regulator (50 per cent), Policy Adviser (45 per cent) and Purchaser (33 per cent).

Six agencies met all relevant performance indicators well. They were: the Australia Council; Centrelink; the Department of Immigration and Multicultural and Indigenous Affairs; Food Standards of Australia and New Zealand; the Insolvency Trustee Service Australia; and the Special Broadcasting Service Corporation. Of these, Centrelink; the Department of Immigration and Multicultural and Indigenous Affairs; Food Standards of Australia and New Zealand; and the Special Broadcasting Service Corporation also met all relevant indicators well in 2003.

In 2004, 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. Nineteen agencies (59 per cent) reporting against the Regulator role met the performance indicator well. Six agencies (29 per cent, and twice as many agencies as in 2003) reporting against the Purchaser role met all performance indicators well. Four agencies (eight 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 59 per cent of reporting agencies meeting the performance indicator well. Regulator was followed by Policy Adviser and Provider (53 per cent of indicators met well) and Purchaser (47 per cent met well).

A greater number of agencies provided reports in 2004 than in 2003, and while the figures above indicate that a minimum standard was achieved by the majority of reporting agencies, it is important to note that the percentage of well met indicators for each role remained relatively steady, signalling considerable room for improvement. When considering these figures the marginally stricter assessment of 'well met' in 2004 to 2003 should be noted. It is also interesting to note that in 2004, as in previous years, the Provider role was the most commonly reported.

DIMIA ADVICE AND ASSISTANCE

The continued efforts of DIMIA in providing advice and assistance in identifying strategies for addressing areas for improvement contributed to the steady progression recorded in 2004. Throughout the reporting period, DIMIA provided advice and tailored feedback to all reporting agencies. As in previous years, DIMIA also conducted a half day reporting seminar.

In line with recommendations of the *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*, DIMIA advice included that agencies make reference where budget allocations had been made for services tailored to the cultural and language needs of clients and collection of demographic data according to the *Standards for Statistics on Culture and Language Diversity* (the Standards).

As in 2003, Provider role performance indicator two, which requires that Provider data collection systems incorporate the requirements of the Standards, was the only indicator against which not all agencies were assessed as meeting requirements, and remains a difficult indicator for many Providers to meet well. In 2004, only 21 per cent of Providers reporting on indicator two were assessed as 'well met'.

However, an analysis of reporting in 2003 and 2004 indicates Providers generally have an increased understanding of their responsibility to collect data that adequately informs service delivery. In 2003, 61 per cent of Providers were assessed against Provider role performance indicator two, but in 2004, 83 per cent of Providers were assessed against this indicator.

Fifteen agencies (23 per cent) included references to specific budgets for services tailored to the cultural and linguistic diversity of clients. This information was mainly recorded under the Provider and Policy Adviser role performance indicators. In addition, almost two-thirds of agencies made reference to the use of translating and interpreting services in their report. As in 2003, few agencies reported actual budget figures.

DIMIA will continue to provide guidance and support to agencies in implementing Access and Equity strategies for people with diverse

cultural and language needs. In addition to the half day reporting seminar, where there are known gaps in reporting by departments and agencies, DIMIA will follow-up bilaterally with these agencies to offer assistance and guidance to address these problems.

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 Australian 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 desired outcomes, the Australian Government's policy objective of ensuring equity and maximising efficiency in the delivery of services to all Australians, the Policy Adviser needs to:

- take into account the culturally diverse nature of the community in the development and review of policies
- actively involve people from a variety of cultural and linguistic backgrounds in the policy process; via consultation for example
- assess and quantify the differential impacts of policy on 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 45 per cent of reporting agencies, reported against one or more of the performance indicators for this role. Ten agencies (34 per cent) met well all the performance indicators for this role. They were: the Australia Council; the Department of Agriculture, Fisheries and Forestry; 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 Family and Community Services; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Human Rights and Equal Opportunity Commission; and the Office of the Privacy Commissioner.

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 representative organisations and/or peak bodies
- 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:

- consultation with ethnic/Indigenous peak bodies
- culturally and linguistically diverse/Indigenous community consultations/liaison/fora/roundtables
- multicultural/Indigenous advisory committees/boards/steering committees/taskforces/assessment committees

- research into the impact of policy on culturally and linguistically diverse clients
- strategic and operational plans for culturally and linguistically diverse clients
- ethnic/Indigenous focus groups/client consultations
- discussion/issues papers/information available in plain English and/or community languages
- evaluation in policy formulation of the implications of culture and language/Indigenous issues
- partnerships with culturally and linguistically diverse/Indigenous stakeholder organisations
- use of networks/partnerships between Australian, state and local governments in the provision of services to culturally and linguistically diverse clients
- inquiries/white papers/discussion papers on issues affecting culturally and linguistically diverse clients
- research to identify culturally and linguistically diverse stakeholders
- elected Indigenous regional representatives/council meetings
- media releases and calls for submissions in ethnic/Indigenous media
- information sessions/workshops for culturally and linguistically diverse groups
- invitations for submissions from ethnic organisations
- meetings with ethnic community leaders

- interviews with Indigenous communities
- website fora/surveys/market research including culture and language issues
- targeted budgets for seeking input from culturally and linguistically diverse clients
- provision of policy guidelines on diversity issues
- implementation mechanisms/frameworks for culturally and linguistically diverse communities.

The first three strategies were the most commonly used, with many agencies reporting that they consulted with culturally and linguistically diverse/Indigenous peak bodies, communities and stakeholders in policy development processes.

Agencies that met this performance indicator well were: the Australia Council; the Australian Federal Police; the Department of Agriculture, Fisheries and Forestry; 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 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 Industry, Tourism and Resources; the Department of the Environment and Heritage; the Department of the Prime Minister and Cabinet; the Family Court of Australia; the Human Rights and Equal Opportunity Commission; the Office of the Privacy Commissioner; and the Productivity Commission.

GOOD PRACTICE EXAMPLE

THE DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY

The department ensures that its policies are developed with the involvement of people from those cultural and linguistic backgrounds that are directly affected. Consultation with various peak bodies, advisory groups, and the use of focus groups and surveys are common mechanisms. For example:

- The creation and engagement of advisory groups in several key states to help develop a biosecurity education and awareness campaign targeting farmers from non-English speaking backgrounds. In addition, the advice and support of the Federation of Ethnic Communities' Councils of Australia was formally sought in helping to drive the campaign and to assist in better identifying issues that the initiative should address.

- The Agricultural Development Partnerships (ADP) Programme was made available to regions and regional organisations. Within the development of regional projects, regional organisations are encouraged to consult and seek the participation of women, Indigenous land managers and producers from non-English speaking backgrounds. An example of the program at work is a project under the Northern Adelaide Plains ADP. This program involves the establishment and support of culturally diverse grower networks and also a bilingual 'first point of contact' facility for community and industry enquiries and information. The project has worked to involve growers from two major ethnic groups, and develop strategies for an ongoing collaboration between these groups.
- The continued implementation of a National Aquaculture Development Strategy for Indigenous Communities in Australia through the department's Indigenous Aquaculture Unit. The strategy will ensure that the resources of the Australian Government and state and territory governments are appropriately coordinated to facilitate the timely development of aquaculture ventures in Indigenous communities. Efforts will be concentrated on identifying suitable species and production systems as well as suitable means by which new ventures can be implemented and developed through appropriate funding, training and infrastructure development.
- Commencement of a comprehensive community consultation and communications strategy for the Living Murray initiative to inform and involve communities in the planning and implementation of the project. The initiative includes a commitment to identify opportunities for Indigenous partnership in planning and management. The strategy embraces the idea of co-management rights, respect of Indigenous knowledge, cultural needs and heritage values.
- Publication of a 'pocket' booklet – *Australia's natural resources at a glance 2004* – to increase understanding of Australians' natural resource base and rural industries.

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 people from a range of cultural and linguistic backgrounds. This can be achieved by:

- documenting the impact of new and revised policy 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 to policy/program reviews for people from particular cultural and linguistic backgrounds. 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:

- assessment of differential impact through consultation
- potential impact analysis and surveys
- community input and feedback into design and delivery of policy/programs

-
- targeted programs to address/redress differential impact
 - recommendations of consultative committees fed into policy drafts
 - targeted case studies
 - statistical data systems relating to culture and language used to inform new policy/ programs
 - research conducted to assess differential impact for culturally and linguistically diverse groups
 - revision of program guidelines as a result of differential impact
 - evaluation and review of guidelines to assess differential impact
 - outcomes focus groups/follow up consultation/community feedback
 - strategic and operational plans address diversity issues
 - targeted funding for assessment of culture and language issues
 - use of interpreters to assist with impact of policy assessment
 - use of Australian Bureau of Statistics (ABS) Census and other demographic data for policy impact assessment
 - frameworks and tools to measure impact of policy
 - development of community partnerships to implement programs
 - communication strategy developed as a result of differential impact
 - policy proposal template/process includes recording of differential impact.
- Assessment of differential impact through consultation, potential impact analysis and community input and feedback into design and delivery of policy/programs were the most commonly reported strategies.
- Agencies that met this performance indicator well were: the Australia Council; the Department of Agriculture, Fisheries and Forestry; the Department of Communication, Information Technology and the Arts; 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 Industry, Tourism and Resources; the Human Rights and Equal Opportunity Commission; and the Office of the Privacy Commissioner.

**GOOD PRACTICE EXAMPLE
THE OFFICE OF THE PRIVACY COMMISSIONER**

As part of the issues paper the Office of the Privacy Commissioner is developing for the review of the private sector provisions of the Privacy Act, the Office is looking into the issue of individuals being able to exercise their rights. A consideration for the Office will be how the privacy rights of individuals from cultural and linguistic backgrounds are being met. To aid this assessment, the Office intends to collect demographic information relating to complainants over a three month period. Further information will be provided in the Access & Equity Report for 2004-05.

The Office provides advice on the policy/program/legislative activities of other agencies from a privacy perspective. Where relevant, the privacy of people from a range of cultural and linguistic backgrounds is factored into the discussion, and the Office seeks to have representative bodies actively involved in consultation, including in privacy impact assessments of proposals.

As reported in the Office's 2002-03 Access & Equity Report, many current privacy issues continue to have the potential to have a disproportionate impact on people from different cultural and linguistic backgrounds. These include, for example, any development

of a Unique Patient Identifier, the use of the online environment for identification or authentication purposes, the use of biometrics for identification or security purposes and measures to combat identity fraud.

In a major speech delivered by the former Privacy Commissioner in March 2004, the Office raised concerns relating to the use of biometrics in identity management suggesting that some unique forms of identity such as a person's voice carries with it information about accent, and possibly cultural background and therefore carrying more information about that individual than simply identity.

The Office continues to be active in seeking to ensure there is wide public consultation on these issues including with those from different cultural and linguistic backgrounds.

Performance Indicator Three

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

This performance indicator requires departments and agencies to ensure that people from various 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.

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

- communication through ethnic and Indigenous media
- provision of information and communications in plain English
- translated fact sheets/information sheets/brochures/handbooks/case studies/frequently asked questions and website information
- webpage devoted to information on cultural and linguistic diversity

- use of imagery/graphics/visual cues in communications
- consultation with peak bodies or umbrella organisations such as ethnic community councils/Federation of Ethnic Communities' Councils of Australia
- targeted public awareness campaigns/community awareness programs
- community spokespersons/role models
- culturally adapted advertising
- tailored/targeted communication strategy for culturally and linguistically diverse clients
- use of bilingual staff on ethnic media
- radio announcements in ethnic/Indigenous languages
- inclusion of interpreter information on brochures/fact sheets
- use of Indigenous/ethnic networks
- dissemination of case studies
- peak body members informed and used to communicate strategies
- provision of national 1800/free call enquiry lines with TIS facility
- Indigenous communication research
- information available in CD, animation, video format, radio plays and travelling exhibitions
- diversity newsletters/magazines
- use of bilingual staff in partnership with ethno-specific groups

- use of interpreters to communicate policy developments
- use of culturally and linguistically diverse email lists and databases
- making culturally appropriate presentations
- use of ABS Census data and Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) Settlement data for selection of languages for translated materials.

The most commonly reported strategy was the use of ethnic media, including the provision of media releases to ethnic media outlets. The provision of information in plain English and translated fact sheets, information sheets, brochures, handbooks, case studies, and frequently asked questions were also prominently used strategies.

Agencies that met this performance indicator well were: the Australia Council; the Australian Taxation Office; the Department of Agriculture, Fisheries and Forestry; 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 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 Environment and Heritage; the Department of the Prime Minister and Cabinet; the Department of the Treasury; the Department of Veterans' Affairs; the Family Court of Australia; the Human Rights and Equal Opportunity Commission; the Office of the Privacy Commission; and the Productivity Commission.

GOOD PRACTICE EXAMPLE THE DEPARTMENT OF THE TREASURY

The Department of the Treasury is committed to providing timely information services to meet the needs of the Australian people. In 2003-04, the following methods were used to communicate new or revised Treasury policy and program initiatives:

- New websites developed for the Review of the Insurance Contracts Act, the Review of Income Tax Self Assessment, Australia's Demographic Challenges, HIH Gateway Facility and Consumer and Financial Literacy Taskforce ensure wide public access to issues papers, reports, submissions, press releases and information about the reviews. The websites comply with the government's accessibility guidelines.
- Treasury publications are written in plain English where possible and released in hardcopy form.
- Treasury provides information in plain English about its consultation processes on tax design. The information is contained in an easy-to-read brochure that explains Treasury's role. The brochure also contains a summary of what is expected of participants and what they can expect when dealing with Treasury. The publication is also available on Treasury's web-site.
- The government's Consumer Information Program has the objective of targeting information to address specific areas of consumer need. As such, the Program provides information resources to assist consumers from culturally diverse backgrounds. Information resources include:
 - *The Little Black Book of Scams*, which educates consumers about frauds, scams, rorts and rip-offs in the Australian marketplace and what consumers can do to identify and combat scams.
 - *Keeping Baby Safe*, aimed at parents and guardians of infants, provides information on product safety issues associated with nursery furniture and toys. *Keeping Baby Safe* was developed in collaboration with state and territory consumer protection

agencies, KidSafe and community organisations. The publication is available online in Italian, Greek, Arabic, Croatian, Chinese Mandarin, Spanish, Serbian and Vietnamese.

- The Treasury provides plain English brochures for consumers, for example advising what to look for when buying children's cots or bunk beds. Also, the brochures are distributed in several languages via consumer protection agencies and product suppliers to parents and carers, including to remote communities. In addition, direct telephone advice has been provided to a number of suppliers from linguistically diverse backgrounds.
- Enhancements have been made to the Product Recalls Australia web-site to improve design, navigation and searchability. The web-site has achieved a 'AAA' accessibility rating. Treasury also works closely with product recallers in the event of a voluntary or mandatory recall. Treasury encourages product recallers to target people from certain cultural or linguistic backgrounds where relevant. For example, in the event that the product to be recalled was particularly popular with the Chinese community, Treasury would encourage the recaller to place a recall notice in Chinese language newspapers.
- The *Australian Consumers' Handbook* contains a chapter, 'Services for targeted groups', that lists consumer organisations that provide assistance to non-English speaking, Indigenous and disabled consumers. The Handbook is available free of charge, and is published online at www.consumersonline.gov.au.
- More generally, consumer information publications and websites are developed with a strong emphasis on identifiable pictures and standard symbols and imagery, with limited text.
- On Budget night, the *Budget Overview*, an easy-to-read summary of the Budget, is available in hardcopy and on-line. *Budget Overview* uses clear and concise language with charts and tables to provide an overview of the Budget. The publication is aimed at the non-technical reader.
- Treasury informed the public about Australian Government payments to the states and territories. Communication was via full page advertisements in national and major state-based newspapers. The advertisements combined simple messages, pictures and text. Communication was also via TV advertisements. The advertisements were shown on all commercial TV channels and SBS in Victoria.

GOOD PRACTICE EXAMPLE POLICY ADVISER ROLE - THE DEPARTMENT OF FAMILY AND COMMUNITY SERVICES

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.

Child Care Policy & Planning Branch and Child Care Services Branch

Child Care Support Program

Policy development for the new Child Care Support Program was informed by consultation with people from culturally and linguistically diverse backgrounds, disability and Indigenous groups through the Childcare Broad Band redevelopment process. Further consultation on the micro policy will also include these groups.

Community Branch

The development of the Problem Gambling Community Awareness Program is based on market research that includes a significant component of people from culturally and linguistically diverse backgrounds.

Family and Children's Policy Branch

The framework for a *National Agenda for Early Childhood* and the new *2004-2008 Stronger Families and Communities Strategy* have been informed by consultations with and feedback from people from culturally and linguistically diverse backgrounds. These included:

- focus groups with parents from culturally and linguistically diverse backgrounds
- consultations with the Council for Multicultural Australia, the National Peak Ethnic Children's Services Network and the Refugee Resettlement Advisory Council.

The Parenting Information Project includes parents from culturally and linguistically diverse backgrounds as a target group. Consultations for this project included focus groups with culturally and linguistically diverse parents and inclusion of culturally and linguistically diverse parenting issues in the literature review and consultations with professionals. The project has now published a report that includes specific recommendations around addressing needs in culturally and linguistically diverse parenting resources. These are currently under consideration by the Australian Government.

Family Relationship and Child Support Policy Branch

The Settlement Services for Migrants and Humanitarian Entrants – Family Relationships Services measure announced in the 2004-05 Budget was developed in response to the Department of Immigration and Multicultural and Indigenous Affairs' (DIMIA) *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*. Through the course of this review DIMIA undertook an extensive consultation process with stakeholders.

International Branch – International Policy Section

The 2003-04 budget measures including assurance of support, notification, portability reduction and comparable foreign payment debt recovery are based on information about the possible impact on people from culturally and linguistically diverse backgrounds, including those living overseas. Consultation for these budget measures took place with Centrelink's National Multicultural Reference Group, which includes representatives from peak migrant community organisations. Consultation included community groups and individuals attending the Department of Family and Community Services (FaCS) budget-briefing lockup.

National Disability Operations

The National Ethnic Disability Alliance (NEDA) – a national disability peak organisation funded under the National Secretariat Program – was funded \$120 000 from the Disability Employment Assistance and Other Services appropriation in 2003-04 to contribute to government social policies affecting people with a disability from a diverse cultural and linguistic background. This includes contributing to the development of policies underpinning disability services funded from the Disability Employment Assistance and Other Services appropriation. Under the funding agreement, NEDA is required to provide up-to-date information about the organisation and its activities on their internet site in an accessible format.

The National Disability Advisory Council includes a member from an Indigenous background and a member from a non-English speaking background. The Council provides the Australian Government's Minister for Family and Community Services with independent policy advice on issues affecting people with a disability, including consumers of services funded from the Disability Employment Assistance and Other Services appropriation.

People with a disability (including those from a culturally and linguistically diverse background) were involved in the development of the Security, Quality Services and Choice for People with Disabilities package announced by the Australian Government on 21 April 2004 to assist with the reforms to Disability Employment Assistance identified through the safety net consultations held across Australia in October and November 2003.

Office of Disability

Procedures are in place to guide the development, review and implementation of policies to ensure consideration of the possible impact on particular groups, including people from culturally and linguistically diverse backgrounds and people with a disability. These procedures include consultation with stakeholder groups likely to be affected by policy measures, surveys, focus groups and discussions with customers and peak organisations from culturally and linguistically diverse backgrounds.

Research and Data Management

Interpreters are accessible when doing focus groups and interviews. For the General Customer Survey, interpreters were made available where necessary to enable customers whose main language is not English to participate in the survey.

Youth Bureau

National Youth Roundtable

The selection process takes into account young people from culturally and linguistically diverse backgrounds to reflect the demographic profile of all young Australians in the selection of members. Members are encouraged and supported to consult widely in their communities in order to inform their final recommendations to government.

Green Corps

Young Australians for the Environment is a youth development and environmental training program for young people aged 17-20 years. A number of culturally and linguistically diverse organisations have assisted in the management of Green Corps projects as partner agencies. This role involves consultation, implementation and service delivery.

Innovative and Collaborative Youth Servicing (ICYS) Pilots

During 2002-04, FaCS conducted 26 ICYS pilots of 12 months duration. The ICYS initiative was designed to promote more effective collaboration among service providers at the local community level, and encourage ownership and accountability in communities for initiatives designed to assist young people between the ages of 12-25.

Each of the 26 ICYS projects was unique, but a key element was that stakeholders and Indigenous and culturally and linguistically diverse young people were effectively consulted in the development of servicing responses for young people, including, for example, through the establishment of Youth Councils, stakeholder reference groups and focus groups and culturally sensitive needs analyses.

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.

Child Care Policy & Planning Branch and Child Care Services Branch

Ideas and suggestions contributed by representatives of people from culturally and linguistically diverse backgrounds during several phases of the Child Care Support Broadband national consultation have been incorporated in the final report on consultations considered in the development of advice to the Minister.

Information on children from culturally and linguistically diverse backgrounds and children from Aboriginal or Torres Strait Islander backgrounds collected in the bi-annual FaCS Census of Child Care Services is used in policy development.

International Branch – International Agreements

Existing networks are used and feedback from community groups and representatives is sought to assess impact for use in negotiations for social security agreements between governments.

Labour Market and Parenting Branch

The Parenting Payment New Claims Survey provided data for the evaluation of the Australians Working Together measure Helping Parents Return to Work. Parents from culturally and linguistically diverse backgrounds were assisted with interpreters to enable their participation in telephone interviews/surveys and focus groups.

National Disability Operations

Disability Services Census data and the Total Analysis and Recording of Disability Services (TARDiS) system data are used to inform the development and review of policy underpinning services funded from the Disability Employment Assistance and Other Services appropriation, which includes the impact of such policy on the lives of people with a disability from a diverse cultural and linguistic background.

The Security, Quality Services and Choice for People with Disabilities package announced by the Australian Government on 21 April 2004 to assist with the reforms to Disability Employment Assistance was informed by feedback gathered during the safety net consultations with people with a disability (including those from a diverse cultural and linguistic background) held across Australia in October and November 2003.

Participation Strategies Branch (previously Welfare Reform Taskforce)

Work on Welfare Reform for remote Indigenous communities is directly focussed on assessing the impact of Welfare Reform changes on those communities, both retrospectively and prospectively.

Interpreters are provided for customer research groups and surveys to enable people from various culturally and linguistically diverse backgrounds to participate in policy evaluations and research.

Seniors and Means Test Branch

Procedures are in place to guide the development of new policies. These procedures require the consideration of the possible policy impact on particular groups within the community including people from culturally and linguistically diverse backgrounds.

Youth Bureau

National Youth Roundtable

Members, including those from culturally and linguistically diverse backgrounds, are regularly put forward for membership of panels, committees and discussion forums.

Recommendations by members are communicated to relevant policy or program areas in FaCS and other Australian Government departments.

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.

Child Care Policy & Planning Branch and Child Care Services Branch

Consultation documents on the micro policy of the new Child Care Support Program will be developed in plain English cognisant of the needs of culturally and linguistically diverse people.

The Quality Assurance Handbooks for long day care, outside school hours care and family day care are available on the National Childcare Accreditation Council website in 13 languages.

Community Branch

The proposed Problem Gambling Community Awareness Program will include a communication strategy for people from culturally and linguistically diverse backgrounds in metropolitan, regional and rural Australia.

Family and Children's Policy Branch

Early Childhood Initiatives

Under the Parenting Information Project, a communication strategy will be developed to ensure the newly developed culturally and linguistically diverse parenting information resources will effectively reach relevant culturally and linguistically diverse groups across Australia. Funding has been allocated for this.

Parenting resources will be developed in the relevant culturally and linguistically diverse background language first and then translated into English, ensuring that no meaning is lost in translation.

Another Early Childhood Initiative, the 'Every Child is Important Campaign' includes a talking booklet that is available in a number of languages. There is an extensive communication strategy underway for the talking booklet with ethnic media and Migrant Resource Centres.

Family Payments Branch

Information on new and/or revised aspects of Family Payments is made available in a wide range of formats, including written and verbal forms of the main community languages.

Ethnic media are used to distribute campaign information.

Interpreter services are available through the Family Assistance Office.

Plain English is used in all communications to explain new and/or revised policy program information.

Housing Support Branch

The Supported Accommodation Assistance Package National Data Collection provides information about the data collection and informed consent to clients in six languages other than English.

Labour Market and Parenting Branch

Working Credit (part of AWT) developed and implemented a communication plan specifically for customers from culturally and linguistically diverse backgrounds. The strategy involved the Centrelink Multicultural Call Centre contacting customers from culturally and linguistically diverse backgrounds who would move onto fortnightly reporting. There were also radio broadcasts on SBS Radio and community radio about Working Credit and changes to reporting, and printed information booklets (the *Reporting Guide*, *Working Credit – What you need to know*, and Earnings worksheets) were made available in 22 languages.

National Disability Operations

All information products for people with a disability are produced in plain English and contain a reference to the Translating and Interpreting Service (TIS).

Information for consumers about the 12 Disability Services Standards will be translated into 10 different languages. The products will be available in hard copy and available on the FaCS website in 2004-05. The products will also contain a reference to the TIS.

NEDA is also required to distribute information widely in a range of media to ensure that people with a disability from a diverse cultural and linguistic background know about new policy developments.

Specific funding has been allocated to produce information about the Disability Services Standards in 10 different languages other than English for consumers of disability employment services. The products will be available in hard copy and available on the FaCS website in 2004-05. The products will also contain a reference to the TIS.

Research and Data Management

Interpreters are accessible when doing focus groups and interviews.

Completed Research undertaken through the Social Policy Research contracts is widely accessible through FaCS and service providers Internet sites.

Seniors and Means Test Branch

The 'Your Choices' range of seniors publications provide information on a range of issues and available services and are written in plain English to assist people from culturally and linguistically diverse backgrounds.

The publications also provide details on how people can obtain information in languages other than English. This information is presented in various languages.

FaCS ensures that these publications are available on the internet in HTML format, which is the most accessible format for people with special communication needs.

SMT Branch also provided funding for the development of an audio version of the publication, *Home and Residence Choices for Older People*, to assist those who have difficulty reading English.

Strategic Policy and Knowledge Branch

A communication and dissemination strategy has been developed for the Longitudinal Study of Indigenous Children. This strategy encompasses a range of target audiences and different media options (with a focus on plain English documents, story boards and computer animation, and translated information).

The Longitudinal Study of Australian Children (LSAC) has a publicity strategy that includes the use of a wide range of material to promote the study (including information on translation, use of ethnic media and networks). Interpreters are available to respondents in the study.

REGULATOR ROLE

The Regulator role is responsible for the enforcement of legislation or other government 'rules'.

Key responsibilities of the Regulator role are:

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

To achieve the Australian Government's desired outcome of ensuring equity for all Australians, the Regulator needs to:

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

Thirty-two agencies or 50 per cent of reporting agencies were assessed against the Regulator role. Nineteen agencies (59 per cent) met this role well. They were: the Australian Communications Authority; the Australian Customs Service; the Australian Electoral Commission; the Australian Federal Police; the Australian Taxation Office; the Australian Trade Commission; Comcare; the Commonwealth Ombudsman; 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 the Prime Minister and Cabinet; the Equal Opportunity for Women in the Workplace Agency; Food Standards of Australia and New Zealand; the Insolvency and Trustee Service Australia; and the Office of the 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.

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

- translated brochures, forms, fact sheets, posters and information in culturally appropriate formats, including use of visual cues
- ethnic media advertising, broadcasts and mailing lists
- information on websites available in several languages
- use of interpreters to explain regulations
- Translating and Interpreting Service listed in brochures
- information available in video, audio and CD formats
- use of culturally and linguistically diverse and/or Indigenous liaison officers

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- field visits, participating in cultural festivals or community events to disseminate information
 - targeted community awareness campaigns
 - use of communication consultants to reach diverse groups
 - consultation fora with representative peak bodies
 - community leaders engaged in communication strategies
 - use of ethnic/Indigenous media for dissemination of information in community languages
 - use of culturally and linguistically diverse staff to explain regulations to clients
 - newsletters provided to diverse peak bodies and communities
 - seminars and information sessions for culturally and linguistically diverse clients
 - consultations and review of regulations, including workshops, with diverse clients
 - website containing information on regulations using visual cues
 - ethnic community group information mailing list
 - visual cues in newsletters to explain regulations
 - responses/complaints accepted in preferred language
 - budgeted funds for communication with diverse clients
 - plain English guides, regulations and website information.
- Provision of information in plain English, through websites, regulations, guides, or all of these, was the most commonly reported strategy. The use of translated material and ethnic and multicultural media information campaigns were also heavily employed strategies. Top performing agencies engaged a variety of strategies to develop communication campaigns targeted at identified areas/communities of greatest need.

GOOD PRACTICE EXAMPLES REGULATOR ROLE

Performance Indicator 1: 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.

COMMONWEALTH OMBUDSMAN

The Ombudsman does not enforce regulations directly, but provides a complaints resolution service under statute for the Australian Government, which can include recommendations on enforcement of regulations to agencies. The Ombudsman seeks to promote awareness of services in all areas of the Australian community by:

- publishing information in a range of media, electronic and print, including ethnic media
- publishing information in a wide range (27) of ethnic languages, including printed brochures and website
- providing free access to the services of translators and interpreters for people who prefer to transact with the office in their own language
- providing an online complaints lodgement facility on the office's website (which complies with Australian Government accessibility requirements, and provides some links to multilingual information)
- regularly liaising with migrant and community organisations to promote awareness of the Ombudsman's services

- publishing a Service Charter, outlining the office's role and functions, and commits to performance standards which reflect Charter values
- use of plain English in all publications.

AUSTRALIAN FEDERAL POLICE

- The Australian Federal Police (AFP) (ACT Policing) provides information brochures on policing in the ACT and on preparing a victim impact statement in 8 languages other than English. These brochures are made available through the Migrant Resource Centre, the Adult and Migrant English program and the Home Tutor Scheme.
- Information sharing with community leaders is conducted through representation at the ACT Multicultural Advisory Board.
- AFP (ACT Policing) hosts ongoing interface workshops designed specifically for Canberra migrant communities to enhance interaction with them.
- The AFP media and marketing utilise ethnic media and networks where appropriate.
- Translation costs and interpreter services are included in operational budgets.

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 Australian Government's desired outcomes for all clients, 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

- 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.

Twenty-one or 33 per cent of reporting agencies reported against one or more of the performance indicators for the Purchaser role. As was the case for both the 2002 and the 2003 reports, this role appears to be under reported when compared with the frequency of reporting against the Provider, Policy Adviser and Regulator roles. However, there was a substantial increase in the number of agencies meeting this role well compared to 2003. Six agencies met well all the performance indicators relevant to this role. They were: 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 Health and Ageing; 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.

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)
- consultation with relevant peak bodies such as the Federation of Ethnic Communities' Councils of Australia
- consultation and relevant community input through meetings, correspondence, visits and interviews using interpreters
- targeted funding to consult with culturally and linguistically diverse clients
- dedicated staff to liaise/consult with relevant clients on diversity/Indigenous issues
- consultative councils/advisory panels/committees that provide input on diversity/Indigenous issues in purchasing processes
- discussion papers sent to migrant groups
- partnerships with culturally and linguistically diverse groups and Indigenous organisations to manage projects

- use of Indigenous coordinators
- targeted briefings about grants application process
- face to face consultation
- consultations with remote communities
- targeted programs for new and emerging communities
- negotiations conducted by staff with awareness of cultural sensitivities
- targeted research into needs of culturally and linguistically diverse groups
- consultation documents in plain English.

Consultation with culturally and linguistically diverse communities, groups and peak bodies to develop grants programs and on the provision of outsourced services were the strategies most commonly used to meet this performance indicator.

Agencies that met this performance indicator well were: the Australia Council; the Australian National Maritime Museum; 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 Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Department of the Environment and Heritage; the National Gallery of Australia; and the National Museum of Australia.

**GOOD PRACTICE EXAMPLE
NATIONAL MUSEUM OF AUSTRALIA**

The National Museum of Australia (NMA) recognises the importance of ensuring cultural and social inclusion in its purchaser role. The NMA continually ensures people from a range of culturally and linguistically diverse backgrounds are involved in the purchasing process. The following points demonstrate how the NMA achieved this in 2003-04.

- The Museum has established a consultative relationship with the Federation of Ethnic Communities' Councils of Australia related to its planned gallery and systems changes over 2004-08.
- A round-table forum was held between Multicultural Australia and the National Museum of Australia in February 2004. This forum included community advocates and scholars of migration who advised on priorities for involving culturally and linguistically

diverse communities in museum programs. Two significant issues were considered as part of the discussions:

- to reflect upon how the NMA might better represent multicultural Australia in its exhibitions and public programs
- to consider long-term strategies for the NMA to engage with linguistically and culturally diverse communities.

The Museum is now addressing the recommendations of this forum in its galleries and systems processes. In particular it is reviewing its Cultural Diversity Policy; enhancing its community liaison processes; and reviewing research and collections policies, with particular reference to multicultural interests.

- Procurement methods and procedures as set out in the Museum's *Procurement Manual* reflect government policies which include providing opportunities for Aboriginal and Torres Strait Islander people.
- Exhibition launches featured extensive liaison and negotiation with a number of migrant community groups:
 - The 'Outlawed' exhibition launch in November 2003 featured the Mexican Community and the Maori Community – the latter was part of the contractual agreement between NMA and the Maori community. Both these communities were very supportive of NMA in assisting to secure important and valuable loans for the exhibition.
 - 'The Sunken Treasures of Brunei Darussalam' exhibition launch featured His Royal Highness Prince Mohamed Bolkiah, Minister of Foreign affairs, Brunei Darussalam, and members of the Brunei Darussalam Community.
- The NMA consults with relevant community groups to ensure presentation of items relevant to that community in an exhibition is accurate, acceptable and legitimate – for example, presentation of cultural material from South America, South Africa and Central Australia in the Museum's forthcoming exhibition, 'Extremes'.
- For the purpose of repatriation, the communities and/or representatives guide the NMA in its actions regarding the return of provenance material. It is the practice to, as far as is reasonably possible, respect Indigenous cultural protocols and instruction in the return of remains and sacred objects.
- The NMA receives funding from the Department of Communications, Information Technology and the Arts (DCITA) and, until recently, the Aboriginal and Torres Strait Islander Commission and Aboriginal and Torres Strait Islander Services (ATSIC/ATSIS) for the repatriation of materials. Both DCITA and ATSIC/ATSIS have Indigenous advisory groups that monitor the NMA's activities through regular reports provided by the NMA. Additionally, NMA presents papers at conferences, seminars and lectures, in which Indigenous attendance is considerable. Several papers have been published.

Performance Indicator Two

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

Agencies met this performance indicator on the basis of one or more of the following strategies:

- contracts include 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
- requirement that tenderers display an understanding of cultural and community

sensitivities in regard to the project

- tender documents/contracts specify data collection requirements regarding culturally and linguistically diverse clientele
- tender information advertised in ethnic/Indigenous media
- contracts specify need to outline strategies for diverse clients
- contracts specify that interpreters are provided for interviews
- specialist contracts given to provide for people from culturally and linguistically diverse backgrounds
- contracts include a clause to employ Indigenous Australians as appropriate
- tender documents specify taking into account needs of Indigenous communities
- training and support provided by agency to contractors for specialist services for culturally and linguistically diverse clients
- tenders include a special clause to encourage applications as contractors from culturally and linguistically diverse groups/providers

- grants assessors include expert culturally and linguistically diverse assessors
- contractors assisted to collect/access data on cultural and linguistic diversity
- tender selection panels include Indigenous/culturally and linguistically diverse officers/experts
- comparative analysis of expenditure on services to Indigenous/culturally and linguistically diverse clients.

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 Australia Council; the Australian Film Commission; the Department of Communication, Information Technology and the Arts; 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 Environment and Heritage; and the National Museum of Australia.

GOOD PRACTICE EXAMPLE

THE DEPARTMENT OF EDUCATION, SCIENCE AND TRAINING

The department takes seriously its responsibility to ensure that tendering specifications and contract requirements for the purchase of goods and services are consistent with the Charter, for instance:

Schools

The Request for Tender for Brokers to deliver the pilot Tutorial Credit Initiative:

- was developed in consultation with Indigenous education areas of the department
- requires brokers (who will deliver the initiative) to be aware of the cultural and academic needs of the eligible children. This will be part of the brokers' contractual obligations
- requires brokers to ensure that eligible children in rural and remote areas can access the tuition
- provides differential administration payments for students in metropolitan and non-metropolitan areas
- considers the needs of Indigenous children, and children already receiving help through the Aboriginal Tutorial Assistance Scheme will still be eligible for the tutorial credit

- notes that brokers will need to provide access to an interpreter service for non-English speaking enquiries
- included state and territory Indigenous staff in the tender selection panel.

Vocational Education and Training

Jobs Pathway Programme (JPP) service providers are required to target services to those most at risk of not making a smooth transition through school and from school to further education, training and work. Participants falling in one or more of the eight target groups must form at least 60 per cent of the minimum contracted business level. Two of the relevant target groups are young people with a first language other than English and Indigenous Australians. JPP service providers are responsible for ensuring that programme participants have equal access to JPP services.

New Apprenticeships Support Services (NASS) tender and contract for 2003-2006 recognises that New Apprenticeships Centres has an important role in ensuring Indigenous people participate in New Apprenticeships and that they are informed about the range of training options available. The NASS contract includes a key Performance Indicator which measures the participation of Indigenous Australians in New Apprenticeships and the types of qualifications they are pursuing.

The department's procurement practices require people to adhere to the following core principle:

- Where individual projects involve expenditure over \$5 million (\$6 million for construction and related facilities) and are in places where there are significant Indigenous populations with limited employment and training opportunities, officials should:
 - consider opportunities for training and employment of local Indigenous communities and document the outcomes
 - consider the capabilities of local Indigenous suppliers when researching sources of supply
 - consult the relevant community council or group in the planning stages of proposed projects.

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 to ensure that all clients have 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.

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

- interpreters arranged/available for those making complaints
- analysis of complaints for cultural and linguistic trends
- Service Charters include Translating and Interpreting Service contact numbers and complaints processes outlined in Service Charter
- culturally aware and bilingual staff handle complaints
- review of Service Charter to include culture and language issues

- provision of an Indigenous complaints forum
- feedback facilitated at migrant-specific fora
- migrant community complaints as an agenda item at regular meetings with contractors
- random sample client satisfaction survey to identify culture and language issues
- use of field officers to investigate complaints and review grants through a formal process
- provision of an Indigenous Client Service Charter
- websites allow culturally and linguistically diverse clients to make complaints or raise issues of concern in their preferred language
- multicultural call centres
- Conduct and Service Charters available in community languages
- complaints process determined in consultation with culturally and

linguistically diverse/Indigenous communities

- complaints process available in plain English.

The most common strategy reported was the use of interpreters for those making complaints. Agencies often reported using multilingual staff to assist clients. Reviewing culture and language specific complaints as a regular agenda item with contractors was a particularly effective example.

Agencies that met this indicator well were: the Australia Council; 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 Family and Community Services; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; and the Department of Transport and Regional Services.

GOOD PRACTICE EXAMPLE DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS STATE OFFICES

New South Wales State Office

- A standing item on all Integrated Humanitarian Settlement Strategy (IHSS) contract management meetings in NSW is complaint reporting. This provides the opportunity to address issues raised in a solution focussed environment.
- A survey of IHSS clients in NSW was completed in 2004 with responses indicating an overall high level of satisfaction with IHSS service delivery in NSW.

Victorian State Office

- The complaints process for IHSS services is reviewed annually.
- The Complaints Handling Officer in DIMIA Victoria provides induction training for new staff to make them aware of the communication difficulties which can escalate into complaints if not handled correctly. The training aims to make new staff more sensitive to access and equity issues, particularly for Client Service positions.
- Staff in DIMIA Victoria who handle complaints are trained extensively in telephony and client service. DIMIA deploys bilingual staff to facilitate handling of complaints for non-English speaking clients.
- The Translating and Interpreting Service (TIS) has provided toll free phone lines, general email mail boxes and staff to receive complaints from non-English speakers, agency clients and contractors.

Queensland State Office

- DIMIA Queensland's program of consultations with the community includes provision for clients of funded agencies to provide feedback on those services. Contract managers and grants consultants meet regularly with agencies to monitor performance and discuss issues arising from community consultations.
- A new needs-based planning model will improve DIMIA Queensland's ability to collect feedback on the performance of funded agencies and gaps in service provision.
- In relation to complaints about DIMIA Queensland's performance, a two-pronged approach is being taken to ensure both a reduction of the number of complaints received and good management of complaint resolution.
 - In response to the former, a dedicated training team has been established, based in Brisbane, to ensure staff throughout Queensland are highly skilled in applying DIMIA's legislation, policy and processes together with issues such as client service skills.
 - To manage complaints well, team leaders and managers are trained in complaint resolution and those issues that do escalate beyond individual work areas are centrally resolved through the Ministerial and Information Unit.

Western Australia State Office

- Reporting complaints is encouraged within the IHSS and Community Settlement Services Scheme (CSSS) programs from both the providers' and receivers' point of view. This provides opportunities to address concerns in a timely manner rather than allowing them to deteriorate.
- Integrity Support Unit (ISU) staff are proactive in the use of TIS to ensure communication is clear and concise during their work activities.
- The ISU has developed a Case Management System designed to appropriately record all information on Integrated Client Services Environment (ICSE) and also maintain a manual system in case of computer malfunction so important information is available.
- The ISU is also developing a resource register aimed at identifying staff with culturally and linguistically diverse skills.

Tasmania State Office

- The office implemented a client satisfaction survey on the IHSS, which was completed in October 2003. The survey explored client satisfaction with the IHSS program in terms of immediate settlement needs, and to determine to what extent the services are delivered according to the principles and objectives of the IHSS program.

GOOD PRACTICE EXAMPLE PURCHASER ROLE – AUSTRALIA COUNCIL

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.

- Appointments to decision-making Boards of Council are made by the Minister for Arts and Sport. The Nominations and Governance Committee (NGC) of Council monitors the demographic and skill needs of the Boards. The NGC suggests possible appointments for

the Minister to consider and these include the representation of artists and experts from non-English speaking backgrounds.

- Board managers can invite peers to each assessment meeting for additional expertise to inform the decisions of the Board members. These peers include artists from non-English speaking backgrounds who register on the Australia Council Peer Registry database.
- The Corporate Goal One of the Australia Council expresses cultural inclusivity. Goal One (and supporting strategic objectives) is to:
 - To support the excellence, diversity and the distinctiveness of Australia's artists and its arts by:
 - recognising that Australia's Indigenous arts are integral to our cultural identity; supporting the development of uniquely Australian voices; valuing Australia's cultural diversity; rewarding outstanding quality; encouraging innovative and emerging art practices; and by 'showcasing' distinctive Australian arts and artists within Australia and internationally.
- The National Education and the Arts Network (NEAN), activated this year, produced a discussion paper which was distributed widely. The community and individual feedback requested that cultural diversity be included in the strategies to deliver arts in education. This feedback has since been included by Council.

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

- The staff of the Australia Council provide information to clients by telephone and direct advocacy sessions around Australia.
- The Council receives applications in languages other than English, in particular to the Literature Board which engages linguistic and literary specialists in the language of the application to provide assessments of the literary merit of those applications.
- Funding to arts organisations frequently occurs at both Australian and state government levels. The data requested of these organisations has been 'harmonised' to provide consistent information to agencies and simplify the process for clients. This includes a question on cultural and linguistic diversity and Indigenous background.
- Tracking the usage of the Translating and Interpreting Service also provides an indication of client needs.
- Closing date information for grant applications is advertised using ethnic print media.
- The Arts in a Multicultural Australia policy report is an internal document which is generated annually for Council members. Each section of the Council reports on the challenges that they perceive and the progress made on those challenges identified the previous year. They also nominate examples of successful artwork resulting from artists of diverse backgrounds.
- Analysis is made of expenditure of the Council's funds across all programs. Staff identify the extent to which all funds respond to multicultural Australia. This includes artist identity and creative content which reflect a multicultural Australia.
- The organisations funded by the Council are asked to report against criteria, which include artistic outcomes for multicultural and Indigenous Australia.
- Multilingual information at the front of the *Support for the Arts Handbook* invites applicants to use the free translating and interpreting service if they wish to discuss any information about the Council, including the complaint process.

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.

- The Australia Council Service Charter is published in its Handbook and website. It outlines the Council's commitment to facilitating communication and one of the stated strategies is 'providing interpreters where necessary'.
- Complaints to the Council may be made by telephone, email, fax or letter. Complaint handling staff are specifically trained to be aware of and sensitive to the needs of people with English language difficulties. All staff and clients have access to the translating and interpreting service to help non-English speaking complainants articulate their concerns.
- The customer feedback and client survey is part of the Council's Service Charter. The process and management of this part of the Charter is under review. The review will ensure the needs of culturally and linguistically diverse Australians are met.

PROVIDER ROLE

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

To achieve the Australian Government's desired outcomes in respect to access and equity, 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 the 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 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 cater for the needs of their diverse clientele.

Fifty-two or 81 per cent of agencies reported against one or more of the performance indicators for this role, with 51 (98 per cent) meeting all indicators. Four agencies (eight per cent) met all of the performance indicators for this role well. They were: Centrelink; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; 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.

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

- services tailored for specific culturally and linguistically diverse and Indigenous client groups
- use of interpreters or bilingual staff in service provision
- translated information sheets, forms, leaflets and brochures available both in hard copy and/or online
- inclusion of diversity considerations in corporate, strategic or operational plans

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- culturally and linguistically diverse and Indigenous community consultations/ liaison/fora/workshops
 - allocated funds to provide services for culturally and linguistically diverse, including Indigenous, clients
 - migrant and Indigenous peak body and community representatives on consumer consultative forums, focus groups, advisory councils, standing committees, facilitator networks, user groups
 - targeted education and communication strategies using pictures, imagery and symbols, audio, posters, stickers, videos and CDs
 - research on culturally and linguistically diverse clients
 - multicultural service officers
 - assessment of differential impacts for culturally and linguistically diverse clients
 - provision of seminars, briefings, presentations, outreach programs to diverse clients
 - monitoring of access and equity issues through client satisfaction surveys
 - community and rural/remote area visiting teams
 - Indigenous customer service officers/call centres
 - targeted information and education campaigns through ethnic and Indigenous media
 - sponsorship of multicultural awards
 - website usability studies among diverse clients
 - provision of plain English information.

This performance indicator was well met by almost three quarters (38 out of 52) of the agencies reporting. The provision of services tailored specifically to meet the needs of diverse clients was one of the most popular strategies reported for meeting this indicator, as were the use of interpreters and bilingual staff, and the provision of service information in plain English. Reported examples of

diversity considerations in corporate, strategic and operational plans increased in 2004 compared to 2003.

Agencies that met this performance indicator well were: the Administrative Appeals Tribunal; the Australian Broadcasting Authority; the Australian Broadcasting Corporation; the Australian Bureau of Statistics; the Australian Communications Authority; the Australian Electoral Commission; the Australian Federal Police; the Australian Film Commission; the Australian Film, Television and Radio School; the Australian Government Information Management Office; the Australian Industrial Registry; the Australian National Maritime Museum; the Australian Trade Commission; the Bureau of Meteorology; Centrelink; the Commonwealth Ombudsman; the Department of Agriculture, Fisheries and Forestry; 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 Family and Community Services; 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 Department of Transport and Regional Services; the Department of Veterans' Affairs; the Family Court of Australia; the Health Insurance Commission; the Human Rights and Equal Opportunity Commission; the National Archives of Australia; the National Gallery of Australia; the National Library of Australia; the National Museum of Australia; the National Native Title Tribunal; the Office of the Privacy Commissioner; the Social Security Appeals Tribunal; and the Special Broadcasting Service Corporation.

Performance Indicator Two

Provider data collection systems incorporate the requirements of the 'Standards for Statistics on Cultural and Language Diversity' (the Standards).

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

GOOD PRACTICE EXAMPLE THE BUREAU OF METEOROLOGY

An Access and Equity Plan, updated annually, is incorporated into the Bureau's Budget and Program document. This document is for internal use, and provides an integrated summary of resource allocations and plans for the financial year. The Bureau's policy and service delivery areas are mindful of the cultural and linguistic diversity of clients.

In 2003, the Bureau, in collaboration with the James Cook University's Centre for Disaster Studies, commenced research into, and investigation of, the way in which weather information, forecasts, and warnings are disseminated to and through Indigenous communities. This work progressed throughout 2004 with recommendations thus far including:

- developing weather warnings in plain English
- developing 'call-to-action' warning graphics and action statements for severe weather warnings
- creating simulations for use by the media of flood, wind or fire impact on communities
- practically defining, for example, the start of the wet season in terms that are easily understood by the community. The researchers are finding that the improvements made to services for Indigenous communities are also relevant to other Australian communities.

In August 2004, the Bureau sponsored the Vulnerable Communities and Emergencies conference. An outcome from the conference is that the Bureau is working with Community Broadcast Radio Station, Stereo 974FM in Melbourne, to educate their listeners on action to take in an emergency. The Bureau is also assisting in the translation of forecasts, initially for the benefit of listeners in the Vietnamese community, but also for use as a model in other language communities where the need has been identified.

Bureau computer systems are becoming increasingly modular and much more language friendly through the use of plain English. This in turn, will simplify the task of translating scientific information into languages other than English. Work has been undertaken on the Computer Message Switching System to enable screen prompts and inputs to be set to another language without changing the working of the system. The new forecast systems, also under development, will generate text automatically from a forecast policy database. Once these developments occur, it will be possible for worded forecasts to be available in any language for which there are suitable language generators available.

The Bureau has undertaken extensive accessibility studies of its website and is in the process of incorporating a number of the findings from these studies into the site. The redesigned site currently being constructed will be fully compliant with the appropriate Commonwealth accessibility standards. Accessibility for those who speak languages other than English will be addressed in the new site planned for release in 12-18 months.

- 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:

- collection of data according to the Standards
- use of ABS Census data in line with the Standards to analyse client base

- use of ABS Census information in line with the Standards in planning processes and service provision
- use of reports provided by the ABS in line with the Standards for planning and analysis
- revision of data collection forms to conform with the Standards
- client research and surveys incorporating the Standards
- client information collected and recorded according to the Standards during client visits
- revision of databases to enable analysis of clients according to the Standards
- commitment to incorporate the Standards in data collection processes within a set time frame.

This indicator has been under-reported in previous years. In 2004 a number of agencies

reported on, and met, this indicator for the first time, including agencies assessed as not meeting this indicator in 2003. Thirty (61 per cent) of Providers were assessed against this indicator in 2002, with 83 per cent meeting the requirements, but in 2004, 43 (83 per cent) of Providers were assessed against this indicator with 97 per cent meeting requirements. This result is largely due to those agencies not meeting requirements in 2003 rectifying this in 2004.

Agencies that met this performance indicator well were: the Australian Bureau of Statistics; Centrelink; the Department of Education, Science and Training; the Department of Family and Community Services; the Department of Health and Ageing; the Department of Immigration and Multicultural and Indigenous Affairs; the Family Court of Australia; the Human Rights and Equal Opportunity Commission; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE

HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION

The Human Rights and Equal Opportunity Commission (HREOC) Complaint Handling Section (CHS) has for a number of years collected demographics from individuals who lodge complaints under the Acts it administers. The data collected include:

- if assistance is needed to proceed with the complaint
- how they found out about the Commission
- if the person is male or female or whether it is an organisation lodging a complaint on behalf of a person
- age of the person
- whether the person is Aboriginal or Torres Strait Islander or neither
- if the person lodging the complaint has a disability
- what was their employment or main source of income when the alleged discrimination occurred
- if they are being represented
- if they have access to the Internet.

Within the last twelve months the following additional questions were incorporated into the survey to meet the minimum *Standards for Statistics on Cultural and Language Diversity*:

- a person's country of birth
- the main language other than English
- language spoken in the home and how well they speak English.

The names of those who participate in the survey are kept confidential. The information is entered onto HREOC's Complaint Handling Database (Charms) and is used for reporting, research and service improvement delivery purposes.

Data on use of the Translating and Interpreting Service is considered annually in terms of identifying the main linguistic groups accessing the CHS for future planning initiatives.

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 ensure that services are able to adequately meet the needs of clients, including those needs that arise because of a person's cultural or linguistic background.

This performance indicator offers agencies the opportunity to report on the efficiency gains that can be attained through the utilisation of the cultural and linguistic skills of staff to enhance service delivery. The level at which agencies met this performance indicator is a robust indicator of the implementation of the effectiveness and efficiency principles of the Charter, the requirements of Section 10 of the *Public Service Act 1999* in terms of workplace diversity and the objectives of the government's Productive Diversity policy.

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, including for senior managers
- tailored client service using bilingual staff
- targeted recruitment of staff with specific/accredited language skills
- Indigenous or multicultural liaison officers
- database/recognition of staff language skills
- provision of a community language allowance
- cultural issues awareness-raising among staff

- celebration of Harmony Day and NAIDOC week
- multicultural customer councils/consultations
- monitoring of responsiveness to culturally and linguistically diverse clients through specific research projects
- multimedia multicultural training packages for staff
- cultural knowledge requirements included in selection criteria
- employment profile reflects community diversity
- study assistance for language training
- cultural exchanges to raise awareness of the value of diversity.

Provision of staff cultural awareness training, including for senior management in some instances, was the most reported strategy. The recognition and celebration of Harmony Day and NAIDOC week was reported by numerous agencies as a tool for raising awareness of cultural diversity issues.

While many of the strategies reported focussed on valuing diversity through awareness-raising and staff training, there is also evidence that agencies are capitalising on the diversity of staff as a business imperative to achieve efficiency gains and improve the quality of service. In 2003, 62 per cent of Providers met this indicator well, compared to 72 per cent in 2004.

Agencies that met this performance indicator well were: the Administrative Appeals Tribunal; the Australian Broadcasting Corporation; the Australian Bureau of Statistics; the Australian Communications Authority; the Australian Customs Service; the Australian Federal Police; the Australian Film, Television and Radio School; the Australian

Government Information Management Office; the Australian Industrial Registry; the Australian National Maritime Museum; the Australian Taxation Office; the Australian Trade Commission; the Bureau of Meteorology; Centrelink; the Commonwealth Ombudsman; the Department of Agriculture, Fisheries and Forestry; the Department of Communications, Information Technology and the Arts; the Department of Education, Science and Training; 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 Department of the Treasury; the Department of Transport and Regional Services; the Department of Veterans Affairs; the Family Court of Australia; the Health Insurance Commission; the Human Rights and Equal Opportunity Commission; the National Archives of Australia; the National Gallery of Australia; the National Library of Australia; the National Museum of Australia; the National Oceans Office; the Office of the Privacy Commissioner; the Social Security Appeals Tribunal; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE AUSTRALIAN TRADE COMMISSION

- Austrade is represented in 117 locations across 58 countries. More than 50 per cent of the workforce are overseas-engaged and therefore a large number of staff are bi- or multi-lingual. In addition, many of the Australia-based positions in overseas offices are designated as requiring language skills.
- Austrade utilises the languages skills of staff both in Australia and overseas to assist where required and maintains an internal database of staff languages from which it can draw.
- Austrade pays a language allowance to enable bilingual employees to maintain their language skills.
- Austrade's Export Finance Assistance Program (EFAP) unit also employs staff with language skills to assist clients from non-English speaking backgrounds with understanding information on the Export Market Development Grants (EMDG) scheme.
- Cross-cultural awareness training is delivered at Austrade's four day induction course for new employees and at all Pre Posting work shops. Austrade also provides training within its overseas Posts.
- Austrade staff regularly attend in-house seminars on understanding and doing business in different overseas markets. These 'Stay In Touch' sessions provide an opportunity for staff visiting from overseas to update staff in Australia on developments and issues in overseas markets including local customs and cultural considerations associated with doing business overseas.
- Austrade's EFAP Group provides training to its staff in cross-cultural skills via formal training sessions by external providers.

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

Agencies were assessed as meeting this performance indicator on the basis of

reporting on one or more of the following strategies:

- availability of interpreters for those making complaints
- analysis of complaints by language and cultural issues

- toll free numbers for complaints incorporating TIS facility
- provision for complaints to be lodged in other/preferred languages
- information on complaints processes in community languages on websites/brochures
- utilisation of bilingual staff in complaints handling
- multicultural call centres
- translated complaints section contained in English language brochures
- business surveys/Client Service Charters available in several languages
- provision of an Indigenous liaison officer to deal with complaints
- provision of an Indigenous Client Service Charter
- complaints able to be raised through consultative fora including representatives from peak migrant and Indigenous bodies
- simplified form with a checklist/tick box for the type of complaint
- use of interpreters in three way conference calls
- guaranteed response timeframes for complaints made in languages other than English

- plain English brochure containing complaints information.

The most common approaches reported were the use of interpreters to facilitate those making complaints in languages other than English and the provision of complaints information either in plain English or translated into community languages. Analysis of complaints to identify language and cultural issues was also provided as an example in numerous reports.

Agencies that met this performance indicator well were: the Australian Broadcasting Authority; the Australian Broadcasting Corporation; the Australian National Maritime Museum; the Australian Taxation Office; the Bureau of Meteorology; Centrelink; the Commonwealth Ombudsman; the Department of Agriculture, Fisheries and Forestry; the Department of Communication, 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 Transport and Regional Services; the Health Insurance Commission; the National Gallery of Australia; the National Library of Australia; the National Museum of Australia; the Office of the Employment Advocate; the Social Security Appeals Tribunal; and the Special Broadcasting Service Corporation.

GOOD PRACTICE EXAMPLE

DIMIA TRANSLATING AND INTERPRETING SERVICE

The Translating and Interpreting Service (TIS) is delivered by the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) from the TIS National Centre in Melbourne. TIS provides both telephone interpreting and on-site interpreters in over 120 languages and dialects. There are approximately 1600 interpreters presently under contract to TIS.

TIS use by Departments and Agencies

Forty-two (approximately two thirds) of reporting departments and agencies made reference to the use of TIS or other translating services to help them communicate with clients with diverse cultural and language requirements.

These agencies included: the Australia Council; the Australian Broadcasting Authority; the Australian Broadcasting Corporation; the Australian Bureau of Meteorology; the Australian Communications Authority; the Australian Federal Police; the Australian Film Commission;

the Australian Film, Television and Radio School; the Australian Government Information Management Office; the Australian Industrial Registry; the Australian National Maritime Museum; the Australian Taxation Office; Comcare; the Commonwealth Ombudsman; the Department of Agriculture, Fisheries and Forestry; 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 Family and Community Services; the Department of Finance and Administration; 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 Prime Minister and Cabinet; the Department of the Treasury; the Department of Veterans' Affairs; the Equal Opportunity for Women in the Workplace Agency; Food Standards Australia New Zealand; the Health Insurance Commission; the Human Rights and Equal Opportunity Commission; the Insolvency and Trustee Service Australia; the National Archives of Australia; the National Gallery of Australia; the National Museum of Australia; the National Native Title Tribunal; the National Oceans Office; the Office of the Employment Advocate; the Office of the Privacy Commissioner; the Office of the Renewable Energy Regulator; the PSS and CSS Boards; the Social Security Appeals Tribunal; and the Sydney Harbour Federation Trust.

In the 2004 calendar year TIS National consistently achieved or exceeded standards of:

- answering 90 per cent of calls for telephone interpreting service within 30 seconds
- connecting 90 per cent of calls to interpreters within 3 minutes in the main community languages
- confirming 85 per cent of requests for on-site interpreting within three days.

TIS Activities

- TIS commissioned the Automated Telephone Interpreting Service, which offers a 10 per cent discount on standard telephone interpreting charges.
- TIS National consulted widely in each state and territory with major clients and stakeholder agencies to promote TIS services and to obtain direct feedback on delivery issues.
- TIS has created a Client Liaison and Promotion Unit, including a specific email mailbox and toll free telephone number, to disseminate information to agencies providing services to non-English speakers and to receive feedback to further improve TIS services.
- TIS gave regular presentations in relevant fora promoting and explaining TIS services, including articles/promotional material in newsletters and bulletins of local government and settlement service providers.
- The creation of the TIS DIMIA network across all states and territories allowed more systemic information dissemination and feedback from major clients and stakeholder agencies.
- TIS has strengthened its relationship with the National Accreditation Authority of Translators and Interpreters (NAATI) to identify strategies to improve service provider training, such as provision of 'Working with Interpreters' workshops.
- TIS provides statistics and analyses to assist agencies to plan their communication strategies with their non-English speaking clients.
- TIS staff regularly explain the *Charter of Public Service in a Culturally Diverse Society* to government departments, agencies and funded agencies and counsel first time users on access and equity principles. In doing so, TIS staff actively promote the Charter and its underlying principles.

GOOD PRACTICE EXAMPLE

PROVIDER ROLE – THE DEPARTMENT OF HEALTH AND AGEING

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

The department has demonstrated that it has in place mechanisms for planning for implementation, implementation, monitoring and review that incorporate the principles underpinning the Charter as demonstrated by the following examples.

Example One

The department provides information and referral advice on aged care programs and services to people from culturally and linguistically diverse backgrounds through the Aged and Community Care Information Line using an external interpreting service.

Many key aged care publications are provided in up to 13 community languages. These languages are reviewed regularly to ensure their relevance based on population demographics and client feedback.

The department also advertises the contact details for services for people from non-English speaking backgrounds as a key component of its Age Page listing in all *White Pages* telephone directories.

The new publication *Australian Government Directory of Services for Older People* includes a section on the special needs of Indigenous Australians and people from culturally and linguistically diverse backgrounds.

The department maintains a gallery of positive images of older Australians, which includes images of Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds. This gallery is constantly being reviewed and updated to maintain its relevance and appropriateness, including around emerging cultural sensitivities.

Example Two

The Commonwealth Rehab Service (CRS) Australia provides culturally diverse promotional products such as brochures and posters for culturally sensitive programs for Aboriginals and Torres Strait Islanders. Significant client information (including client consent and authority to obtain information forms) is available in languages other than English.

Service delivery performance for key access and diversity groups is reported annually.

The CRS Australia undertook service delivery pilots for Arabic men over 40 with chronic pain. All materials for the pilot group are translated into Arabic, where possible, utilising Arabic presenters and interpreters. Findings will inform service delivery.

A further pilot program for clients from the Vietnamese community is underway in Brisbane. The pilot is focused on finding culturally appropriate models of service delivery for this community.

Example Three

The following priorities have been identified by the department to ensure the needs of culturally diverse clientele are taken into account:

- workforce development
- provision of relevant resources to assist in the provision of culturally competent practice

- an increased understanding of culturally appropriate strategies for mental health promotion and prevention, risk and protective factors, building resilience
- developing networks and partnerships with the broader human services and multicultural sector to increase mental health awareness, improve mental health literacy and reduce stigma
- capacity building within community groups to enhance supportive networks.

Performance Indicator 2: Provider data collection systems incorporate the requirements of the ‘Standards for Statistics on Cultural and Language Diversity’ (the Standards).

The department ensures data collection practices are consistent with the *Standards for Statistics on Cultural and Language Diversity* (the Standards).

Example One

Australian Bureau of Statistics census data, which is collected according to the Standards, is used to inform service delivery planning at a national, divisional and regional level. Any trends are observed and inform planning and future service development.

Example Two

To assist with research, planning and evaluation of health programs, the department has developed, under contract to the private sector, the National Social Health Data Library and a software application that provides access to a wide range of population health information and databases. These data collections are under continual development and are monitored for quality in accordance with nationally agreed standards for statistical collections. These data collections include population variables to describe culturally and linguistically diverse populations, with particular emphasis on Indigenous health data.

Example Three

The Australian Government supports Multicultural Mental Health Australia (MMHA) to develop a framework for the implementation of the National Mental Health Plan 2003-2008 in Multicultural Australia.

The framework aims to promote and support the development of sound policy and good practice in multicultural mental health care in Australia and develop high quality mental health care for Australians from diverse backgrounds.

Other priorities which will be addressed include:

- improved data collections systems
- the importance of a recovery and rehabilitation focus
- development of a needs based funding and planning formula
- the development of the evidence base in relation to service development and clinical practice, including assessment.

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.

The department encourages the use of diverse cultural and linguistic skills and cross-cultural awareness of their staff to facilitate and enhance service delivery through established service standards.

Example One

The CRS Australia has a Community Language Allowance paid to employees who use their bilingual or multilingual skills in providing client services. This includes Aboriginal and Torres Strait Islander languages.

Example Two

The Australian Government supports Multicultural Mental Health Australia to develop a framework for the implementation of the *National Mental Health Plan 2003-2008 in Multicultural Australia*.

The framework has been endorsed by the Australian Health Ministers' Advisory Council's National Mental Health Working Group.

The implementation of the priorities identified in the framework includes:

- culturally sensitive workforce recruitment and development
- education and training, including the incorporation of specific trans-cultural mental health training into state-wide training initiatives and general mental health workforce training.

Example Three

The Partners in Culturally Appropriate Care (PICAC) Initiative has a specific role in assisting aged care facilities to establish partnerships with culturally and linguistically diverse communities. These partnerships enable the development of strategies to assist in the recruitment of a workforce that represents the cultural mix of residents and assists in the development of cross-cultural awareness.

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

The department has demonstrated its commitment to this performance indicator as evidenced by the examples that follow.

Example One

The Aged Care Complaints Resolution Scheme (the Scheme) is an accessible service that deals with complaints about Australian Government funded aged care services. The Scheme recognises the need to inform and educate all aged care consumers, including those from culturally and linguistically diverse backgrounds, their relatives or representatives, about its services.

The Scheme has a toll free telephone number and has brochures and posters available in 15 community languages. These have been distributed to ethno-specific service providers and to organisations belonging to Partners in Culturally Appropriate Care (PICAC). Multilingual brochures can be viewed from the department's web site and posters and brochures can be ordered free of charge from the Aged Care Information Line.

The Scheme provides its clients with access to interpreter services, a TTY (deaflink) phone service or a free and confidential advocacy service as required.

The Scheme has developed and distributed a National Service Charter which outlines the standards of service which clients can expect to receive and the overall operations of the Scheme are overseen by an independent Commissioner for Complaints.

Example Two

The department has developed Guidelines on handling consumer complaints against departmental staff to address any complaints it may receive. These guidelines outline processes to be followed in receiving and possible investigation and resolution of complaints.

Example Three

The CRS Australia provides written information about the appeals process and internal and external complaint management options in languages other than English.

Clients are supported to access interpreters and culturally and linguistically appropriate advocacy services, to assist in making a complaint.

EMPLOYER ROLE

2004 was the third year that agencies were not required to report directly to DIMIA on the Employer role. The data in this chapter on the Employer role was extracted from the Australian Public Service Commission's (APSC) Employment Database (APSED) and the *State of the Service Report 2003-04*. All figures refer to ongoing employees.

The APSC 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 at least one NESB parent
- 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 APSC 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 per cent. The proportion of APS employees identifying themselves as migrants (NESB 1) was 3.3 per cent in June 2004, a slight increase on the 2003 figure of 3.2 per cent. In 1995 the proportion was 3.9 per cent (see Table 3 at Appendix B).

Reporting agencies with the highest proportion of migrant employees whose first language was not English were: the Australian Research Council (15.1 per cent); the National Library of Australia (12.8 per cent); the Equal Opportunity for Women in the Workplace Agency (10.0 per cent); the Department of Immigration and Multicultural and Indigenous Affairs (9.7 per cent); the CrimTrac Agency (9.1 per cent); the Australian Industrial Registry (8.5 per cent); Comsuper (8.5 per cent); the Productivity Commission (8.2 per cent); the Australian Bureau of Statistics (7.9 per cent); the Australian Broadcasting Authority (7.0 per cent); and the Department of Treasury (7.0 per cent).

According to 2001 Census data the proportion of the Australian labour force identifying as Indigenous was 1.4 per cent. The proportion of Indigenous Australians employed in the APS in June 2004 was 2.3 per cent. This represents a decrease on the June 2003 level of 2.4 per cent, and is down from the June 1998 and June 1999 highs of 2.7 per cent. (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: Aboriginal Hostels Ltd (83.2 per cent); the Torres Strait Regional Authority (76.5 per cent); Aboriginal and Torres Strait Islander Services (44.1 per cent); the Aboriginal and Torres Strait Islander Commission (37.5 per cent); the Australian Institute of Aboriginal and Torres Strait Islander Studies (16.9 per cent); the National Native Title Tribunal (14.0 per cent); the Department of Education, Science and Training (10.1 per cent); the Equal Opportunity for Women in the Workplace Agency (10.0 per cent); the Department of Employment and Workplace Relations (4.5 per cent); the Great Barrier Reef Marine Park Authority (4.3 per cent); Centrelink (3.8 per cent); the Human Rights and Equal Opportunity Commission (3.6 per cent); the Australian Public Service Commission (3.5 per cent); the National Museum of Australia (3.2 per cent); the Department of the Environment and Heritage (2.4 per cent); the Office of the Parliamentary Counsel (2.2 per cent); the Department of Health and Ageing (1.8 per cent); the Australian Customs Service (1.8 per cent); the Federal Magistrates Service (1.8 per cent); the Administrative Appeals Tribunal (1.7 per cent); the Australian Transaction Reports and Analysis Centre (1.6 per cent); the Department of the Prime Minister and Cabinet (1.6 per cent); the Australian War Memorial (1.5 per cent); the Family Court of Australia (1.5 per cent); the Office of the Director of Public Prosecutions (1.4 per cent).

For migrants whose first language was not English, the rate of engagement for 2003-04 was 2.9 per cent (see Table 5 at Appendix B). The separation rate for migrant employees in 2003-04 was 2.1 per cent, which means a net increase of 0.8 per cent in recruitment (see Table 7 at Appendix B). As in 2003, 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 2.8 per cent; (see Table 5 at Appendix B) but the Indigenous separation rate was 4.9 per cent, which means a net decrease of 2.1 per cent (see Table 7 at Appendix B).

Of employees promoted in 2003-04, 3.2 per cent were migrants whose first language was not English, less than both the 2002-03 figure of 3.8 per cent and the 2003-04 representation figure of 3.3 per cent. Promotions for Indigenous Australians were 2.1 per cent for 2003-04 (see Table 6 at Appendix B), which is the same as in 2002-03 and slightly less than their representation rate in the APS (2.3 per cent).

It is important to note that the reporting of diversity data by Australian Public Service employees is voluntary and agency data may therefore under-represent actual numbers. There are also continuing issues in relation to the completeness and accuracy of APSED data on Indigenous and migrant employees because reporting for the two groups can be influenced by a number of factors, such as individual perceptions and concerns about being pigeon-holed or prejudiced in career prospects, willingness to self identify and acceptance of the APSED definitions.

CHAPTER 4: ENGAGING AND EDUCATING – THE FAMILY COURT OF AUSTRALIA

With forty-three per cent of the Australian population born overseas or with at least one parent born overseas, and with some 200 languages between us, Australia is one of the most culturally diverse countries in the world. The Australian Government's *Multicultural Australia: United in Diversity* 2003 statement articulates current policy responding to this diversity.

The policy has three complementary strategic directions: Access and Equity, Community

Harmony and Productive Diversity, designed to strengthen social cohesion and build community harmony, and to realise the economic and social benefits of diversity for all Australians.

Over the past two reporting periods, the Family Court of Australia has demonstrated how these strategic directions work in combination to produce positive outcomes for the community, which in turn, also delivers efficiency gains for the Court.

GOOD PRACTICE EXAMPLE THE FAMILY COURT OF AUSTRALIA

National Cultural Diversity Plan

The Family Court's National Cultural Diversity Plan was launched on 30 April 2004 at the premises of the Ethnic Communities' Council of Victoria. The development of the Plan involved considerable consultation with peak community bodies over a span of four years following a Family Court initiated audit against the Charter, which identified a number of areas requiring attention.

Consultations and partnership developments included a National Roundtable (2003), hosted jointly with the Australian Multicultural Foundation, and the development of Local Action Plans at each Registry of the Family Court to link local Family Court staff with the relevant community groups in their catchment areas.

The National Cultural Diversity Plan launch was strongly supported by the Australian Multicultural Foundation, the Victorian Multicultural Commission, the Ethnic Communities Council of Victoria, the Horn of Africa Women's Group, and the Islamic Women's Welfare Council of Victoria. Implementation of the Plan is now underway.

Living in Harmony Partnership

The development of a Living in Harmony Partnership was an outcome from discussions held between the Family Court and the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) following the National Roundtable conference.

Discussions were held through 2003-04 to refine a proposal that would increase the knowledge, awareness, trust and acceptance of the rule of law, as it applies in family law in Australia, among new and emerging migrant communities. The proposal covered consultations with the communities to develop an education strategy that could be used as a model by other organisations and the Family Court itself. Four states were specified in the proposal, NSW (Parramatta), VIC (Shepparton), SA (Adelaide), and TAS (Hobart and Launceston), with the involvement of each Registry manager. The communities selected for the Partnership included Ethiopian, Eritrean, Sudanese, Somali, Iraqi and Afghan. The states involved will work with different communities, selected on the basis that they were new and emerging communities and there were relevant family law issues to be considered.

In August 2004, the Family Court, with the support of the Attorney General's Department and the Department of Family and Community Services, formalised the proposal by

entering into a national strategic partnership through the DIMIA's Living in Harmony Partnerships Program.

The Partnership encompasses a range of approaches to addressing harmony and disharmony that are both:

- Remedial – actions that address areas already identified by the community leaders as being of concern.
- Preventative – working with the target communities to address issues at the outset, ie in the early stages of these 'new' communities establishing themselves in the Australian community more broadly, becoming familiar with the institution that is the Court, and trusting the processes upholding the rule of law in Australia. For instance, this might include addressing issues around possible stereotyping, in addition to issues concerned with the Court's credibility, and the understanding of the Court's role, particularly for people who have come from countries where courts are associated with oppression or corruption.

Through a community engagement and education strategy within each community, the Partnership seeks to build mutually respectful partnerships between community leaders, support workers and the Court, and strengthen inter-community relationships around issues of children, women, families and family law within different Australian communities.

Within the Court, the project aims to ensure that service delivery, the Court's annual judicial education program and staff training programs are aware of how different cultures and social norms of new and emerging communities may affect their understanding and response to the Court's decision making processes.

The Partnership will seek opportunities to promote the model to other Courts and other departments and agencies.

Implementation of the Family Court's Charter based initiatives and Living in Harmony Partnership will also deliver to the Court the business efficiencies available through service provision that is appropriately tailored to the needs of clients with diverse cultural and linguistic requirements.

CHAPTER 5: STATE AND TERRITORY GOVERNMENT

ACT OFFICE OF MULTICULTURAL AFFAIRS

Services for People from Culturally and Linguistically Diverse Backgrounds

Framework for a Multicultural Australian Capital Territory 2001-2005

The Multicultural Framework determines the planning and operation of a series of actions to be undertaken between 2001 and 2005 to improve services for people from culturally and linguistically diverse backgrounds in the Australian Capital Territory (ACT).

Annual Multicultural Actions Plans are compiled in consultation with ACT Government Agencies and informed by community consultation.

In 2003-2004, goals included: facilitating staff participation in the Multicultural Staff Network; incorporating advice on working with interpreters in the brochure, *I Need an Interpreter*, which was published in 20 languages and distributed widely throughout the ACT Public Service as well as on the Office of Multicultural Affairs (OMA) website: www.cmd.act.gov.au/community/mau.htm; and providing information about services, policies and activities on the Internet, in brochures and at relevant meetings and targeted forums. For example, the Office distributed information on bushfire readiness, *Bushfire Information Booklet: A guide to what you need to know and do*, in seven languages.

The Office, together with the Multicultural Advisory Council on Multicultural Affairs (MACMA), conducted consultation sessions with community groups in a variety of formats in the development of policy papers, including *Facing Up to Racism: A Strategic Plan Addressing Unfair Discrimination 2004-2008*, which was launched in June 2004, and the development of a Multicultural Centre which will be completed in mid-2005.

A first for the ACT was the passing of the *Human Rights Act 2004*, which became operational from 1 July. The ACT Human Rights Office administers this Act as well as the *Discrimination Act 1991*. This office provides a wide range of information and education services to the Canberra community, including multicultural communities.

The Office of Multicultural Affairs also manages the ACT Overseas Qualifications Unit (OQU), administers a wide range of community grants, co-ordinates a Work Experience and Support Program and publishes the *Communicado* newsletter three times a year.

It also oversees the highly popular and successful annual National Multicultural Festival, which in 2004 was attended by an estimated 130,000 people – a 20 per cent increase from the previous year's, which had been critically acclaimed as 'the best ever' local event in 2003.

ACT Office of Aboriginal and Torres Strait Islander Affairs

The ACT Government has been consulting closely and frequently with local Aboriginal and Torres Strait Islander communities since the introduction in 2001 of a national reporting framework, *Overcoming Indigenous Disadvantage*, endorsed by the Council of Australian Governments (COAG).

Working groups, consisting of community representatives and ACT and Australian Government officials, have been set up to address four key areas: trauma and its consequences; the deleterious effects of substance abuse; the over-representation of Indigenous peoples in the criminal justice system; and the disparity of Indigenous educational outcomes compared with those of the wider society.

After extensive consultation with the local Aboriginal and Torres Strait Islander community in the ACT, the *ACT Aboriginal and Torres Strait Islander Partnership Plan 2004-2013* has been introduced to comply with the national reporting arrangements. This Plan links with the *Building Our Community – The Canberra Social Plan* and is designed to report against key indicators identified by COAG in the national framework.

The ACT Aboriginal and Torres Strait Islander Community Consultative Council, a major partner in the process of building stronger relations with the Indigenous community and enhancing Indigenous governance structures within the ACT, launched its *Strategic Plan for 2004-07* in August 2004. This Plan is designed

to achieve equity and better access to services for Aboriginal and Torres Strait Islander peoples in the ACT.

Among a number of other funding initiatives, \$1.42 million has been allocated over the next four years for a community-managed Aboriginal Justice Centre to provide a one-stop shop for justice services. The Ngambri circle sentencing court is now operational on a six month trial.

There will also be a Council for young Aboriginal and Torres Strait Islander people and increased numbers of outreach workers to help Indigenous Canberrans who experience problems related to drugs and alcohol. A further \$100 000 has been made available for a feasibility study on the viability of an ACT Bush Healing Farm.

After the Australian Government vacated the former site of the National Museum of Australia on Yarramundi Reach, the ACT Government handed over management of the centre to the Burringiri Association. Burringiri officially re-opened this site as an Aboriginal Cultural Centre during NAIDOC week 2004.

Additionally, \$100 000 has been made available to commission a public artwork that will acknowledge the traditional owners of the land.

A study undertaken by the Chief Minister's Department, A Social and Cultural Profile of Aboriginal and Torres Strait Islander People in Canberra, was launched by the Chief Minister, Mr Jon Stanhope MLA, in August 2004.

Since July 2004, the Indigenous and non-Indigenous flags have flown side-by-side outside the ACT Legislative Assembly building as a token of the Government's commitment to reconciliation.

COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW

Finding strength in community and religious harmony, and a respect for the potential of our youth, were the predominant themes within multicultural New South Wales (NSW) during 2004.

In response to global uncertainty, people from different faiths have come together to

bring about a deeper understanding between religions. The NSW government has led the way in this area, most significantly when the Premier, Bob Carr, officially welcomed Imam Feisal Abdul Rauf to NSW. Imam Feisel has been at the forefront of international dialogue in the United States since 11 September 2001 and is recognised as a genuine leader of his community in seeking out and working with Jews and Christians, especially in New York itself.

The highpoint of the Imam's visit was a joint prayer gathering at St Mary's Cathedral in Sydney, presided over by the Archbishop of Sydney, Cardinal George Pell. This gathering was attended by representatives of all faiths practised in NSW, making the strongest possible statement of our commitment to religious harmony.

Goodness and Kindness Campaign – Chabad House

It was therefore appropriate that an interfaith collaboration by a Muslim, a Christian and a Jew, called the Goodness and Kindness campaign, beat many high profile commercial projects to win the Grand Award of the 2004 National Multicultural Marketing Awards, conducted by the Community Relations Commission For a multicultural NSW.

The aim of the Goodness and Kindness campaign, developed by Chabad House, a Jewish centre on Sydney's north shore, is to educate students about differences and to involve them in acts of kindness. It also sets out to excite children about their own ability to combat prejudice and promote harmony by demonstrating harmony in action and to change their schools, community and, ultimately, the world.

The work of the government is most effective when the community is willing to embrace its message. During 2004, many thousands of people from State and local government, religious leaders, and local community groups met, talked and worked towards a deeper understanding of their faiths. Often those most open to accepting difference and working together for worthwhile objectives are the young.

The Goodness and Kindness program has now become an approved high school resource in NSW.

Pasifika Youth Day 2004 – Community Relations Commission

Several thousand people attended Pasifika Youth Day 2004, an event consisting of workshops, live performances and activities including arts and music. This was an initiative of the State Government's partnership with Pacific communities through the Pacific Youth Network Committee (PYNC), the youth advisory group of the Pacific Communities Council of New South Wales.

The youth day, held on 27 November 2004, provided an opportunity for Pacific youth and parents to talk with youth workers, service providers, successful role models and celebrities, and government agencies.

Students from eight high schools, from Griffith to Sydney and Newcastle, which have a large population of Pacific background students, performed typical song and dance from different Island cultures with all of the traditional colour, rhythm and costume.

'Cultural Harmony The Next Decade 2002-2012' – White Paper

Following extensive consultation, the Community Relations Commission released the NSW Government White Paper, *Cultural Harmony The Next Decade 2002-2012*.

Cultural Harmony The Next Decade 2002-2012 sets out four key objectives – leadership, community harmony, access and equity, and economic and cultural opportunities – for public sector agencies to target in their planning and programs.

These objectives reflect the four principles of multiculturalism, set out in the *Community Relations Commission and Principles of Multiculturalism Act 2000*, which are the cornerstones of the NSW Government's multicultural policies.

Educating for Better Farm Productivity - Department of Primary Industries

Market gardeners in the Sydney Basin are increasing production, improving environmental performance, saving water and finding it easier to access government services as a result of an award winning project coordinated by the NSW Department of Primary Industries.

The use of translated learning materials, bilingual presenters, technical experts and targeted television programs depicting market gardeners promoting better practices led to 217 growers completing the Department's 'WaterWise on the Farm' training program in managing irrigation systems for water use efficiency and crop production. This course was complemented by enhanced access to training in farm chemicals, environmental planning and soils management.

Overall more than a quarter of Sydney's estimated 1,600 market gardeners from culturally and linguistically diverse backgrounds participated in the project through formal training, field events, information seminars and visits to model farms.

In recognition of its merits, the project was granted a silver award at the 2004 NSW Premier's Public Sector Awards, coming second out of 19 projects nominated in the Social Justice section.

'Our Children, Our Culture' Parenting Project - South Western Sydney Area Health Service

Raising young children is a tough job and this can be compounded by language barriers, social isolation or lack of family support if you are new to Australia. This is why the South Western Sydney Area Health Service is stepping in early, and helping families from culturally diverse backgrounds with young children aged 0 to 3 years, to get appropriate help before problems occur.

The 'Our Children, Our Culture' project is a partnership between government agencies and multicultural communities, and allows flexibility in how services are delivered, so as to address differing cultural needs.

For example, in the communication component, Vietnamese, Arabic and Somali communities worked with the Area Health Service to develop their own messages on parenting, for a communication campaign to be launched in 2005.

In another part of the project, isolated women from communities with little existing infrastructure can learn about early parenting in a safe environment with other women from culturally diverse and refugee backgrounds.

The Bilingual Early Parenting Program uses a peer education model to enhance knowledge, confidence and self-efficacy.

‘Our Children, Our Culture’ is a state-wide project. It was piloted in South West Sydney, under a partnership of the South Western Sydney Area Health Service, the NSW Department of Health, the Department of Community Services, the Centre for Culture and Health of the University of NSW, as well as the Karitane Volunteer Home Visiting Service.

Treating Oral Health of Refugees - Western Sydney Area Health Service

Oral health concerns are often the most significant health concerns for newly arrived refugees, as many require urgent and extensive dental treatment. Poor conditions of care in their home country, and the mouth being a primary target for torture, contribute to the need for specialised care for this population.

In the first project of its kind in NSW, the Westmead Centre for Oral Health is aiming to assess and treat the oral health concerns of newly arrived refugees resident in the Western Sydney Area Health Service. This project arose in recognition of the fact that, once in Australia, refugees face several barriers in accessing health care. These may include a lack of knowledge of available systems, limited finances, the language barrier, issues of discrimination, and a lack of trust if refugees have previously experienced torture administered by health service providers.

With proper treatment, improved oral health can enhance a refugee’s capacity to seek work, attend to other health concerns, learn English, and generally settle in Australia. This project is a partnership between the Western Sydney Area Health Service, the NSW Refugee Health Service, and the Westmead Centre for Oral Health.

Diversity in Gardens – Fairfield City Council

It was a rare opportunity to look over the fence into the backyards of 17 families living in Fairfield City, in Sydney’s west. In August 2004, Don Burke of Burke’s Backyard opened an exhibition called ‘Culture and Cultivation: Backyards in Fairfield’ at Fairfield City Museum and Gallery. The exhibition provided a fascinating picture of backyard creative

endeavours, including growing unusual plants, building backyard museums and sculpture gardens, baking food in outdoor ovens, producing wine, and bottling preserves and herbal remedies. The exhibition was a partnership of the University of Western Sydney and the Fairfield City Museum and Gallery (Fairfield City Council), and brought together residents from diverse cultures: Australian, Assyrian, Cambodian, Croatian, Cuban, English, German, Greek, Italian, Maltese, Samoan, and Uruguayan.

Regional and Rural Initiatives

Country NSW has provided a warm welcome and a real second chance for immigrants and refugees from war-torn environments around the world.

For example, Gunnedah Shire Council has declared the Gunnedah area a ‘Refugee Friendly Shire’. In June 2004, the Council also hosted the Gunnedah International Cup, a soccer tournament for 150 young Sydney-siders from refugee backgrounds.

Cultural diversity was also a highlight of the Hastings Valley’s Harvest Picnic and Cultural Festival, which saw multicultural communities gather from throughout the Mid North Coast for a day of cultural festivities at Port Macquarie. The festival, held on 9 November 2004, consisted of a wide range of activities, including entertainment, displays, workshops and events which encouraged people to share their wide variety of cultural backgrounds.

MULTICULTURAL AFFAIRS QUEENSLAND

Cultural Diversity Support Strategy

The government increased funding for the Cultural Diversity Support Strategy by \$1million. This involved an increase in the number of community workers, increased funding for major multicultural festivals, projects and events, and the development of a three-year pilot multicultural awareness strategy.

The Local Area Multicultural Partnership Program

The Local Area Multicultural Partnership (LAMP) Program is a partnership strategy

between the state government and 15 local government authorities to support communities to be actively involved in multicultural Queensland. In 2003-04, LAMP grants totalling \$993 452 were administered by councils across Queensland. Some of the many highlights of the program during 2003-2004 are listed below.

- The Caboolture Shire's Multicultural Awareness Project is designed to assist parents from diverse cultures to understand Queensland's education system and to support children in their schooling. A manual, addressing issues specific to the Samoan community, *Making Rough Paths Smooth: Helping your Children get the Best from their Education*, was developed and released.
- Mackay City Council endorsed its first Community Relations Plan in November 2003. The Plan covers service delivery, human resource management, leadership, community development, and communication and information dissemination.
- Brisbane City Council developed a *Welcome Kit for Refugees* - a web-based information kit to assist refugees and newly arrived migrants to settle in Brisbane. The kit is translated into six community languages.
- The Princess Alexandra Health Service District continued to develop its centralised Interpreter Services Unit, the first of its kind for a Queensland hospital. Eleven language interpreters speaking Vietnamese, Bosnian, Serbian, Croatian, Spanish and Mandarin were employed. A formal evaluation undertaken in December 2003 identified extremely high satisfaction rates by staff, consumers and contract interpreters.
- In February 2004, Queensland Health commenced a post-implementation review of the Queensland Health Multicultural Policy Statement and the Language Services Policy Statement. The Review will identify early learnings from the implementation of the multicultural health policies as well as barriers and sustainable implementation strategies. These learnings will be disseminated to Queensland Health staff for consideration in further planning, implementation and evaluation of services for people from culturally and linguistically diverse backgrounds.

Review of the Multicultural Queensland Policy

MAQ has reviewed the Multicultural Queensland Policy with a view to strengthening and consolidating it. The new policy has now been endorsed.

The new policy highlights the economic benefits of cultural diversity – productive diversity – and the advantages of having a skilled multilingual and internationally connected population in enhancing the Smart State. MAQ will be undertaking consultation with other agencies to develop enhanced strategies for maximising the economic benefit of multiculturalism to Queensland in the coming year.

The policy also focuses on community harmony and recognises that Queenslanders share responsibility for continuing the development of Queensland as a cohesive and fair society. To this end, anti-racism work, including community consultation, will continue to be a significant part of supporting multiculturalism in Queensland.

The revised policy enshrines the government's commitment that all Queenslanders are able to enjoy access to services, as well as equal

Cross-cultural Training

Multicultural Affairs Queensland (MAQ) training staff facilitated 146 courses with 2279 participants in 2003-2004. Five short presentations/seminars were also conducted. The courses included cross-cultural awareness and foundation skills, customised programs for customer service, education and training providers, health, regulatory enforcement, and working with and communicating through interpreters.

Health Initiatives

- Funding for the Queensland Integrated Refugee Community Health Centre was extended for a further three years. Using the Mater Hospital as a base, the clinic offers primary health care services to humanitarian entrants and asylum seekers with complex health needs, including victims of torture and trauma.

rights, responsibilities and opportunities to participate in Queensland society.

The policy includes a new public sector strategy focused heavily on action, with government agencies becoming more hands-on in the delivery of services to people from culturally and linguistically diverse backgrounds.

All agencies will develop multicultural action plans and be required to report to MAQ on progress of implementation. A new framework will see high level performance indicators introduced to Queensland Government agencies to reflect service delivery initiatives in each portfolio.

MAQ will explore innovative ways of working in partnership with all Queensland Government agencies to enhance the implementation of the policy in 2005.

Multicultural Education and Awareness Strategy

- The inaugural 'Queensland Multicultural Festival – a World of Difference' was held on 10 October 2004 and attended by over 30 000 people. Following the success of the Festival, the Premier has announced that this will now be an annual event.
- In November 2004, the Premier presented ten Queensland photographers with more than \$25 000 in prizes at the inaugural 'Images of Queensland Photographic Awards: Multiculturalism in Focus'. Over 250 entries were received and the awards are to become an annual event.
- In October 2004, Vice Chancellors and other senior executives from across Queensland's nine universities met with the Premier to affirm their commitment to the cultural diversity within their universities. The Vice Chancellors and the Premier committed to:
 - fostering an inclusive learning and teaching environment, where understanding, acceptance and appreciation of cultural diversity is respected and valued
 - discrimination-free education for all
 - the contribution of cultural diversity to an environment in which academic excellence can be achieved

- working in partnership with the Queensland Government to further the vision set out above.

MAQ facilitated a focus group session with representatives from Education Queensland, Queensland Education and Training International and each of the nine universities to identify possible opportunities for collaboration and networking and to build further on the affirmation statement signed by the Premier and Vice Chancellors.

Anti-racism Work

MAQ has undertaken a range of activities on anti-racism. A number of forums on systemic racism have been held, including one for Directors-General, and one hosted in partnership with Western Australia for members of state, territory and Australian Government senior officials. MAQ convened a two-day anti-racism forum in late November 2004, bringing together community representatives and service providers to discuss strategies for tackling racism. A suite of initiatives is being developed by the Multicultural Anti-Racism Community Reference Group.

Commissions' Work

The Interchange Forum in May 2003 included discussion of the role of Queensland's Commissioners and Ombudsmen as complaints bodies.

The Interchange Forum resulted from work that MAQ initiated in partnership with the Commissions. Subsequently, Commissioners from the Anti-Discrimination Commission Queensland, Queensland Ombudsman, Commission for Children and Young People, Crime and Misconduct Commission and Health Rights Commission worked collaboratively to develop a combined initiative to improve access to complaints processes for people from culturally and linguistically diverse backgrounds.

The collaborative work includes the development of a brochure *It's OK to Complain – Your Rights are our Concern*, produced in five languages (Arabic, Chinese, Samoan, Spanish and Vietnamese), that outlines the processes involved in lodging a complaint.

A second phase of the 'combined Commissions' work is a radio project, involving interviews over five months on Radio 4EB, and the development of community service announcements over the period (focusing on one agency per month) in ten community languages.

A third aspect of this partnership is the involvement of Brisbane City Council, funded by MAQ to use the content and design of the brochure in workshops for people from emerging communities.

Education Queensland

Education Queensland held a Principals' Forum on Refugee Issues in May 2004 with selected school leaders from Mt Gravatt, Corinda, Coopers Plains, Stafford and Toowoomba districts to discuss best practice in managing cultural diversity in schools broadly, and specifically to examine African refugee issues in schools.

Department of Employment and Training

The Department of Employment and Training (DET) has developed a Multicultural Employment Strategy which aims to identify initiatives and projects that will be implemented from 1 July 2004 to enable a coordinated response to the identified needs of job seekers from a non-English speaking background. The strategy aims to achieve a minimum 15 percent state-wide participation target under the community employment programs plus targeted traineeships under the First Start program.

The Strategy also provides an opportunity for the department to seek relevant feedback from multicultural organisations that are delivering employment and training services to job seekers from a non-English speaking background on a range of issues impacting on Queensland Government employment policy. The Strategy represents a minimum commitment of \$3.16 million in funding each year over three years and encompasses five initiatives.

A Community Jobs Plan – Work Placements Project is being piloted to manage the placement of skilled migrants and refugees for up to 16 weeks of paid full-time employment with community organisations, local government agencies and Queensland and

Australian Government agencies. Funding of \$500 000 will be provided for 50 places under this model in 2004-05 with a commitment for similar funding over the next two financial years.

Department of State Development and Innovation

The Department of Employment and Training (DSDI) has provided a number of support services to ethnic small businesses, including presentations to ethnic business groups and one on one advice to business start ups. It has also expanded programs aimed at attracting skilled and business migrants, recognising the significant economic and social benefits of skilled migration for Queensland.

The Department expanded programs aimed at attracting skilled and business migrants in order to build on the positive economic, cultural and social benefits of skilled and business migration. Activities included:

- sponsoring 204 business migrants who are expected to bring potential investment of \$286 million and 466 jobs
- undertaking information sessions throughout regional Queensland in conjunction with the Department of Immigration and Multicultural and Indigenous Affairs to promote migration as an option to fill skills shortages
- working closely with the Queensland Government Trade and Investment Offices overseas and with bilateral business organisations in Queensland to conduct a series of international and local tradeshows, workshops and seminars for prospective migrants
- translating migration information packages into Mandarin.

Queensland Police

Queensland Police has expanded its Police Liaison Officer Scheme to include officers from Sudanese, Muslim and Arabic-speaking backgrounds.

Australian South Sea Islander initiatives

Four students were offered scholarships in 2004 under the Australian South Sea Islander Community Foundation, which manages a

trust for the purpose of providing tertiary scholarships to Australian South Sea Islander students.

MULTICULTURAL SA

Population Policy

The South Australian Government launched *Prosperity Through People: A Population Policy for South Australia* in March 2004. The policy contains a number of initiatives to improve the delivery of services to clients of culturally and linguistically diverse backgrounds to attract new migrants on a long-term basis. The policy was informed by recommendations arising from a forum and workshops organised by the South Australian Multicultural and Ethnic Affairs Commission to address settlement and service delivery issues. Workshops included representatives from a broad range of government, non-government and community organisations.

Overseas Qualifications Recognition

The South Australian Government has recently appointed a high level Overseas Qualifications Reference group of the newly established Training and Skills Commission. Key tasks are to identify barriers to the recognition of overseas gained skills and qualifications and to identify solutions.

South Australia re-convened the national overseas qualifications working group to improve the provision of up to date information to clients seeking to have their skills and qualifications obtained overseas recognised.

Greenhouse Modernisation Program

The Department of Primary Industries and Resources SA played a key role in establishing a Greenhouse Modernisation program at Virginia Horticulture Centre on the Adelaide Plains. The program was developed in close consultation with the Vietnamese and Cambodian communities and led to the development of innovative marketing strategies.

The Virginia Horticulture Centre also completed an awareness-raising project to improve safe work practices of Vietnamese and Cambodian workers and employers and provides bi-lingual training materials.

Events and Festival Management Workshops

The South Australian Multicultural and Ethnic Affairs Commission (SAMEAC) organised two very successful workshops for festival organisers. The workshops dealt with the regulations with which festival organisers must comply to ensure safe public events. The courses were run by an expert in Festival and Events Management from Flinders University. Events organisers in regional areas were targeted and support was provided for travel costs and accommodation. Due to the success of the workshops and ongoing demand, additional workshops have been planned for regional centres.

Multicultural Action Plan

The Department for Administrative and Information Services (DAIS) developed a Multicultural Action Plan to provide a structured approach across the department for improving access and equity for employees, clients and other stakeholders from culturally and linguistically diverse backgrounds. DAIS is also in the process of developing Language Services Guidelines for the department.

Establishment of the Police Multicultural Advisory Group

To support SA Police's (SAPOL) strong partnership ethos, the Police Multicultural Advisory Group, which is comprised of representatives from key multicultural organisations, was formed in 2003-04 to enhance SAPOL's response to cultural diversity. It is anticipated that the group will further strengthen the relationship between police and multicultural communities, contribute to shared understanding of the role of police and the needs of multicultural communities, and assist in contributing to strategies to inform recruitment, training, policies and practices. The group also provides a consistent and systematic approach to communicating with multicultural communities at a strategic level.

Women's Leadership and Mentoring Programs

Multicultural SA organised a leadership course for women of culturally and linguistically diverse backgrounds through which participants attained a Certificate IV in Business Frontline Management. These women

also participated in a mentoring program aimed at expanding their personal learning and assisting them in finding employment or taking on leadership roles within their respective communities.

WorkCover Video

A training video is being developed by SAMEAC, Multicultural SA in partnership with WorkCover to raise awareness among employers and case managers and improve the quality of interpreting services available to injured workers. The video will also reinforce the South Australian Government policy that language services (interpreting and translating) are provided to people of culturally and linguistically diverse backgrounds by all South Australian government agencies.

Swimming Program

The Office for Recreation and Sport established a new Muslim women's swimming program in conjunction with the Thebarton Aquatic Centre and the Muslim Women's Association. Many culturally sensitive issues were identified and addressed in the planning and delivery of this successful program.

OFFICE OF ETHNIC AFFAIRS, NORTHERN TERRITORY

The mission of the Office of Ethnic Affairs is to assist migrants and people of ethnic origins to maximise their participation in the social, cultural and economic development of the Northern Territory.

2003 - 2004 Highlights

- Represented the territory at national meetings and forums on multicultural and immigration issues, such as the Standing Committee Council for Immigration and Multicultural Affairs, the Skilled Migration Working Party and the National Round Table to examine diversity issues in the Family Court of Australia.
- Launched the inaugural Multicultural Awards which are designed to recognise and celebrate people, organisations and projects/initiatives that have made an outstanding contribution towards advancing multiculturalism and counteracting racism in the territory.

- Commenced work on a draft Language Services Policy for Northern Territory Government agencies.
- Provided comprehensive briefings for the government and the Minister for Ethnic Affairs on the Northern Territory Interpreter and Translator Service, and the Ethnic Affairs Sponsorship program, as well as on multicultural and immigration issues.

Outcomes and Achievements for 2003 - 2004

Access and Equity, Communication

- The NT Interpreter and Translator Service (NTITS) continued to provide on-site interpreting and translating services throughout the Northern Territory. These services are provided free of charge when migrants access Northern Territory Government services.
- In 2003-04 NTITS provided 4681 language services (on-site interpreting: 3833 and translations: 848) to government and non-government agencies, individuals and businesses.
- Conducted 35 cross-cultural awareness sessions attended by a total of 797 people.
- NTITS conducted 15 training sessions, 'Working with Interpreters and Translators', for 307 attendees from government and non-government organisations.
- NTITS also conducted 11 training and information sessions for interpreters and translators to enhance their techniques and skills together with assistance to obtain or upgrade national accreditation. Two legal sessions covering the 'Criminal Process' and 'Overcoming Difficulties in Acquiring English Vocabularies for Legal Interpreting and Translating' were conducted for a total of 50 NTITS by training consultants. These two workshops resulted from the recommendations made during the 'Symposium on Interpreters and Legal Professionals Working Together' held in August 2003.
- Published the *2004 Calendar of Multicultural Events* and updated the *2003-04 Multicultural Information Directory*. These publications are available online.

- The Overseas Qualifications Unit within the Office of Ethnic Affairs provided assistance and advisory service to 45 overseas skilled and trained people from 23 countries.

Responsiveness and Effectiveness

- Provided funding totalling \$698 362 to 92 organisations for 152 projects, including Harmony Day activities, under the Ethnic Affairs Sponsorship Program.
- Commenced development of the new Ethnic Communities Facility Development Program for implementation in May 2004.
- Launched the inaugural Northern Territory Multicultural Awards with winners in the following categories: Individual under 25; Individual over 25; Organisation; and Project/Initiative.
- Held regular meetings and consultations with ethnic community groups and government and non-government service providers on matters relating to migrant and refugee issues.
- Negotiated with relevant bodies regarding the relocation of the Multicultural Council of the Northern Territory Inc and Multilingual Broadcasting Council of the Northern Territory Inc to Malak, part of the government's plan to transform the northern suburbs as the multicultural hub of Darwin.

Accountability

- Commenced work on a draft Multicultural Policy and a draft Language Services Policy for Northern Territory Government agencies.

Note: As of 9 December 2004 the Office of Ethnic Affairs became known as the Office of Multicultural Affairs.

OFFICE OF MULTICULTURAL INTERESTS, WESTERN AUSTRALIA

The Office of Multicultural Interests (OMI) co-ordinates the development of state government policies and programs to promote multiculturalism and meet the needs of Western Australians from diverse cultural, linguistic and religious backgrounds.

In 2004, OMI's ongoing activities continued in the areas of policy development, support and guidance in multicultural affairs for other agencies, and communication strategies within the community.

Anti-Racism Strategy

The Anti-Racism Steering Committee, which is chaired by the Premier Dr Geoff Gallop and comprises a broad range of community representatives, is undertaking an examination of current State laws to make unlawful discrimination on the basis of racial vilification. A discussion paper on this matter, which was prepared jointly with the Equal Opportunity Commission, was released for public comment in August 2004.

This discussion paper on racial and religious vilification follows on the publication last year (2003) of the draft *WA Charter of Multiculturalism*, which represents a significant shift in the direction of multicultural policy in Western Australia. Underpinning the Charter is the concept of a differentiated citizenship, which acknowledges that people have different needs and are entitled to have them met within a human rights framework. The implementation of a differentiated citizenship will remove barriers associated with treating all people the same and contribute significantly to achieving substantive equality. The draft Charter is currently awaiting Cabinet endorsement.

Other important initiatives include the Public Sector Anti-Racism and Equality project which is a partnership program between five state government agencies that aims to ensure that services of the public sector are not discriminating or excluding any members of the community on the basis of culture or nationality. The pilot phase of the project will develop and test some ways of doing this with four agencies that come into contact with many members of the general public.

OMI is also assisting with furthering the Racism in Schools project, which involves the development of a self-assessment tool for schools to assist them in developing strategies to address systemic racism.

Other Policy Projects

- Language Services Needs Analysis: OMI completed an analysis of the current services structure and availability of Interpreter and Translator Services in WA. The analysis highlighted issues of supply and demand for interpreters and translators in Western Australia and made recommendations in three key areas: the Language Services Review, Indigenous Interpreting Services and the State Based Interpreter and Translator Service.
- Ethnic Youth at Risk: OMI has signed a Memorandum of Understanding with the Office of Children and Youth to investigate and identify issues affecting ethnic children and young people considered to be at risk on an ongoing basis, in order to enable the public sector to respond appropriately to their needs. This is the first step in developing a comprehensive policy that brings together government agencies and community groups to address this issue.

Inter-agency Cooperation

OMI worked in collaboration with a number of other agencies to provide advice on the impact of new policies and programs on diverse communities, including:

- Public Sector Education and Training – Australian competencies for the Public Sector Training Package (PSETA): OMI provided input into the competencies for the public sector training package on working with diversity and managing diversity. All recommendations were accepted by PSETA.
- National ISMAA Reference Group: Convened by HREOC, OMI was a member of the Group and organised a consultation in July with Western Australians of Muslim or Arabic descent.
- Multicultural Women's Health Convention: Held in November 2003, OMI was represented on the organising committee and provided funding for this event. A staff member also mentored a community representative to present a paper at this convention.
- Early Years Strategy Steering Committee: OMI is represented on this Steering

Committee and has provided input into the policy framework and terms of reference. In addition, OMI developed a research paper on the early childhood needs of children from minority migrant groups to inform the Working Group.

Harmony Week 2004

Harmony Week, which was first held in 2003, provides Western Australians with the opportunity to recognise and show their appreciation of the contribution that our diverse community has made to the economic, social and cultural life of WA. It also enables Western Australians to take a stand against discrimination and racism in all its forms. OMI does not organise events of a celebratory nature on March 21, which commemorates the International Day for the Elimination of Racial Discrimination. Highlights in 2004 included:

- Harmony at the City: a public event was held in the centre of the city, with performers, music and giant jigsaw puzzle competitions. The giant jigsaw puzzle was specifically designed by OMI for this event.
- Minister for Citizenship and Multicultural Interests' Multicultural Awards: These awards were presented by the Premier to acknowledge the efforts of seven outstanding Western Australians who have worked to promote multiculturalism and eliminate racism in the community. There was one Multicultural Ambassador Award each for the Youth and Adult categories and five Multicultural Community Service Awards.
- Hypothetical – Be alert, Not alarmed: Presented in partnership with the Law Society of Western Australia, the debate was designed to dispel common misconceptions and stereotypes by showing the absurdity of fearing people simply because they appear different.
- Primary and Secondary School Conventions: Students participated in workshops which studied articles from the International Declaration of Human Rights and considered their relevance to everyday life in WA.
- Story competition: In conjunction with *The West Australian* newspaper, OMI invited

Western Australians to write about their experiences of WA's cultural diversity and how it has enriched their lives. The winning entries were published in *The West Australian* during Harmony Week.

Communications Strategy

- **Mosaic Radio Program:** OMI continues to produce its weekly, 90 minute, radio program which is broadcast on Radio 6EBA. This year, OMI welcomed the Somali community to present a regular half-hour slot, the first emerging community to present on the program.
- **Online WA Multicultural Communities:** This ongoing project, which provides community organisations with the opportunity to join a multicultural network on the Internet where they can access a range of the latest communication facilities and information services, was nominated as a finalist at the National Multicultural Marketing Awards in November 2003.
- **Directory of Services for New Arrivals in Western Australia:** This directory, which provides information on a range of services available to people from culturally and linguistically diverse backgrounds, was made available in hard copy form and online. The directory was launched by the Premier in November 2003.
- **The People of Western Australia:** A comprehensive demographic profile was produced and distributed to State and Local Government CEOs. In addition, information sheets providing a snapshot of the main ethnicity related demographics in WA, which is suitable for a wider range of audiences, were distributed widely in the community.
- **Representing Multicultural Communities:** This project is designed to equip community organisations with the skills to mount exhibitions to demonstrate their respective contributions to WA.
- **Workshops for Public Sector Director General's:** In conjunction with the Equal Opportunity Commission, OMI held a workshop on 'Institutional racism – an individual and organisational response' for key public sector agencies. The workshop

was attended by approximately 50 senior government officials.

Grant and Sponsorship Program

OMI administers an annual \$300 000 Community Grants Program (CGP) to not-for-profit community-based organisations. The program aims to assist and encourage the involvement of all Western Australians in projects and events that promote positive interaction among the citizens of our diverse community.

113 grants and sponsorships were approved for a range of projects during the 2003-04 financial year.

VICTORIAN OFFICE OF MULTICULTURAL AFFAIRS

The Victorian Government is committed to recognising and supporting cultural diversity as a valuable economic, social and cultural asset for 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.

Multicultural Victoria Act

During 2004, VOMA's efforts were concentrated on preparing the way for the introduction of the *Multicultural Victoria Act 2004* (MVA). The Victorian Parliament passed the enabling legislation in December 2004 and the MVA came into effect on 1 January 2005.

While multicultural legislation has been enacted overseas and in other Australian states, the MVA is the first legislative instrument in Victoria that enshrines the principles of multiculturalism in law, in addition to requiring government departments to report annually to the Minister for Multicultural Affairs on their achievements and forward plans in the multicultural arena. The principles recognise that all Victorians are entitled to mutual respect and understanding, irrespective of their cultural, religious, racial or linguistic backgrounds.

While the principles are enshrined in the legislation, it is not the Government's intention that they will affect other legislation or

establish any legal rights – which are already provided to Victorians through the *Equal Opportunity Act 1995* and the *Racial and Religious Tolerance Act 2001*.

The inclusion of the reporting requirements in the Act provides the Government with a framework through which it can administer, plan and monitor programs and services to Victoria's multicultural communities. These reporting requirements build on the existing Whole-of-Government Reporting Framework on Multicultural Affairs.

The final section of the Act consolidates the legislation governing the VMC, expanding the number of commissioners to a maximum of twelve and creating the position of a Deputy Chairperson. These changes will allow the VMC to continue serving Victoria's culturally and linguistically diverse communities and keep pace with an increasing work-load, that has seen the grants program increase dramatically from \$750 000 to almost \$3 million since 1999.

Language Services Strategy

In 2004, VOMA continued to implement the four-year Language Services Strategy designed to improve the quality, supply and delivery of interpreting and translating services. At the mid-point of the Strategy, some of the key achievements include:

- completion of an online translated health information directory providing links to more than 10 000 health-related documents in 59 languages
- funding over a three year period for a scholarships program for interpreting and translating students in new and emerging languages
- providing funding to the Metropolitan Ambulance Service and Metropolitan Fire Brigade to develop policies and procedures and training on working with interpreters
- assisting the Family Violence Division of the Magistrate's Court to develop appropriate cultural diversity training and guidelines for the use of language services
- sponsorship of research looking at the barriers to attracting and retaining a pool of qualified interpreters in Victoria

- development of an online translated legal information directory.

Department of Human Services 'Cultural Diversity Guide'

The *Cultural Diversity Guide*, prepared by the Department of Human Services, was launched in August 2004. Regional areas of Victoria were specifically targeted in promoting the Guide. The Guide provides practical advice for programs, agencies and service providers on planning and delivering culturally sensitive services and provides examples of good practice from across the human services sector.

Based on the draft Cultural Diversity Framework, developed in April 2003, the *Cultural Diversity Guide* includes sections on:

- understanding clients and their needs
- developing partnerships between mainstream, multicultural and ethno-specific agencies
- developing a culturally diverse workforce
- using language services to the best effect
- encouraging participation in decision making
- promoting the benefits of a multicultural Victoria.

Examples of Good Practice in Delivering Government Services

Victoria's Skilled Migration Strategy
(Department for Victorian Communities)

Victoria's Skilled Migration Strategy comprises a range of initiatives to attract and retain more skilled migrants to the State, particularly to regional Victoria. Key elements of the Skilled Migration Strategy are:

- a Skilled Migration Communications Strategy
- a new Regional Migration Incentive Fund
- targeted programs to attract and support migrants to Victoria, including services of the Skilled Migration, Business Migration and Overseas Qualifications Unit, funding to the Ethnic Communities Council to assist regional communities in supporting skilled migrants, and the Overseas Qualified

Professionals Program to provide work experience to new migrants.

The Regional Migration Incentive Fund (RMIF) will provide funding and assistance for ten regional communities to develop and implement a three year Regional Migration Strategy. These regions were targeted for support under the RMIF because of identified skills shortages and the need for strategies to attract skilled migrants in order to contribute to Victoria's economic growth. Community groups who participate include: local government; regional migrant resource centres and ethnic community councils; state and Australian Government agencies, employers; regional development organisations; and education and training providers.

From November 2003 to March 2004, ten regional migration workshops were held throughout regional Victoria. The purpose of the workshops was to explore ways in which the community and the State Government can work together to encourage migrants to live and work in Regional Victoria. The results from these workshops were incorporated into the development of the RMIF guidelines. During July-August 2004, each region was invited to participate in a RMIF workshop which was designed to assist each region develop an expression of interest (EOI) for funding. The EOI will outline a planned approach to their Regional Migration Strategy.

*Harmony Day Celebration in LaTrobe City
(Department of Human Services)*

With leadership provided by LaTrobe City in conjunction with the Department of Human Services (DHS), representatives from local communities and organisations joined forces to plan and celebrate Harmony Day in LaTrobe City for the first time.

The group met for 9 months to plan the full day event. The coming together and development of a collaborative effective approach that inspired people to share their points of view and determine a joint course of action was itself a considerable achievement. A lead up event involved primary and secondary schools designing banners to represent the themes of Harmony Day. Photographs of all the banners were then displayed in all three major shopping centres in the LaTrobe Valley over

a period of three weeks prior to the day. The public was asked to vote on preferred banners and the cash prizes, donated by Anglicare, were then awarded to the three most popular banners on Harmony Day. The actual day comprised music, dance, a variety of great food and stall displays from different cultural groups, some featuring the contribution of post-war migrants to the development of the LaTrobe Valley and others offering snapshots of what more recent arrivals offered, e.g. meditation sessions provided by the Buddhist Society.

Approximately one thousand people attended the day of celebration. The whole day was happy and the celebration generated good community spirit. Whilst the main aim was not to fundraise, families were invited to give a gold coin donation. This yielded \$530. The event was financially supported by LaTrobe City, DHS, Anglicare and the Victorian Multicultural Council and resulted in a profit of \$480, which was donated to the LaTrobe Regional Hospital for the new cancer unit. Whilst the vast majority of the people who attended the event were connected to one of the different participating groups, the wider community was reached through the participation of schools and the displays of the banners developed by the school students. At an evaluation meeting of all the planning groups involved, the overwhelming view was that it had been a great success.

TravelSmart Schools Program – Southvale Primary School Pilot Project (Department of Infrastructure)

The Schools Program aims to increase the number of students walking or cycling to school, rather than being driven in private cars. A key feature is the Walking School Bus (WSB) Program, which establishes routes between homes and the school that can be shared by students.

At Southvale Primary School, the Department of Infrastructure (DOI) funded a pilot program to open a community gathering and meeting place. The primary aim was to provide parents from non-English speaking backgrounds with a place where they could meet other parents and the multilingual coordinator of the school's travel plan. This aided information provision and encouraged them to become

involved in the travel plan. This pilot grew from an awareness that the participation rate for children with parents from non-English speaking backgrounds was quite low. The pilot project encourages and supports the participation of both the non-English speaking parents of school students, as well as the students themselves.

The school has recorded a demonstrable increase in participation in the WSB Program and other aspects of the school community from parents and students from culturally and linguistically diverse backgrounds.

CHAPTER 6: LOCAL GOVERNMENT

Previous editions of the Access and Equity Annual Report have included contributions from state and territory governments and detailed analysis of the Australian Government performance.

In 2004, in recognition of the increasing activity of local governments in responding to diversity by developing inclusive approaches to service planning and delivery, the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) collaborated with the Australian Local Government Association (ALGA) to include a contribution from local government in the 2004 report. An overview of better practice examples that highlight how the requirements of the *Charter of Public Service in a Culturally Diverse Society*, endorsed by ALGA in 1998, are being met by local government follows.

These examples highlight specific projects or programs that reflect the following key areas:

- consultation with culturally and linguistically diverse communities in the development of new policies and programs
- communication of new policies, programs and regulations taking into account the specific needs of diverse communities
- consideration of the impact of new policies and programs on diverse communities and the incorporation of this into service planning and delivery.

The examples included in this report represent a small sample of the innovative policies and programs being undertaken by local councils to provide services to their culturally and linguistically diverse communities. They provide benchmarks for assessing existing programs and guides in developing new ones at local government level. The website addresses of the contributing Councils have been included to allow access to further details.

BANKSTOWN CITY COUNCIL

www.bankstowncity.nsw.gov.au

The Council adopted the 5-year Multicultural Bankstown Strategy in June 2000. A Social Plan has been developed documenting the

identified issues for various target groups in Bankstown, including culturally and linguistically diverse communities.

Annual Social Planning Workshops are used to consult the community and stakeholders to identify the issues to be strategically addressed in collaboration with other government and non-government agencies. There is a specific workshop to address issues associated with diverse communities.

The Council's Community Development Officer is actively involved in the Regional Multicultural Advisory Committee and the Canterbury Bankstown Migrant Interagency.

Bankstown City Council has developed a number of programs and activities seeking to include and facilitate access for diverse communities, for example:

- Refugee Week
- Community Harmony Project - 3 stages
- Annual Canterbury Bankstown Jobs Expo
- Annual Bankstown Community Festival
- Annual Bankstown Harmony Day Event

In addition, Bankstown City Council provides a number of services to meet the needs of diverse communities, including:

- provision of Community Language Aides - now more than 18 languages covered within the Council team
- translation of brochures and material on the Council website
- Multiculturalism in the Workplace internal training
- declaration of Council as a 'Refugee Welcome Zone'
- representation by Mayor of Bankstown on the Community Relations Commission Community Harmony Roundtable
- an annual grants program and the provision of grants to projects that address identified diversity issues in the community.

CITY OF GREATER DANDENONG

www.greaterdandenong.com

The Council was funded by the Department of Human Services to produce a multilingual booklet of home safety tips for parents and carers of children aged up to five years. The booklet, *Safe Smart Homes - Give Children a Safe Start* includes translated information in Arabic, Chinese, Khmer and Vietnamese about reducing or preventing injuries for children aged up to five years.

SafeStart is a child injury prevention project which focuses on community partnerships to target a reduction of child injuries. The project was funded by the Department of Human Services and the Victorian State Government. Three local government sites; the City of Greater Dandenong; the Shire of Yarra Ranges; and the City of Ballarat, piloted an approach which involved local government and communities in the management and implementation of child injury prevention interventions. The City of Greater Dandenong project targeted children aged up to five years from Arabic, Chinese, Cambodian and Vietnamese speaking communities.

The *Best Practice in Parent Education* guide was produced in August 2004 in response to research conducted in 2000 that found diverse communities were not utilising Maternal and Child Health and Early Parenting Services as much as English speaking communities.

Multicultural Parent Friendship and Education and Aboriginal play groups were established in 2000. This program focuses on using inclusive social strategies to ensure families who are isolated or overlooked due to cultural or language barriers have access to services that maximise the healthy development, learning and wellbeing of their children. Bilingual Peer Educators and Peer Leaders were employed and recruited as volunteers to perform a variety of roles and act as role models and sources of advice for their community. The following groups were established: Vietnamese; Cambodian; African; Afghan; and Chinese.

CITY OF KALGOORLIE-BOULDER

www.kalbould.wa.gov.au

The City of Kalgoorlie-Boulder continues to work closely with Indigenous people to

create a better community through specific projects that cater for Indigenous needs. This overview highlights how the Charter has been implemented in the planning process.

The vision

We share a vision of a city in which Indigenous and non-Indigenous people are working together, creating an equitable and inclusive community that gives dignity, respect and fulfilment to all.

The Aim

To bring Indigenous and non-Indigenous people together in a common effort to achieve our vision.

Key initiatives

- The Rotary Peace Park is a joint initiative of Hannans and Kalgoorlie Rotary Club and the City of Kalgoorlie-Boulder. It will include an Aboriginal interpretive garden within the confines of a peace park featuring bush tucker and plants used for traditional Aboriginal medicine.
- Harmony Week is an excellent opportunity for the community to take part in harmony events that promote multiculturalism and say 'no' to racism. For the past three years, the City of Kalgoorlie-Boulder has organised and promoted harmony in the community.
- The City of Kalgoorlie-Boulder Reconciliation Committee is an example of an initiative where the communication of new policies, programs and regulations has taken into account the specific needs of diverse communities. The Committee promotes harmony and reconciliation within the community by organising events such as Reconciliation Week, which involves the Mayor, elected Members and Chief Executive Officer of the City in the Reconciliation march through Hannan Street, as well as supporting the Youth Festival.
- On 20 January 2004 the Mayor, Mr Ron Yuryevich, along with the Minister for Indigenous Affairs, the Hon John Kobelke and Chairperson of the Mulga Mallee Regional Council, Mr Brian Champion, signed an Indigenous Framework Agreement in the city. The Framework

Agreement is the first of its kind in Western Australia as it outlines a commitment by all three levels of government to work together to address the needs of Indigenous people in the Kalgoorlie-Boulder community.

CITY OF MELBOURNE

www.melbourne.vic.gov.au

During 2004, the City of Melbourne undertook a community consultation to inform the development of a Multicultural Strategy. Consultation included focus groups with service users and community members and meetings with interested members of the community, key community organisations and peak service delivery and advocacy agencies.

The process was advertised in the ethnic media and through local papers, by direct mail, email and provision of fact sheets translated into nine languages distributed through post and at key community access and service points.

The objectives of the strategy, when endorsed by Council in 2005 will be to:

- sustain, promote and develop the profile of Melbourne's inclusive, vibrant and proud multicultural tradition
- demonstrate the City of Melbourne's clear position of leadership and commitment to the promotion of harmony and the celebration of diversity in City life
- enhance municipal awareness of the importance and significance of a culturally diverse Melbourne
- ensure the accessibility of the City's services and increase opportunities to participate in the life of the City for people from diverse cultural, linguistic and religious backgrounds.

CITY OF MOUNT GAMBIER

www.mountgambier.sa.gov.au

In 2003, the Council of the City of Mount Gambier determined to recognise the significant contribution that migrants have made to the social, cultural and economic development of Mount Gambier. Year 2005 will be approximately sixty years since the beginning of the major influx of post-war

migrants to the Mount Gambier City and region.

The Council is keen to create a physical monument in the City environ to recognise this contribution, and possibly hold a festival, celebrating the City's cultural diversity. Public forums have been held to explore with migrants to Mount Gambier what they thought and felt about Council's initial proposal. Council decided to facilitate a consultation with a difference. Council and the South East Multicultural Network engaged a consultant to facilitate a "café style" consultation.

A group of sixty diverse and lively local citizens gathered together in May 2004 to discuss a suitable and meaningful way of recognising and celebrating the contribution of migrants to Mount Gambier. This was an important step towards the proposed construction of a monument, in tune with community imagination and wishes.

FAIRFIELD CITY COUNCIL

www.fairfieldcity.nsw.gov.au

The Fairfield City Council Employment Taskforce addresses the needs of overseas born residents from non-English speaking backgrounds.

Census data indicates a high level of unemployment among Fairfield residents in comparison to other parts of Sydney. The proportion of Fairfield residents born in non-English speaking countries with incomes in the lowest three income groups (i.e. less than \$200 per week in 2001) was three times higher than for Sydney as a whole. Whilst the unemployment rate for the Fairfield Local Government Area (LGA) dropped to 8 per cent (June Quarter 2004), this rate was almost 1.5 times higher than for the rest of Sydney. Youth unemployment rates (28.4 per cent June Quarter 2004) were also extremely high, and have remained at this level for almost three years.

In response to these statistics, Fairfield City Council established an Employment Taskforce in partnership with GROW Western Sydney. The Fairfield GROW Employment Taskforce has brought together representatives from sixteen Australian Government and state government departments to address

unemployment issues in the Fairfield LGA. The Fairfield GROW Employment Taskforce identified three priorities:

1. Youth unemployment (the LGA youth unemployment rate at the time was a very high 30.0 per cent - and still sits at the highest level in metropolitan Sydney at 28.4 per cent).
2. Industry creation/development (in particular working towards developing new industry hubs: creative industries in Fairfield Town Centre and service industries in Wetherill Park).
3. Recognition of overseas qualifications. In the 2001 Census only 49 per cent of people from non-English speaking backgrounds (with a degree) were employed in the area of their qualifications. The rest were unemployed or employed in a position below their experience and qualifications.

During the first six months of the Taskforce, work has progressed on all three priority areas. One of these projects, Recognition of Overseas Qualifications, saw the University of Western Sydney allocate \$24 000 to undertake research into the needs of local migrants with professional backgrounds. The Council contributed \$6000.

A draft final report was presented to the Fairfield GROW Employment Taskforce meeting in September 2004 for consideration. As a result, the Taskforce has endorsed an application to the Western Sydney Area Assistance Scheme to support a recommendation for the establishment of a local Professional Mentoring Scheme.

GLENORCHY CITY COUNCIL

www.gcc.tas.gov.au

Following extensive consultation with key communities and organisations, in August 2003, Glenorchy City Council established a special committee called the Glenorchy Cultural Diversity Advisory Committee. Twelve committee members were selected through expressions of interest to sit for a two year term, representing their own cultural group, as well as advocating for other culturally diverse communities in the city.

Committee members advise the Council on strategic and policy issues relating to diverse communities, provide expertise on access and equity issues, inform the Council of concerns for diverse communities, and assist the Council in strengthening its relationship with these communities.

Since its formation, the Glenorchy Cultural Diversity Advisory Committee has undertaken a number of specific initiatives to foster greater inclusion and recognition of cultural diversity in the City including:

- conducting a Migration Memoirs and Memorabilia Workshop with more than 100 school students and 75 community members to foster cultural awareness and understanding
- following the Migration Memoirs and Memorabilia workshop, members of the committee were approached by three high schools to come and speak with students as part of their curriculum
- working with the Council to develop and deliver cultural awareness training for staff
- working with key staff (ongoing) to develop organisational policy guidelines for the use of Translation and Interpreting Services, and assisting in the development and delivery of staff training in the use of these services.

Furthermore, the broader culturally and linguistically diverse community has been involved in consultations to underpin the development of major strategic policy and planning documents for Glenorchy City Council, including the *Glenorchy Social Plan 2003*, the *Glenorchy Cultural Plan 2002*, and the *Glenorchy Community Plan 1999*, which is currently under review involving further consultation with members of the Glenorchy Cultural Advisory Diversity Committee. These documents are available at www.gcc.tas.gov.au.

HOBSONS BAY CITY COUNCIL

www.hobsons.vic.gov.au

The Hobsons Bay City Council recognises valuing cultural diversity as one of its core corporate values. The Council has developed a framework on the 'whole-of-Council' approach

to cultural diversity with key areas covering organisational development, service delivery arrangements and community engagement.

The following are some of the recent projects the Council has undertaken for which local culturally and linguistically diverse communities have been directly engaged:

- development of the *Hobsons Bay City Council Municipal Early Years Plan*
- *Family, Youth and Children's Services Best Value Review*
- development and translation into eight languages of the *Council Resident's Emergency Guide*
- review of Community Grants.

IPSWICH CITY COUNCIL

www.ipswich.qld.gov.au

Ipswich Management of Public Intoxication Program – Cultural Drug and Alcohol Information Cards

The Ipswich City Council, funded by the state Department of Communities, undertook a community engagement process with the Aboriginal, Pacific Islander and Vietnamese communities to develop a series of family and extended family, drug, alcohol and inhalant misuse information sessions. To complement the delivery of increased community awareness, the Council developed a set of four ethno-specific information cards endorsed by each community. 4000 cards have been distributed through key government and community based organisations in Ipswich. Integral to the success of the development of the cards was the establishment of a community engagement model based on social justice principles and responsiveness to the identified needs of each community.

Ipswich Community Settlement Services Scheme

The Ipswich City Council, funded by DIMIA, delivered a series of settlement information sessions to recently arrived migrants, refugee and humanitarian entrants. Delivery of these information sessions was based on a model of community engagement underpinned by the Charter. This model of engagement has been adopted by the Community Planning

and Development Branch in all community development/engagement practices.

Regional Action Plan for the Delivery of Services for Pacific Islander Communities in the Ipswich Region

A tri-partnership arrangement between Multicultural Affairs Queensland, the Pacific Island Youth Action Group and the Ipswich City Council, was formed to undertake a Pacific Islander data collection process which identified priority settlement needs in the Inala to Ipswich corridor. Key to the success of the study was the development of:

- an inclusive consultation and decision making process from inception of the project, through delivery to final report
- provision of trained bilingual community survey collectors
- collective collation of data leading to the development of a community profile and subsequent service delivery model.

The community profile and service delivery model developed as a result of the findings provided the necessary qualitative and quantitative data to establish a regional action plan for five years. The regional plan incorporates a range of service delivery mechanisms to increase Pacific Islander communities' equity and access to mainstream services within the Ipswich region. The action plan includes identification of resources, lead agent, partners, timeframes and key performance indicators that will guide agencies delivery of the services.

JOHNSTONE SHIRE COUNCIL

www.jsc.qld.gov.au

The work of the Johnstone Shire Council in Far North Queensland continues to reflect the diversity of its community. Following the introduction of the 2002 Community Relations Plan, a number of key initiatives have been implemented within the Council, including:

- Cross-cultural awareness training: seventy-six percent of Johnstone Shire Council staff have undertaken the training, which provides staff with the skills to understand and accept cultural differences. Johnstone Shire Council acknowledges the importance

of this training in all departments, as the training has served to improve relations within the Council's diverse workplace as well as the broader community. The leading department in getting staff to attend training is the Council Depot, where ninety seven per cent of Depot staff has participated in the training.

- Language services: Johnstone Shire Council has developed a Language Services Kit and training package which has been delivered to Customer Service staff. Staff are trained in working with interpreters - how to work with an interpreter, how to identify when an interpreter is needed and how to access the national Translating and Interpreting Service (TIS). Local Law Officers have embraced their new skills, now having the ability to use TIS out in the field. A three way telephone system has been installed at the main Customer Service counter for easier TIS communications.

MANNINGHAM CITY COUNCIL

www.manningham.vic.gov.au

Manningham is a very diverse community, with approximately one third of its residents born outside Australia and speaking a language other than English at home. The Council has a strong commitment to Access and Equity principles through the adoption of a Multicultural Policy and Action Plan.

A snapshot of some examples in 2003/04 demonstrating Manningham City Council's achievements under the principles of the Charter is provided below:

Access

Manningham City Council continues to increase its usage of interpreters and translations for culturally and linguistically diverse residents to better access the Council's services and information. The Council has also developed a regular Cross- Cultural Awareness Training Program for its staff as part of workforce development.

The Council has an Ethno-Specific Senior Citizens program to encourage greater participation from senior citizens of diverse backgrounds in the Council's facilities and activities.

Manningham City Council in partnership with the Migrant Information Centre (Eastern), Manningham Youth and Family Services and Eastern Recreation and Leisure Services is currently investigating a pilot program to increase access to local sporting clubs by young people from culturally and linguistically diverse backgrounds.

Equity

With the further expansion of the Council's community consultation process to include multiculturalism, Manningham City Council has established an Access and Equity Advisory Committee.

Communication

Manningham City Council organised the Manningham Multicultural Leisure Expo for newly arrived aged migrant residents in June 2003. This event provided the opportunity for established Manningham Seniors Groups to join in and welcome emerging and newly arrived communities from diverse backgrounds.

Manningham City Council, in collaboration with Manningham's Safety Committee, organised a number of safety information sessions targeting Manningham seniors groups from diverse backgrounds during Safety Month 2003.

Responsiveness

The Manningham City Council, in partnership with Adult Migrant Education Services and the City of Whitehorse, provided a unique training course – "Multicultural Community Leadership and Advocacy" in October and November 2003. The aim of the training course was to enhance the capability of diverse local community leaders to lead and manage their organisations through the provision of training workshops specific to their needs.

Effectiveness

Through ongoing community consultation processes, Manningham City Council has achieved an increase in the number of applications for the Council's Community Development Grants from multicultural community groups.

Efficiency

Manningham City Council, in partnership with Migrant Information Centre (Eastern), conducted a Happy, Health Ageing - Chinese Aged Care Forum in October 2003 to increase the Chinese community's understanding of how to access aged care services and how key aged care services can provide culturally appropriate care for Chinese families.

Manningham City Council, in partnership with a range of organisations and the Eastern Region Migrant Settlement Committee, organised an Aged Forum and Expo in June 2003 to increase knowledge of information and services available in aged care for consumers of diverse cultural and linguistic backgrounds.

Manningham City Council, in partnership with a number of local organisations, celebrated International Women's Day with Women's Health Week activities from 26 February till 14 March 2004. This included a number of diverse communities for certain events such as: Gentle Exercise for Arthritis for Chinese Women; Playday for Nonna & Nonno / Yaya & Papou (Italian & Greek Grandparents); How to Promote Jewish Women's Health; and United Nations comes to Manningham.

Manningham City Council celebrated National Harmony Day and Victoria's Cultural Diversity Week with a number of celebratory events in March 2004, including a Multicultural Seniors Groups meeting, a celebration of commitment to community harmony by Council staff and a Manningham Gallery exhibition titled 'Multiculturalism in the 21st Century'.

In March 2004, the Council's Annual Senior Citizens Multicultural Afternoon Tea celebrated the contributions made to Manningham by seniors, especially those from diverse backgrounds.

Accountability

Through ongoing community consultation processes, Manningham City Council has achieved an increase in representation of diverse groups on its community advisory structures such as its Youth Forums and Community Focus Groups. The Council Senior Citizens Reference Group includes a wide range of diverse groups. The Council has

established an Access and Equity community advisory committee, which has representation from diverse groups and peak bodies.

MARRICKVILLE COUNCIL

www.marrickville.nsw.gov.au

Marrickville Council and the Human Rights and Equal Opportunity Commission (HREOC) have a joint project on the publication of a guide to assist small businesses. The project 'Missed Business' has resulted in two publications.

- The first was a Marrickville Council specific publication aimed at local small businesses and Main Street Committees that provided information on how to make small business more accessible for all customers.
- The second has been modified and made available to any local government or business association or individual in Australia who would like to use it with their own local business community.

The final product is available free of charge on the HREOC web site, www.humanrights.gov.au/disability_rights/index.html for interested organisations to download and fill in their own local details and contact points.

MORELAND CITY COUNCIL

www.moreland.vic.gov.au

The Moreland Interfaith Gathering was established in 1996 and since its inception it has been meeting on a bi-monthly basis. These meetings have played a significant role in creating awareness, better understanding and cooperation between the different faith communities in the City of Moreland. The Moreland Interfaith Gathering is auspiced by Moreland City Council. The Councillor Responsible for Social Diversity chairs its meetings. The membership of the Interfaith Gathering reflects the faith diversity of the Moreland community and consists of people representing the Islamic, Bahai, Sikh, Buddhist and Eastern and Western Christian faiths.

The purpose of the Gathering is to:

- build trust between the leaders of the faith communities

-
- work together towards agreed goals
 - undertake activities involving faith communities that provide examples of respect, acceptance and cooperation to the wider community
 - discuss and advocate on social problems and issues such as refugees, war in Iraq, poverty, drugs, gambling and unemployment and where appropriate formulate a joint response
 - provide advice to the Council on issues of concern to the community
 - provide advice to the Council as required on its policy and projects
 - provide a forum for exchange of information.

Key initiatives of the Gathering include:

- the sharing of meals with members of different faith leaders and other members of the community
- the Interfaith Service, which takes place on an annual basis at the beginning of the Council year and upon the election of the new Mayor
- advocacy on issues associated with the treatment of refugees, children in detention and the Iraq war
- the establishment of the Moreland Fast Day, which is observed every year on 17 October to raise awareness about poverty issues within Moreland and the broader Australian community
- the Multi-Faith Services which took place after September 11 and the Bali bombing
- tours of different worship centres by faith leaders and other members of the community
- the launch of an Interfaith Exhibition
- the development of the 'Peace Mural' project, which gave the opportunity to young people of diverse backgrounds to come together and creatively express issues in relation to faith and peace.

MUNICIPAL ASSOCIATION OF VICTORIA

www.mav.asn.au

The Culturally Equitable Gateways Strategy (CEGS) involves local government, ethno-specific and multicultural services working together to build the capacity of local government Home and Community Care services to plan and respond to the needs of the rapidly growing elderly population from culturally and linguistically diverse backgrounds.

In the first six months of the strategy, the Municipal Association of Victoria (MAV) through a CEGS Leadership and Sectorial Development position, has facilitated and resourced genuine partnership development. The MAV and the Ethnic Communities Council of Victoria have developed a close working relationship on aged care and provided a "Vision for a shared path in the delivery of culturally appropriate aged care services". They have also facilitated and resourced genuine partnership building between service providers through leadership that acknowledges and optimises the contributions of all players to creatively work together at state, regional and local levels.

SWAN HILL RURAL CITY COUNCIL

www.swanhill.vic.gov.au

The Rural City of Swan Hill has implemented the innovative Aboriginal Elders Advisory Group to ensure that its Home and Community Care services are particularly relevant and useful for the Aboriginal community. Membership of the Advisory Group has strengthened the participation of Aboriginal women in local activities and provided the Council with opportunities to enhance its service delivery.

Importantly, the Council recognised that many of the members of the Advisory Group had never been involved in such activities before, and has provided opportunities for the members to develop their skills and knowledge. The result has been a true partnership between the Council and the Aboriginal community. Although the Council

cited this group as an example, it has also ensured that members of the Advisory Group are involved in a wide range of citizenship and other activities. Swan Hill is the regional Councils winner of the Inaugural Local Government Women's Charter Awards 2004 for their work in this area.

WARRNAMBOOL CITY COUNCIL

www.warrnambool.vic.gov.au

Migration to Warrnambool Project

Goal:

To stimulate population growth and employment for the region through migration.

How?

Together with a coalition of partner agencies, the Warrnambool City Council has successfully resettled fifteen Horn of Africa families in Warrnambool in 2003-04.

More...

The Migration to Warrnambool Project had its origins in the Council's goal to promote population growth and employment for the region through migration. It developed a number of objectives, including supporting sustainable population growth in the region; creating and meeting demand for goods and services usually found only in urban and overseas markets; promoting the benefits of cultural diversity to the local community; responding actively to current and anticipated labour shortages by encouraging growth in small to medium enterprises; and providing a stable, safe and welcoming community in which refugees can rebuild their lives.

Twenty-three of these new settlers have attained full-time employment and the program is helping the region's key industries meet labour shortages.

An indicator of the success of the project is the fact that Warrnambool has started to experience direct migration from Sudan. The Council's commitment to the ongoing project is evident in its restructuring of its Residents' Services Division to include Community Development staff. This will assist in raising awareness and changing attitudes within the Council, facilitate improvements in public information, and help Warrnambool advocate

for social change and changes in refugee policy that benefit the economic and social development of the region.

WYNDHAM CITY COUNCIL

www.wyndham.vic.gov.au

The City of Wyndham is one of the fastest growing municipalities in Australia. With a population of 107 000, the local population is becoming more culturally and linguistically diverse as it grows.

Wyndham is already ranked HIGH in diversity compared to other Victorian municipalities. According to the 2001 census:

- 22.6 per cent of Wyndham's population were born overseas (in thirty countries)
- 15.1 per cent of Wyndham's population were born in non-English speaking countries
- 18 per cent of Wyndham's residents speak a language other than English at home.

The Council has worked very closely with leaders of diverse local communities, in consulting effectively with the community.

The Council has developed a Cultural Diversity Policy and Action Plan which recognises that:

1. Wyndham is a culturally diverse community.
2. Diversity considerations are a whole-of-organisation responsibility.
3. Diversity issues need to be considered as part of the Council's ongoing services and core activities.
4. The Council's services need to be focussed on access and inclusion.

Wyndham has used a comprehensive approach to consultation and engagement with its diverse communities and has initiated significant changes to its services and engagement with them.

Wyndham is attracting increasing numbers of skilled and business migrants. The success of the settlement programs and attraction of skilled migrants to the region will be aided by the Council's proactive and welcoming approach as demonstrated by the Diversity Policy and Action Plan.

The Diversity Policy and Action Plan has a three-year implementation period, is a whole-of-organisation plan, and aims to set the strategic direction for the Council's responsiveness to cultural diversity. The outcomes expected include:

- ensuring that the Council develops and delivers services that are relevant and accessible to all members of the community
- that the Council's departments and functions are positioned to adapt to changes in the demographic profile of the community
- that the Council is able to respond to the needs of its diverse community members
- that the Council fosters an inclusive and welcoming municipality that celebrates cultural diversity.

Contact

The Australian Local Government Association (ALGA) is a federation of state and territory local government associations and the government of the Australian Capital Territory. ALGA is the national voice of local government articulating the collective national and international interests of Australia's 673 local government authorities.

For more information contact:

Australian Local Government Association
8 Geils Court, DEAKIN ACT 2603

Ph: 02 6122 9400

Fax: 02 6122 9401

Web: www.alga.asn.au

CHAPTER 7: FURTHER ACCESS AND EQUITY INITIATIVES

2005 is the 20th anniversary of Access and Equity as a public policy. The Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) is pursuing a number of new initiatives in recognition of this important milestone.

Stock take and review

The 20th anniversary is an excellent opportunity to review progress in the implementation of the Australian Government's Access and Equity Strategy. DIMIA will undertake a comprehensive review of the strategy and performance to date to identify achievements, major strengths, weaknesses and practical measures to address them and to develop new initiatives where further action is needed. The outcome of the review will be released during 2005.

Bilateral agency support and capacity building

DIMIA will be releasing an Access and Equity manual to help build capacity within government agencies and to act as a practical guide to implementation of the *Charter of Public Service in a Culturally Diverse Society* (the Charter). The manual will continue the task of awareness-raising within government and promote the business and social equity benefits of properly responding to diversity.

In bolstering its existing role in advising and supporting agencies, DIMIA will embark on an enhanced strategy of bilateral engagement tailored to the needs of individual agencies and targeted at key areas for whole-of-government development.

Reference to the Productivity Commission

DIMIA will investigate the feasibility of making a reference to the Productivity Commission to research the economic and social policy implications of the cultural and linguistic diversity of the Australian community, including the opportunity costs of not responding to diversity.

Mainstreaming Access and Equity reporting arrangements

DIMIA will canvass the mainstreaming of Access and Equity reporting so that agencies include access and equity statements in their own Annual Reports and report against the Performance Management Framework on their web sites. The intent of mainstreaming is to enhance individual agency ownership and public accountability regarding performance in implementing the Charter. In addition, mainstreaming would release DIMIA resources used in producing the Access and Equity Annual Report to allow more bilateral agency training and capacity-building and the production of occasional, comprehensive, whole-of-government Access and Equity reports.

These initiatives are intended to engage agencies at differing levels. This approach is designed to help ensure effective implementation of the Charter and maintain momentum for continuous improvement.

APPENDIX A

Table 2: Analysis of performance 2002, 2003 and 2004

Agency	% of relevant PIs met in 2002	% of relevant PIs met in 2003	% of relevant PIs met in 2004	No of PIs assessed in 2004	% of relevant PIs met well in 2004
Administrative Appeals Tribunal (*4)	*	*	100	4	50
Attorney-General's Department	100	100	100	3	0
Australia Council	83	100	100	6	100
Australian Broadcasting Authority	100	100	100	5	40
Australian Broadcasting Corporation (*2)	*	100	100	4	75
Australian Bureau of Statistics	100	100	100	4	75
Australian Communications Authority	83	100	100	5	60
Australian Customs Service	56	100	100	5	40
Australian Electoral Commission (*1)	*	100	100	5	40
Australian Federal Police	75	100	100	8	50
Australian Film Commission	100	100	100	10	20
Australian Film, Television and Radio School	100	100	100	4	50
Australian Government Information Management Office (formerly NOIE)	43	100	100	4	50
Australian Industrial Registry	50	100	100	5	40
Australian Institute of Health and Welfare (*3)	*	100	100	4	0
Australian National Audit Office (*5)	N/A	N/A	N/A	0	N/A
Australian National Maritime Museum	75	86	100	7	57
Australian Public Service Commission (*5)	N/A	N/A	N/A	0	N/A
Australian Radiation Protection and Nuclear Safety Agency (*4)	*	*	100	1	0
Australian Sports Commission	67	100	100	6	0
Australian Taxation Office	100	100	100	8	50
Australian Trade Commission (Austrade)	86	100	100	5	60
Bureau of Meteorology	100	100	100	4	75
Centrelink	100	100	100	4	100
Comcare	88	100	100	8	13
Commonwealth Grants Commission (*5)	N/A	N/A	N/A	0	N/A
Commonwealth Ombudsman	86	100	100	5	80
Comsuper (*3)	*	100	100	4	0
Comsuper CSS Board (*3)	*	100	100	2	0
Comsuper PSS Board (*3)	*	100	100	2	0
Department of Agriculture, Fisheries and Forestry	89	100	100	11	73
Department of Communications, Information Technology and the Arts	67	100	100	11	91
Department of Defence (*5)	N/A	N/A	N/A	0	N/A
Department of Education, Science and Training	83	100	100	11	64
Department of Employment and Workplace Relations (*1)	*	100	100	11	73
Department of Family and Community Services	100	100	100	11	82
Department of Finance and Administration	50	100	100	1	0
Department of Foreign Affairs and Trade	86	100	100	6	33
Department of Health and Ageing (*2)	*	100	100	11	91
Department of Immigration and Multicultural and Indigenous Affairs	100	100	100	11	100
Department of Industry, Tourism and Resources	67	100	100	8	63
Department of the Environment and Heritage	100	100	91	11	64

Notes: See overleaf

Agency	% of relevant PIs met in 2002	% of relevant PIs met in 2003	% of relevant PIs met in 2004	No of PIs assessed in 2004	% of relevant PIs met well in 2004
Department of the Prime Minister and Cabinet	100	100	100	5	60
Department of the Treasury	75	100	100	7	29
Department of Transport and Regional Services	75	100	100	11	36
Department of Veterans' Affairs	88	100	100	9	33
Equal Opportunity for Women in the Workplace Agency	60	100	100	4	25
Family Court of Australia (*3)	*	100	100	7	71
Food Standards Australia New Zealand (*3)	*	100	100	1	100
Great Barrier Reef Marine Park Authority (*4)	*	*	100	8	0
Health Insurance Commission	100	100	100	4	75
Human Rights and Equal Opportunity Commission	*	100	100	7	86
Insolvency and Trustee Service Australia (*4)	*	*	100	1	100
National Archives of Australia	75	100	100	4	50
National Gallery of Australia	100	100	100	7	57
National Library of Australia	100	75	100	4	75
National Museum of Australia	29	100	100	7	71
National Native Title Tribunal (*4)	*	*	100	4	25
National Occupational Health and Safety Commission	100	100	100	4	0
National Oceans Office (*4)	*	*	100	9	11
Office of the Employment Advocate	50	100	100	7	14
Office of the Privacy Commissioner (*3)	*	100	100	8	75
Office of the Renewable Energy Regulator (*4)	*	*	100	7	0
Productivity Commission	100	100	100	3	67
Professional Services Review (*4)	*	*	100	1	0
Social Security Appeals Tribunal	100	75	100	4	75
Special Broadcasting Service Corporation (*2)	*	100	100	4	100
Sydney Harbour Federation Trust (*4)	*	*	100	3	0

Notes:

See Executive Summary for assessment process.

*1 Agency provided highlights in 2002.

*2 Top performing 2001 agency with option not to report in 2002.

*3 Agency reported for the first time in 2003.

*4 Agency reported for the first time in 2004.

*5 Agency with intersection with Employer role only.

List of contributors

Departments

Department of Agriculture, Fisheries and Forestry
 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 Industry, Tourism and Resources
 Department of the Environment and Heritage
 Department of the Prime Minister and Cabinet
 Department of the Treasury
 Department of Transport and Regional Services
 Department of Veterans' Affairs

Portfolio Agencies

Administrative Appeals Tribunal
 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 Government Information Management Office
 Australian Industrial Registry
 Australian Institute of Health and Welfare
 Australian National Maritime Museum
 Australian Radiation Protection and Nuclear Safety Agency
 Australian Sports Commission
 Australian Taxation Office
 Australian Trade Commission (Austrade)
 Bureau of Meteorology
 Centrelink
 Comcare
 Commonwealth Ombudsman
 ComSuper
 CSS Board
 Equal Opportunity for Women in the Workplace Agency
 Family Court of Australia
 Food Standards Australia New Zealand
 Great Barrier Reef Marine Park Authority
 Health Insurance Commission
 Human Rights and Equal Opportunity Commission
 Insolvency and Trustee Service Australia
 National Archives of Australia
 National Gallery of Australia
 National Library of Australia
 National Museum of Australia
 National Native Title Tribunal

National Occupational Health and Safety Commission
National Oceans Office
Office of the Employment Advocate
Office of the Privacy Commissioner
Office of the Renewable Energy Regulator
Productivity Commission
Professional Services Review
PSS Board
Social Security Appeals Tribunal
Special Broadcasting Service Corporation
Sydney Harbour Federation Trust

**Department and Portfolio Agencies
Reporting on Employer Role Only**

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

State and Territory Governments

The following state and territory governments contributed Access and Equity highlights for 2004:

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

Local Government

The following local governments contributed Access and Equity highlights for 2004:

Bankstown City Council
City of Greater Dandenong
City of Kalgoorlie-Boulder
City of Melbourne
City of Mount Gambier
Fairfield City Council
Glenorchy City Council
Hobsons Bay City Council
Ipswich City Council
Johnston Shire Council
Manningham City Council
Marrickville Council
Moreland City Council
Municipal Association of Victoria
Swan Hill Rural City Council
Warrnambool City Council
Wyndham City Council

APPENDIX B

APS staff – Representation of diversity groups

Table 3: Percentage of diversity groups among ongoing employees (1994-2004)

	Year ending June										
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Migrants (1)	4.2	3.9	3.8	3.7	3.5	3.3	3.3	3.3	3.3	3.2	3.3
Women	47.8	47.2	47.7	48.1	48.6	49.0	49.9	51.5	51.9	52.8	53.1
Indigenous Australians	2.3	2.5	2.5	2.6	2.7	2.7	2.5	2.5	2.5	2.4	2.3
People with a disability	5.5	5.8	5.6	5.5	5.4	5.1	4.7	4.3	4.0	3.8	3.8

Source: Australian Public Service Employment Database

Table 4: Ongoing staff by diversity groups and level (June 2004)

Level	Migrants (1)		Indigenous Australians		People with a disability		Women		Total in APS
	No.	%	No.	%	No.	%	No.	%	No.
APS 1-2	247	3.2	291	3.7	406	5.2	4099	52.7	7781
APS 3-4	1293	2.9	1390	3.1	1808	4.0	28893	64.3	44935
APS 5-6	1600	3.9	834	2.0	1408	3.4	20718	50.7	40843
EL 1	546	3.3	179	1.1	588	3.5	7055	42.6	16569
EL 2	240	2.6	81	0.9	324	3.5	3147	33.6	9378
SES Band 1	21	1.5	17	1.2	54	3.8	480	34.2	1404
SES Band 2	4	1.0	5	1.3	16	4.1	98	25.3	387
SES Band 3	0	0.0	2	2.1	1	1.0	19	19.8	96
Trainee/Graduate trainee	22	3.1	40	5.6	8	1.1	358	50.5	709
Total	3973	3.3	2839	2.3	4613	3.8	64867	53.1	122102

Source: Australian Public Service Employment Database

Table 5: Percentage of staff engagements by diversity groups and level (2003-04)

Level	Migrants (1)	Women	Indigenous Australians	People with a disability	Total in APS
APS 1 – 6	2.9	61.1	3.2	2.4	80.5
Executive	2.8	42.0	1.2	1.5	10.9
SES	2.1	31.9	0.0	0.0	0.5
Trainee & Grad APS	3.3	46.3	1.6	1.1	8.1
Total	2.9	57.7	2.8	2.2	100.0

Source: Australian Public Service Employment Database

(1) Migrants arriving after the age of 5 whose first language is not English.

Table 6: Percentage of staff promotions by diversity groups and level (2003-04)

Level	Migrants (1)	Women	Indigenous Australians	People with a disability	Total in APS
APS 1 – 6	3.6	57.2	2.3	1.7	72.2
Executive	2.3	48.4	1.9	3.0	26.2
SES	0.7	41.9	0.7	2.2	1.6
Trainee & Grad APS	0.0	0.0	0.0	0.0	0.0
Total	3.2	54.6	2.1	2.1	100.0

Source: Australian Public Service Employment Database

Table 7: Percentage of staff separations by diversity groups (2003-04)

Level	Migrants (1)	Women	Indigenous Australians	People with a disability	Total in APS
Resignation	1.7	56.1	4.4	3.3	69.8
Age Retirement	3.4	45.6	2.6	6.8	13.5
Retrenchment	3.2	45.5	8.6	5.2	8.3
Invalidity Retirement	1.6	44.9	3.2	19.3	2.6
Termination of Appointment	2.5	50.6	15.8	5.6	4.5
Death	1.1	25.0	1.1	7.6	1.3
Other	25.0	50.0	0.0	0.0	0.01
Total	2.1	52.9	4.9	4.5	100.0

Source: Australian Public Service Employment Database

(1) Migrants arriving after the age of 5 whose first language is not English.
