

# VICTORIAN GOVERNMENT INITIATIVES AND REPORTING IN MULTICULTURAL AFFAIRS

2011–12



**OMAC**

DEPARTMENT OF PREMIER AND CABINET  
OFFICE OF MULTICULTURAL  
AFFAIRS AND CITIZENSHIP

## Contents

3	<b>Foreword</b>
4	<b>Summary</b>
5	<b>Introduction</b>
6	Introduction
8	<b>Part A Major improvements and initiatives</b>
9	Citizenship and participation
17	Unity in diversity
22	Culturally appropriate access to services
28	Realising the benefits of multiculturalism
32	<b>Part B Departmental reporting</b>
33	Use of interpreting and translating services
37	Victorian Government multilingual publications and resources
39	Progress and forward initiatives under Cultural Diversity Plans
41	CALD Representation on Government Boards, Authorities and Committees
43	Percentage of total expenditure on CALD advertising campaigns
45	Measures to promote human rights
46	<b>Glossary</b>



## Foreword

Victoria's long history of migration has resulted in a great multicultural success story, one from which we all experience and benefit every day. The cultural diversity of our population continues to grow, and Victoria is now home to one of the most culturally diverse societies in the world. This diversity has played a fundamental role in determining the very character of our State.

The 2011 census demonstrates this diversity, showing that 26.2 per cent of Victorians were born overseas; 46.8 per cent were either born overseas or have at least one parent born overseas; 23.1 per cent spoke 260 languages other than English at home; and Victorians followed more than 130 different faiths.

The Victorian Government recognises the enormous cultural and economic benefits that diversity continues to bestow upon our State.

Migrants from around the world who have settled in Victoria have brought their experience, talent, skills and qualifications. Victoria's small business sector has been enriched by entrepreneurial migrants and refugees, and our diverse population and culture make Victoria an attractive destination for international tourists and students. The Victorian Government is determined to continue to build on these advantages and to promote them to the world.

This report provides a selection of initiatives the Victorian Government undertook during 2011–12 to support and promote our cultural diversity, to encourage migrants to participate fully in Victorian society, to facilitate access for all Victorians to the government services they need, and to build on the advantages our diversity provides the State.

The Victorian Government again looks forward to the state-wide community consultations, where this report will be used to engage the Victorian community in a conversation on multicultural affairs and on how we can further improve our service delivery to all Victorians.



Hon. Nicholas Kotsiras MP

Minister for Multicultural Affairs and Citizenship  
Minister for Energy and Resources

## Summary

The initiatives cited in this report are delivered across Victoria. They promote participation in the daily life of the State, encourage communities to maintain their culture and faith, and promote community harmony and social cohesion.

Part A of this report outlines key activities and achievements across the Victorian Government in multicultural affairs from 1 July 2011 to 30 June 2012. The initiatives have been grouped under four headings, reflecting the four key areas of the government's focus for a multicultural Victoria.

### Additional departmental reporting

In addition to reporting on major improvements and initiatives, Victorian Government departments are required to report on a number of specific activities in multicultural affairs. These activities are summarised in Part B, which outlines departmental progress in the following areas:

#### Use of interpreting and translating services

Departments made a significant investment in interpreting and translating services to enhance responsiveness to CALD communities. Across the Victorian Government and its funded agencies, there was a total identified expenditure of \$27,263,484 on these services, representing a 4.26 per cent increase from 2010–11.

#### Victorian Government multilingual publications and resources

The extensive nature of multilingual publications and resources by departments continues to demonstrate the Victorian Government's commitment to providing information on government programs and services that is accessible to all Victorians regardless of their background.

#### Progress and forward initiatives under Cultural Diversity Plans

In 2011–12, departments were in the process of implementing and monitoring their Cultural Diversity Plans or finalising a new Cultural Diversity Plan. Cultural Diversity Plans aim to enhance the provision of culturally sensitive service delivery to CALD communities.

The Victorian Government is proud of our State's cultural, linguistic and religious diversity and of our reputation for harnessing and promoting its many benefits. This report provides a snapshot of initiatives from all sectors of government and its agencies that help to meet the needs of Victoria's culturally and linguistically diverse (CALD) communities.

#### CALD representation on government boards, authorities and committees

In 2011–12, 23% of new appointments to government boards, authorities and committees were people from a CALD background. Overall, members from a CALD background represented 18% of board numbers. These figures represent an increase from previous years. This reflects both an actual increase, plus improved methods of data collection.

#### Spending on multicultural advertising campaigns

In 2011–12, departments exceeded the five per cent minimum CALD media target, with CALD campaign expenditure equalling 6.0 per cent of total campaign expenditure. This represents an increase from 5.5 per cent in 2010–11. Public entities and statutory authorities spent 3.0 per cent of their campaign spend on CALD media for campaigns in 2011–12, a similar amount to 2010–11 (2.9 per cent). Overall, the Victorian Government (including public entities and statutory authorities) spent 3.7 per cent of campaign expenditure on CALD media.

#### Measures to promote human rights

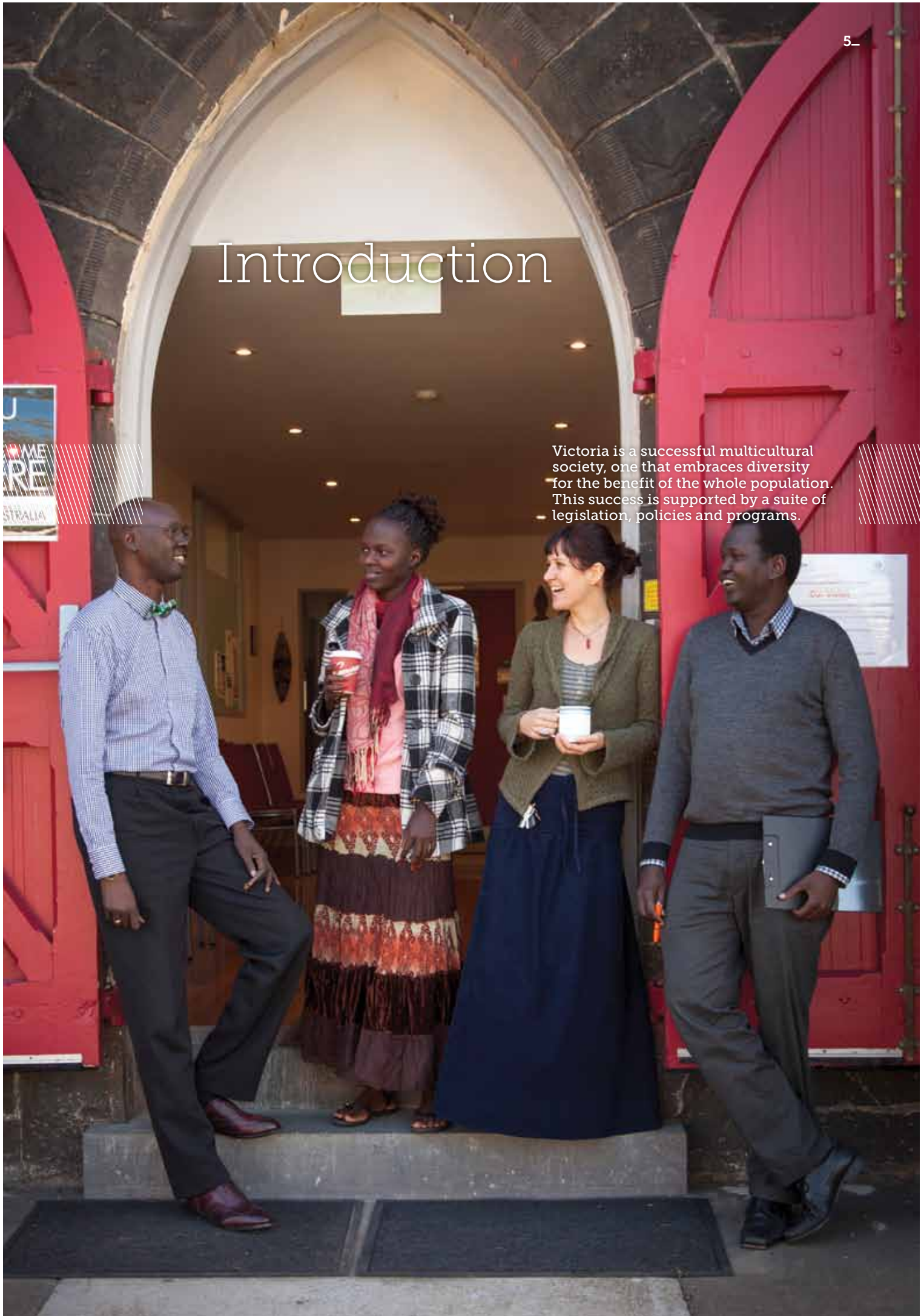
A number of measures were taken across departments in 2011–12 to promote human rights for CALD communities in accordance with the Victorian Charter of Human Rights and Responsibilities. These are outlined in the last section of this report.

#### Measures to promote citizenship

In 2011–12, departments undertook a range of measures to promote citizenship, which encompasses civics, participation and shared rights and responsibilities within a diverse, cohesive and democratic community.

# Introduction

Victoria is a successful multicultural society, one that embraces diversity for the benefit of the whole population. This success is supported by a suite of legislation, policies and programs.



## Introduction

### A snapshot of Victoria's diversity\*

- 46.8% of Victorians were born overseas or have at least one parent born overseas
- 26.2% of Victorians were born overseas
- 74.6% of Victorians born overseas come from non-English-speaking countries
- 23.1% of Victorians spoke a language other than English at home
- 67.7% of Victorians followed over 135 religions

\* (ABS Census 2011)

### Victorian Government policy framework

The Victorian Government has developed a broad legislative and policy framework to protect and enhance our cultural, linguistic and religious diversity. The government's many targeted programs sit within this broader framework.

#### Legislation

##### *Multicultural Victoria Act 2011*

The *Multicultural Victoria Act 2011* (the Act) outlines a set of principles that promote respect for Victoria's cultural, religious and linguistic diversity.

Three of the core principles enshrined in the Act are:

- valuing cultural, religious and linguistic diversity
- recognising citizenship, expressed as the rights and responsibilities of all people in a multicultural society, as a central tenet of multiculturalism
- ensuring the freedom and opportunity for all Victorians to preserve and express their cultural heritage.

The Act also requires government departments to report annually to the Minister for Multicultural Affairs and Citizenship and Parliament on their achievements in multicultural affairs over the previous financial year. Specifically, departments must report on:

- any major improvements made (or initiatives developed) to promote multiculturalism and meet the identified needs of Victoria's CALD communities, including CALD youth, older persons and women and initiatives in rural and regional Victoria
- use of interpreting and translating services
- communications in languages other than English

- the extent to which people from different CALD backgrounds were represented on boards and committees set up by the department (or for which the department was responsible)
- progress under departmental Cultural Diversity Plans to address provision for culturally sensitive service delivery
- measures to promote human rights in accordance with the Charter for Human Rights and Responsibilities for multicultural communities.

##### *Racial and Religious Tolerance Act 2001*

The *Racial and Religious Tolerance Act 2001* is designed to protect all Victorians against serious racial and religious vilification. Vilification is a public behaviour that incites hatred against or serious contempt or severe ridicule of another person or group of people because of their race or religion.

The Act provides a community standard of our responsibilities towards each other in a multicultural society. It seeks to ensure that people are treated with dignity and respect regardless of their race or religion, and do not become targets of vilifying behaviour.

##### *Charter of Human Rights and Responsibilities Act 2006 (the Charter Act)*

The Charter Act came into effect on 1 January 2007 and establishes a framework for promoting and protecting human rights in Victoria. It identifies 20 human rights that reflect four basic principles of freedom, respect, equality and dignity.

Consideration of human rights is now a public sector value following an amendment to the *Public Administration Act 2004*. This means that all public sector staff must respect and promote the rights set out in the Charter by making decisions and providing advice consistent with human rights. All major policy proposals, new legislation and statutory rules must be developed in line with the Charter.

##### *Equal Opportunity Act 2010*

In April 2010, the Victorian Parliament passed legislation to replace the *Equal Opportunity Act 1995* and implement recommendations of the 2008 report, "An Equality Act for a Fairer Victoria". The new *Equal Opportunity Act 2010*, which commenced on 1 August 2011, strengthens equal opportunity law in Victoria, particularly in relation to systemic discrimination.

The new Act forms part of the framework of laws in Victoria that protect people from discrimination and vilification and that promote respect for human rights. Key reforms in the new Act include:

- creation of a positive duty to take reasonable and proportionate measures to eliminate discrimination as far as possible
- providing a more effective dispute resolution system that places the focus on early and flexible dispute resolution
- allowing the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) to conduct investigations where there is evidence of serious systemic discrimination that cannot reasonably be expected to be resolved at VEOHRC or the Victorian Civil and Administrative Tribunal.

The new Act puts a focus on education, fast and flexible dispute resolution and proactive approaches to responding to discrimination. The new Act is supported by the establishment of an independent specialist legal advice and assistance service designed to provide early strategic advice about equal opportunity matters and to provide representation where appropriate.

### Policies and strategies

#### Multicultural Communications Policy

Under the Victorian Government's Multicultural Communications Policy, departments and agencies are required to:

- ensure that CALD communities are informed of government services and programs
- commit a minimum of five per cent of their campaign advertising budget to CALD media.

#### Departmental Cultural Diversity Plans

Since 2006, all departments have been required to develop Cultural Diversity Plans. Under this commitment, departments are required to:

- incorporate culturally appropriate training for their staff into the delivery of services to CALD communities
- ensure that information on services is readily available to CALD communities
- assess how effectively services are delivered to CALD communities as an integral part of program evaluation.

### Overview of the report

This report sets out the key initiatives of the Victorian Government in multicultural affairs from 1 July 2011 to 30 June 2012.

## A

**Part A** focuses on major improvements and initiatives (as required under the Act). It is organised around four themes:

- citizenship and participation
- unity in diversity
- culturally appropriate access to services
- realising the benefits of multiculturalism.

# Note: departments are required to report on initiatives specific to women, youth, older people and rural and regional communities.

## B

**Part B** of this report covers each department's:

- use of interpreting and translating services
- Victorian Government multilingual publications
- progress and forward initiatives under Cultural Diversity Plans
- CALD representation on government boards, authorities and committees
- spending on advertising campaigns in the multicultural media
- measures to promote human rights.

# Part A Major improvements and initiatives

- Citizenship and participation
- Unity in diversity
- Culturally appropriate access to services
- Realising the benefits of multiculturalism





## Citizenship and participation

By focusing on what we have in common, as well as sharing our diversity, Victoria has built a socially cohesive, multicultural community. Many migrants have settled here because they value the principles of a democratic society. They have actively exercised their rights and responsibilities as citizens and striven to participate in civic life. It is through citizenship and participation that cultural diversity will continue to benefit Victoria now and into the future.

This section of the report includes initiatives that enable people from all over the world to live and work together and to contribute to Victoria's social, cultural and economic development, by joining clubs, volunteering and participating in everything that this State has to offer.

### Initiatives in 2011–12

#### Rights and Responsibilities Seminar Program

The Office of Multicultural Affairs and Citizenship provided \$200,000 in funding for the Rights and Responsibilities Seminar Program, which is a suite of free seminars that provides information to newly arrived migrants and refugees about their rights and responsibilities as citizens or permanent residents of Victoria. Sixty seminars were delivered throughout Victoria to participants from a range of cultural backgrounds. Topics were chosen by the communities involved and featured "Democracy, Multiculturalism and Citizenship" as well as volunteering, the Australian legal system, safe driving, tenancy, financial management, family relationships and the role of police, rights and responsibilities of young people.

#### Fisheries Victoria and CALD communities

During 2011–12, Fisheries Victoria (FV) held many events for CALD communities, two of which were:

- The "come and try fishing" day, hosted by the Wyndham Community and Education Centre, Werribee, aimed to teach newly arrived refugees and immigrants how to fish, as well as the rules and regulations associated with fishing. Approximately 50 people from the Karen community and another 50 locals sought information from FV and other participating groups such as Fishcare, Coast Guard and City West Water, as well as local community groups.
- FV also welcomed 42 women from the Arabic-speaking community to Queenscliff to take part in a sustainable fishing day, which gave a hands-on approach to understanding the aquatic environment and fishing regulations.

#### Valuing Diversity in Volunteering

The Department of Planning and Community Development initiated the Valuing Diversity in Volunteering program, which provides the opportunity to celebrate Victoria's culturally diverse society and to encourage people from diverse backgrounds to volunteer and become involved in their community. As part of the program, forums were delivered in:

- Port Melbourne
- Ballarat
- Bendigo
- Horsham
- Melbourne.

The forums aimed to build the capacity of volunteer organisations to welcome volunteers from diverse communities, and targeted volunteer managers to build their capacity to support volunteers from diverse communities to volunteer.

#### Communities Partnerships Project

The Communities Partnerships Project was funded by the Department of Justice as part of the Justice for Refugees Program (JRP). The project aimed to increase community awareness and knowledge of the justice system in Victoria among communities from a refugee background not specifically targeted by the existing JRP. Central to the project's methodology was engaging recently arrived communities as partners and as experts, using their expertise and agency as active collaborators in the design, implementation and review of justice-based learning activities.

#### Learn to Drive program for people aged 22 and over

The Department of Planning and Community Development funded this project to provide learner driver training for people over 21 years old (currently the L2P program run by VicRoads is offered for those aged under the age of 21). The project targets newly arrived migrants and local workers with language barriers, who are often over 21 years of age. There is an element of sustainability, with the first cohort of successful drivers being role models and potentially mentors for further training.

### Victorian Community Road Safety Partnership program

This program, administered by the Department of Transport, has a number of registered local and state-wide community road safety groups that applied for and received funding to improve the safety of members of the CALD community. The programs included classroom driver road safety education sessions, bike education and drink driving education.

### Police and Community Multicultural Advisory Committee

Now in its 31st year of operation, Police and Community Multicultural Advisory Committee (PACMAC) continues to function as a highly meaningful and effective forum for information exchange between Victoria Police and CALD communities. PACMAC is represented by senior police, government and multicultural community stakeholders, who meet every two months.

### Discover Parks

A barrier to park visitation for many communities from CALD backgrounds is access to transport and an awareness of parks. Parks Victoria aims to lower these barriers via the Discover Parks program, which supports community organisations to develop and deliver innovative and interesting activities that introduce CALD communities to parks. More than 20 small community organisations have participated in the Discover Parks program. More than 700 people from CALD backgrounds, seniors and persons with a disability have participated in recreational and social activities in 19 parks.

### Consumer Affairs Victoria grants for credit and financial knowledge Information campaigns

Consumer Affairs Victoria provided grants to community agencies to provide information to newly arrived communities. These included:

- Bring Your Bills Clinics, which provided advice and assistance with consumer issues for newly arrived Burmese and African consumers residing in Western Metropolitan Melbourne
- the Victorian Credit Card Evaluation Education and Advice, which addressed the lack of credit knowledge in Victoria's African community. As part of the campaign, 1,000 brochures and 50 posters were distributed, 96 people participated four credit education sessions
- Financial Knowledge Financial Power, which aimed to coordinate, educate, inform and empower new and emerging communities on money management issues.

### Environmental sustainability and CALD communities.

The Department of Sustainability and Environment administered the Sustainability Fund. Through a competitive grants process, the fund provided financial support for the following initiatives which supported Sustainability Victoria to:

- work with newly arrived migrants from the Burmese community and residents of the Collingwood Public Housing Estate to develop tailored, culturally specific programs on sustainable living

#### CASE STUDY

#### Metropolitan Fire Brigade Multicultural Liaison Officer presentations

In August 2012, a Burmese family who recently moved to a suburb in Western Melbourne was alerted by a smoke alarm that their house was on fire. The blaze was caused by an electrical fault at the property. ❖❖❖ The female occupant was a Karen refugee who fled Burma seven years ago and speaks only a little English. In the middle of the night, she heard the smoke alarm and helped her elderly parents and two children to leave the house. Fire crews who arrived at the emergency scene found the group waiting for them beside the letterbox. ❖❖❖ The occupant knew what to do in the case of a fire because she had attended a presentation given by a Metropolitan Fire Brigade Multicultural Liaison Officer and was a participant at a recent Day at the Zoo event, where she received information on fire safety. "After receiving this information, she went home and tested her smoke alarm, then replaced the battery. She then discussed with her elderly parents and two children what to do if they ever had a fire. ❖❖❖ When the fire crews arrived, the woman and her family were standing at the letter-box waiting for the firefighters to come."



- publicise the GreenTown program, which worked with community leaders, local government and Environment Victoria to promote sustainability within CALD communities
- heighten awareness on climate change, measure household energy use and encourage adoption of renewable energy technology by members of Shepparton's CALD communities
- work with low-income migrant households in the Vietnamese and Sudanese communities to identify culturally appropriate methods and tools for participation in sustainable living programs.

### Community engagement in Melbourne's north-west

This project is funded by the Commonwealth Attorney-General's Department and delivered by the Office of Multicultural Affairs and Citizenship in partnership with the Islamic Council of Victoria. The project's objectives are to:

- promote contact between Muslim Australians and the wider community
- facilitate greater access to services on the part of the Muslim community
- enhance the cultural competency of local service providers.

Since its inception in 2010, the project has delivered 18 community-based partnership initiatives and developed relationships with more than 50 local Muslim and non-Muslim organisations.

### Strategic partnerships

In 2011–12, the Office of Multicultural Affairs and Citizenship provided \$290,000 in funding to establish three strategic partnerships with peak faith organisations representing the Jewish, Muslim and Buddhist faith communities and two additional strategic partnerships with peak multifaith organisations.

The partnerships support stronger relationships between faith communities and the wider Victorian community. The funding also increases the capacity of the partner organisations to deliver effective services to their respective communities and to engage more widely with other communities and the government. These partnerships provide the government with a direct link to Victoria's largest faith communities, and demonstrate the government's commitment to supporting Victoria's faith communities, as well as its commitment to unity in diversity.

The central aim of these partnerships is to support stronger cooperative relationships between faith communities and the wider Victorian community. The funding also supports the general operation of the partner organisations: increasing their capacity to deliver sustainable and effective services to their respective communities and to engage more widely, including with other faith and cultural communities and the government. These partnerships provide the government with a direct link to Victoria's largest faith communities and demonstrate the government's commitment to supporting the self-sufficiency of diverse faith communities, as well as its commitment to supporting unity in diversity via constructive and broad multifaith engagement and cooperation.

### Disability Advocacy Program

The Department of Human Services provided recurrent funding of \$297,786 to the Migrant Resource Centre North-West and Action on Disability within Ethnic Communities, which allowed those organisations to provide advocacy and self-advocacy support to 275 individuals and their families and carers.

### What's the Law? Australian Law for New Arrivals – Education Kit

What's the Law? is produced by Victoria Legal Aid (VLA) and is an education kit providing information about Australian law to CALD, refugee and newly arrived community members. A total of 3,065 copies of the education kit were distributed to various CALD stakeholder groups, including teachers, a wide variety of community organisations, local government authorities and migrant resource centres. VLA has also provided training and presentations on how to use the kit to over 1,500 teachers, community workers and community leaders.

### Victorian Electoral Commission – local council election community outreach

Community outreach objectives are tailored to the needs of the community requesting the workshops and aim to increase awareness and understanding of electoral processes, including how to vote and how results are decided. Outreach for local council elections is targeted at organisations who work with the general CALD community. Ten sessions were held prior to the local council elections.

## Community Support Grants

The Department of Planning and Community Development provided Community Support Grants for a range of projects in partnership with councils across Melbourne. These projects, which encourage people from CALD backgrounds to more fully participate in the Victorian community, include:

- The Cultural Connections project in Maribyrnong, which delivers cross-cultural training to the corporate, business and community sector to develop a social enterprise with the aim of addressing issues of discrimination using a self-directed and participatory peer education model. The project aims to help refugee and migrant young people develop self-esteem and community links
- The Improving Service Access for the Chinese Community 2 project in Manningham, which aims to develop a sustainable community engagement model and to improve community infrastructure, and other activities and services to increase community connections for the Chinese community in Manningham
- The New Futures in Family Day Care (FDC) project in Wyndham, which provides vocational training and employment opportunities to migrant and refugee women. Project participants receive bi-lingual language support, work placement mentoring and assessment and specialist assistance to gain registration and employment as FDC sub-contractors
- The Real Retail Careers for Refugee Communities project, which creates supportive employment and training opportunities for refugee communities through a new Green Collect retail outlet in Dandenong
- The Community Leadership Network, which boosts leadership skills development for new and emerging communities in the City of Whittlesea. It improves connections with resources and services to improve the community's ability to respond to challenges, contribute to local decision-making and encourage volunteering and leadership development
- The Victorian Collections – Multicultural Collections Project in Dandenong, which will assist approximately 55 ethno-specific community groups in Victoria to document their stories, catalogue and photograph heritage material and make it accessible online. The project will also assist in preserving immigration and settlement history for future generations through professional museum-based training.

## Part A Major improvements and initiatives

# Citizenship and participation

## Initiatives in 2011–12 for CALD youth, older persons and women and CALD communities in regional and rural Victoria

### Regional Advisory Councils (RACs)

Under the *Multicultural Victoria Act 2011*, the Victorian Multicultural Commission (VMC) established eight RACs across the State to provide advice on multicultural, settlement and citizenship issues specific to their region advocate on behalf of local diverse communities and assist the VMC to promote the benefits of diversity at the local level. Each RAC has members drawn from within the region, selected for their understanding of multicultural issues and their experience and commitment in assisting local communities. Eight RACs have been set up across Victoria:

- North West Metropolitan
- Eastern Metropolitan
- Southern Metropolitan
- Loddon Mallee
- Grampians
- Hume
- Barwon South West
- Gippsland.

### Centre for Multicultural Youth core funding

The Office for Youth provided \$247,081 in funding to the Centre for Multicultural Youth to assist it to:

- enable the government to draw upon a strategically well-informed base of knowledge regarding CALD young people
- enable the community sector to access contemporary information to influence its work with CALD young people
- provide opportunities for CALD young people to actively participate within and contribute to their communities.

### Refugee Minor Employment Program

The purpose of the program, which is funded by the Department of Human Services and administered by the Department of Business and Innovation, is to assist unaccompanied refugee minors into sustainable employment. In 2011–12, 26 refugee minors were placed into employment, with nine achieving a sustainable employment outcome.



### Muslim Leadership Training Program

The Department of Premier and Cabinet is the principal sponsor of the Muslim Leadership Training Program (MLTP). The MLTP is coordinated by the Centre for Dialogue, La Trobe University, in collaboration with the Islamic Council of Victoria and with the support of the Institute for Advancing Community Engagement, Australian Catholic University and the Forum on Australia Islamic Relations.

The MLTP aims to assist young Australian Muslims to develop a deeper understanding of Australian society, politics, law and culture, and to provide them with the skills to become leaders in their own communities and the wider community.

### Pilot education campaign for CALD women traders

Consumer Affairs Victoria administered this project, which seeks to identify the needs of women from refugee backgrounds who are thinking of starting or are already running a small business. It seeks to educate this audience about their rights and obligations regarding Australian consumer law and business registration requirements.

### Space Invaders community legal education project

Victoria Legal Aid supported the Space Invaders project, an interactive theatre performance to teach young people about their rights and responsibilities when dealing with police. It aimed to reduce the incidence of young people entering the criminal justice system.

### New Hope Foundation's Creating Capable Communities project

The Department of Justice funded the Neighbourhood Justice Centre (NJC) to support the New Hope Foundation project to assist Sudanese women in relation to Personal Safety Intervention Order matters at the NJC. The project provides justice-related information about laws, procedures, rights and available services and builds trust with the justice system, while building self-esteem, leadership and conflict resolution skills among Sudanese women living in the City of Yarra.

### Education for Global and Multicultural Citizenship

As part of Education for Global and Multicultural Citizenship, the Department of Education and Early Childhood Development funded a number of initiatives that equipped students to develop intercultural understanding and knowledge of civics and citizenship and their place in a global community. Highlights included:

- the Global and Multicultural Citizenship Professional Development Program, which supported school leadership and teacher teams to develop and implement strategies that build inclusive school cultures and to develop the knowledge, skills and competencies of their students as global citizens
- the Civics and Citizenship Student Voice Program, which aims to:
  - provide opportunities for students from all sectors to debate contemporary global and local issues and to develop intercultural literacy

### Victoria Police Youth Leadership Development program

Working in partnership with the Department of Human Services (DHS), this program was conducted for youth involved in the Refugee Minor Program. In the first of a series, 18 young people from Afghan, South Sudanese and Eritrean backgrounds ranging in age from 15 to 17 years participated. The sessions aimed to enhance skills in conflict resolution, team building, leadership, citizenship, public speaking and employment readiness. Run over 10 weeks, the role of police also featured to afford individuals a better understanding of policing styles in Victoria compared with those ex participants' country of origin. Interestingly, a number of the participants are now expressing interest in policing as a career. All aspects of the program are fully funded through support from local council and the Department of Justice. DHS evaluated the initial program through interviews with participants and case-workers and through weekly session surveys, with very positive feedback received.

- provide professional development to teachers on how to include these activities as part of their civics and citizenship curriculum
- develop the capacity of regions to administer these events
- enable regions, teachers and students to develop intercultural understanding
- the Courage to Care exhibition and education program, which use stories of people who saved lives during the Holocaust and relates this to contemporary issues that face students today, including racism and bullying
- the Grants to Regions program, which provided small grants to enable schools to undertake professional development, civics and citizenship education and other activities to support the development of their students' intercultural understanding
- the Cultural Diversity Quest, which celebrates the work being undertaken in schools in developing the intercultural literacy of schools and their local communities, building social cohesion and preparing students for a global world
- the Languages and Multicultural Education Resource Centre, which provides resources and advice to teachers on the delivery of an inclusive curriculum
- the Leading 21st Century Schools: Engage with Asia Victoria program, which is a leadership program for principals that provides a five-step model to enable them to lead and implement change and build Asian literacy across the curriculum. The Teacher Professional Development programs, which aim to develop teacher knowledge about Asia and enable them to develop and implement units of work across the curriculum to develop the Asian literacy of their students.

### Youth Partnership, Parks Victoria

Parks Victoria has established a partnership with the Youth Affairs Council of Victoria to develop opportunities for Parks Victoria to better engage young people in being active in parks. The partnership has resulted in the development of Y Discover grants for small community organisations to engage CALD and disadvantaged youth in parks.

### Support for Refugee Students

In 2011–12, the Department of Education and Early Childhood Development continued to provide out-of-school hours learning support programs and training for volunteers, in partnership with the Centre for Multicultural Youth and The Victorian Foundation for Survivors of Torture (Foundation House). In 2011–12, it provided:

- professional development for teachers
- counselling support for students
- assistance for schools to access specialist agencies and resources
- encouragement for educational partnerships and collaboration between schools, agencies, families and communities
- homework support for students
- recruitment and training for volunteer tutors.

### Dandenong Multicultural Soccer Tournament

The tournament was held in February 2012 and supported by the Department of Justice to engage at-risk young refugees in organised sport to reduce barriers to competing in mainstream sporting clubs.

### Local Learning and Employment Networks

The Local Learning and Employment Networks (LLENs) are administered by the Department of Education and Early Childhood Development and funded under the National Partnership on Youth Attainment and Transitions, which is a joint Commonwealth–State investment. The LLENs are a state-wide place-based initiative and there are 31 LLENs across Victoria. LLENs broker sustainable partnerships with key local stakeholders to address critical education and training issues facing young people aged 10–19 years, with the goal of improving education, training and employment options and outcomes. Areas with identified young newly arrived refugees and CALD people are required to include specific strategies to meet their transition needs.

### Centre for Multicultural Youth Regional Offices

The Office for Youth provided \$450,000 in funding to open two regional offices of the Centre for Multicultural Youth in Morwell and Ballarat. The selected regions have large, growing populations of young people from migrant and refugee backgrounds.



The offices aim to provide opportunities for regionally located CALD young people to actively participate within and contribute to their communities. The offices work with local service providers, community stakeholders and families to increase engagement, improve settlement, provide support and improve outcomes of CALD young people.

### Participation for CALD Seniors

The Department of Health provided \$400,000 in funding for the Participation for CALD Seniors grants program. The first round of the grants program opened in March 2012, and a funding agreement was signed with the Ethnic Communities Council of Victoria to engage their service to support the grants recipients.

The program provides small grants to organisations to create or expand social participation opportunities for socially isolated senior CALD people. The program will result in CALD seniors sharing their skills and knowledge within their communities and with the broader community, leading to greater community involvement, increased personal confidence and strengthened community harmony.

### L2P – Learner Driver Mentor Program

VicRoads runs the L2P program, which provides disadvantaged young people with supervised driving experience using volunteer mentors. The program helps young people to attain 120 hours of driving experience to make them safer drivers and to meet the necessary requirements to gain a probationary licence. The L2P program also provides an avenue through which young people from CALD backgrounds can engage with their local communities and connect with government services and local businesses.

### Scouts Victoria and Girl Guides Victoria Volunteer Training and Multicultural Inclusion Plan

The Office for Youth supported this plan, which aims to improve the representation of CALD young people in Scouts Victoria and Girl Guides Victoria. This focus should also lead to more young people from CALD backgrounds becoming involved in their communities through volunteering and increased community relationships.

### Game On: Improving Participation for Newly Arrived Migrant and Refugee Young People in Community Sports

The Department of Planning and Community Development provided funding for the Centre for Multicultural Youth to administer this program, which aims to build connections and best practice between the sports sector and newly arrived communities through:

- Good Practice Multicultural Sports forums for settlement services, sporting clubs and associations and community organisations including Regional Sports Assemblies
- following up with forum participants on outcomes
- producing website video resources to share insights and experiences.

### Pacific Islander Youth Mentoring Project

As part of the Pacific Islander Youth Mentoring project, which is funded by the Office of Multicultural Affairs and Citizenship, mentors were employed to work with young Pacific Islanders living in the Dandenong area and surrounds to develop individualised education and employment pathway plans, along with referrals to a range of family and welfare programs to support their re-engagement. Two mentors with extensive experience in working with Pacific Islander communities were employed. An assessment tool was then developed to determine participants' needs, issues and risk factors.

### Youth Fisheries Experience Program

The CALD Youth Fisheries Experience Program is a fun recreational and educational program aimed at CALD newly arrived primary and high school students, studying at English language centres in Victoria.

The program will be promoted and administered through the Victorian Multicultural Commission in conjunction with community language centres in Victoria. The program will deliver opportunities for primary and high school students from a refugee and CALD background throughout Victoria to visit the Marine and Freshwater Discovery Centre in Queenscliff Victoria (run by Fisheries Victoria, the Department of Primary Industries), learn about protecting Australia's aquatic life and participate in fun activities, including fishing, snorkelling and canoeing.

The program aims to:

- develop in newly arrived students an understanding and appreciation of Australia’s valuable aquatic life and fisheries sustainability
- promote social inclusion through the use of recreational activities and learning
- promote in students conservation attitudes and behaviours in respect to sustainable fishing practices and aquatic resources
- instruct students of Fisheries Victoria rules and regulations
- provide fun and educational field trips for newly arrived disadvantaged students.

### Sudanese Australian Youth Action Group

The Sudanese Australian Youth Action Group is a youth-led group that has been organising events that support and empower young Sudanese Australians. Funding provided through the Office of Multicultural Affairs and Citizenship enables young people of Sudanese backgrounds living in Melbourne to come together and identify issues critical to their communities. It will also enable them to determine the means by which to address these issues.

### Gurtji Narruk – an overnight experience in nature for youth from CALD and Indigenous Communities

This project run by Parks Victoria, in partnership with Multicultural Arts Victoria and schools in the Shepparton area, aimed to improve cultural and environmental understanding. Two events engaged 28 Indigenous young people and young people from CALD backgrounds on country at the Dharnya Centre in Barmah National Park. The camping events and other related activities used music to share their stories and their connection to country, culminating in a community performance.

### City of Yarra and CALD Communities’ Participation

The Department of Justice funded the Neighbourhood Justice Centre to support the following projects in the City of Yarra to encourage participation by CALD communities:

- working with the African Communities Foundation of Australian to increase African women’s participation in the community and access to services
- the Moon Lantern Festival, including the children’s activity: Safe City Dreaming
- the Touch Project: CALD communities leading the way to respectful relationships, which focuses on four communities. The project also targets specifically older women from CALD communities
- the Social Studio – Hospitality Work Placements project, which provides hospitality work placements for young people from refugee backgrounds
- working with a local Chinese Young Mothers Group, which aims to increase young Chinese mothers’ participation in the community and access to services
- the L.A.W: Legal Automobiles and Women project which, in partnership with the Brotherhood of St Laurence, provides driving-related information to newly arrived African women
- the North Yarra Community Health, Living in Harmony Project, which is a place-based Family Violence Primary Prevention initiative that works with CALD community facilitators
- the Atherton Gardens Public Safety Information Day, held on the Atherton Gardens estate to inform residents about community safety and security, provide and distribute support information and reference materials, and promote closer links between the police, housing office, security guards and residents.

### International Student Fire Safety Program

The International Student Fire Safety Program is administered by the Metropolitan Fire Brigade and aims to improve fire safety for international students and raise the profile of fire safety with state and federal government agencies and the education industry. The program has a particular focus on the needs of international students from CALD backgrounds. It is also accessible to all students studying in tertiary institutions.



**Part A** Major improvements and initiatives

## Unity in diversity

Victoria's cultural, religious and linguistic diversity permeates every part of life. However, it is most easily displayed and enjoyed via the enormous range of multicultural festivals and events held every year throughout the State. These allow people to maintain and celebrate their cultural heritage, but just as importantly they provide opportunities to share our heritage with fellow Victorians. This helps promote mutual understanding and supports social cohesion.

This section highlights programs and projects that allow Victorians to celebrate their own culture, as well engaging with others from different backgrounds. It also includes initiatives that promote respect and address racism in the community.

### Initiatives in 2011–12

#### Cultural Diversity Week

Held each year for the last 10 years, and organised by the Victorian Multicultural Commission, Cultural Diversity Week (CDW) includes a variety of activities and events that provide opportunities for communities to share aspects of their culture, faith and language, and celebrate the benefits multiculturalism brings to Victoria. Communities are encouraged to hold a range of events across Victoria as a part of CDW. Major CDW events organised by the Victorian Multicultural Commission in 2012 included:

- the Premier's Gala Dinner (17 March 2012): a night of multicultural dance, music and entertainment
- Viva Victoria Festival (25 March 2012): a free one-day festival at Federation Square featuring music and dance performances, food from around the world, cultural arts and crafts and cultural workshops.

#### Cultural Precincts and Community Infrastructure Fund

The Office of Multicultural Affairs and Citizenship provided \$2,629,618 in grants under the Cultural Precincts and Community Infrastructure Fund, which supports the construction of new, or enhancement of existing community space or streetscapes within identified cultural precincts across Victoria. This program has two funding streams:

- annual small capital infrastructure grants (\$20,000 to \$100,000)
- bi-annual major capital infrastructure grants (above \$100,000).

In partnership with Victorian CALD communities and local councils, this initiative will boost the viability and secure the sustainability of Victoria's cultural precincts and important community assets.

#### Community Grants Program

In 2011–12, over 2,400 grants worth \$5,053,595 were awarded to 1,669 multicultural community organisations through the Community Grants Program, administered by the Office of Multicultural Affairs and Citizenship and the Victorian Multicultural Commission.

The grants are designed to:

- provide critical support to culturally, linguistically and religiously diverse organisations
- strengthen the capacity to address the specific needs of their communities
- help CALD communities to participate in and promote the benefits of Victoria's multicultural society
- promote community cohesion and harmony by knowledge sharing and relationship building between communities and the broader public.

The main aims of the Community Grants Program are to support the development of local multicultural community organisations and to improve the delivery of multicultural programs to promote social, cultural and economic inclusion for all members of the Victorian community. The Community Grants Program also seeks to build capacity for organisations to become self-sustaining and are open to the broader community. Strengthening relationships and building connections between multicultural communities and the broader community is fundamental to the Community Grants Program.

The Community Grants Program also offers all successful applicants of the Multicultural Senior Citizens Organisational Support grant an opportunity to access complimentary public liability insurance, thereby enabling those organisations greater security and freedom to increase their activities and accommodate as many participants as possible.

There are six categories of funding within the Community Grants Program:

- Organisational Support (which includes Senior Citizens Organisational Support)
- Strengthening Multicultural Communities
- Promoting Harmony; Multifaith/Interfaith
- Educational Programs
- Building and Facilities Improvement
- Multicultural Festivals and Events.

### South Asian Building Fund

Through the Office of Multicultural Affairs and Citizenship, the South Asian Building Fund provided \$95,000 in grants in 2011–12 to support the upgrade of community facilities owned by South Asian groups. A formal application process was undertaken, and the three following groups were successful in their application:

- Sant Nirankari Mandal Melbourne in Rowville
- Sri Guru Nanak Satsang Sabha in Blackburn
- Melbourne Vinayagar Hindu Sangam in the Basin.

### Anti-hate Campaign

This campaign was developed by the Victorian Equal Opportunity and Human Rights Commission and consists of an anti-hate website and associated media campaign. The campaign gives people a way of reporting racism or other types of discrimination that they have witnessed. It also provides a forum for people to share stories of how they have stood up to hate, and to share ideas that others can use to take a stand against discrimination.

### Talking Difference

**T**alking Difference is a multi-platform portable studio at the Immigration Museum that brings people together to participate, share and discuss their thoughts and ideas about race, ethnicity, difference and diversity. This project is funded by the VicHealth 'Arts about Us' program, which challenges race-based discrimination through the arts. Talking Difference aims to engage with a range of individuals and communities around important issues to foster greater understanding and respect for diversity and difference. Talking Difference enables individuals and communities to come together to address issues of intolerance, misunderstanding and racism through forums located deep in the community, online and at the Immigration Museum. These forums create spaces for connecting socially, raising issues, learning about them and making a difference. Partnerships and collaboration with Victoria's multicultural communities and government and non-government organisations have been significant in delivering these projects effectively, and achieving goals of providing access, building skills and capacity and creating networks. Several participants have indicated that being part of these forums has been significant in building confidence, relationships and connections. *"The program has allowed me to connect with a specific group of youth, and relate to this group of youth who feel "in the middle" as in, not 100 per cent "Australian", but not 100 per cent "other" – people who feel "Australian" but don't necessarily look "Australian."* – Workshop participant. I confront prejudice by asking people what makes you say that when they make prejudiced statements. Sam Perkins, Geelong, 16 years – online comment. This is a practical, action oriented forum by the community and for the community. It is a unique creative cultural initiative that has used a range of platforms to provide a voice for individuals and groups that may otherwise not be heard or listened to. Whether it is young Koorie kids exploring their Aboriginal heritage in Lakes Entrance, or the studio at Sunshine library stimulating an intercultural conversation between two Anglo teenagers and a migrant from Bangladesh about their life experiences, this initiative reflects and resonates with the challenges and complexities of a modern global society.

### Promoting Community Harmony

The Promoting Community Harmony Program is jointly administered by the Office of Multicultural Affairs and Citizenship and the Victorian Multicultural Commission. The Program supports a broad range of activities to bolster community harmony and social cohesion, from Cultural Diversity Week to a series of partnership initiatives with faith communities. The Program also delivers:

- mentoring, leadership and capacity building initiatives for young people from culturally and religiously diverse backgrounds including a Regional Youth Leadership and Participation Project and a media mentoring project with Channel 31
- ongoing consultative structures, including the Multifaith Multicultural Youth Network and the Multifaith Advisory Group
- media and communications training to equip participants with the skills and knowledge to constructively engage media outlets and to effectively represent their respective communities to the media and the wider community
- the Multifaith/Interfaith Grants Program, which distributed over \$380,000 to 65 different organisations to deliver projects in regional Victoria and metropolitan Melbourne between 1 July 2012 and 30 June 2013. This funding helps faith-based and community organisations to:
  - engender understanding between faith communities and the wider Victorian community
  - build greater respect for and acceptance of difference
  - break down stereotypes
  - encourage unity amongst all Victorians.

### Unity Through Partnerships Grants Program

In 2011–12, a total of \$996,000 was awarded as part of the Unity Through Partnerships Grants Program, administered by the Office of Multicultural Affairs and Citizenship and the Victorian Multicultural Commission. The program provides grants of up to \$100,000 for multicultural festivals and events that:

- encourage cross-cultural exchanges and mutual respect
- promote greater unity by celebrating, sharing and appreciating our differences

- develop strong, sustainable relationships between partnering organisations.

In 2011–12, 25 grants were awarded under the program. Two of the highlights were:

- the Seafarers Multicultural Festival, which is held annually in Lakes Entrance, and promotes the cultural diversity of the East Gippsland region. The three day festival's program of events included free to air concerts, free Koori workshops and a Mediterranean feast
- the Piers Festival, which was held at the historical and cultural landmarks of Princes and Station Piers on Australia Day. The festival celebrated the rich history of Melbourne's ports precinct as a place where people have been arriving in Australia for many years, through world music, dance, food, arts and crafts, photo and historical exhibitions, a boat display, kid's activities and fireworks.

### The Booth Project

This project was coordinated by the Victorian Multicultural Commission with the support of Arts Victoria and Richmond Renewal Project. An old-style photo booth was temporarily installed at the North Richmond Housing Estate and Richmond Belgium Avenue Neighbourhood House over a two-week period. The project aimed to visually demonstrate a snapshot of the cultural diversity in one part of Victoria, by inviting the local community to create photographs and images of their identity. The photo booth approach allowed people to engage with their own images and identity – to look patiently into the lens, create expressions and poses, laugh, play and share with friends.

### Melbourne International Arts Festival – Multicultural Community Outreach Program

As a part of the 2011 Festival in October, Melbourne International Arts Festival collaborated with Multicultural Arts Victoria to create an ambassadors program called Ignite Imagination as part of its Multicultural Community Outreach Program. Six prominent and active members of Melbourne's culturally diverse communities took an active role in promoting their festival experience to their specific communities. Artists from seven communities participated in the program.



### Intercultural Exhibition and Festival – Sweets: tastes and traditions from many cultures

The Immigration Museum hosted the Sweets intercultural community program, which brought together a range of communities to share, learn, exchange information and connect in conversations. It was an important process that contributed to building understanding and developing social cohesion.

### Cultural events – Parks Victoria

Diwali, the Indian community’s Festival of Lights, was delivered on the Yarra River in 2011 as part of the Heartlands Refugee Art Prize and Artists in Residence program. Parks Victoria also participated in performances on the stage at Federation Square. Diwali provides an ideal opportunity to promote the health and wellbeing benefits of getting out and active in parks.

### Learn – Languages and Intercultural Studies programs

The National Gallery of Victoria (NGV) contributed \$200,000 from its education budget for the Learn – Languages and Intercultural Studies, which is a suite of programs designed to support Language other than English teaching and learning and intercultural understanding. These programs cater for all levels of schooling and draw on the rich diversity of artworks in the NGV collection and exhibitions. All programs include viewing and discussing original artworks in the gallery, with options for related workshop or activity programs.

### Persian Cultural Day

The State Library of Victoria hosted the Persian Cultural Day, which celebrated the rich and diverse culture of Melbourne’s Persian community. It also aimed to raise awareness of Persian culture to all Victorians.

## The Community Channel – Our Stories

The Springvale Community Aid and Advice Bureau (SCAAB) was awarded funding under the Collaborative Internet Innovation Fund, administered by the Department of Business and Innovation. SCAAB used the funding to undertake the Living, Learning, Working: A Community Channel for Culturally and Linguistically Diverse Communities project, together with project partners Adult Multicultural Education Services (AMES), Monash University and New Media Australia (NMA). **!!!** The Community Channel – Our Stories is a web-based interactive service that facilitates communication between the various cultural, language and community groups in the City of Greater Dandenong. The project aims to extend and expand the reach of SCAAB and AMES services by harnessing the capabilities of information and communication technologies. By enabling migrants and refugees to share information, stories and news with each other in a range of community languages, the project hopes to provide the tools to empower communities and to increase their capacity for self-help. **!!!** The project engaged with a number of local community groups through the Refugee Action Program to understand how the Community Channel could be best developed in accordance with user needs. Workshops were held with the Baai-Bor Women in Australia Inc., the Association of Hazara in Victoria, the South Sudanese Women’s Equatorial Community Association and others. The Community Channel was developed to be simple in appearance, easy to navigate and welcoming. It provides information on housing, education, work, health, family, law, volunteering and money. **!!!** SCAAB delivered 44 computer literacy training sessions to clients, staff and volunteers, with 350 people attending the sessions between November 2010 and February 2012. NMA also conducted several training sessions in media skills, covering topics such as “what is news” and “working with a camera”. The Community Channel was launched on 21 September 2012, and is available at [www.ourstories.org.au](http://www.ourstories.org.au)

**Part A** Major improvements and initiatives

## Unity in diversity

### Initiatives in 2011–12 for CALD youth, older persons and women and CALD communities in regional and rural Victoria

#### Victorian Seniors Festival

The Department of Health supported a number of Victorian Seniors Festival events, including:

- CALD grants to the City of Greater Geelong to support festival events organised by CALD community organisations in Greater Geelong
- The Victorian Seniors Festival free World Music Concert at Melbourne Town Hall, where the priority audience for the event was low income seniors from a CALD background.

#### Regional Multicultural Festivals

The Department of Business and Innovation provided funding to support the tourism marketing of a range of regional multicultural festivals, including the:

- Beechworth, Portarlington and Echuca-Moama Celtic festivals
- Daylesford Swiss-Italian Festa
- Carnivale Wodonga
- Bendigo Olive Festival
- Lakes Entrance Seafarers' Multicultural Festival
- Gippsland Multicultural Festival held in Morwell
- Eaglehawk Cultural and Community Festival.

#### FReeZA Youth Development Program

Supported by the Office for Youth, FReeZA is an annual, innovative youth development program that enables young people to enjoy music, cultural, artistic and recreational events across Victoria. In 2011–12, the program supported hip-hop workshops, competitions and events targeting young people from CALD backgrounds who live in housing estates in Richmond, Fitzroy and Collingwood.

The FReeZA 2011–12 program provides grants to local governments and community organisations that establish a committee of young people to plan and deliver drug, 'alcohol' and smoke-free events in supervised and safe venues.

#### Raising children in more than one language seminar

This annual seminar, which is funded by the Department of Education and Early Childhood Development, targets bilingual parents. The seminar supports parents to maintain their young children's home language.

#### Arts Victoria – Community Partnerships Program

The Arts Victoria – Community Partnerships Program funded three projects for CALD youth throughout the State. These were the:

- the Art is...Festival, where young people aged 12–25 from the Wimmera and the northern suburbs of Melbourne collaborated to explore contemporary musical forms and issues that are shared by many young people. This project is a partnership between the Art is... Festival and the Anti-Racism Action Band
- a project hosted by the Hobsons Bay Community Arts Centre Inc, where young musicians from the Karen community of Melbourne's west work with musician Charles Jenkins in a structured mentorship, designed to explore their refugee experiences and develop skills and public presentation opportunities
- a collaboration between Multicultural Arts Victoria, Shepparton's emerging refugee community members and filmmakers to create a collection of short films, animation and digital stories that capture stories from Shepparton's migrant history since World War One.

## Part A Major improvements and initiatives

## Culturally appropriate access to services

All Victorians require equal access to government programs, services and information. The government supports policies and programs that empower Victorians to fully participate in our society, no matter where we come from, what faith we follow or what language we speak.

The following section showcases some of the initiatives that demonstrate the government's commitment to enabling equitable access to all its services. It includes new programs or changes to existing programs so as to:

- facilitate access to those unfamiliar with the services that the Victorian Government provides
- make it easier to overcome cultural or language barriers that may otherwise limit a service's reach.

### Initiatives in 2011–12

#### Refugee Action Program

The Office of Multicultural Affairs and Citizenship provided funding of \$1 million for the Refugee Action Program (RAP), which supports local community-based partnerships between service agencies and communities from a refugee background to:

- ensure that new arrivals can more fully participate in and engage with their local communities and access existing services
- identify local issues and concerns and plan tailored, community-owned responses
- enhance local capacity and improve settlement outcomes.

#### Interpreter Scholarship Program

Managed by the Office of Multicultural Affairs and Citizenship, the Interpreter Scholarship project is a component of the Multicultural Language Services program, which aims to increase the supply and quality of interpreters in Victoria. In 2011–12, scholarships of \$2,000 were awarded to 32 students enrolled in the RMIT Diploma of Interpreting in two key new and emerging languages: Haka-Chin and Pashtu. Students who complete the course with a grade of 70 per cent or higher receive National Accreditation Authority for Translators and Interpreters paraprofessional interpreter accreditation.

#### Justice for Refugees Program

The Department of Justice provided \$2.18 million in funding for the Justice for Refugees Program (JRP), which consists of three initiatives aimed at reducing negative contact between emerging refugee communities and the justice system:

- responsive justice services: supporting justice staff and agencies to respond sensitively to the circumstances and needs of newly arrived refugees and refugee communities
- appropriate information: providing new and emerging refugee communities with information about the legal system and their responsibilities and rights within Victoria
- early intervention and diversion: using early intervention and diversion strategies to reduce negative contact between young people from refugee backgrounds and the criminal justice system, particularly young people.

In 2011–12, the JRP undertook a number of significant projects, including:

- holding five expos to facilitate the provision of justice information to newly arrived communities
- providing 464 Department of Justice staff with cultural awareness training sessions and information about specific refugee communities
- delivering 89 Justice-specific information sessions across all regions, which were attended by 2,945 community members from Afghanistan, Iraq, Somalia, Sudan and Burma.

#### Refugee Health Nurse Program

The Department of Health provided \$1.8 million in funding for the Refugee Health Nurse Program, which focuses on early health assessment, referrals and health promotion, linking refugees to existing health services and increasing the capacity of Community Health Services and General Practitioners to respond to the health and wellbeing needs of refugees. The program continues to provide care to refugee populations in areas of high need, and delivered 16,616 service hours in 2011–12.

### Refugee Health Fellow positions

The Department of Health provided recurrent funding for two Refugee Health Fellow positions (based at Royal Children's Hospital and Royal Melbourne Hospital) to support the development of links between primary health care and specialist health services and the development of capacity building in both sectors.

### Asylum Seeker Support Program

The Office of Multicultural Affairs and Citizenship provided \$300,000 in funding for this program, which has allowed asylum seekers to access essential support services seven days a week, including case work, housing, employment, English-language tuition, computer literacy classes, material aid (including school books, clothing), transport, social and recreational activities and food programs. Four asylum seeker support agencies in Melbourne were provided with this funding.

### Language Aide qualification

In 2011–12, the Office of Multicultural Affairs and Citizenship worked in partnership with Skills Victoria to develop the Course in Language Assistance, a state-accredited curricula leading to formal recognition of bilingual work to better utilise the skills of bilingual staff that operate in a range of employment contexts. The course aims to minimise the risk of staff providing language assistance inappropriately by ensuring they are aware of their boundaries and the relevant ethical considerations.

### Talking My Language

Talking My Language, administered by the Department of Sustainability and Environment, is a multiple-council project that was funded through the Victorian Local Sustainability Accord funding program. \$125,420 was awarded to the City of Darebin to work in partnership with the Cities of Yarra, Maribyrnong and Greater Shepparton. The project engaged with four CALD communities to prepare and disseminate culturally appropriate and useful household energy efficiency information in the community language of each of the participating communities – to provide the information they want, in the format they want, when they want it. The project also held a conference on 1 June 2012 to promote the resources. At this event, participants shared, learned, networked and built capacity with others working with CALD communities on environmental matters.

### Chinese Peer Connection Project

This program, which is now funded by the Victorian Responsible Gambling Foundation, provides a culturally appropriate option to mainstream problem gambling services for the Chinese community through phone support. Volunteers who have experienced problem gambling deliver the service.

### Support to Survivors of Torture and Trauma

The Department of Health provided funding of \$2 million to the Victorian Foundation for Survivors of Torture (Foundation House) to provide a range of community and mental health services and support for survivors of torture and trauma. This includes funding to deliver targeted interventions for highly vulnerable refugee survivors of torture and trauma living in Victoria with emerging or existing mental health problems. Foundation House operates the Mental Health Refugee clinic, undertakes community engagement builds understanding of mental health and wellbeing, and works to enhance the capacity of health services to respond to the mental health needs of refugee communities.

### Victorian Multicultural Gambler's Help Program

The Centre for Culture Ethnicity and Health (CEH) was funded by the Department of Justice to work closely with the Gambler's Help service sector and CALD community organisations to improve problem gambling responses among CALD communities across Victoria. CEH coordinates and delivers planned community development activities and strategies aimed at increasing CALD uptake of Gambler's Help services. The program is now funded by the Victorian Responsible Gambling Foundation.

### Mental health support for CALD communities

The Department of Health provided funding of \$1.1 million to support the Victorian Transcultural Psychiatry Unit (VTPU). Mental health is an area of particular concern to many CALD communities. Language and cultural barriers can present obstacles to accessing appropriate mental health treatment and care. The capacity of the mental health sector to address some of these issues and the mental health issues amongst the CALD population is enhanced by the training and support offered by the VTPU).

### Supported Playgroups and Parent Groups Initiative

The Supported Playgroups and Parent Groups Initiative (SPPGI), which is administered by the Department of Education and Early Childhood Development, targets four population groups, including CALD and their families, with a particular focus on recently arrived families. The objectives of the SPPGI are to:

- promote improved health, development and wellbeing outcomes for children
- build parents' confidence and capacity and support the establishment of social networks
- model and support developmentally appropriate play experiences and parenting practices
- promote and support participation in the maternal and child health service and kindergarten programs and link families to other relevant services and supports.

### Peer education program for CALD communities

This Department of Health initiative develops and implements a sexual health peer education program for CALD communities in relation to human immunodeficiency virus (HIV) and blood-borne viruses (BBV). The peer education project supports individuals and families, and assists people to access health services for information, testing and treatment.

### Bilingual Demonstration Pilot Project

This project was administered by the Department of Justice and piloted a new model of bilingual service delivery intended to improve access to problem gambling counselling services in the CALD community through the use of bilingual counsellors. The project was a partnership between the Centre for Ethnicity and Health and Banyule Community Health Service. The pilot concluded in June 2012.

### Transport Connections Program

Under the Transport Connections program, the Department of Planning and Community Development supported three councils to deliver projects designed to help migrants and refugee communities more easily access transport across the state:

- the Mornington Shire Council worked with the New Hope Foundation and the Transport Ticketing Authority to deliver training using myki, the new ticketing system operating on public transport. Presentations were conducted for CALD communities
- in Wyndham, Link Community Transport established a partnership with a bicycle recycling organisation and organisations that work with refugees. The aim of the project was to provide access to recycled bicycles, bike education and bike maintenance training to refugees
- in Horsham, Wimmera Volunteers sourced funding to purchase bikes to use in safe cycling activities and to train young newly arrived migrants to run these activities.

### Refugee Health Clinical Hub

The Department of Business and Innovation invested over \$300,000 in 2011–12 to fund the development of the Refugee Health Clinical Hub as part of its Broadband Enabled Innovation program. Refugee patients usually have multiple and/or complex health conditions and require medium or long-term follow-up. Typically they will see both a primary care provider (general practitioner) and a specialist multiple times over the course of treatment programs.

The project consists of a web-based Clinical Hub to create a path of efficient hospital-primary care communication that is secure, sustainable and supported by clinical stakeholders across the sector. The Clinical Hub will:

- provide immediate access to specialist care summaries;
- provide patient-controlled records, with the long-term intent of developing a portal for patients to access health information
- generate primary health care plans
- provide high-resolution and low-latency video conferencing for case conferences and for real-time tele-health specialist support for GPs.



## Part A Major improvements and initiatives

## Culturally appropriate access to services

### Initiatives in 2011–12 for CALD youth, older persons and women and CALD communities in regional and rural Victoria

#### Disability Client Services – Interpreting Services

The Department of Human Services's Disability Client Services (North and West Metropolitan Region) is funding and supporting an experienced Intake and Response Team Leader to undertake training to become a qualified Turkish interpreter with the National Accreditation Authority for Translators and Interpreters Ltd. The objective is to improve communication with clients and families whose preferred language is Turkish when working with Disability Client Services.

Once the training is complete the Team Leader will be able to work directly with, and act as an interpreter for colleagues in the Disability Client Services Program, when working with clients and families whose preferred language is Turkish.

#### Vietnamese Carer Support Group

This group is funded by the Department of Human Services and facilitated by the Springvale Indochinese Mutual Assistance Inc. The group was established to provide Vietnamese carers with support, up-to-date information on disability services and opportunities for skill development. The group meets on a monthly basis, and between 25 and 35 carers participate in the group. Thirteen community education sessions were held during 2011–12, facilitating opportunities for carers to learn from and share experiences. This group has enhanced carers' self-esteem, motivation, confidence, health, and wellbeing.

#### International Students Care Service

The International Student Care Service (ISCS) provides 24-hour assistance to all international students in crisis across Victoria. During 1 July 2011 to 30 June 12, the Office of Multicultural Affairs and Citizenship administered the ISCS. From 1 July 2012, it was administered by the Department of Business and Innovation.

The ISCS delivers services to Victoria's international students through a central location in Carlton and provides a 24-hour contact point to support international students with:

- crisis intervention
- orientation information
- counselling, welfare and social support services
- emergency, financial relief and accommodation
- referral, where appropriate, to other service providers.

#### Free Kindergarten Program for Refugee and Asylum Seeker Children

The Department of Education and Early Childhood Development funds this initiative, which enables four-year-old refugee and asylum seeker children to access a quality kindergarten program for 10 hours and 45 minutes per week at no cost.

#### Child Protection Seminar

A number of newly arrived communities raised issues with the Office of Multicultural Affairs and Citizenship (OMAC) regarding the child protection system, particularly the role of the Department of Human Services and laws and practices in Australia. It became clear to OMAC that, across newly arrived communities, there was a lack of information about the child protection system and a cultural clash that required a systemic approach, rather than one-off information sessions. ■■■ Nasir community members (from South Sudan) in the Southern region were particularly active in expressing their views around the impact of the child protection system on their community. ■■■ After an extensive planning process the South Sudanese Community Child Protection Forum, Our Culture, Our Community, Our Children and the Law was held in Dandenong, involving a wide range of service providers and members of the South Sudanese community. Valuable mutual understanding was generated through the forum, and links were forged between community and service providers that have been used as a springboard to further work in the area.

### Stronger Futures for Refugee Youth program

The Department of Human Services provided \$915,000 in funding for the Stronger Futures for Refugee Youth program to assist in addressing the settlement and support needs of some of the most vulnerable unaccompanied refugee minors, as well as providing support with accessing sustainable accommodation, education and employment for those refugee minors transitioning to independent living. A number of initiatives are delivered through the program:

- the Refugee Minor Employment Program aims to train, transport and support 22 young people each year in undertaking an individually tailored pre-employment program and job placement;
- the Transition to Independent Living funding provides assistance to young people to transition into independent living on an ongoing and maintainable basis; and
- Cultural and Community Connections ensures that the young people are engaging in positive activities out of school or work hours that strengthen linkages with their cultural or local community.

### Commonwealth and State funded Home and Community Care Program

Department of Health initiatives under the Home and Community Care (HACC) program include:

- releasing Strengthening diversity planning and practice: a guide for Victorian Home and Community Care services to support and encourage Commonwealth and State funded HACC service delivery that is responsive to and respectful of the specific characteristics of the person seeking services
- collecting extensive data, documenting the use of HACC services by people from CALD backgrounds in each region and LGA. The resulting report serves as an important tool for HACC service providers in planning and delivering services to diverse communities.

### Intensive case management for CALD women experiencing family violence

The Department of Human Services provided a total of \$1,793,000 to provide intensive case management for women from CALD communities experiencing family violence.

#### Anh's story – reducing crises and stabilising a family through Services Connect\*

Understanding where to go to get help in the human services system can be confusing enough when you speak English. But for the parents of Anh, a young Vietnamese woman with autism and a moderate intellectual disability who can't use words to communicate, getting the right support was extremely hard. \\\ Anh, who lives at home with her mother, father and three brothers, attends a Special Development School full-time. Anh's parents require an interpreter and are not able to read correspondence, making contact and interactions with services difficult. The family's situation is further complicated by their history of homelessness, financial difficulties and legal issues. \\\ A Managed Support key worker met Anh, her parents and her brothers, and worked with the family – looking not just at Anh's challenging behaviour, but the whole family's situation. \\\ The key worker was able to work with the family to address the immediate issues, including addressing their rental arrears and relieving some of the anxiety and stress experienced by Anh's mother. By working together to identify the existing strengths of the family, the key worker helped identify the support the family required so that they could get out of their crisis situation and start to work on changing their lives. \\\ The key worker has now established a care team with an interpreter, which is working with Anh's parents to develop a single plan for the long-term progress of Anh and her family. The key worker has been able to stabilise the family and reduced their risk of needing critical, ad hoc support.

\* Services Connect is a reform agenda being pursued by the Department of Human Services that will create an integrated client service system that supports vulnerable and disadvantaged Victorians.



### Elder Abuse Prevention and Response Guidelines for Action

The Department of Health's Elder Abuse Prevention and Response Guidelines for Action 2012–14 were developed in 2011 to recognise the need to provide community education specifically for older people from CALD backgrounds. Actions under the guidelines include a community awareness program to identified CALD communities to increase awareness of elder abuse and use of measures providing protection and to increase the capacity of ethno-specific service providers to respond to incidents of elder abuse.

### Health interpreters

This Department of Health initiative provided support for interpreters in rural and regional Victoria to undertake health interpreting and mental health interpreting professional development programs.

### Kindergarten Program Support and Advisory service

This program, administered by the Department of Education and Early Childhood Development, provides culturally relevant information to support educators working with CALD families. In turn, this supports children to meet their potential and to access suitable services. The program provides bicultural support, bilingual support workers, professional development training and library services.

### Cultural Support Workers in the Youth Justice Custodial service

The cultural support workers in the Youth Justice Custodial service, funded by the Department of Human Services, assess the cultural needs of young people entering custody and ensure that these needs are met through case planning processes. There are two cultural support workers in the Youth Justice Custodial Service. One worker provides support to young people in custody who come from a range of CALD backgrounds and the other worker provides support to young people in custody from a Polynesian background.

### Video Relay Interpreting

The Department of Human Services provided \$144,258 to fund a pilot expansion to support improved access for the deaf community and increased access to language services for CALD communities in rural Victoria. Video Relay Interpreting aims to increase access to information and services for deaf and CALD communities, especially in regional and rural areas, through the use of video relay technology. A successful trial in 2009–10 led to the rollout of 19 Video Relay Interpreting sites at community health centres, hospitals and community organisations across the State.

### Schools Access Program

The National Gallery of Victoria (NGV) administers this program, which is funded through the Lord Mayor's Charitable Foundation, The Fred P Archer Charitable Trust and the NGV, the objectives of which are to:

- use the arts as a visual language accessible to all and which transcends cultural, linguistic, and religious differences
- provide assistance to schools to access the NGV's collections, exhibitions, professional expertise and educators as a resource for student learning
- target and cater for culturally diverse students from a wide ranging selection of schools including primary schools, secondary schools and English language centres
- develop and offer programs targeted to the needs of new arrivals and refugees
- reach students, teachers and schools who have never visited the NGV or participated in an NGV education program.

### Torture and trauma counselling for refugees in rural and regional Victoria

One-off additional funding was allocated by the Department of Health to the Victorian Foundation for Survivors of Torture (Foundation House) to undertake community engagement, to build understanding of mental health and wellbeing and to build the capacity of health services to respond to the mental health needs of refugee communities in Shepparton, Geelong and Mildura.

The pilot will focus on the need to further develop targeted interventions for highly vulnerable refugee survivors of torture and trauma living in rural and regional Victoria with emerging or existing mental health problems. The 12-month service will facilitate enhanced treatment, support and earlier intervention for this population who may otherwise not access services until their mental health problems reach a crisis point.

#### Part A Major improvements and initiatives

## Realising the benefits of multiculturalism

Whether people have come to our State by choice or out of necessity, they all make a significant contribution to Victoria's society, culture, economy and global competitiveness. Migrants and new arrivals contribute to a socially cohesive, multicultural society by sharing their rich cultural traditions, languages and religious heritage with the broader community. These influences contribute to the cosmopolitan character of our State and makes Victoria – and Victorians – more resilient and adaptable to an increasingly dynamic and interconnected global community. The skills of our migrants give our State a competitive edge in an increasingly globalised market. The government supports policies and programs that make the most of the opportunities presented to us by our society's cultural diversity.

Many of the initiatives in this section have helped Victoria maintain its position as a popular destination for skilled workers, significantly contributing to addressing skills shortages and increasing productivity. Also included are programs and policies that assist migrants further their education and that help gain employment commensurate with their skills and qualifications.

#### Initiatives in 2011–12

##### Multicultural Business Ministerial Council

The Multicultural Business Ministerial (MBMC), which is supported by the Department of Business and Innovation, is the peak body facilitating the government's interaction with Victoria's multicultural business community. The MBMC's primary objectives are to recommend strategies to increase exports, promote Victoria as a culturally diverse business centre, and aid the development of business opportunities that take advantage of Victoria's linguistic and cultural resources.

##### Multicultural Awards for Excellence

The Multicultural Awards for Excellence are administered by the Victorian Multicultural Commission to recognise and reward the contributions of individuals and organisations from CALD backgrounds who promote the social, economic and cultural benefits of Victoria's multicultural community.

The 2011 awards were hosted by the Hon. Alex Chernov, Governor of Victoria, at Government House and attended by over 500 people. In total, 249 nominations were received (205 from individuals and 44 from organisations), with 171 awards given out. The award categories are:

- Meritorious Service to the Community
- Service Delivery to Multicultural Victoria
- Local Government
- Media
- Education
- Police and Community Multicultural Advisory Committee
- Ambassador
- Community Harmony
- Multicultural Business: Corporate Innovation and Victorian Multicultural Marketing
- Victorian Multicultural Honour Roll.

### Victoria-India Doctoral Scholarships Program

The Department of Business and Innovation provided \$1 million in funding for the Victoria India Doctoral Scholarships Program, which aims to attract the best and the brightest Indian scholars to Victoria who will contribute to global knowledge and the thriving Indian and Victorian economies and societies and help to build a closer partnership between India and Victoria.

### The Hamer Scholarships Program

The Department of Business and Innovation funded the Hamer Scholarships to provide 12 Victorians with up to \$10,000 to undertake an intensive Chinese-language course at a university in Jiangsu Province, Victoria's Sister State.

### Victorian International Research Scholarships

The Victorian International Research Scholarships are funded by the Department of Business and Innovation and aim to drive sustainable growth in the international education sector, and postgraduate research education in particular, by building awareness of Victoria's internationally competitive research strengths, including the capabilities of Victoria's universities and other research institutions and research infrastructure.

The program will benefit international students, while also contributing to the State's knowledge capital, and contribute to the creation of export income as well as building Victoria's linkages with governments and research institutes internationally. Six scholarships were awarded in 2011–12.

## Stories of Hope

The Victorian Multicultural Commission launched Stories of Hope as a part of Refugee Week 2012. Refugee Week is Australia's peak annual activity that raises awareness about the issues affecting refugees and celebrates the positive contributions made by refugees in society. The theme for 2012 was Restoring Hope. The Stories of Hope initiative aimed to strengthen the storytelling skills of aspiring writers, poets and spoken-word artists from new and emerging communities. The program aimed to build understanding and awareness of the perspectives and artistic talent of participants. Twenty-four participants from six CALD communities took part in workshops to develop their storytelling skills. Workshops were facilitated by author Arnold Zable and Co-Director of the Centre for Poetics and Justice, Alia Gabres. Comments from some of the participants of the Stories of Hope program include: "I found the workshop encouraging, fun and interesting. I was able to write a poem titled 'Touch the Sky' and Arnold Zable gave positive feedback and encouraged me to write more." This poem was for those children who live in the caves of the Bamyan mountain in Afghanistan. "An enjoyable and interesting session. I am exceedingly fascinated by the stories [of other participants], which I find priceless pieces." "It is very nice having you people around to share with the things that we feel... our experiences."

## Realising the benefits of multiculturalism

### Initiatives in 2011–12 for CALD youth, older persons and women and CALD communities in regional and rural Victoria

#### International Student Information Days

The Department of Business and Innovation delivers free Information Days twice a year, to provide an opportunity for international students to hear direct from experts on how to find a home or a job, immigration matters and accessing the many support services on offer.

#### Multicultural Media Internship Program

This program was established by the Victorian Government in 2011 and is administered by the Victorian Multicultural Commission. The project supports multicultural media organisations to deliver work experience, professional development training and leadership to aspiring journalists from CALD backgrounds. The VMC awarded grants totalling \$25,000 to five interns at SBS, Australian Chinese TV, Serbian Voice newspaper, Greek newspaper Neos Kosmos and Multicultural Media Exchange.

#### Victorian Government's Vision for Languages Education

To reinforce the government's commitment to extend and improve languages education and to build on the linguistic and cultural capital of Victoria's diverse population, the Department of Education and Early Childhood Development administers the Victorian Government's Vision for Languages Education. As part of the vision, a range of initiatives have been rolled out in 2012 including Languages Start-Up grants and Languages Teaching Scholarships.

#### Victoria – Leader in Learning

The Department of Business and Innovation funded the Victoria – Leader in Learning initiative, which supports the State's international education sector by promoting Victoria as a premium education destination.

#### Community Languages Schools Program

The Department of Education and Early Childhood Development provided funding of \$6.4 million in 2011–12 for a per capita student subsidy to eligible community-based, non-profit organisations that provide programs to school-age students to maintain their languages and cultures. In the 2012 school year, 181 organisations provided classes in 47 community languages for 34,728 students.

#### Country Fire Authority (Corio and Norlane)

The A Shift operational staff at Corio are responsible for the Community Safety portfolio for the brigade and have worked with great success, on a strategy to engage CALD groups, people living with disability and those living in poverty, through the development of a fire safety knowledge strategy. The team has participated in a range of forums, training initiatives and workshops, and engaged with representative groups such as Diversitat to ensure that they are able to build the profile of the Country Fire Authority within the CALD community. A focus has been to meet the particular fire safety awareness needs of those CALD groups through skills development (cultural awareness and disability awareness) of staff and volunteers in the region and, in the longer term, build better engagement with CALD communities. The team has trialled the Building Multiculturalism in Your Brigade guide and is also running a cultural diversity awareness program.

In addition, a total of \$727,000 was provided for the following initiatives to assist community language schools:

- providing community languages school teachers with professional development activities
- developing an accredited course for community languages teachers
- developing a rental agreement framework for community languages schools.

### National Youth Week Grants

National Youth Week is an annual celebration of young people in Victoria. Local grants are provided by the Office of Youth to support activities and events run by and for young people for National Youth Week each year. Ten grants were provided to local government and community organisations to deliver events and activities specifically targeting CALD and recently arrived refugees. Approximately 1,400 young people attended these 10 events.

### Victorian Senior of the Year Awards: Promotion of Multiculturalism Award

The Department of Health's annual awards include a Multiculturalism Award to honour a Victorian senior who is making a significant contribution to promoting the benefits of cultural diversity in their community and the broader community.

### Melbourne Airport Welcome Desk

The Melbourne Airport Welcome Desk, funded by the Department of Business and Innovation, greets international students and provides assistance and information on settling in to Victoria.

### Karen Bilingual Kindergarten Program

Administered by the Department of Education and Early Childhood Development and conducted in 2012 at Wyndham Park Primary School, the Karen Bilingual Kindergarten program includes a Karen-speaking teacher and multicultural education aid providing program support to all Year 1 students in the bilingual program, including Karen-speaking children. The multicultural education aid provides bilingual support to the families and the school community.



# Part B

## Departmental reporting

Use of interpreting and translating services

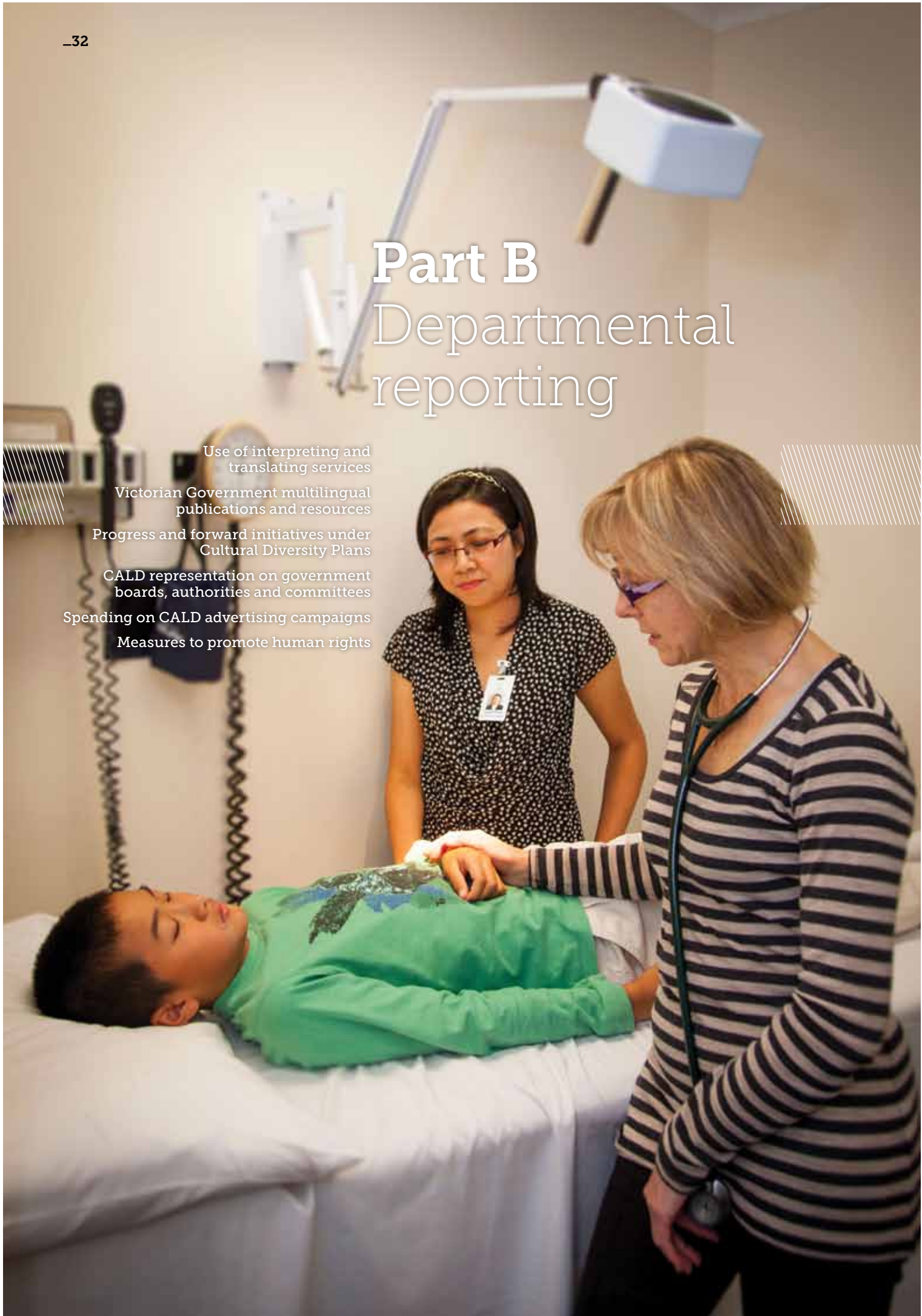
Victorian Government multilingual publications and resources

Progress and forward initiatives under Cultural Diversity Plans

CALD representation on government boards, authorities and committees

Spending on CALD advertising campaigns

Measures to promote human rights





## Use of interpreting and translating services

### Expenditure on interpreting and translating services

The following list provides an indication of expenditure on language services in 2011–12. It is not intended to be an exhaustive record of the output from Victorian Government departments.

Total identified expenditure for interpreting and translating services in 2011–12, including expenditure through funded agencies, was \$27,263,484 representing a 4.26 per cent increase from the 2010–11 expenditure of \$26,149,230.

#### Department of Education and Early Childhood Development:

Service	Expenditure	Description/Outcome
Early Childhood Services telephone and onsite interpreting	\$1.2 million	Funded Early Childhood Services are able to access telephone and onsite interpreting. These include: – Maternal and Child Health / Early Childhood Intervention Services – the kindergarten multilingual telephone line.
Interpreting and translation services for parents/guardians and school communities	\$1.1 million	Facilitated parent and community engagement through early childhood and school education translation and interpretation services, including: – 9,820 onsite interpreting assignments – 2,292 telephone interpreting assignments – 426 translating assignments.

#### Department of Health:

Service	Expenditure	Description/Outcome
Hospital expenditure on language services	\$13,427,357	Hospitals are funded through a case mix model, which includes funding for language services. Hospitals (including mental health services) then report to DH on expenditure.
Direct funding to community health services for language services	\$1,793,022	Direct funding is provided to community health services that are large users of language services. The funding supports the use by community health services of language services for interpreting, translation and delivery of care to people from non-English-speaking backgrounds.  Services not receiving direct funding have access to the DH/DHS shared credit line.
DH Credit Line	\$1,009,595	The DH credit line system is a centrally funded and administered system for language services. Program areas allocate an annual budget for their credit line/s, and this pool of funds is used to provide language service to DH-funded agencies that are considered 'small users' of language services.
Companion Card –interpreter and translation service for people with a disability.	\$165,000	Provision of interpreter services regarding Companion Card issues in a wide array of languages.
Direct funding to the Commonwealth and State funded Home and Community Care Program	\$126,000	Direct funding was provided to the Commonwealth and State-funded Home and Community Care Program to provide linguistically appropriate information, care and service delivery to clients from CALD backgrounds.

Seniors Card – telephone interpreter services for senior Victorians	\$83,666	Provision of interpreter services regarding Seniors Card issues in a wide array of community languages.
Seniors Information Victoria (SIV)	\$20,000	Promotion of Telephone Interpreter Service assistance to callers to SIV and production of promotional/advertising material, in languages other than English, promoting SIV and its services to CALD seniors and CALD community members.

**Department of Human Services:**

Service	Expenditure	Description/Outcome
DHS Credit Line	\$1,003,577	The DHS credit line system is a centrally funded and administered system for language services. Particular DHS program areas allocate an annual budget for their credit line(s), and this pool of funds is used to provide language services to DHS funded agencies and DHS Disability Services workers in regional offices to support client access from CALD backgrounds.
Housing and Community Building interpreting and translating services	\$559,947	Language services are required for housing tenants and applicants seeking assistance from central and regional offices, the Housing Call Centre and the Housing Complaints and Appeals area. This service includes access to the Language Link telephone information service.
Children, Youth and Families interpreting and translating services	\$397,343	Child Protection, Youth Services and Youth Justice purchase language services through operational budgets as required.
Community Consultation on the Victorian Social Housing Framework	\$22,623	DHS provided translation and interpreting services for written and verbal submissions during the state-wide public consultation on social housing.
Corporate Services interpreting and translating	\$16,114	Corporate Services purchases language services as required to support all persons receiving concessions from CALD backgrounds.

**Department of Business and Innovation:**

Service	Expenditure	Description/Outcome
Locally based foreign language guides for visitors	\$34,448	Locally based foreign language guides were employed for interpreting and cultural exchange. Guides were sourced in seven foreign languages.
Small Business Commissioner	\$2,563	Provided interpreting services to assist dispute resolution services to Victorian businesses.
Business Victoria Online accepts calls from the Translating and Interpreting Service – Commonwealth Department of Immigration and Citizenship	\$1,936	Callers from CALD communities contacted the Translating and Interpreting Service to interpret a call to the Business Victoria Contact Centre.
Employment Information and Compliance	\$820	Telephone interpreting services were used to provide information and advice to employers, employees and the community about long service leave and child employment legislation.

**Department of Justice:**

Service	Expenditure	Description/Outcome
State-wide interpreting services in the Magistrates' Courts of Victoria	\$1,689,971	Interpreters provided for court hearings to any accused (criminal jurisdiction), affected family member and respondent (family violence jurisdiction) and witnesses in criminal cases to provide access to justice for court users. Over 9,000 interpreting services were provided during the year.
Victoria Police interpreting and translating services	\$1,505,754	Interpreter service provision for clients presenting as victims, witnesses, suspects and offenders.

Victoria Legal Aid (VLA) interpreting services	\$391,351	VLA used interpreters extensively in the delivery of direct services, through: <ul style="list-style-type: none"> <li>- Legal Help call centres</li> <li>- delivering community legal education sessions to CALD communities</li> <li>- via Community Legal Centres.</li> </ul>
Office of Public Prosecutions interpreting and translating services	\$383,142	Interpreting services were made available to all prosecution witnesses and victims of crime.
Victorian Civil and Administrative Tribunal interpreting services (VCAT)	\$210,523	Interpreter services were provided at all VCAT locations across Victoria to assist CALD users with improved access to the tribunal.
Corrections Victoria interpreting and translating services	\$153,590	Interpreting services were provided across prisons and Community Correctional Services locations. Services have been delivered by telephone and face-to-face interpreters.
Neighbourhood Justice Centre (NJC) interpreting and translating services	\$126,000	NJC maintains a permanent booking for a Vietnamese interpreter to perform duties onsite three days per week.
Consumer Affairs Victoria (CAV) interpreting services	\$104,980	CAV accessed interpreting services as required, including 1,452 calls to CAV's enquiries line through the interpreting service, as well as the for: <ul style="list-style-type: none"> <li>- The Advocacy and Specialist Services Program</li> <li>- The Moneyhelp service</li> <li>- generalist financial counselling.</li> </ul>
Victoria Police Language Allowance Scheme	\$62,109	A language allowance was paid to bilingual staff who are prepared to use their language skills in the workplace to communicate with LOTE speakers.
Dispute Settlement Centre of Victoria interpreter service	\$31,141	Interpreting services were provided across 22 community languages.
Registry of Births, Deaths and Marriages telephone interpreting services	\$30,199	Telephone interpreting for all customer interactions related to the registration of births, deaths and marriages and application for certificates.
Victorian Electoral Commission (VEC) interpreter service	\$24,805	VEC provided interpreter services as required for callers to the commission.
Office of Gaming and Racing interpreter services	\$20,000	Onsite and telephone interpreters were available to clients of Gambler's Help services.
Victorian Equal Opportunity and Human Rights Commission interpreting and translating services	\$14,521	Interpreting services were provided across the commission with the majority being provided by the Dispute Resolution Unit.
Victim's Support Agency interpreting services	\$6,324	Interpreter services were provided to the Victims of Crime Helpline and the Victims Register for work with victims of crime against the person.
County Court interpreting and translating services	\$2,000	Interpreters provided for court hearings and a telephone interpreter service is available for a person needing interpreter services at the registry counter.
Metropolitan Fire Brigade interpretation and translation services	\$1,396	Upon request, interpreter services are provided for fire safety presentations to CALD communities, including presentations as part of the Seniors Fire Safety Program.
Office of the Victorian Privacy Commissioner interpreting and translating services	\$1,098	All enquirers and complainants to Privacy Victoria were provided access to a free telephone or face-to-face interpreter service.
Office of the Public Advocate interpreter service	\$316	Interpreters were provided for community education presentations to the Turkish community.
Office of the Deputy Sheriff interpreting services	\$43	Interpreter services were provided to ensure CALD communities understand the process of warrant execution.

Department of Premier and Cabinet:

Service	Expenditure	Description/Outcome
Victorian Multicultural Commission	\$11,979	Interpreting services for community consultations, meetings and events.
Translation services for correspondence sent to the Premier	\$2,220	Translation services provided for incoming correspondence written in languages other than English.

Department of Primary Industries:

Service	Expenditure	Description/Outcome
Fisheries Victoria – Compliance	\$3,857	Fisheries Officers used interpreting and translating services in their field compliance duties to convey information about fishers’ rights to those clients whose first language was not English.
Emergency Planning and Communication Locust Response	\$49	Use of translation services.

Department of Sustainability and Environment:

Service	Expenditure	Description/Outcome
DSE Language Allowance Scheme	\$7,048	DSE has provided a language allowance payment for six community languages in 2011–2012.
Environmental Protection Authority community information	\$4,000	Provided interpreting services to assist in the provision of information to CALD communities in relation to landfill and other environment remediation issues.
DSE’s Customer Service Centre interpreting services	\$1,322	Interpreting services provided to people using DSE’s Customer Service Centre, which provides telephone information relating to DSE activities, including smart meter installation, water rebates, fishing and hunting licences, fire ready initiatives, energy saver incentive scheme and eradicating European wasp nests.
Sustainability Victoria community information	Expenditure is funded under Sustainability Victoria’s budget	Interpreters were engaged to assist the provision of community information relating to home energy, waste and rebates.

Department of Transport:

Service	Expenditure	Description/Outcome
Interpreter-assisted learner permits and driver tests	\$1.4 million	People from non-English-speaking backgrounds can receive VicRoads-funded interpreter assistance for a learner permit or licence test. This included 16,000 interpreter-assisted tests.
Interpreter-assisted telephone customer service	\$83,000	VicRoads Call Centre offers interpreter-assistance when required.
Public Transport Victoria telephone interpreter service	\$16,390	Public Transport Victoria provides interpreter service for state-wide public transport enquiries in 13 languages other than English. Customers can also call the interpreter service and listen to prerecorded information. 396 interpreter calls received during 2011–12.
Interpreter-assisted telephone customer service	Expenditure is funded under the Transport Ticketing Authority project budget	The myki call centre offers a telephone translation and interpreting service for state-wide myki enquiries and information. 715 interpreter calls received during 2011–12.

Department of Treasury and Finance:

Service	Expenditure	Description/Outcome
State Revenue Office (SRO) interpreting and translating services	\$10,345	The SRO uses the National Translating and Interpreting services, organised through the Department of Immigration and Citizenship. This provides SRO customers with translation of all written material, electronic forms and telephone interpreting.

## Part B Departmental reporting

## Victorian Government multilingual publications and resources

The following list of publications and resources is not intended to be an exhaustive record of the output from the Victorian Government departments.

A number of items have been selected from departments to demonstrate the work underway in developing multilingual publications. Many of these publications are available on the department websites.

Department	Publication	Description	Languages other than English
Department of Education and Early Childhood Development	Maternal and Child Health publications	Publications promoting the Maternal and Child Health service and providing information on women's and children's health and development.	Available in 18 community languages.
	Kindergarten brochures and resources	Range of brochures providing information for parents about the benefits of kindergarten programs, how to enrol and the kindergarten fee subsidy.	Available in 20 community languages.
	Welcome to Secondary School 2012	The handbook provides a range of useful information for parents of children beginning secondary school.	Translated into four community languages and also available on the DEECD website.
	VCAL: The hands-on option for Years 11 and 12 students	The booklet provides information about the opportunities Victorian Certificate of Applied Learning offers students.	This booklet was translated into 20 community languages on the Victorian Certificate of Applied Learning website.
Department of Health	Alcohol and Other Drug Client Charter	Products include a printed publicity poster with accessibility statements to be displayed in Victorian Alcohol and Other Drug services, a web-based client charter publicity and a web-based client charter brochure.	Available in 13 community languages.
	Victorian Patient Satisfaction Monitor	The Victorian Patient Satisfaction Monitor allows more CALD patients of Victoria's health services to provide feedback on their healthcare experience. It includes specific questions on access to interpreters.	The VPSM is available in 16 community languages.
Department of Human Services	Draft Victorian State Disability Plan 2013–2016	The Draft Victorian State Disability Plan 2013–2016 sets out how the Victorian Government will work with the disability sector and the broader community to break down barriers faced by people with a disability.	The plan was translated into nine community languages.
	Client Services Charter	The Client Services Charter in November 2011 sets out the Department of Human Services commitment to respect, safety, privacy, fair process and participation for its clients.	The charter was provided in eight community languages.
	Promotional poster about access to the homelessness service system in the North and West Metropolitan Region	This promotional poster provided information on how to access homelessness assistance available through the homelessness service system.	This poster provided information in 13 community languages.
Department of Business and Innovation	Language variants of Tourism Victoria's consumer websites	Ongoing management of foreign language tourism websites. The websites provide a medium to ensure destination promotional materials are accessible to a greater range of consumers and businesses from CALD communities. This year has seen the launch of a redeveloped simplified Chinese website with over 500 pages of content and a redeveloped Korean website.	The websites are available in seven community languages.
	Study Melbourne Brochure and website	A 20-page colour brochure, as well as posters and postcards. The Study Melbourne website includes information and a section to meet students from around the world and listen to their stories about living in Melbourne.	The brochure, posters and postcards were available in six community languages.
Department of Justice	Victorian Electoral Commission – 2012 Council Elections	Translations in text and audio were prepared in advance for the Victorian Electoral Commission's website during the August, September and October campaign period for council elections.	The translations were available in 20 community languages.

Department	Publication	Description	Languages other than English
	Fact sheet for migrant settlement workers – Consumer Affairs Victoria	Consumer Affairs Victoria provided a fact sheet on shopping rights and scams.	The fact sheet was translated into 15 community languages.
	Play it Safe by the Water	Translated water safety pamphlets, postcards and hints were linked to the Play it Safe by the Water brand.	The materials were translated into 19 community languages.
	Victoria Police road rules brochure in the Robinvale area	A road safety brochure explaining road safety messages designed to assist people from CALD communities in the Robinvale area.	The brochure is available in seven community languages.
	Metropolitan Fire Brigade websites	Fire safety information is presented on the Metropolitan Fire Brigade website and the Home Fire Safety website.	Material is translated in 14 community languages.
	Can I, Can't I and Fire Danger Ratings – Country Fire Authority	These publications outline key legislation pertaining to activity restrictions over Fire Danger Period and Total Fire Ban declarations.	The publications are available online and in hard copy and have been translated into 32 community languages.
	Legal Basics – Victoria Legal Aid	Legal Basics are storytelling fact sheets developed to support face-to-face sessions with new arrivals.	The fact sheets are produced in basic English as well as in four community languages.
	Discrimination Information – Victorian Equal Opportunity and Human Rights Commission	Information highlighting in different languages that discrimination is against the law was produced online and as a general poster.	The information was translated into 20 community languages.
Department of Planning and Community Development	Tomorrow's Library	Multilingual publications that seek community input on the review of Victorian public libraries.	Produced in 10 community languages.
	Metropolitan Planning Strategy – translation service and fact sheets	Plan Melbourne-related fact sheets are available in other languages.	Fact sheets are available in five community languages.
Department of Primary Industries	Smart Meters – raise awareness and clarify the status of the rollout	Translations of Smart Meter fact sheets to raise awareness of Smart Meters, their purpose and benefits, and to clarify the status of the Smart Meter rollout and explain the government's review decision.	The fact sheets were translated into eight community languages and made available on the Smart Meter website.
Department of Sustainability and Environment	Park Notes – Parks Victoria	A park note highlighting key points about visiting parks and where to find further information.	The park note has been translated into 32 community languages.
	Living Victoria Water Rebate program fact sheets	Publication of fact sheets on Home and Garden rebates and Small Business rebates.	The fact sheets are available in 10 community languages.
Department of Transport	Learner permit and licence tests conducted in languages other than English	VicRoads provides computerised learner permit and hazard perception tests.	Available in 14 community languages.
	Road to Solo Driving Handbook	A handbook designed to help drivers understand the road rules, know their legal responsibilities and prepare for the challenges of driving.	Available in four community languages.
	Online common transaction videos	Videos of how to perform common registration and licencing transactions.  This information can be accessed online via the VicRoads website.	Provided in five community languages.

## Part B Departmental reporting

## Progress and forward initiatives under Cultural Diversity Plans

All departments are required to develop Cultural Diversity Plans to enhance the provision of culturally sensitive service delivery to all Victorian communities.

Under this commitment, departments are required to:

- incorporate culturally appropriate training for their staff into the delivery of services to our CALD communities
- ensure that information on services is readily available to CALD communities
- assess the effectiveness of service delivery to CALD communities as an integral part of program evaluation.

At 30 June 2012, departments were implementing and monitoring their Cultural Diversity Plans, and a number of departments were in the process of updating or developing new Cultural Diversity Plans.

The following table highlights progress and forward initiatives under departments' Cultural Diversity Plans and is not intended to be an exhaustive record of the output from Victorian Government departments.

Department	Detail
Department of Education and Early Childhood Development	DEECD has undertaken a range of initiatives that align to the Department's Cultural Diversity Plan, including: <ul style="list-style-type: none"> <li>– a program of workshops and stakeholder meetings on the new Collaborative Curriculum and Assessment Framework for Languages study designs</li> <li>– providing professional development program on VCE Language course-writing for teachers and principals from approximately 90 community-based providers of smaller candidature languages, to assist them to have their schools registered as VCE providers.</li> </ul>
Department of Health	DH undertook a range of initiatives in 2011–12 to support the provision of culturally sensitive service delivery, including: <ul style="list-style-type: none"> <li>– DH regions and Home and Community Care funded agencies completed diversity plans for the period July 2012 to June 2015 under the Diversity planning and practice statement;</li> <li>– the Cultural Responsiveness Framework: guidelines for Victorian Health Services, which specifies six standards for culturally responsive health care; standards are progressively reported on by each health service in their annual Quality of Care report from 2010–13</li> <li>– the WHO-Health Promoting Hospitals Task Force on Migrant Friendly and Culturally Competent Health Care, which has developed access and equity standards for healthcare organisations to measure performance in equity in health care for migrants and other vulnerable groups</li> <li>– the Improving Access and Responsiveness in mental health services program, which focuses on more culturally responsive services for CALD and refugee communities through support for workforce development and skills augmentation in specialist mental health services.</li> </ul>
Department of Human Services	DHS has been undertaking a revision of the access and equity policy framework, and it is anticipated that the revised policy will be operational by late 2012. This policy will include DHS cultural diversity forward planning. Work has commenced to ensure that service reform is consistent with the department's positive duty obligations under the Equal Opportunity Act, and is responsive to CALD communities.
Department of Business and Innovation	DBI is undertaking a number of initiatives to support the delivery of culturally sensitive services, including: <ul style="list-style-type: none"> <li>– exploring ways to promote Victoria's multicultural attributes to international and domestic visitors through initiatives that feature cultural locations and attractions</li> <li>– promoting greater awareness of different cultural business practices through regular briefings by visiting representatives from Victorian Government Business Offices, and client managers with cultural knowledge of Victoria's key markets</li> <li>– working closely with international students and international student representative groups in the development of policy and programs</li> <li>– exploring ways to further promote the contributions made by international students to the wider community.</li> </ul>
Department of Justice	Examples of initiatives progressed under DOJ's Cultural Diversity Plan in 2011–12 include: <ul style="list-style-type: none"> <li>– delivering a session on working with interpreters as part of the 2012 Judicial Orientation program for new judicial officers</li> <li>– updating the Fire-fighter Cultural Burning Reference Resource, which provides fire-fighters with culturally sensitive information on the types of cultural burning practices they may encounter</li> <li>– delivering cultural competency training to build the cultural competency of regional DOJ staff in the local context</li> <li>– developing Victoria Legal Aid's Cultural Diversity Action Plan.</li> </ul>

<p>Department of Planning and Community Development</p>	<p>The DPCD Inclusion Framework creates the foundation of a positive culture for inclusion and human rights both within DPCD and in interactions with clients, stakeholders and communities. The Inclusion Framework addresses how DPCD's goods, services, policies and programs will be delivered in a way that is inclusive of all population groups including CALD communities, women, youth, seniors, Aboriginal and Torres Straight Islanders and people with a disability.</p> <p>The DPCD Inclusion Framework has four key outcome areas listed below. These outcomes are aligned to those that Victorian public sector bodies are required to address in their Disability Action Plans under the <i>Disability Act 2006</i> section 38 (Vic).</p> <ul style="list-style-type: none"> <li>- access to goods, services and facilities</li> <li>- obtaining and maintaining employment</li> <li>- changes in attitudes and practices</li> <li>- promoting participation.</li> </ul> <p>In 2011–12, DPCD reviewed our inclusive practices and behaviours, ensuring their sustainability and encouraging learning and change as necessary.</p>
<p>Department of Premier and Cabinet</p>	<p>Preliminary work has commenced to establish a Diversity and Inclusion Strategy for DPC, which aims to raise cultural awareness and foster a workplace that is inclusive and open to diversity. The strategy will work towards developing the DPC workforce to better represent and reflect the community which it serves.</p> <p>The Public Record Office Victoria developed a new Cultural Diversity Plan 2012–13 to 2014–15. This work was undertaken by the PROV CALD Committee in concert with the Arts Victoria CALD Committee. This plan has been approved, and Year One implementation activities for 2012–13 have commenced.</p> <p>In April 2012, Arts Victoria launched its Cultural Diversity Action Plan 2012–2020, which sets out a series of 60 actions that will sharpen Arts Victoria's approach to culturally sensitive service delivery.</p> <p>Under its 2011–2013 Cultural Diversity Plan, the State Library of Victoria has established a program to attract volunteers from CALD communities and continues to build and develop new partnerships and sponsorships opportunities with CALD community groups.</p>
<p>Department of Primary Industries</p>	<p>2011–12 saw the following developed and delivered as part of the Fisheries Victoria CALD Engagement and Education Plan:</p> <ul style="list-style-type: none"> <li>- a working group with the Victorian Multicultural Commission (VMC) and Victorian Police Multicultural Liaison Unit that advises on Fisheries strategies on community engagement and education with the CALD community</li> <li>- working with CALD community groups in water safety, environmental and sustainability issues and fishing regulations fisheries sustainability education activities</li> <li>- networking with communities to develop culturally sensitive information products to assist with learning needs and voluntary compliance</li> <li>- establishing relationships with English as a Second Language (ESL) schools and is developing a learning syllabus for new arrivals.</li> </ul>
<p>Department of Sustainability and Environment</p>	<p>The Diversity (Inclusion) Action Plan was launched in August 2009 and adopts a comprehensive approach to addressing barriers to access and equality for target groups identified in legislation or policy. The Action Plan includes initiatives and actions to create better outcomes for people from CALD backgrounds.</p> <p>In the 2011–2012 period DSE has:</p> <ul style="list-style-type: none"> <li>- promoted Cultural Diversity Week</li> <li>- promoted the translation and interpreting services guide for key projects and programs</li> <li>- promoted grants programs to community groups through the sustainability fund</li> <li>- produced information in languages other than English on issues.</li> </ul> <p>Work has begun on developing the 2013–2016 Diversity (Inclusion) Action Plan.</p>
<p>Department of Transport</p>	<p>DOT's Diversity and Inclusion Strategy 2010–12 sets the overarching framework for diversity and inclusion for the Department and one of the key focus areas is supporting people from CALD backgrounds. The progress of the strategy will be measured annually and reported to the DOT Leadership Team.</p>
<p>Department of Treasury and Finance</p>	<p>Working Together: DTF's 2011–2012 Diversity Plan has been revised to include initiatives designed to promote a greater understanding and awareness of issues faced by persons with a disability or from CALD backgrounds, leading to a more inclusive workplace.</p> <p>The State Record Office (SRO) is reviewing the current information available on the Careers@SRO page of the SRO website to ensure it includes information on SRO's diverse workforce.</p>



## Part B Departmental reporting

## CALD Representation on Government Boards, Authorities and Committees

Of the 1517 new appointments to government boards, authorities and committees in 2011–12, 23% (347) were people who identified as being from a CALD background.

As the data demonstrates, the percentage of new appointees of people from CALD backgrounds to boards, authorities and committees varied across departments.

Total board numbers as at 30 June 2012 were 4,149, of which 18% (764) were from CALD backgrounds.\*

The number of appointees of people from CALD backgrounds to government boards, authorities and committees rose substantially in 2011–12 compared to 2010–11.

This reflects both an actual increase, plus improved methods of data collection.

The *Guidelines for the Appointment and Remuneration of Part-Time Non-Executive Directors of State Government Boards and Members of Statutory Bodies and Advisory Committees* now ask appointees three CALD-related questions to generate more accurate data on CALD representation on boards and committees. Questions relate to:

- whether a person or their parents were born overseas
- if they speak a language other than English at home
- whether they self-identify as having a CALD background.

The 2011–12 figures are calculated on the basis of an appointee answering yes to at least one of these questions. Previously, an appointee was counted as being from a CALD background if they answered yes to the third question only.

The Victorian Government has a strong commitment to ensuring that boards and committees reflect the diversity of our communities.



\* Owing to insufficient collection of data relating to the CALD background of appointees, the following boards have been excluded:

- Committees of Land Management
- Cemetery Trusts
- School Councils.

**Table 1: New appointments (including re-appointments) 2011–12**

Number of bodies	Number new appointments	Culturally diverse backgrounds	
		Number	%
345	1517	347	23

**Table 2: Composition of all boards as at 30 June 2012**

Number of bodies	Total positions	Culturally diverse backgrounds	
		Number	%
434	4149	764	18

**Table 3: Representation of people from culturally diverse backgrounds by department – Figures for 2010–11 and 2011–12**

Department	New appointments		All boards	
	%		%	
	2010–11	2011–12	2010–11	2011–12
DEECD	9.6	16	6.0	10
DH	12.1	21	9.8	17
DHS	14	28	13.6	19
DBI	5.4	29	6.3	18
DOJ	32.4	22	22.3	22
DPCD	27.3	25	14.8	22
DPC	35.5	48	29.2	33
DPI	12.3	32	10.4	32
DSE	15.0	21	12.5	17
DOT*	-	5	-	7
DTF	3.0	11	4.9	4
<b>Overall</b>	<b>13.23</b>	<b>23</b>	<b>6.1</b>	<b>18</b>

## Percentage of total expenditure on CALD advertising campaigns

### Multicultural Communications Policy

Under the Victorian Government's Multicultural Communications Policy, departments and agencies are required to:

- ensure that ethnic communities are informed of government services and programs
- commit a minimum of 5 per cent of their campaign advertising budget to multicultural media.

In 2011–12, departments exceeded the five per cent minimum CALD media target with CALD campaign expenditure equalling 6.0 per cent of total campaign expenditure. This represents an increase from 5.5 per cent in 2010–11.

Public entities and statutory authorities spent 3.0 per cent of their campaign spend on CALD media for campaigns in 2011–12, a similar amount to 2010–11 (2.9 per cent).

Overall, the Victorian Government (including public entities and statutory authorities) spent 3.7 per cent of campaign expenditure on CALD media.

### CALD media advertising and promotions

The following list is not intended to be an exhaustive record of the output from Victorian Government departments. It provides examples of expenditure on CALD advertising campaigns from 2011–12.

Department	Example
Department of Education and Early Childhood Development	DEECD ran a campaign in October 2011 to promote free Children's Week activities and raise awareness of the importance of the early years of life. Advertisements for Children's Week ran in five CALD newspapers. DEECD promoted Education Week 2012, which ran from 7–17 May, via CALD newspapers in four community languages. The promotion also highlighted activities and government initiatives in education and early childhood.
Department of Health	DH ran awareness campaigns through ethnic media in metropolitan and regional Victoria throughout 2011–12 to ensure key messages reached a wide range of CALD audiences.
Department of Business and Innovation	DBI ran Phase 10 of the Jigsaw campaign, Play Melbourne, a domestic tourism marketing campaign to interstate markets during 2011–12. The campaign was run in English on SBS television in national markets excluding Victoria, and included television, cinema, print, digital, social media, radio and PR. In August 2012, DBI promoted Victoria's Small Business Festival through a multilingual marketing campaign in ethnic media throughout the State. Specific regional areas include: Ballarat, Geelong, Bendigo and Gippsland. The festival is an annual small business month (1–31 August) comprising an extensive program of events aimed at providing ideas and information to start, run or build a business.
Department of Justice	The Summer Fire Information Campaign was a whole-of-government initiative that delivered fire safety messages to Victorians. Messages were posted to the internet, press radio and television and presented in 19 languages.
Department of Planning and Community Development	The Premier's Active Families Challenge 2012 ran in March and April to encourage young children and their families to engage in 30 minutes of exercise for 30 days over a six-week period. Advertising, PR and events were held in the month prior to the period to encourage as many people as possible to register via the Better Health Channel website.
Department of Premier and Cabinet	The Public Record Office of Victoria's community-based media campaigns targeted CALD and community-based publications and radio networks, including Arabic Radio – SBS and Arabic language newspapers.
Department of Primary Industries	Smart Meter advertising appeared in 14 CALD publications (40 ads in total). Multicultural and Welfare stakeholders were briefed on this advertising prior to launch.
Department of Sustainability and Environment	The Planned Burning advertising campaign in Autumn 2012 targeted CALD communities via community-based publications and radio networks in 12 community languages.
Department of Transport	The metcard withdrawal and transition to myki advertising campaign appeared in CALD newspapers in eight community languages.

**Percentage of total expenditure on CALD advertising campaigns**

<b>Calendar Year</b>	<b>Percent (%)</b>
1999	2.27
2000	2.16
2001	3.20
2002	3.84
2003	4.20
<b>Financial Year</b>	<b>Percent (%)</b>
2003–2004	5.10
2004–2005	3.65
2005–2006	3.10
2006–2007	3.30
2007–2008	3.50
2008–2009	3.20
2009–2010*	3.53
2010–2011	3.74
2011–2012	3.67**

**Percentage of total expenditure on CALD advertising campaigns by department in 2010–11 and 2011–12\*\***

<b>Department</b>	<b>2010–11 (%)</b>	<b>2011–12 (%)</b>
Department of Education and Early Childhood Development	3.7	6.7
Department of Human Services	11.3	2.7
Department of Health	4.6	7.4
Department of Business and Innovation	3.9	1.3
Department of Justice	6.2	6.6
Department of Planning and Community Development	5.0	3.6
Department of Premier and Cabinet	4.6	1.7
Department of Primary Industries	1.3	5.2
Department of Sustainability and Environment	4.7	6.4
Department of Transport	10.1	3.5
Department of Treasury and Finance	4.9	n/a#

\* End of financial year advertising expenditure data for 2009–10 reported by the Master Agency Media Services contractor was incorrect. The 2009–10 figures published in this report have been revised.

\*\* Overall government advertising expenditure was reduced in 2011–12 compared with 2010–11. This has meant some departments have implemented smaller and more highly targeted campaigns that have not incorporated a multicultural media component. However, the overall departmental campaign spend on multicultural media has increased from 5.5% in 2010–11 to 6.0% in 2011–12.

# DTF did not have any campaign advertising in 2011–12.

## Part B Departmental reporting

## Measures to promote human rights

Departments took a number of measures in 2011–12 to promote human rights for multicultural communities in accordance with the Victorian Charter of Human Rights and Responsibilities (the Charter). The following initiatives provide examples of the work underway across government and are not intended to be an exhaustive record of the output from Victorian Government departments.

Department	Example
Department of Education and Early Childhood Development	DEECD invited the CEO of the Asylum Seeker Resource Centre to speak at the DEECD Human Rights Day celebrations in December 2011.
Department of Health	Using the Victorian Patient Satisfaction Monitor, analysis is performed comparing patient satisfaction from surveys returned in languages other than English to a matched selection of English language surveys.
Department of Human Services	The development of the Client Services Charter sets out DHS's commitment to respect, safety, privacy, fair process and participation for its clients. Two of the 12 commitments made by DHS in the Charter are particularly relevant to CALD communities: <ul style="list-style-type: none"> <li>- arrange for an interpreter or other language services, if you need this</li> <li>- be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation or gender identity.</li> </ul>
Department of Justice	The Victorian Equal Opportunity and Human Rights Commission's Reporting Racism Project aimed to: <ul style="list-style-type: none"> <li>- collect qualitative and quantitative data on the experiences of racial and religious vilification experienced in Victoria</li> <li>- review incidents of racial and religious vilification online and in the media</li> <li>- analyse the effectiveness of existing legislation to deal with racial and religious hate crime and conduct.</li> </ul>
Department of Planning and Community Development	DPCD continued to monitor its human resource policies to ensure ongoing alignment with the Charter, as well as ensuring that any changes to policies maintain correct reference to the Charter.
Department of Premier and Cabinet	The National Gallery of Victoria delivered Respect for Others training for all its new employees. The training deals with how employees are required to interact with other people, internally and externally, and what is required from employees in terms of Equal Opportunity Legislation and the VPS Code of Conduct.
Department of Treasury and Finance	The State Revenue Office (SRO) ensures that all its SRO staff understand their rights and responsibilities under the Charter (which may assist in promoting human rights in our dealings with multicultural communities) by: <ul style="list-style-type: none"> <li>- ensuring all staff receive formal human rights training</li> <li>- providing access to human rights resource materials on the SRO intranet</li> <li>- creating a process for escalation of human rights issues for expert support and guidance.</li> </ul>

## Glossary

DEECD	Department of Education and Early Childhood Development
DH	Department of Health
DHS	Department of Human Services
DBI	Department of Business and Innovation
DOJ	Department of Justice
DPCD	Department of Planning and Community Development
DPC	Department of Premier and Cabinet
DPI	Department of Primary Industries
DSE	Department of Sustainability and Environment
DOT	Department of Transport
DTF	Department of Treasury and Finance

This report reflects the structure of the Victorian Government during 2011–12. On 9 April 2013, the Premier announced the abolition of the Department of Planning and Community Development and the creation of the:

- Department of State Development, Business and Innovation
- Department of Transport, Planning and Local Infrastructure
- Department of Environment and Primary Industries.





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OFFICE OF MULTICULTURAL  
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