

**Victorian Government Report  
in Multicultural Affairs  
2015-16**

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# Contents

|   |    |
|---|----|
| Message from the Minister .....   | 9  |
| Summary .....   | 10 |
| Reporting on cultural diversity planning and implementation.....                        | 10 |
| Reporting on departmental initiatives and programs .....                                | 10 |
| Additional reporting .....  | 10 |
| Culturally diverse representation on government boards, authorities and committees..... | 10 |
| Use of interpreting and translating services.....                                       | 11 |
| Multilingual publications and resources.....  | 11 |
| Culturally diverse media and advertising campaigns .....                                | 11 |
| Measures to promote human rights.....   | 11 |
| Reporting on indicators .....   | 11 |
| Terminologies for culturally diverse .....  | 11 |
| List of government departments and entities .....                                       | 12 |
| List of abbreviations and acronyms.....   | 12 |
| Introduction .....  | 14 |
| Victoria’s increasing diversity .....   | 14 |
| Victoria’s legislative frameworks.....  | 14 |
| <i>Victorian, And proud of it.</i> Multicultural Policy Statement.....                  | 14 |
| Whole-of-Government Multicultural Affairs Outcomes Framework .....                      | 15 |
| Departmental policies and strategies.....   | 16 |
| Department of Economic Development, Jobs, Transport and Resources .....                 | 16 |
| Department of Environment, Land, Water and Resources .....                              | 16 |
| Department of Education and Training .....  | 16 |
| Department of Health and Human Services .....   | 16 |
| Department of Justice and Regulation .....  | 17 |
| Department of Premier and Cabinet .....   | 17 |
| Department of Treasury and Finance.....   | 17 |
| Progress in Cultural Diversity Plans .....  | 18 |
| Background.....   | 18 |
| Overview of progress.....   | 18 |
| Status of cultural diversity plans.....   | 18 |
| Additional cultural diversity plans .....   | 19 |
| Ownership and governance of cultural diversity plans .....                              | 20 |
| Cultural competency training .....  | 20 |
| Information dissemination .....   | 21 |
| Culturally diverse communities in decision-making processes .....                       | 22 |
| Program and service evaluations.....  | 22 |
| Consultation, demographic and service data .....  | 23 |

|  |           |
|--|-----------|
| <b>Benefits of diversity .....</b>   | <b>24</b> |
| Victoria’s Multicultural Awards for Excellence .....                           | 24        |
| Skilled and Business Migration Program .....                                   | 24        |
| International Chamber House .....  | 24        |
| Multicultural Business Ministerial Council .....                               | 25        |
| Study Melbourne Student Centre.....  | 25        |
| Hamer Scholarships Program .....   | 25        |
| Asia Capabilities Program .....  | 25        |
| International Scholarship Programs .....                                       | 25        |
| Community Language Schools.....  | 26        |
| Case study.....  | 26        |
| Community Language Schools’ compliance with Child Safe Standards (DET) .....   | 26        |
| English as an Additional Language (EAL) Teaching .....                         | 26        |
| Victorian School of Languages .....  | 26        |
| Case study.....  | 26        |
| Intercultural understanding at Croydon Hills Primary School (DET).....         | 26        |
| International Student Program in Victorian Government Schools .....            | 27        |
| Case study.....  | 27        |
| Xuzhong Duan, International School Student of the Year (DET).....              | 27        |
| Case study.....  | 27        |
| Recruit Smarter Initiative (DPC).....  | 27        |
| <b>Social cohesion and participation .....</b>                                 | <b>29</b> |
| Cultural Diversity Week .....  | 29        |
| State Library of Victoria .....  | 29        |
| Museums Victoria .....   | 29        |
| Connecting Communities at Immigration Museum .....                             | 30        |
| National Gallery of Victoria .....   | 30        |
| Australian Centre for Moving Image .....                                       | 31        |
| Arts Centre Melbourne .....  | 31        |
| Melbourne Recital Centre.....  | 32        |
| Indian Film Festival of Melbourne, Film Victoria .....                         | 32        |
| Case study.....  | 32        |
| Film Victoria: Indian Film Festival of Melbourne (DEDJTR).....                 | 32        |
| Creative Victoria – Organisations Funding .....                                | 32        |
| Creative Victoria grants programs .....  | 34        |
| Case study.....  | 34        |
| Artists in Schools 2016 – My Life, My Family, My Home (Creative Victoria)..... | 34        |
| Fisheries education and engagement.....  | 34        |
| AMES Australia Work Placements .....   | 35        |
| Case study.....  | 35        |

|  |           |
|--|-----------|
| Traineeship programs for young refugees (Parks Victoria) .....               | 35        |
| Case study.....  | 35        |
| Iranian Bushwalkers Association (Parks Victoria) .....                       | 35        |
| Scouts and Guides Program.....   | 36        |
| Game Plan – cultural awareness training package for sport .....              | 36        |
| Participation for Culturally and Linguistically Diverse Seniors Program..... | 36        |
| VicPol recruitment campaigns.....  | 36        |
| Country Fire Authority programs.....   | 36        |
| Multicultural Water Safety Program .....                                     | 36        |
| Metropolitan Fire Brigade .....  | 37        |
| VEOHRC Anti-hate Campaign.....   | 37        |
| 50 <sup>th</sup> Anniversary of the Battle of Long Tan .....                 | 37        |
| New and Emerging Community Leadership Program.....                           | 37        |
| African Leadership Development Program.....                                  | 38        |
| Victoria/Timor-Leste Program .....   | 38        |
| Social Cohesion and Community Resilience Taskforce.....                      | 38        |
| Rights and Responsibilities Seminars Program.....                            | 38        |
| Community Grants Program.....  | 39        |
| Multifaith/Interfaith Grants Program.....                                    | 39        |
| Multicultural Media Grants .....   | 39        |
| VMC Regional Advisory Councils .....   | 39        |
| VMC Community Consultations.....   | 40        |
| VMC Research Program.....  | 40        |
| VMC submissions to reviews and inquiries .....                               | 40        |
| Victoria Police Multicultural Affairs Partnership on Social Cohesion .....   | 40        |
| Case study.....  | 40        |
| African Mentoring in Victoria Police (DJR).....                              | 40        |
| Multifaith Advisory Group .....  | 41        |
| Multicultural Youth Network.....   | 41        |
| <b>Accessible and responsive services .....</b>                              | <b>42</b> |
| VicRoads Community Road Safety Grants Program .....                          | 42        |
| L2P Learner Driver Mentor Program .....                                      | 42        |
| Adult, Community and Further Education Board pre-accredited training .....   | 42        |
| Refugee Education Support.....   | 42        |
| Asylum Seeker VET Referral Program.....                                      | 43        |
| ‘Life! Helping you prevent diabetes, heart disease and stroke’ .....         | 43        |
| Healthy Mothers Healthy Babies .....   | 43        |
| Refugee Health Program .....   | 43        |
| Victorian Foundation for Survivors of Torture.....                           | 43        |
| Men’s Behavioural Change programs.....                                       | 43        |

|   |           |
|---|-----------|
| Family violence support for culturally diverse women.....   | 43        |
| Ice Action Plan training package.....   | 44        |
| Transition to the NDIS: Building Community Awareness and Capacity.....  | 44        |
| NDIS Community Engagement projects.....   | 44        |
| Home and Community Care programs.....   | 44        |
| BBV/STI Education for Culturally and Linguistically Diverse Communities.....                                    | 44        |
| Refugee Youth Project.....  | 44        |
| Refugee Court Program.....  | 45        |
| Dame Phyllis Frost Centre programs.....   | 45        |
| Consumer Affairs Victoria programs.....   | 45        |
| Victoria Police activities.....   | 45        |
| Corrections Victoria – Pip Wisdom Grants Program.....   | 46        |
| Victorian Responsible Gambling Foundation multicultural services.....   | 46        |
| Dispute Settlement Centre of Victoria.....  | 47        |
| Case study.....   | 47        |
| Dispute Settlement Centre of Victoria presentations (DJR).....  | 47        |
| Victoria Legal Aid programs.....  | 47        |
| Neighbourhood Justice Centre, Collingwood.....  | 47        |
| Multicultural Family Violence support programs.....   | 48        |
| Magistrates’ Court of Victoria Community Engagement programs.....   | 48        |
| Case study.....   | 48        |
| Re-development of VCAT website (VCAT).....  | 48        |
| Interpreter Scholarship Program.....  | 48        |
| Professional Development Program for Interpreters and Translators.....  | 49        |
| Asylum Seeker Support Program.....  | 49        |
| Case study.....   | 49        |
| Refugee Women Playgroup (OMAC/BCH).....   | 49        |
| <b>Appendix 1: Cultural Diversity Plans – summary by departments.....</b>                                       | <b>50</b> |
| <b>Appendix 2: Culturally diverse representation on government boards, authorities and committees.....</b>      | <b>56</b> |
| Representation from culturally diverse communities is identified on the basis of one of the above criteria..... | 56        |
| <b>Appendix 3: Use of interpreting and translating services.....</b>  | <b>58</b> |
| Summary of expenditure on I & T services by departments.....  | 59        |
| Details of I & T programs and expenditure by departments.....   | 60        |
| Department of Economic Development, Jobs, Transport and Resources.....  | 60        |
| Department of Education and Training.....   | 61        |
| Department of Environment, Land, Water and Planning.....  | 61        |
| Department of Health and Human Services.....  | 61        |
| Department of Justice and Regulation.....   | 62        |

|   |           |
|---|-----------|
| Court Services Victoria.....  | 63        |
| Department of Premier and Cabinet .....                                     | 63        |
| Department of Treasury and Finance .....                                    | 64        |
| <b>Appendix 4: Multilingual publications and resources .....</b>            | <b>65</b> |
| Department of Economic Development, Jobs, Transport and Resources .....     | 65        |
| Department of Education and Training .....                                  | 67        |
| Department of Environment, Land, Water and Planning .....                   | 69        |
| Department of Health and Human Services .....                               | 69        |
| Department of Justice and Regulation .....                                  | 71        |
| Court Services Victoria.....  | 74        |
| Department of Premier and Cabinet .....                                     | 75        |
| <b>Appendix 5: Culturally diverse media and advertising campaigns .....</b> | <b>76</b> |
| Multicultural campaign media expenditure .....                              | 76        |
| Multicultural media campaigns by departments.....                           | 78        |
| Department of Economic Development, Jobs, Transport and Resources .....     | 78        |
| Department of Education and Training .....                                  | 79        |
| Department of Environment, Land, Water and Planning .....                   | 79        |
| Department of Health and Human Services .....                               | 79        |
| Department of Justice and Regulation .....                                  | 80        |
| Department of Premier and Cabinet .....                                     | 81        |
| <b>Appendix 6: Measures to promote human rights .....</b>                   | <b>82</b> |
| Department of Economic Development, Jobs, Transport and Resources .....     | 82        |
| Department of Environment, Land, Water and Planning .....                   | 82        |
| Department of Health and Human Services .....                               | 83        |
| Department of Justice and Regulation .....                                  | 83        |
| Court Services Victoria.....  | 84        |
| Department of Premier and Cabinet .....                                     | 86        |
| Department of Treasury and Finance .....                                    | 86        |
| <b>Appendix 7: Indicators .....</b>   | <b>87</b> |
| A Benefits of diversity .....   | 87        |
| B Social cohesion and participation .....                                   | 90        |
| C Accessible and responsive services .....                                  | 93        |

## List of figures

|   |    |
|---|----|
| Figure 1: Whole-of-Government Multicultural Affairs Outcomes Framework..... | 15 |
|---|----|

## List of tables

|   |    |
|---|----|
| Table 1: Composition of boards as at 30 June 2016 .....   | 56 |
| Table 2: Appointments to boards, including re-appointments as at 30 June 2016.....  | 56 |
| Table 3: Board appointments with culturally diverse backgrounds as proportion of total appointments, by departments as at 30 June 2015 and 30 June 2016 ..... | 57 |
| Table 4: Summary of expenditure on I & T services by departments and their major agencies, 2015-16.....   | 59 |
| Table 5: Multicultural campaign media expenditure as percentage of total campaign media expenditure, 2005-06 to 2015-16 .....                                 | 76 |
| Table 6: Multicultural campaign media expenditure as percentage of total campaign media expenditure by departments in 2014-15 and 2015-16.....                | 77 |



## Message from the Minister



Victoria is widely recognised as a multicultural success. In the face of the challenges to multiculturalism in other parts of the world, this is something we can all be proud of.

Recently we released Victoria's new multicultural policy *Victorian. And proud of it.* with a clear and strong statement of our unequivocal support for multiculturalism. We will continue to promote our diversity as our greatest strength. And we will continue to assist people from diverse backgrounds to successfully participate and contribute to our prosperity.

Our approach will enable every Victorian to participate fully in society, remain connected to their culture, and ensure we all have equal rights, protections and opportunities. Our new policy centres on the Victorian Values Statement, which includes a fair go for all – no matter where people live, their circumstances or their background. This means access to quality education, healthcare, transport, employment opportunities and a safe place to live.

The role of government programs and services in achieving a fair go for all is a significant one. Victorian Government departments, agencies and funded services are critical to ensuring equitable access and outcomes.

As this Report shows, there were many examples of activities and achievements across government during 2015-16 that demonstrate the hard work and progress made. Our thanks goes out to everyone who continues to work hard to ensure access to quality services and promote equitable outcomes for culturally diverse communities.

We are keen to continue to drive concrete improvement across government. To this end the new policy outlines a whole-of-government multicultural affairs outcomes framework which will help us to better measure our progress. This will build on the progress indicators included in this and previous reports, and give a more comprehensive and meaningful picture of our performance as a state.

I commend departments, agencies and service providers on their achievements during 2015-16, and will take pride in formally presenting this Report to my parliamentary colleagues.

A handwritten signature in blue ink, appearing to read 'R Scott'.

**Robin Scott MP**

**Minister for Multicultural Affairs**

## Summary

This report fulfils a requirement of the *Multicultural Victoria Act 2011*, which mandates government departments to report annually to the Minister for Multicultural Affairs and to the Victorian Parliament on their achievements in multicultural affairs for the previous financial year.

The report reflects efforts to:

- ensure that services are accessible and responsive to the needs of Victoria’s increasingly diverse communities;
- promote and support Victoria’s multicultural communities and the benefits that diversity brings to Victoria’s economy and society;
- strengthen social cohesion and encourage all Victorians to access opportunities and to participate in and contribute to the social, cultural, economic and political life of the state.

## Reporting on cultural diversity planning and implementation

The Victorian Auditor-General’s Office Report (May 2014) *on Accessibility of Government Services for Migrants, Refugees and Asylum Seekers*, identified the need to improve cultural diversity planning to enhance the delivery of accessible and responsive services to culturally diverse communities.

At 30 June 2016, all departments had cultural diversity plans (CDPs) in place. DEDJTR’s new draft Cultural Diversity Plan will be launched in mid-2017. DJR’s Cultural Diversity Plan 2012-16 was being reviewed as it drew to a close. A new plan is under preparation.

All departments reported on how cultural diversity programs were being implemented, monitored or evaluated. Some departments have plans that are focused more on achieving workforce diversity, participation and inclusion, while others emphasised cultural competency in the delivery of services in response to cultural diversity.

Departments reported significant progress in cultural diversity planning and implementation since the previous reporting year. Areas of progress include stronger departmental ownership and governance of CDPs; increased delivery of cultural competence training to staff; provision of multilingual information; greater involvement of culturally diverse communities in decision-making; increased commitment to monitoring and evaluation; and greater use of data to improve service planning and delivery.

## Reporting on departmental initiatives and programs

The report outlines key programs and initiatives in multicultural affairs from 1 July 2015 to 30 June 2016 across Victorian Government departments. The report does not capture the full range of activities undertaken by departments and portfolio agencies, as the purpose is to provide a snapshot of achievements.

The initiatives, including programs and projects, have been grouped under the three themes of: Benefits of diversity; Social cohesion and participation; and Accessible and responsive services. Case studies to showcase the impact of initiatives on local communities have also been included. Through a range of departmental program areas, the government is actively supporting all Victorians to access critical government services through statewide and local networks; as well as to enable them to benefit from social, economic and cultural opportunities.

Departments would like to acknowledge the important role of government partners, including local councils and service agencies, in the delivery of programs and initiatives reflected in the report.

## Additional reporting

In addition to reporting on major improvements and initiatives, departments are required to report on a number of specific activities in multicultural affairs as outlined below. More detailed examples of these activities from individual departments are provided in Appendices 2 to 6.

### **Culturally diverse representation on government boards, authorities and committees**

At June 2016, 20.8 per cent of total appointees or appointments of Victorian Government boards, authorities and committees (excluding school councils, committees of Crown land management and cemetery trust

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boards) identified themselves as having a culturally diverse background, compared to 24.2 per cent at June 2015. New appointees, including re-appointees at June 2016 from culturally diverse backgrounds accounted for 19 percent of total new appointees.

#### **Use of interpreting and translating services**

Departments made a significant investment in interpreting and translating (I & T) services to enable those with low English proficiency to better access government programs and services. Total identified expenditure for I & T services, including expenditure through funded agencies, was \$44,098,637, increasing by \$3,176,849 (or 7.8 per cent) from the 2014-15 expenditure of \$40,921,228.

#### **Multilingual publications and resources**

The extensive nature of multilingual publications and resources by departments continue to demonstrate commitment to the provision of information on government programs and services in relevant community languages. Many of these publications and resources are available from departmental websites.

#### **Culturally diverse media and advertising campaigns**

In 2015-16, the Victorian Government, including public entities and statutory authorities, spent 6.0 per cent of total campaign expenditure on culturally diverse media, representing an increase from 5.5 per cent in the previous year. The minimum target is 5.0 per cent.

#### **Measures to promote human rights**

Departments continue to improve on measures to promote human rights for culturally diverse communities in accordance with the Victorian *Charter of Human Rights and Responsibilities Act 2006* (The Charter).

### **Reporting on indicators**

Reports since 2012 have included a set of 30 indicators which have provided a picture of how Victoria is faring in the support of multiculturalism, participation, social cohesion and responsive services. The data tables and charts for the indicators have been updated for the 2015-16 reporting year to show changes over time.

As with programs and initiatives, the indicators are also categorised under the three themes of Benefits of diversity, Social cohesion and participation, and Accessible and responsive services. The indicators cover the broad areas of educational attainment, language learning, employment, social participation, sense of belonging, experiences of racism and discrimination, and access to education, health and language services.

The indicators are not intended to measure the performance or impact of particular government services or programs, as outcomes often straddle multiple policy areas and levels of government and non-government initiatives. They should not be read as indicators of program performance, but rather as a means through which issues and patterns can be monitored and reported to support policy and program planning over time.

### **Terminologies for culturally diverse**

The term culturally diverse has been used throughout this report to describe cultural and linguistic diversity, including religious diversity. The report does not use the acronym CALD for cultural and linguistic diversity, unless otherwise indicated.<sup>1</sup>

The Australian Bureau of Statistics uses the term NMESC to represent non-main English-speaking countries, while MESC represents main English-speaking countries. MESC are the United Kingdom, Ireland, New Zealand, Canada, USA and South Africa. NMESC cover all other countries of birth.

Where appropriate and specifically relevant, some departments and agencies use the term NESB to stand for non-English-speaking background, and ESB to stand for English-speaking background. LBOTE stands for Language Background other than English while LOTE is for Language/s other than English.

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<sup>1</sup> The acronym CALD is replaced with the terms culturally and linguistically diverse communities, culturally diverse communities, or multicultural communities, unless otherwise stated.

## List of government departments and entities

|        |   |
|--------|---|
| DEDJTR | Department of Economic Development, Jobs, Transport and Resources |
| DELWP  | Department of Environment, Land, Water and Planning               |
| DET    | Department of Education and Training                              |
| DHHS   | Department of Health and Human Services                           |
| DJR    | Department of Justice and Regulation                              |
| DPC    | Department of Premier and Cabinet                                 |
| DTF    | Department of Treasury and Finance                                |
| CSV    | Court Services Victoria   |

### Notes:

1. Machinery of government changes since November 2014 have resulted in some departmental realignments, including name changes, and some portfolios being transferred into new departments.
2. Where relevant, programs and initiatives from departmental agencies and statutory bodies have been included under their respective departments.
3. Court Services Victoria (CSV) has been separated from DJR to become its own entity in 2015-16.
4. As from November 2016, the Victorian Multicultural Commission (VMC), Office of Multicultural Affairs and Citizenship (OMAC) and the Community Resilience Unit (CRU) amalgamated as the Multicultural Affairs and Social Cohesion (MASC) Division within DPC. As this report applies to the 2015-16 financial year, their original names will be retained throughout the report, unless otherwise stated.

## List of abbreviations and acronyms

|             |  |
|-------------|--|
| CALD        | Culturally and linguistically diverse                                  |
| CCT         | Cultural competency training   |
| CDP/s       | Cultural diversity plan/s  |
| CRU         | Community Resilience Unit  |
| EEO 2010    | <i>Equal Opportunity Act 2010</i>                                      |
| ESB         | English-speaking background  |
| HACC        | Home and Community Care (Commonwealth and State-funded program)        |
| I & T       | Interpreting and translating   |
| LGBTI       | Lesbian, gay, bisexual, transgender and intersex                       |
| LOTE        | Language/s other than English  |
| LBOTE       | Language Background other than English                                 |
| MASC        | Multicultural Affairs and Social Cohesion (Division)                   |
| MESC        | Main English-speaking countries  |
| MLCG        | Multicultural Leadership and Coordination Group                        |
| MVA 2011    | <i>Multicultural Victoria Act 2011</i>                                 |
| NMESC       | Non-main English-speaking countries                                    |
| NESB        | Non-English-speaking background  |
| OMAC        | Office of Multicultural Affairs and Citizenship                        |
| RACs        | Regional Advisory Councils   |
| RRT 2001    | <i>Racial and Religious Tolerance Act 2001</i>                         |
| The Charter | <i>Victorian Charter of Human Rights and Responsibilities Act 2006</i> |
| VAGO        | Victorian Attorney-General's Office                                    |

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|        |   |
|--------|---|
| VCAT   | Victorian Civil and Administrative Tribunal             |
| VEOHRC | Victorian Equal Opportunity and Human Rights Commission |
| VicPol | Victoria Police   |
| VLA    | Victoria Legal Aid                                      |
| VMC    | Victorian Multicultural Commission                      |

## Introduction

### Victoria's increasing diversity

Victoria is home to one of the most culturally diverse societies in the world, and is also among the fastest-growing and most diverse state in Australia. At the 2016 Census, Victoria's population was 5.93 million, compared to 5.35 million at the 2011 Census. This represents an increase of 10.7 per cent, compared to 8.8 per cent for the whole of Australia.

Of Victoria's total population:

- 28.4 per cent (1,680,275) were born overseas in over 200 countries (up from 26.2 per cent in 2011 and 23.8 per cent in 2006);
- 49.1 per cent (2,910,631) were born overseas or born in Australia with at least one parent born overseas (up from 46.6 per cent in 2011 and 43.6 per cent in 2006);
- 26.0 per cent (1,538,835) spoke 260 languages other than English at home (up from 23.1 per cent in 2011 and 20.4 per cent in 2006); and
- 59.0 per cent (3,493,927) followed more than 130 different faiths (compared to 67.7 per cent in 2011 and 68.7% in 2006).

Victoria's population is projected to increase to 10.3 million in 2061.<sup>2</sup> Net overseas migration is expected to contribute to more than half of the increase.

Victoria continues to attract migrants from all over the world, contributing to an increasingly multicultural society and presenting challenges and opportunities that require considered responses by governments and by the Victorian community as a whole.

### Victoria's legislative frameworks

Victoria's approach to multicultural affairs is underpinned by a range of legislative and policy frameworks to guide policy and program planning and responsive service delivery. This will enable Victoria to reap the benefits of diversity and promote social cohesion and participation.

The *Multicultural Victoria Act 2011* provides the framework for a whole-of-government approach to multicultural affairs, which recognises and values the cultural, religious, racial and linguistic diversity of the people of Victoria.

The Act establishes the Victorian Multicultural Commission (VMC) as a statutory authority to provide independent advice to the Victorian Government on multicultural affairs and citizenship matters. Ongoing consultations with culturally diverse communities, undertaken by the VMC and by government departments and agencies, provide valuable feedback on the changing needs of our diverse population, and how best to collaborate to plan and deliver services to meet those needs.

Reporting requirements under the Act include the development of departmental cultural diversity plans to facilitate targeted responses by departments to our communities when delivering services and programs.

Victoria's legislative frameworks also include the *Racial and Religious Tolerance Act 2001*, enacted to prohibit the vilification of people on the grounds of race or religious belief. The *Equal Opportunity Act 2010* and the *Charter of Human Rights and Responsibilities Act 2006* ensure that allegations of discrimination and vilification against any Victorian are taken very seriously, and those responsible are held to account according to the law.

### Victorian, And proud of it. Multicultural Policy Statement

The process for the development of a new multicultural policy for Victoria began in early 2016 with the production of a consultation paper, 'Victoria's cultural diversity: our community, our opportunity, our future'. Based on widespread stakeholder feedback, Victoria's new Multicultural Policy Statement (MPS), *Victorian. And proud of it.* was launched in February 2017.

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<sup>2</sup> Source: ABS Australian Demographic Statistics, June 2016. Cat No. 3010.0 The projection is based on Series B assumption.

The policy outlines the government’s approach to multiculturalism, which is to enable every Victorian to participate fully in society, remain connected to their culture, and ensure that everyone has equal rights, protections and opportunities. At the heart of the policy is the Victorian Values Statement, which sets out the core values that unify Victorians as a peaceful and prosperous society with a shared sense of belonging, respect, acceptance and contribution. The core values are:

- One law for all
- Freedom to be yourself
- Discrimination is never acceptable
- A fair go for all
- It is up to all of us to contribute to a Victoria we can be proud of.

The policy highlights a range of government initiatives designed to assist and encourage all Victorians to contribute and belong. Initiatives cover the broad areas of education, employment, law and order, population and migration, social cohesion and inclusion, gender equality, accessible services and support, and community engagement.

### Whole-of-Government Multicultural Affairs Outcomes Framework

*Victorian. And proud of it.* includes a clear outcomes framework to drive concrete improvements across government and ensure that every Victorian can belong, contribute, achieve and succeed. Future whole-of-government reporting will be aligned with the outcomes framework which covers five key domains, as shown in Figure 1.

While the MPS and the outcomes framework fall outside of the 2015-16 reporting year, it is important to note the present policy context that underpins further departmental improvements in service provision and support for culturally diverse communities. Future Victorian government reports in multicultural affairs will more directly reflect commitments in the MPS and will incorporate reporting on indicators to be developed in the outcomes framework.

**Figure 1: Whole-of-Government Multicultural Affairs Outcomes Framework**

|  |  |
|--|--|
| <b>Vision</b>  |  |
| To drive concrete improvements across government to ensure that every Victorian can belong, contribute, achieve and succeed. |  |
| <b>Domain</b>  | <b>Outcomes for Victorians</b>   |
| Victorians are safe and secure   | Victorians live free from abuse, violence and fear.<br>Victorians have suitable and stable housing.  |
| Victorians are healthy and well  | Victorians have good physical and mental health.<br>Victorians have equitable access to health and human services.   |
| Victorians are able to participate fully   | Victorians participate in learning and education.<br>Victorians participate in and contribute to the economy.<br>Victorians have financial security.<br>Victorians understand, are empowered by, and exercise their rights.<br>Victorians have access to an environment that promotes liveability, sustainability and inclusion. |
| Victorians are connected to culture and community  | Victorians are socially engaged and live in inclusive communities.<br>Victorians can safely identify with and connect with their culture and identity.   |
| Victorians have equal rights and opportunities   | Victorians live free from discrimination.<br>Opportunities to participate in the workforce that are available to all Victorians.   |

## Departmental policies and strategies

Departments regular review their policies, strategies and planning frameworks on an ongoing basis to respond to the changing needs of culturally diverse communities and to reflect the government's commitment to multicultural affairs.

### **Department of Economic Development, Jobs, Transport and Resources**

DEDJTR has in place dynamic financial and trade policies to secure Victoria's economic future and engagement with the rest of the world. These are strengthened through language education policies, intercultural education initiatives, support for international students, promotion of trade and diplomatic ties; and most importantly, through the social and economic connections that our migrant communities maintain with their countries of origin.

### **Department of Environment, Land, Water and Resources**

DELWP has a Workplace Diversity and Inclusion Strategy that includes community-focussed actions to support cultural diversity to improve services provided to the Victorian community.

The department's operating model includes a community-centred approach that involves the active engagement of communities and key stakeholders in decisions and policies that affect them, as well as the practice of co-design and co-delivery of services and programs. This allows the cultural diversity of communities and stakeholders to be a focus in service delivery.

### **Department of Education and Training**

The Education State is the Victorian Government's reform agenda launched in 2015 to ensure that all Victorians have an equal right to the knowledge and skills that would help shape their lives, regardless of their background, their personal circumstances or where they live.

DET contributes to the achievement of the goals of the Education State through ensuring that early childhood development, school education and vocational training systems are:

- accessible to all Victorians, so that new arrivals and their children can find a place;
- inclusive of diversity and difference, so that family background, language, religion or financial circumstances do not dictate their children's futures; and
- equitable in impact, with professionals who translate high expectations into effective practice adapted to individual needs.

In addition, DET is committed to multicultural education by supporting schools to celebrate Victoria's diversity and to promote inclusion, respect for cultural, linguistic and religious diversity and social cohesion. This is reflected in DET's programs such as English as an Additional Language for students from migrant and refugee backgrounds and support for the teaching of languages other than English.

The Victorian F-10 curriculum includes Intercultural Capability, in addition to Personal and Social Capability. These capabilities assist students from different cultural backgrounds and commitments to interact and engage with each other, with the aim of reducing prejudice and stereotyping.

There is also provision for learning about world views and religions to enable students to develop an understanding of the perspectives of diverse local communities and the beliefs and practices of diverse traditions.

DET's draft Cultural Diversity Plan 2016-18 sets out how the department will continue to help Victoria grow and develop as a multicultural community. The new CDP will include actions in five areas to deliver on the Education State's vision for Victoria, which is achieving excellence, equity and lifelong learning for all.

### **Department of Health and Human Services**

DHHS operates under a set of policies that apply to directly delivered as well as funded services. Policies focus on improving the health and wellbeing of Victorians, and providing safe, effective care and support. The department recognises that responding to cultural diversity is core to these goals.

Specific policies include the Charter of Healthcare Rights in Victoria, the Community Health Guidelines for refugee and asylum seeker health services, the Cultural responsiveness framework – Guidelines for Victorian health services, and the Charter of Human Rights in Healthcare.



### **Department of Justice and Regulation**

DJR's role in the provision of justice services to Victoria's culturally diverse communities is supported through its Cultural Diversity Plan and a range of other policies and strategies. The principles of fairness, community safety, human rights and social justice, self-determination and respect underpin the department's CDP. These principles also complement DJR's vision, which is to maintain 'a safe, just, innovative and thriving Victoria, where the rule of law is upheld and rights and responsibilities are respected'.

The CDP is the department's primary multicultural policy. It provides broad parameters and principles outlining the organisation's response to Victoria's culturally diverse population. The CDP is complemented by a detailed Implementation Plan which outlines specific commitments from DJR's diverse range of business units.

In addition, DJR maintains a Language Services Policy outlining expectations and procedures in the provision of interpreting and translating services. This includes a Language Allowance Policy to acknowledge staff with language other than English skills to improve communication with culturally diverse communities.

DJR also maintains a 'Respect in the Workplace' policy which articulates the value of a diverse workforce and outlines the organisation's behavioural expectations concerning the fair and respectful treatment of all employees regardless of cultural, ethnic or religious backgrounds. The policy includes guidelines for the raising of concerns should staff be subject to or witness disrespectful behaviours.

### **Department of Premier and Cabinet**

DPC is responsible for whole-of-Victorian Government language guidelines to help ensure departments, agencies and funded services are aware of, and follow, Victorian Government language services policies, namely, Using Interpreting Services: Victorian Government Guidelines on Policy and Procedures and Effective Translations: Victorian Government Guidelines on Policy and Procedures. These guidelines are being updated.

The Royal Commission into Family Violence delivered its findings in March 2016 and included recommendations focussing on culturally diverse communities. In response to the recommendations, the Victorian Government has initiated programs and grants that will build the capacity of specialist family violence service providers, providers of universal services and communities to support the needs of culturally diverse communities.

The Community Resilience Ministerial Taskforce was established in May 2015 within DPC to facilitate collective action to prevent violent extremism in Victoria. The Community Resilience Unit supports the work of the Taskforce, by developing strategies, grants and a research network to strengthen social cohesion and community resilience.

Victoria's Gender Equality Strategy was launched in December 2016. It recognises that women from culturally diverse communities, amongst others, face additional barriers to education and employment as a result of language barriers, racism and discrimination; lack of culturally responsive services and access to information. An action plan will follow in 2017 to guide Victoria's progress in gender equality.

### **Department of Treasury and Finance**

DTF's 'Working Together' 2013-15 Diversity Plan has a strong focus on reducing barriers to obtaining and maintaining employment for people from culturally and linguistically diverse backgrounds as well as promoting inclusion and participation in the community.

DTF is developing new organisational objectives and outcomes for its 2016-2018 Diversity and Inclusion Action Plan. One of the objectives is to foster a workplace that reflects Victoria's multicultural society and leverage the experiences of Victoria's diverse population to inform policy development that benefits all Victorians.

## Progress in Cultural Diversity Plans

### Background

Departments are required to develop cultural diversity plans (CDPs) to enhance the delivery of accessible and responsive services to Victorians from culturally diverse communities. The *Multicultural Victoria Act 2011* mandates that departments report progress against their CDPs.

The Victorian Auditor-General's Office (VAGO) report *Access to Services for Migrants, Refugees and Asylum Seekers* (May 2014) recommended a more consistent, coordinated and efficient approach to service planning and provision across departments and agencies, including:

- developing up-to-date and comprehensive CDPs and plan evaluations;
- utilising data collection and analysis to inform the design and delivery of services; and
- understanding how cultural competence training for staff improves the delivery of services to multicultural communities.

VAGO recommended that a more systematic and integrated approach to cultural diversity planning will enhance opportunities and better leverage resources to improve outcomes.

In 2015-16, departments reported on the following areas of their CDPs:

- a. status of their CDPs, including ownership and governance;
- b. how cultural competency training has been embedded in staff professional development programs;
- c. how departments have ensured that multilingual information has been made available to culturally diverse communities and that this has been effective;
- d. how whole-of-department policies and processes are in place to engage culturally diverse communities in decision-making;
- e. how departments have ensured that program and service evaluations consider barriers and improvements for culturally diverse communities; and
- f. how consultation, demographic and service data on culturally diverse communities have been used to inform service delivery.

### Overview of progress

The following summarises progress across departments under each of the CDP reporting areas, with selected examples. Refer to Appendix 1 for more details and comparison across departments.

#### Status of cultural diversity plans

At 30 June 2016, all departments had CDPs in place. DEDJTR has a new draft Cultural Diversity Plan to be launched in mid-2017. DJR's Cultural Diversity Plan 2012-16 was being reviewed as it drew to a close and a new plan is under preparation.

| Departments | Cultural diversity plans                                      |
|-------------|---|
| DEDJTR      | A new Cultural Diversity Plan (for release mid-2017)          |
| DELWP       | Diversity and Inclusion Strategy 2016-2020                    |
| DET         | Cultural Diversity Plan 2016-2018 (draft)                     |
| DHHS        | Delivering for Diversity: Cultural diversity plan 2016-2019   |
| DJR         | Cultural Diversity Plan 2012-2016 (under review for new plan) |
| DPC         | Cultural Diversity Inclusion Strategy 2015–18                 |
| DTF         | Diversity and Inclusion Action Plan 2016-2018                 |

While departments made progress in implementing their CDPs during 2015-16, further strengthening of CDPs is required in the following areas:

- routine data collection and analysis to improve service planning and delivery to culturally diverse communities;
- better targeted cultural competency training for staff; and
- improved measures of performance to monitor progress and assess achievements and outcomes in implementing CDPs.

All departments reported on how cultural diversity programs were being implemented, monitored or evaluated. Some departments have plans that are focused more on achieving workforce diversity, participation and inclusion while others emphasised cultural competency in the delivery of services in response to cultural diversity.

### **Additional cultural diversity plans**

Some divisions or branches of the bigger departments have developed their own additional structures and plans to support their work with culturally diverse communities. Examples include:

#### *Victorian Civil Administrative Tribunal, Diversity Committee*

In September 2015, VCAT established the Diversity Committee responsible for the development, coordination, implementation, review and monitoring of issues of cultural and social diversity at VCAT. The primary purpose of the Diversity Committee is to ensure that VCAT's services are accessible by all groups in the Victorian community by developing inclusion strategies and standards and acting as a vehicle for VCAT to comply with its obligations under the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

VCAT also established a working party to review language services provision, with the aim of developing an interpreters and language services guide, a staff process guide and briefing materials for interpreters.

#### *Court Services Victoria, Inaugural Diversity and Accessibility Framework and Respect in the Workplace Policy*

CSV is developing an inaugural Diversity and Accessibility Framework coordinated by the Jurisdiction Services Division. The framework will guide the development of action plans to assist individual jurisdictional responses to address diversity and accessibility barriers and will include monitoring and reporting requirements.

In addition, CSV's 'Respect in the Workplace Policy' was approved by the Courts Council in June 2016. The policy provides guidance on expected behaviours of CSV staff, and raises staff awareness and understanding in the respectful engagement of all culturally and linguistically diverse people.

#### *Victoria Police's 'Equality is not the Same...' Report*

The report is a three-year action plan (2014-16) based on extensive community consultations to drive organisational change across the department in service delivery for Victoria's multicultural population. Programs and initiatives cover community engagement, communication, field contact policy and process, complaints process and cross-cultural training.

#### *Office of the Public Advocate, Cultural Diversity Plan 2016-18*

OPA is strongly committed to a just and inclusive society that respects and promotes the dignity and human rights of all people. OPA's Cultural Diversity Plan 2016-18 seeks to enhance service delivery and work environment by respecting and promoting diversity and to meet the cultural, religious and linguistic needs of the people OPA supports as well as its employees and volunteers. The plan's strategic priorities cover inclusion, service improvement, employment and community engagement.

#### *Parks Victoria, Cultural Diversity Plan*

Parks Victoria has a draft Cultural Diversity Plan which will be finalised at the completion of a cultural competence audit.

#### *Essential Service Commission, Workplace Diversity and Equal Opportunity Policy*

ESC values diversity by recognising and respecting each individual's unique attributes and manages diversity by creating and sustaining an environment where everyone can achieve his or her potential.

#### *State Revenue Office, Diversity and Inclusion Plan*

The plan demonstrates SRO's commitment to reduce barriers for persons from culturally and linguistically diverse backgrounds and to achieve equity and access for people with a disability.

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SRO recognises the positive effect that the plan can have on influencing everyday practices. The plan aims to continue to build upon the work undertaken in the past to create a more equitable workplace and to increase the understanding of diversity and inclusion across the organisation.

## Ownership and governance of cultural diversity plans

All departments have established ownership and governance structures to oversee CDPs. Some departments, especially those with large service delivery programs and functions, have set up special entities with responsibility for the development and implementation of their respective CDPs.

These include a diversity and inclusion council, a dedicated diversity planning branch, a diversity issues unit and a project board. Other departments appointed their corporate services group and human resources divisions to oversee the governance and implementation of CDPs.

Examples:

- The Quality, Safety and Experience Subcommittee of DHHS’s Executive Board is responsible for implementing and monitoring ‘Delivering for diversity – Cultural diversity plan 2016-19’, and annual Cultural Diversity Action Plans. The first action plan for 2016-17 is being developed by 50 staff from across DHHS through a collaborative workshop to support whole-of-department focus and commitment on improving health and wellbeing outcomes for culturally diverse clients.
- DTF’s senior leaders act as champions of diversity by hosting, presenting or participating in key DTF diversity functions, as well as sending regular Secretary communications to encourage staff involvement in diversity initiatives and events. DTF conducts a People Matter Survey that includes a diversity module to benchmark group or divisional diversity and inclusive practices against the Victorian Public Sector. Following completion of the survey, all divisions develop action plans to address issues relevant to ensuring a collaborative and respectful environment for all employees.
- DJR’s ‘Cultural Diversity Plan 2012-16’ provided for a mid-term review in 2014. As the full-term of the plan draws to a close, an external review is being undertaken for completion in early 2017. A reference group comprising senior staff from various DJR business units has been convened to provide advice on the forthcoming CDP for 2017-2020.

## Cultural competency training

Cultural competency training (CCT) has been actively adopted by all departments, reflecting a wide variety of approaches, contexts, content and training methods. Some departments embed a cultural competency element in the qualifications for staff; and some include cultural awareness and CCT in staff induction, performance and progression.

Other approaches include workshops for executives, managers and staff; and development of a cultural competency matrix for self-assessment of staff.

Training content includes more formal certificate-level CCT qualifications, unconscious bias training and fair workplace modules for discrimination-free workplaces.

Examples:

- Court Services Victoria engaged an external consultant to provide ‘Delivering Cultural Intelligence’ training on two separate half-days for both Coroners Court staff and coroners and Victorian Institute of Forensic Medicine staff (approximately 50 staff).

This was a highly interactive training program that equipped participants with knowledge and skills to understand the role of culture and unconscious bias when interacting with the community around Coroners Court contexts.

Content areas were applied through practical exercises, case studies and work-based examples, covering topics such as culture and behaviour, religious perspectives, unconscious bias, diversity capabilities and cross cultural awareness communication.

- DEDJTR’s ‘Managing Diversity for Excellence’ initiative consists of a suite of face-to-face and online training programs and resources focusing on workplace practices that support inclusion and build

awareness of the experiences of diverse groups. Activities include specific training on 'Developing Cultural Intelligence' through face-to-face workshops and a 'Managing Diversity for Excellence' Toolkit.

Melbourne Metro Rail Authority (MMRA) staff received training ahead of compulsory land acquisition doorknocks to better communicate with people of culturally diverse backgrounds.

- The Office of Professional Practice in DHHS provides practice leadership for health and human services professionals to foster continuous improvement in service delivery and to encourage practice excellence among child protection, youth justice and disability services professionals.

CCT delivered by DHHS includes case studies that focus on working with families from different cultural backgrounds. For example, training supported child protection practitioners to be aware of differences in cultural norms when working with families.

DHHS also runs unconscious bias workshops where participants learn of their own potential biases and are taught strategies to overcome these biases.

- Justice portfolio is made up of a broad range of organisations and provides a wide range of locally arranged cultural competence and appropriate behaviour training activities throughout the year. These include: DJR Respect in Workplace Policy Training delivered in online and face-to-face format; cultural awareness training for Victorian State Emergency Service volunteers and Valuing Our People training for their staff; cultural awareness training for prison officers and court registrars; and human rights training for VicPol members.

In addition, the Metropolitan Fire Brigade delivered Appropriate Workplace Behaviour training; the Legal Services Commission delivered CCT for 47 staff; and the Victorian Equal Opportunity and Human Rights Commission was involved in 'Human rights train the trainer' programs.

## Information dissemination

Departments recognise that the provision of information and resources in languages other than English is important for the effective delivery of government services to culturally diverse communities with low English proficiency. These resources raise awareness of, and improve access to services, as well increase participation in programs to promote wellbeing and social cohesion across the population.

A variety of translated information and dissemination strategies were identified in departmental CDPs. Multilingual information and resources were provided through a range of platforms and communication channels, including translated documents, signage, interpreting and translating services for individuals, advertising campaigns in press and radio, and publications in languages other than English.

Examples:

- To improve service access by multicultural communities, DHHS appointed an Afghan Community Reference Group to design and administer an extensive survey to seek views from the broader Afghan community about problems facing Afghan young people and families and possible solutions.  
As part of this survey, 248 Afghan community members were involved in a five-week consultation period through individual or group interviews. The survey was translated in Afghan languages for community members trained to administer the survey through face-to-face individual or group survey processes.
- DHHS produced a 'Supporting people in care relationships information kit' that includes a postcard providing information on the *Carers Recognition Act 2012* and the Victorian Charter to carers, people in care relationships and carer support organisations. The postcard was produced in six commonly used community languages, including Arabic, Traditional Chinese, Somali, Turkish and Vietnamese. The effectiveness of this approach will be reviewed with the assistance of peak bodies and support services to assess overall demand from diverse communities.
- DJR provides translated pamphlet style orientation information on programs and services available for prisoners at the Melbourne Assessment Prison (MAP). MAP also maintains a detailed information booklet of visitor information with details of services and resources for prisoners.  
The provision of translated information in the prison environment is critical to a secure, structured visitor and prisoner management regime to ensure that safety and security is maintained not only for the public, but also for prisoners, staff and visitors to Corrections Victoria facilities.

## Culturally diverse communities in decision-making processes

Departments invite the participation of culturally diverse communities at various levels of the decision-making process in policy and program planning and service delivery. The views of communities are sought in different ways, ranging from broad stakeholder consultation forums through to more formal advisory groups, panels and committees.

Examples:

- DHHS funded several projects via the National Disability Insurance Scheme Transition Support Program to assist peak associations and consumer groups deliver readiness activities to support people with a disability, families and carers, and service providers in the transition to the NDIS.  
  
DHHS works closely with the Ethnic Communities Council of Victoria to build the capacity of ethnic and multicultural organisations and people with a disability and their family and carers from culturally and linguistically diverse backgrounds for the transition. Information sessions in a range of languages were provided across the North East Melbourne Area on ‘Understanding changes in the disability services sector’ and ‘Preparing for changes in the disability and mental health services sector’.
- The Asian Business Crime Prevention Group in VicPol worked in partnership with Monash City Council and Chinese Support Services to conduct presentations on security and crime prevention. Local traders were the primary beneficiaries of this initiative, which also included security audits.
- DET’s Cultural Diversity Plan includes processes to meet the needs of culturally diverse communities so that early childhood services, schools and the Vocational Education and Training system are more welcoming and inclusive for all Victorian learners and their families. There will be a review of DET’s Stakeholder Engagement Framework to update the register of culturally and linguistically diverse community stakeholders to facilitate consultation in program and policy development.

## Program and service evaluations

Some departments have undertaken or commissioned evaluation of their major programs and services to consider barriers to uptake and participation as a consequence of culture, religion and language. Evaluation surveys were also conducted to investigate satisfaction levels and outcomes. Evaluation results were used to improve program planning and delivery.

Examples:

- Parks Victoria (DELWP) has conducted a Cultural Competence Audit. The results of the audit will be released in early 2017 and will provide baseline data to identify strengths and gaps in its current systems, processes and practices in relation to cultural diversity. The audit will enable Parks Victoria to report on multicultural achievements and initiatives to meet legislative requirements under the *Multicultural Victoria Act 2011*.
- DELWP has a Community Charter that is a promise to Victorians to be available, speak and listen, and take action in everything it does. DELWP will measure its performance against charter commitments through:
  - ✓ the annual Customer and Stakeholder Intelligence research;
  - ✓ self-evaluation through the People Matter Survey and the Organisational Cultural Inventory survey;
  - ✓ regular review and reflection by the DELWP leadership team on staff feedback and on the delivery of engagement activities; and
  - ✓ community feedback through established feedback channels, attendance at events, formal and informal interactions.
- DET’s Evaluation Policy and Guide recommends that evaluations need to be culturally appropriate and include the views of diverse and or vulnerable groups. For example, the Evaluation of Refugee Education Support Program (RESP) in 2015, undertaken for the Secondary Reform, Transitions and Priority Cohorts Division, showed that the program has delivered a range of complementary and largely sustainable benefits to students and families from refugee backgrounds, including increased engagement, greater teacher awareness and skills and relevant advice to support schools. The program was also a catalyst for improvements to systems and processes.

- The Victorian Health Care Experience Survey collects feedback from a sample of users of public health services about their recent health care experiences. Survey results are used to drive improvement at a health service and system level. Two new surveys in several languages were introduced in 2015-16—a maternity survey and a specialist clinics survey – in addition to inpatient and emergency department surveys.

## Consultation, demographic and service data

Departments undertake research and data analysis to better understand stakeholders' needs to inform policy development and implementation and program planning. Some departments analyse demographic and socio-economic data and local community conditions to tailor programs accordingly. Others seek advice and collaboration from local service providers and partner organisations to assist in the planning and delivery of services to particular communities, including those in regional locations.

Examples:

- DHHS funds health services to provide interpreter and language services as part of the regular funding approach. Health services with high levels of interpreter and language services expenditure as a component of total revenue receive additional funding, particularly for services located in metropolitan Melbourne with large numbers of culturally and linguistically diverse population.  
Analysis of hospital expenditure patterns in 2015 revealed that there was significant variation between hospitals in the proportion of unit funding that needs to be spent on language services. On the basis of this analysis, additional funding was allocated in 2015-16 to provide extra capacity to a number of health services with the highest proportional expenditure on language services.
- DET collects the language background of each student as part of the student enrolment process, and the data is reported through the school census. DET also obtains advice based on local knowledge and demographic analysis to plan for DET pre-accredited training in locations that target culturally and linguistically diverse communities.
- VicPol uses consultation and demographic data to inform its community engagement activities and service delivery planning for all community groups, including culturally diverse senior citizens, youth, international students and new arrivals.

## Benefits of diversity

Victoria is a prosperous state through successive waves of migrant settlement, bringing with them valuable skills and investment and aiding in the creation of an innovative and dynamic workforce. Victoria's diversity makes it a great place to live, work, study and do business. By investing in diversity we will continue to encourage creativity and innovation to grow our economy and to strengthen our multicultural society.

The Victorian Government promotes the benefits of diversity through a wide range of initiatives and programs that contribute to the state's reputation as a welcoming environment for migrants from all walks of life. These initiatives include promotion of international education and engagement and language learning; supporting the development of business opportunities to take advantage of our cultural diversity and connections; enhancing cultural precincts and community infrastructure; and recognition through multicultural awards of excellence.

### Victoria's Multicultural Awards for Excellence

Victoria's Multicultural Awards for Excellence honour individuals and organisations for their outstanding dedication and commitment to cultural diversity and for the positive impact they have made in their local community. In 2016, 170 nominations were received with a total of 19 awards and 77 certificates of merit awarded across the following 11 categories:

- Victorian Multicultural Honour Roll
- Meritorious Service to the Community
- Premier's Award for Community Harmony
- Ambassador Award
- Education and Early Childhood
- Local Government
- Corporate Innovation
- Award for Community Innovation
- Youth Award
- Media Award, and
- Victoria Police Multicultural Awards.

### Skilled and Business Migration Program

Victoria's Skilled and Business Migration Program administered by DEDJTR (\$2.5m) aims to attract investor, business and skilled migrants with capital, entrepreneurial skills and knowledge to contribute to the Victorian economy. A range of services and programs build on Victoria's ability to attract these migrants, and are delivered primarily through the Live in Victoria website; DEDJTR's Melbourne processing centre; and a global network of relationship and investment managers located in strategic Victorian Government Business Offices overseas. Services include:

- Visa nomination;
- Overseas qualifications recognition;
- Market outreach (China, UK, India, Malaysia);
- Significant Investor Services Directory;
- Settlement support information; and
- Advocacy and collaboration to the Commonwealth Government on skilled and business migration issues.

### International Chamber House

The Victorian Government's International Chamber House (ICH) initiative (\$1.61m in 2015-16) strengthens collaboration between government agencies and bilateral international chambers and business associations to promote trade and investment opportunities for Victorian businesses with key international markets. The ICH situated in Melbourne city and managed by DEDJTR, is a hub that offers eligible bilateral international business chambers and their members access to facilities to support the delivery of chamber business, activities and events. Tenants include:

- Australia-China Business Council;
- German-Australian Chamber of Commerce and Industry;
- Australian-Arab Chamber of Commerce and Industry;
- American Chamber of Commerce in Australia;
- Australia-Indonesia Business Council; and

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- French-Australian Chamber of Commerce and Industry.

The ICH also serves as an important facility for the Multicultural Business Ministerial Council.

#### **Multicultural Business Ministerial Council**

The MBMC is a peak body (\$20,000 funding from DEDJTR) that supports the government's engagement 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 champion business opportunities to take advantage of Victoria's linguistic and cultural resources. The MBMC met twice during 2015-16, including a joint meeting with the Small Business Ministerial Council to discuss common issues.

#### **Study Melbourne Student Centre**

The Study Melbourne Student Centre (SMSC) is an Australian-first initiative to provide a 'one-stop-shop' for international students to complement the support offered by Victorian education providers. A team of multilingual social workers provides 24-hour, 7-day a week support that includes both preventative activities and case work to the international student community in Victoria.

In 2016, SMSC has delivered a number of tangible outcomes and benefits for students, providers, agencies and the state, including 8,000 visits to the Centre, over 1,000 inquiries, longer term casework for 250 international students, integrated legal service information and community legal education seminars.

#### **Hamer Scholarships Program**

DEDJTR's Hamer Scholarships Program (\$500,000 funding in 2015-16), now in its eighth year, supports the government's vision to strengthen ties with Asia and to give Victorians the language and cultural skills to engage with the fast-growing economies of Asia.

Hamer Scholarships are valued at between \$10,000 and \$15,000 each and are opened to Victorians above 21 years of age for language study in China, Indonesia, Japan or Korea. The scholarships are offered for one semester or between 5 to 6 months' study at selected institutions in these countries.

#### **Asia Capabilities Program**

DEDJTR established a Victorian Public Sector (VPS) Asia Capabilities and Scholarships Program to offer VPS staff a range of opportunities to increase their knowledge of and engagement with Asia and be better placed to identify and implement opportunities relating to investment attraction, trade promotion and international partnership development.

The program includes international assignment opportunities; Chinese language scholarships at Nanjing University in Jiangsu; workshops and training focusing on Asian capabilities, cultural intelligence and protocols; and forums and seminars for VPS staff to learn from industry, government and academic leaders on Asian engagement.

#### **International Scholarship Programs**

DEDJTR funded the following scholarship programs to benefit international students; contribute to the state's knowledge capital and the creation of export income; and build Victoria's linkages with governments and research institutes internationally:

- Victoria India Doctoral Scholarships (\$540,000): Six scholarships were awarded to attract the best and the brightest Indian scholars to Victoria to contribute to global knowledge; enhance the thriving Indian and Victorian economies and societies; and help foster closer relationships between India and Victoria.
- Victorian International Research Scholarships (\$360,000): Six scholarships were awarded to promote sustainable growth in the international education sector, particularly postgraduate research education; and to raise awareness of Victoria's internationally competitive research strengths and infrastructure as well as the capabilities of Victoria's universities and research institutions; and
- Victoria Latin America Doctoral Scholarships (\$180,000): Four scholarships were awarded to students from Latin America to commence doctoral studies in Victoria in 2016. These were designed to raise awareness in the Latin American market of Victoria's internationally competitive research strengths and infrastructure as well as the capabilities of Victoria's universities and research institutions.

### **Community Language Schools**

Community language schools are not-for-profit, community-based organisations that provide out-of-school-hours language programs. They complement languages education provided by mainstream schools by supporting students to learn a home or community language not available in their mainstream school.

In 2015-16, DET funded 170 accredited community language schools (total of \$7.4m) to provide language programs in over 40 languages to approximately 36,000 students, at a per capita rate of \$190, to subsidise teachers' salaries, purchase curriculum resources and offset rental costs.

#### **Case study**

##### **Community Language Schools' compliance with Child Safe Standards (DET)**

A key component of the Victorian Government's response to the report of the Parliamentary Inquiry into the Handling of Child Abuse by Religious and other Non-Government Organisations is the establishment of Child Safe Standards to strengthen organisations' approaches to preventing and responding to child abuse. All organisations working with children, including Community Language Schools (CLS), are required by law to comply with these standards by 1 January 2017.

The Ethnic Schools Association of Victoria and DET hosted a series of workshops to explain the background of the Child Safe Standards to CLS and preparing them to meet compliance.

By 31 December 2016, all CLS would have submitted a self-assessment and Child Safe Standards Action Plan for their schools, which includes the development of a child safety policy and a code of conduct. By April 2017, all CLS would have the mandated Child Safe Standards documentation and processes in place to be eligible the CLS Funding Program.

##### **English as an Additional Language (EAL) Teaching**

DET provides targeted support (\$120m per annum) to more than 58,000 EAL learners, including newly-arrived migrants, students from refugee and asylum seeker backgrounds and Australia-born students, to become proficient in English.

Mainstream schools use the funding to provide specialist EAL classes, withdrawal for EAL specialist teaching and in-class support. English Language Schools and Centres provide intensive English language programs for students to attend on a full-time basis for between six and 12 months.

### **Victorian School of Languages**

The Victorian School of Languages (VSL) is a specialist government school that provides language programs for students in Years 1 to 12 who do not have access to the study of those languages in their mainstream schools.

The language programs are delivered through both face-to-face teaching in centres across the state and through distance education mode. Currently, out-of-school-hours language programs in 50 languages are provided at 40 centres across metropolitan and country Victoria to 17,000 P-12 students from all sectors. This includes the provision of distance education courses in 11 languages to approximately 1,700 secondary students.

Funded by DET at \$13.3m per annum, the VSL is the largest single VCE languages provider with over 4,000 VCE students.

#### **Case study**

##### **Intercultural understanding at Croydon Hills Primary School (DET)**

Croydon Hills Primary School, located 31km northeast of Melbourne, embraces cultural diversity and encourages global awareness by including studies of Asia across the curriculum and fostering exchange programs with Korea and Malaysia.

In 2015, the school participated in the Republic of Korea-Australia (Victoria) Teacher Exchange Program, a partnership between DET and Korea's Ministry of Education. The program involves reciprocal schools visits by Victorian and Korean teachers, and resulted in the establishment of an official sister-school partnership.

The exchange program aligns closely with the school's objectives to develop teachers' intercultural communication skills and competencies in global education; build a platform for networks among teachers and schools; and foster global citizenship and intercultural understanding.

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Assistant Principal Carol Wyatt says: “We have developed our intercultural communication skills and global education competence through teaching in the Korean schools and working with the staff... Our students are learning about other cultures in a very hands-on and immersive way, and making strong friendships with children in other countries. These strong, global connections broaden students' perspectives and allow them to teach and learn from each other in an authentic way”.

The school plans to host a group from Korea each year and conduct a study tour to Korea for its senior students every second year. The school also has an active sister school partnership with a Malaysian school through the Malaysia BRIDGE Program.

### **International Student Program in Victorian Government Schools**

Victoria is the number one destination for school sector international students in Australia, a testament to the quality of the Victorian education system and the liveability of Melbourne. As at June 2016, DET's International Student Program facilitated the enrolment of 4,337 international students from over 90 countries into 439 Victorian Government primary, secondary and English language schools. This is excluding those enrolled in private schools.

International students contribute to achieving the targets of the Victorian Government's reform agenda, the Education State, through building the language and intercultural capabilities of Victorian students and pride in Government schools.

### **Case study**

#### **Xuzhong Duan, International School Student of the Year (DET)**

Xuzhong Duan was 16 years of age when he came to Victoria from Urumqi, Xinjiang Province, China, in July 2013 to undertake 20 weeks of English language tuition and the Victorian Certificate of Education (VCE) at Mt Clear College.

He soon became an active member of his local Ballarat community. He joined the Centre for Multicultural Youth of Ballarat as a youth advisory group member. Together with his peers, he worked on a range of issues to help newly-arrived young migrants settle into Ballarat, for example, finding opportunities for new migrants to learn how to write resumes and meet with local employers.

He was involved in the City of Ballarat Harmony Festival which celebrates the community's many different cultures. Within his school community, he provided peer support to new international students and worked consistently towards his academic goals.

In 2015, Xuzhong graduated from Mt Clear College as College Dux. He was also awarded the Victorian Government's International School Student of the Year Ambassador Award in May 2016. The awards acknowledge international student's achievements and their valuable contribution to the development of global literacies, language learning and intercultural understanding.

Xuzhong is an exemplar student who has built positive relationships within his school and the wider community. He is currently in his second year Bachelor of Commerce student at Melbourne University.

### **Case study**

#### **Recruit Smarter Initiative (DPC)**

Launched in May 2016, Recruit Smarter is a new Victorian Government initiative to target unconscious bias in recruitment and help employers to take advantage of the full breadth of skills, experience and talent that exists across the Victorian workforce.

Unconscious bias occurs when unintentional assumptions are made about job applicants based on their age, gender, culture, religion or other background. The Victorian Government will work with a range of stakeholders, including major corporate and peak industry bodies, to address unconscious bias in recruitment practices within the Victorian Public Service and the private sector.

Led by DPC and the Centre for Ethical Leadership, University of Melbourne, Recruit Smarter partners are implementing a pilot program to trial different approaches to addressing unconscious bias in recruitment processes.

The results of the pilot will form the basis for recommendations for best practice for the sectors involved. The aim of this work is to improve hiring practices and contribute to a fairer playing field for all Victorian job applicants.

During the pilot, personal details such as name, age and gender will be removed from job applications at the recruitment stage to avoid bias, promote equal opportunity and help employers take advantage of diversity in the workforce. Website: <http://www.vic.gov.au/recruit-smarter.html>

## Social cohesion and participation

Victoria is proud of its reputation as a socially cohesive, harmonious and vibrant multicultural society with strong support for multiculturalism. The continued success of our multicultural society depends on the ability of all Victorians to actively exercise their rights and responsibilities as citizens and to participate in the social, cultural and economic life of the state. Participation encourages personal development and community engagement to benefit our broader society.

This section highlights initiatives and projects to support diverse communities in social participation and engagement in local communities as well as to strengthen their social networks with the broader Victorian community. Examples include multicultural festivals, multicultural arts, libraries, museums, sports and community events that bring people from all walks of life together to share and celebrate diversity.

There are also initiatives that promote active citizenship and awareness of rights and responsibilities; increase cross-cultural and multifaith understanding; provide training in community leadership and build community capacity and resilience.

### Cultural Diversity Week

Cultural Diversity Week is a week-long celebration coordinated by the VMC with support from the Victorian Government. Held annually in March to coincide with the United Nations Day for the Elimination of Racial Discrimination on 21 March, the week aims to bring Victorians together to celebrate and embrace each other's cultural heritage and traditions.

In 2016, 122 community events were held across the state from 12-20 March. The VMC's flagship events were highlights of the week, with the Premier's Gala Dinner entertaining 1,400 guests at the Melbourne Convention and Exhibition Centre, and Victoria's Multicultural Festival attracting record crowds of more than 50,000 people to Federation Square.

### State Library of Victoria

The State Library of Victoria runs a variety of community programs and events for a wide range of people, attracting significant participation from culturally diverse communities. Activities with a focus on multicultural communities and themes include:

- New User's Guide to the library programs that support tertiary students from different language groups and from overseas to learn about the library and living and studying in Melbourne.
- Common Ground, a multifaith project in partnership with Multicultural Arts Victoria, where emerging poets worked with experienced poetry performers and mentors to develop new spoken works.
- Big Ideas under the Dome, a lecture featuring the Chairperson of the Victorian Multicultural Commission.
- Mapping Melbourne, a four-day showcase of independent contemporary arts celebrating the continuing vibrant influence of Asia on Melbourne's cultural eco-system.
- We are the Dance, a series of community dance workshops held at the library as part of the 2016 True Jamaican Dance Hall Festival, and
- Irish Uprising, a free exhibition complemented by guided tours, curator presentations and programs commemorating the centenary of the Easter Rising of 1916 and the Irish struggle for independence from England.

### Museums Victoria

Museums Victoria has three venues, Melbourne Museum, Immigration Museum and Scienceworks, which aim to use their knowledge, collections and expertise to build connections with and between individuals and communities to enhance understanding and a sense of belonging. Projects that target culturally diverse communities include:

- I Want to go to a Museum: Melbourne Museum and Scienceworks have targeted access programs and partnerships to support early learners and their parents from refugee, asylum seeker and migrant backgrounds. In partnership with playgroup workers from the Brotherhood of St Lawrence and City of Yarra, museum staff visited playgroups, and then hosted visits by disadvantaged playgroup families who do not generally visit museums or cultural organisations.

In addition, the museums' Active Mind program supports visits by students from disadvantaged schools, with the majority of participants from culturally and linguistically diverse backgrounds.

- Sarah Myer Young Leaders Program, Immigration Museum: This initiative, funded by Sarah and Baillieu Myer, brings together young people from culturally diverse backgrounds as mentors and mentees to develop leadership capabilities or potential. The program included workshops on public speaking, grant writing, project management and networking. Participants were encouraged to develop and implement their own community based project, with funding support.
- Red Cross Volunteers initiative: Museums Victoria collaborates with Red Cross to run information and welcome sessions and for newly-arrived refugees and asylum seekers, and to offer support to participants for future visits or volunteering activities at the museums. The program offers pathways, opportunities and networks for newly-arrived refugees as they commence a new life in Victoria.

### **Connecting Communities at Immigration Museum**

The long-standing community exhibition program at Immigration Museum is for communities to connect, co-create and share histories and stories in their own voice. An extensive range of topics are explored showcasing the many dimensions of Victoria's dynamic and evolving multicultural society.

The following exhibitions were presented at the Immigration Museum and explored a diverse range of culturally specific and intercultural themes:

- *The right to know: 100 years of the Australia Red Cross Tracing Service*, a partnership with the Australian Red Cross exploring individuals' stories of family reunification and tracing relatives lost in war and conflict.
- *Vietnamese in Australia: 40 years of settlement*, a partnership with the Vietnamese Community in Australia, Victorian Chapter. The exhibition showcased the achievements, strength and resilience of the Vietnamese community and serves to inspire other emerging communities in Victoria.
- *From volcanoes we sailed: connecting Aeolian generations*, which explored the history, culture, and contemporary identity of this vibrant community in Victoria. The exhibition included a short film of seven community members sharing their stories of cultural connection to the seven islands. The community developed an extensive and successful promotional campaign that resulted in many individuals and families across generations visiting the Immigration Museum. The museum also hosted artwork by Aeolian-Australian artist, Joshua Santospirito, from his graphic novel *Swallows*; and
- *Flyway*, presented in partnership with Multicultural Arts Victoria as part of the 2015 Mapping Melbourne festival, this exhibition featured collaborative artworks produced by Australian and international artists tracing the migration of birds along the East Asian-Australian Pathway. The exhibition was developed with support from BirdLife Australia and other shoreline conservation groups.

### **National Gallery of Victoria**

The NGV's mission is to collect, conserve, develop and promote the state's works of art and bring art to the people of Victoria. Its goals include connecting audiences with knowledge and ideas, and reflecting and engaging with Victoria's diverse community. Highlights of NGV's programs and activities with a multicultural focus were:

- *Open House – Tromarama for Kids*: An immersive exhibition for children created by Indonesian artist collective, Tromarama, and inspired by a typical Indonesian house.
- *Studio Cats – Andy Warhol|Ai Weiwei for Kids*: An exhibition which underscored the artistic and cultural influences shared by artists Andy Warhol and Ai Weiwei. The exhibition referenced both artists' engagement with Chinese culture and political history and popular culture in the United States.
- *Fake Food Park*: A large-scale children's exhibition which connected young visitors to Catalan-based contemporary designer Martí Guixé. Through the subject of food, Guixé's art works and custom-designed activities introduced children to both familiar fruits and vegetables and other foods eaten in different parts of the world.
- *Masterpieces from the Hermitage – The Legacy of Catherine the Great*: This exhibition showcased one of the world's greatest art collections. The NGV ran a number of public programs to engage diverse audiences in Russian history and culture.
- *Gods, Heroes and Clowns – Performance and Narrative in South and Southeast Asian Art*: An exhibition which explored visual and performance art inspired by the many narratives that pervade South and Southeast Asia, including the great Hindu epics, the Mahabharata and the Ramayana, and ballads

describing the exploits of local folk heroes. Audiences gained insights into works from India, Thailand, Laos, Indonesia and Cambodia.

- *Contemporary Pacific Art and Community Day*: NGV hosted a celebration of Melbourne’s vibrant Pacific community and gave audiences the opportunity to experience contemporary Pacific culture and art with music, performances, workshops and talks led by international and local artists and curators.
- *The Bushido – Way of the Samurai*: The NGV and Regional Arts Victoria ‘On the road’ program was presented to students in regional Victoria to introduce them to the world of the samurai through talks and activities inspired by the Japanese martial art of Kendo and a practical art-making workshop. The program was supported by a learning resource that included Japanese language activities developed in conjunction with language advisors from DET.
- *Cultural Connections through Languages*: In conjunction with *Masterpieces from the Hermitage – The Legacy of Catherine the Great*, NGV Education collaborated with the Modern Language Teachers Association of Victoria to pilot a program involving volunteer language support educators working with NGV Educators to incorporate a language other than English into education programs for major exhibitions. The program aims to foster intercultural understanding through introducing students to culturally diverse artworks and by providing an authentic context for language learning.

### **Australian Centre for Moving Image**

ACMI film programs endeavour to engage the broadest audience through a myriad of culturally diverse screen programming. ACMI also provides Victorians with accessible and diverse international films by hosting numerous film festivals. A high level of sophistication is utilised in reaching specific and general audiences, including community specific elements as well as web, social media, printed programs and materials. Festivals in 2015-16 included:

- Filmoteca (monthly)
- Japanese Film Festival
- Indonesian Film Festival
- Human Rights Arts Film Festival
- Melbourne International Film Festival
- Melbourne International Animation Festival
- Korean Film Festival
- Czech and Slovak Film Festival
- Iranian Film Festival, and
- Russian Resurrection Film Festival.

ACMI also screened language and culture films for LOTE students with a focus on Indonesia, Japan, Germany, France and China, and organised a Sudanese family ACMI day.

### **Arts Centre Melbourne**

Arts Centre Melbourne works to enrich the lives of Victorians, culturally, socially and economically. Its purpose includes making Melbourne more creative and vibrant and bringing families and communities together across generations and cultural divides. In 2015-16, programs and initiatives to increase the participation of culturally diverse communities, included:

- *First Call Fund*: The fund supports schools and community groups to experience live performances, foster creativity and attend workshops and other events through partnerships with organisations representing disadvantaged groups from culturally diverse backgrounds, including asylum seekers.
- *Youth Outreach Programs*: These include the Dig Deep, weekly hip-hop mentoring program in The Channel, Sisters on the Mic and Tech Specs youth training programs with schools and community groups. Between 70-80 per cent of attendees were from culturally diverse backgrounds.
- *Supersense*: A new contemporary arts festival which showcased musical and artistic traditions from across the Asia-Pacific region.
- *Special Combination*: A week-long choreographic and performance workshop, in collaboration with the Melbourne Festival, that brought together artists from Asia and Australia to explore working processes and exchange first-hand experiences with choreographers and directors; and

- *PlayKing Travel grants*: Travel grants for Australian artists to establish creative connections and pursue performing arts collaboration across Asia, and occasionally for reciprocal travel by Asian artists to Australia, often resulting in successful inter-cultural projects.

### **Melbourne Recital Centre**

The Melbourne Recital Centre is an acclaimed music destination combining architectural innovation and acoustic perfection. It seeks to present music and artists of the classical, traditional and popular genres from around the globe, including Asia, Europe, Africa, the Americas, Oceania and the Middle East, encouraging culturally-specific attendance as well as interest and appreciation in the music of diverse cultures.

Apart from hosting a regular presentation of multicultural performances from various countries through its venue hire engagement, the Centre's focus on diverse communities in Victoria included:

- Development of the program around traditional/classical and contemporary Asian music;
- Implementation of the *Music Always* outreach program with two in-residence concerts at the Multicultural Aged Care Services in Geelong; and
- Ongoing ticket and transport subsidy support for clients from the Asylum Seeker Resource Centre, AMES, and multicultural groups from schools.

### **Indian Film Festival of Melbourne, Film Victoria**

Launched in 2012, the Indian Film Festival of Melbourne (IFFM) (funding of \$173,000 in 2015-16) aims to build a cultural bridge between Victoria and India, and between Victoria's Indian and non-Indian communities, to promote awareness and strengthen relationships between the two communities and their respective film industries.

Highlights in 2015-16 included a Bollywood dance competition, industry master classes, short film festival, the IFFM Awards Night and Empowerment Concert, and a flag raising ceremony at Federation Square to celebrate India's Independence Day.

IFFM 2016 won recognition as winner of the Contribution to Multiculturalism by a Corporation Award at the Lord Mayor's Melbourne Awards.

### **Case study**

#### **Film Victoria: Indian Film Festival of Melbourne (DEDJTR)**

Since 2012, the Indian Film Festival of Melbourne (IFFM) has played a significant role in creating cultural understanding between Indian and non-Indian Victorians by providing an opportunity to engage with the Indian and sub-continent cinema and screen culture. IFFM aims to enhance Victoria's cultural landscape by strengthening the state's international reputation as the nation's cultural capital and home to a diverse and harmonious society.

IFFM's film program provides festival goers with more diverse offerings than regular Indian theatrical film releases by incorporating Bollywood films and independent films across South Asia. At least half the contemporary films screened at IFFM have been Australian premieres and are mostly independent films.

IFFM 2016 screened 54 films in 17 languages at locations in the Melbourne CBD, and attracted 29,980 patrons through festival programming and associated events. Thirty-two per cent of attendees at the workshops and seminars were industry professionals making vital contacts and furthering their industry experience. Seventy per cent of attendees of the industry program said they have increased their knowledge about the Indian film industry.

Each year the non-Hindi speaking audience has increased. In 2016, 57 per cent did not speak Hindi, a significant increase from the 20 per cent identified in 2012. Thirty-two per cent were first time attendees to show that the festival is reaching out and engaging with Victorians interested in discovering more about Indian cinema and culture.

#### **Creative Victoria – Organisations Funding**

The funding program invests in the creativity, capability and continuity of organisations that make a valuable contribution to the creative and cultural profile of Victoria, as well as to increase the diversity of audiences and participants. In 2015-16, several organisations targeting culturally diverse communities were funded, including:

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- Multicultural Arts Victoria, South Melbourne (\$320,000): MAV is Victoria's peak arts organisation for the promotion of cultural diversity in the arts. It represents artists and communities from culturally diverse backgrounds, and collaborates with key arts organisations to advance multicultural arts at the local, national and international levels. Activities include workshops, seminars, festivals, theatre and music performances, exhibitions, partnerships and publications.
- The Boîte (Victoria), Fitzroy (\$122,000): Boîte programs embrace new relationships with artists from many cultural streams, including Seychellois, Mauritius, Reunion and the Rodriguan Islands and Iran through the Iranian women's choir program. Besides regular performances at the Boîte World Music Café, programs include festivals and projects such as the Boîte Millenium Chorus, the Boîte Schools Chorus and a cultural touring program.
- Chinese Museum, Melbourne (\$102,000): Located in the heart of Melbourne's Chinatown, the Chinese Museum's five floors showcase the heritage and culture of Australia's Chinese community. The museum displays and promotes the history of Australian-Chinese relations, along with a general appreciation of Chinese arts and culture.
- Footscray Community Arts Centre (\$220,000): FCAC is a multi-platform, multi-arts based organisation working with culturally and linguistically diverse communities. From one-off projects to ongoing training programs, FCAC provides entry points for these communities at all levels of skills, experience and interest in arts and cultural activities through programs in theatre, animation, music, digital media and the visual arts.
- Westside Circus, Brunswick (\$50,000): Westside Circus uses circus and physical theatre to build the creative capacity of young people from diverse social, economic and cultural backgrounds to make a tangible positive difference to their lives.
- Western Edge Youth Arts (\$75,000): WEYA provides access to high-quality arts experiences for young people, particularly from culturally diverse and disadvantaged backgrounds, who may not have access to such experiences or are unlikely to ever attend mainstream venues. Highlights include a youth theatre ongoing program, an emerging artists program and professional development, and extended school residences for emerging artists in disadvantaged culturally diverse schools.
- Circus Oz (\$150,000): The Circus Oz show is a rock-n-roll, animal free circus that tours nationally and internationally. Throughout the Melbourne season, tickets were provided to a range of charities and not-for-profit organisations, supporting asylum seekers and those with diverse ethnic backgrounds. Circus Oz continued to collect money to help organisations such as the Asylum Seekers Resource Centre (ASRC).
- Jewish Museum of Australia (\$69,600): Operations funding is granted to the museum whose mission is to engage people with Jewish culture to help Jews become proud of, connected to and knowledgeable about their heritage; promote understanding and appreciation of Jewish culture and people in the wider community; and build a society in which cultural diversity and difference is embraced and respected.  
  
A highlight of the museum's dynamic exhibition program was the 'Can we talk about Poland?' exhibition which explored what it means to be a Jew of Polish descent; what it means to be a migrant and how we can overcome the negative memories and trauma of the Holocaust to create new connections and meaning.
- Shepparton Arts Festival (\$40,000): The festival celebrated cultural diversity at the local and regional level with initiatives that enhance a sense of belonging, cultural pride and confidence, including:
  - ✓ *Progressive Lunches*, held in different places of worship and community spaces;
  - ✓ *Living Recipes* and recipe postcards which allowed people to share their favourite recipes that stimulated a memory or continued a tradition, as well as highlighting regional produce and flavours; and
  - ✓ *Converge on the Goulburn*, which showcased artists from refugee, emerging and culturally diverse communities.
- MTC Connect (\$486,000): Creative Victoria partnered with Multicultural Arts Victoria to establish Melbourne Theatre Company's MTC Connect. The tailored program appoints theatre artists of multicultural backgrounds to act as cultural and artistic ambassadors, advocates and facilitators to broaden the range of voices informing MTC's theatre making and programing processes.

### **Creative Victoria grants programs**

Creative Victoria provides direct support to Victoria's creative industries through a range of funding programs. Direct funding for multicultural activities and communities include:

- VicArts Grants (\$725,845): These grants supported 37 projects involving culturally and linguistically diverse artists, audiences and communities from across metropolitan and regional Victoria, representing 22 per cent of total projects funded through the program. Examples were presentation of the Chinese-Australian Writers' Festival in Box Hill, and Broken Pieces, a dance work by local artist Belinda Annan on traditional war dances from Ghana.
- Music Works Grants (\$294,994): 19 projects were supported statewide, including the Black Orchid String Band Song and Story debut album by the Melbourne-based West Papuan Ensemble; Ethiopia Meets Colombia in Melbourne, a collaborative project between acclaimed Ethiopian-born singer and songwriter Nhatty Man and Colombian-born musician, producer and label manager Oscar Jimenez; and Klezmania, a Klezmer and Yiddish folk band which performed across regional Victoria.
- International Engagement (\$240,000): Funding supported small arts companies to undertake international cultural exchanges, including a celebration of Filipino art and culture as part of the Castlemaine State Festival; partnership between circuses in Wodonga, Phnom Penh, Siem Reap and Hanoi; presentation of the Jaipur Literary Festival in Melbourne; and interactive children's theatre engaging communities in Melbourne and Yogyakarta in Indonesia.
- Artists in Schools program (\$20,000): Projects include:
  - ✓ My Life, My Family, My Home: 42 newly-arrived students from 16 nationalities in the Western English Language School were supported in a photography project involving their family, friends and new environment. Selected photos and descriptions were displayed at a public exhibition in Federation Square during Refugee Week.
  - ✓ St Joseph's School, residency project: 85 per cent of students in the inner city Collingwood school have language backgrounds other than English. Film artists Kate Kantor and Jason Heller worked with 30 students from Years 5 and 6 to develop their skills in drama, music and film-making, focusing on students' own stories and ideas, and on the theme of transition in their lives.

### **Case study**

#### **Artists in Schools 2016 – My Life, My Family, My Home (Creative Victoria)**

The Western English Language School at the Tottenham Campus in the western suburb of Braybrook has 156 secondary students who are new arrivals. This Artists in Schools project supported the school's strategic priority to promote a sense of safety and increase the wellbeing of students.

Forty-two newly-arrived students from 16 different nationalities took cameras home for four weeks to take photos of their family, friends and their new environment, including their places of worship. Working with an experienced and creative photographer, students learned visual and technical aspects of photography and then took photos at their chosen locations. Selected photos were accompanied by a description and displayed at a public exhibition in the Atrium of Federation Square during Refugee Week in June 2016.

This project was instrumental in developing students' understanding that no matter what background they are from, commonalities of human spirit are most important – the need to feel safe and secure; the need to be connected; and the recognition that positive family connections sustain and support the process of fitting into a new country.

"Asylum seekers, refugees and migrants – we are all new arrivals at Western English Language School. We study together, travel together and interact, realising that our languages, cultures and connections are what we use to build new identities in a new land. The project built understanding of difference of 'sameness' as students explore what is important to them while making new friends and exploring new connections and community". Teacher.

#### **Fisheries education and engagement**

DEDJTR provided \$298,000 to engage and educate newly-arrived refugee and migrant communities and some established culturally diverse communities in fishery rules and responsible fishing to increase voluntary compliance. These communities have a higher risk of offending due to different understanding and practices in their home countries. The initiative has a number of components:

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- Profile-raising at community level: Fisheries Victoria attends community festivals to promote a positive friendly image of Fisheries Officers and to inform the community about fishing rules.
- Educating school-aged children from at-risk communities, particularly culturally diverse communities, about fisheries rules and regulations. Fisheries Education’s school program is linked to the Victorian curriculum and contains key fisheries messages.
- Building capacity of active fishers to fish responsibly. Fisheries Victoria conducts community responsible fishing days with active anglers from migrant communities.
- Inclusion of education information in compliance operations targeting the illegal collection of fisheries resources and the consequences of breaking fisheries rules.
- Cultural diversity engagement and education training for Fisheries Officers, and
- Developing strategic relationships with migrant and settlement services providers to increase the reach of key fisheries messages.

### **AMES Australia Work Placements**

AMES Australia assists refugees and newly-arrived humanitarian migrants by providing them with settlement support and education, training and employment services. DEWLP’s Biodiversity Division hosted an AMES Australia student from non-English-speaking background for work experience in the administration team in the department’s Arthur Rylah Institute for Environmental Research in Heidelberg, Melbourne.

The student joined the team for two weeks to better understand Australian work, culture and language. He was assigned tasks, participated in team activities and had opportunities to interact with staff across the Institute

### **Case study**

#### **Traineeship programs for young refugees (Parks Victoria)**

Parks Victoria works in partnership with AMES Australia and other registered training organisations to provide traineeships, mainly at Werribee Park and Serendip Sanctuary (Lara), for refugee students undertaking courses in horticulture.

Trainees work alongside park rangers who provide one-on-one mentoring to equip them with the skills to obtain meaningful employment; to assist them to transition more successfully into the local community; and to maintain a connection between training and education.

The program gives participants the opportunity to improve work-based English skills and horticultural skills while developing a resume for future employment. This initiative has received local and statewide support from both community and non-government organisations working alongside refugees.

Traineeships are volunteer-based or externally funded. In the past, trainees have received funding from the Environmental Protection Agency and Rotary Club of Victoria. Parks Victoria is currently funding a two-year apprenticeship for a young member of the local Karen community studying for certificates in horticulture and conservation and land management. He will also undertake basic wildfire awareness and burn preparedness work with Parks Victoria firefighters.

### **Case study**

#### **Iranian Bushwalkers Association (Parks Victoria)**

The Iranian Bushwalkers is a fantastic model that gets groups of Iranian-born residents and their neighbours of other nationalities to come out and enjoy safe, planned activities within parks around Metro Melbourne and greater surrounds.

The group have been taking part in Park Victoria’s Adopt-a-Track Program in the Churchill National Park located in the south-eastern suburbs near Lysterfield. Adopt-a-Track is a unique way for community members to be involved with park management and open space works by maintaining a section of a trail.

The Iranian Bushwalkers have adopted Bellbird Track and have shown a real interest in the local bushland and wildlife, particularly in learning which plants are invasive weeds and which are native. Working bees involve rubbish removal, track clearing and environmental weed control. The group have also been actively promoting exploration and conservation through their web page.

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Hamid Ashouri, the group's President, says: "Working with Parks Victoria to improve and maintain the walking tracks has been wonderful. We enjoy helping out so that the club and other people have well-maintained tracks to walk on. It is a great way to visit remote places and do something useful".

### **Scouts and Guides Program**

Scouts Victoria and Girl Guides Victoria are supported by DHHS (\$457,000) to increase the engagement and participation of young people from diverse backgrounds, growth corridors and socially and economically disadvantaged communities in scouting and guiding activities. Outcomes in 2015-16 included:

- the establishment of an all Muslim scout group in partnership with an Islamic school;
- the establishment of a new scout group in partnership with the Egyptian Coptic community; and
- the distribution of information flyers for new girl guide groups in culturally diverse communities.

### **Game Plan – cultural awareness training package for sport**

The Centre for Multicultural Youth was funded by DHHS (\$30,000) to develop Game Plan, a suite of online resources to support sports clubs to increase their cultural diversity and to attract and retain young people from migrant and refugee backgrounds in sport and sports clubs as members, players, coaches, trainers and leaders.

### **Participation for Culturally and Linguistically Diverse Seniors Program**

DHHS's Participation for Culturally and Linguistically Diverse Seniors Program (\$400,000) provides small grants to community organisations to establish or expand social participation opportunities for isolated seniors from culturally and linguistically diverse communities.

The program is delivered in partnership with the Ethnic Communities' Council of Victoria to coordinate outreach community support for the grants program and to provide advice on the needs of culturally and linguistically diverse senior communities across Victoria.

### **VicPol recruitment campaigns**

VicPol aims to attract applicants of culturally diverse backgrounds for police, Protective Service Officer (PSO) and Police Custody Officer (PCO) roles. Recruitment initiatives include engagement with culturally diverse communities to better understand their needs; use of demographics to tailor recruitment strategies; targeted recruitment information sessions; consultation with community leaders; use of radio and press platforms; and the mentoring of applicants.

VicPol employees from multicultural backgrounds are also involved in recruitment drives through their attendance at multicultural events; participation in online social media forums and campaigns; and through feature articles in the Victoria Police Gazette and Police Life magazines.

### **Country Fire Authority programs**

Country Fire Authority (CFA) undertakes a variety of community engagement programs to promote community safety. Activities targeting multicultural communities include:

- Fire Safety Sessions for multicultural communities: CFA delivered twenty-four fire safety education sessions – thirteen sessions on bushfire safety and eleven sessions on Home Fire Safety. Audiences include asylum seekers, African women's groups, the Burmese community, international students and rural multicultural workers.
- Cultural Awareness Session: CFA and SES jointly developed a Cultural Awareness Session for their brigades and units for more effective engagement with multicultural communities. Community profiles of the Afghan, Sri Lankan, Vietnamese and Karen communities have been developed to support this work.
- Get Involved program, City of Casey and CFA District 8: The City of Casey funded and partnered with CFA to deliver a home fire safety session to the students at the Noble Park Language School, Hampton Park campus.
- Diversity and Inclusion Working Group: CFA established a cross-departmental network to promote diversity and inclusion as a key focus area of their service delivery.

### **Multicultural Water Safety Program**

Life Saving Victoria's (LSV) Multicultural Water Safety Program (\$338,722) promotes awareness of water-safety issues through public education programs and encourages community participation in water safety activities among Victoria's multicultural communities.

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The program includes the promotion of cultural diversity workshops and information sessions at participating pools and Life Saving Clubs and strengthening relationships with multicultural community partners and stakeholders.

Activities cover the recruitment of multicultural volunteers in the aquatics industry, provision of learn to swim and club swimming opportunities and appointment of multicultural liaison staff in project delivery.

LSV also administers the 'Play it Safe by the Water' campaign to deliver water safety messages to 19 communities and has developed a Culturally Diverse Community Engagement kit for participating Life Saving Clubs. LSV projects have involved about 300 multicultural agencies, migrant resource centres, community groups and schools.

### **Metropolitan Fire Brigade**

The Metropolitan Fire Brigade (MFB) undertakes various programs and activities to promote fire safety awareness and prevention. Programs for multicultural communities include:

- Seniors Fire Safety Program: A peer presentation model utilising the skills and experience of retired firefighters to deliver fire safety presentations to groups of older people, including multicultural community groups;
- Basic Home Fire Safety Presentation: Basic Home Fire Safety Information Sessions targeting multicultural community aged care providers;
- Fire Education in Schools: Materials associated with the Fire Ed for Preps and Fire Ed for Upper Primary programs available in several languages; and
- Accessing language services: The MFB is a participant in the development of a recommended practice for the acquisition of interpreting services in times of emergency. Practices are incorporated into the Emergency Response Guidebook for MFB/CFA.

### **VEOHRC Anti-hate Campaign**

VEOHRC's ongoing Anti-hate Campaign commenced in 2012. It offers a way to report racism, religious vilification or other types of discrimination by people with such experience, and gives people the chance to report negative behaviour they have witnessed. Additionally, the campaign 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 hateful behaviour.

The Anti-Hate website ([antihate.vic.gov.au](http://antihate.vic.gov.au)) has been viewed more than 130,215 times since its launch in September 2012. A mobile phone app has been released for Android and iPhone devices. The public continues to engage with the tools and resources available to help them address racism in their own environments.

### **50<sup>th</sup> Anniversary of the Battle of Long Tan**

In 2016, the Victorian Government committed \$1m to commemorate the 50<sup>th</sup> Anniversary of the Battle of Long Tan. The Veterans Branch/DPC supported the following activities:

- Promoted and encouraged the Vietnamese community to participate in activities, including Vietnam Veterans Day at the Shrine of Remembrance;
- On 14 April 2016, the Victorian Parliament acknowledged the allied service and ongoing camaraderie between South-Vietnamese and Australian Vietnam veterans; and
- Support for the Vietnam Veterans Association of Australia's (Victoria Branch) Education Team to participate at the TET Festival held in Jan-Feb 2016 at Richmond and the Melbourne Showgrounds.

### **New and Emerging Community Leadership Program**

OMAC funded Leadership Victoria (\$200,000) to deliver the New and Emerging Community Leadership Program to enable potential and current leaders from new and emerging communities across Victoria to build their leadership skills and capacity and to contribute to community development.

The program featured guest speakers, interactive activities and networking opportunities for over 100 participants who attended training courses held in Geelong, Melbourne and Shepparton and a women-only course held in Melbourne.

### **African Leadership Development Program**

OMAC funded the African Leadership Development Program (\$50,000) to develop leadership capacity across Victoria's diverse African communities. The African Think Tank manages the program and partners with Leadership Victoria in program delivery.

The program involves ten weeks of Saturday workshops for potential leaders focusing on ethical leadership, communication, working with the media, project management, building organisational capacity, negotiation and professional networking.

### **Victoria/Timor-Leste Program**

Victoria is home to one of the largest Timorese population outside of Timor-Leste, providing a strong foundation for the development of mutual respect and friendship between the two states. OMAC in DPC led a Whole-of-Victorian-Government program to provide advice, support and training for the Timor-Leste Government. Initiatives in 2015-16 included:

- Local Government Victoria (LGV)/DELWP and the Victorian Planning Authority supported the Timor-Leste Ministry of State Administration in delivering a two-week training and work placement program for nine Timorese public servants with responsibilities in urban planning.
- LGV expanded the program of Municipal Cooperation Agreements that connect Victorian and Timorese municipalities, with 15 Victorian councils now partnered with 11 Timorese municipalities.
- OMAC continued its support of the Timor-Leste Consulate in Melbourne through funding for the Administrator's salary.
- OMAC convened two Victorian Government/Timor-Leste Group meetings and hosted a one-day visit by a Senior Adviser from the Timor-Leste's Prime Minister's Office to make a presentation on its vision for public administration reform.

OMAC provided funding to Victoria University to support a VET internship program, which involved a two-week learning visit to Melbourne by four senior Timor-Leste civil servants from the Secretary of State for Professional Training and Employment and the Ministry of Education.

### **Social Cohesion and Community Resilience Taskforce**

The Social Cohesion and Community Resilience Ministerial Taskforce established in May 2015 was allocated \$25m over four years to facilitate collaboration across government, community and academia to strengthen social cohesion and community resilience, and to prevent violent extremism across Victoria.

The Community Resilience Unit in DPC supports the work of the Taskforce. The core policy document underpinning the work of the Taskforce is the *Strategic Framework to Strengthen Victoria's Social Cohesion and the Resilience of its Communities*.

Key initiatives in 2015–16 included the establishment of:

- The Community Advisory Group with diverse membership to provide the Taskforce with important insights to inform the development of programs and projects.
- The Research Institute on Social Cohesion as a virtual community of practice of academics, community organisations and government representatives. With over 250 members, the network supports the development of evidence-based policy and initiatives through a research grants program.
- The Community Resilience Grants Program to enable community organisations to design and deliver community-based initiatives with the aim of building resilience to hate and violent extremist narratives, as well as to increase their capacity to advocate for change through peaceful democratic means, and
- Community-based early intervention pilots designed to enhance the level of support available to young people who may be vulnerable to moving towards violent extremism.

### **Rights and Responsibilities Seminars Program**

The Rights and Responsibilities Seminars Program administered by OMAC consists of a suite of free seminars for refugees and asylum seekers across Victoria. Seminar topics include laws, legal systems, democratic institutions and the importance of participating in multicultural Victoria as engaged citizens.

Seminars were delivered in partnership with Refugee Action Program service providers and other government departments and agencies. The coordinated approach is designed to minimise duplication and to build cultural competency and awareness.

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In 2015-16, 82 seminars were conducted that attracted 1,433 participants, including refugees and asylum seekers from Afghanistan, Burma, Burundi, Congo, Iraq, Iran, Sri Lanka, Somalia, South Sudan and Tibet.

Feedback from participants and facilitators on cultural and social barriers to civic participation helps to improve service planning and responsiveness. The most popular topics were governance, consumer rights, law in Victoria, family law and employment rights and responsibilities.

### **Community Grants Program**

The program administered by OMAC and the VMC provides \$6.7m funding in total. In 2015-16, approximately 2,300 grants were awarded to 1,873 multicultural organisations in the following categories:

- supporting the running costs and activities of multicultural groups;
- cultural celebrations;
- projects that bring two or more diverse faith groups together;
- projects that respond to emerging needs with priority for activities involving refugees, youth or women;
- upgrading community-owned facilities, including safety and disability access; and
- language education programs (which include funding of \$70,000 from DET).

### **Multifaith/Interfaith Grants Program**

The program administered by OMAC (\$396,200) supports new and existing faith and community organisations to come together and undertake activities that promote understanding between faith groups and the wider Victorian community.

In 2015-16, 57 grants totalling \$396,200 were provided to organisations across Victoria to support interfaith network and multifaith projects.

### **Multicultural Media Grants**

Multicultural media outlets produce content for culturally and linguistically diverse communities through print, radio and other electronic media. The objective of the media grants program is to ensure that these outlets can extend their reach and/or enhance the quality of their services, coverage and capacity.

In 2015-16, 28 grants totalling \$342,300 were awarded to enable Victorian multicultural media outlets to upgrade their equipment.

### **VMC Regional Advisory Councils**

The VMC conducted 16 Regional Advisory Councils (RACs) meetings. The RACs provide valuable information regarding the changing needs of culturally diverse communities in Victoria to inform the government on the development of policy and legislation and the delivery of services to these communities.

Three of the eight RACs are based in metropolitan Melbourne, and five are based in rural and regional Victoria to enable the VMC to gain a perspective on regional issues.

Key discussion themes on multicultural and settlement priorities for each region included:

- new and emerging systemic issues,
- settlement and newly-arrived groups,
- employment,
- access to services,
- social cohesion and sense of belonging,
- education, including transition to employment,
- housing, especially access to and maintenance of private rental tenancy,
- alcohol and other drugs,
- young people, including youth disengagement,
- family violence, including elder abuse,
- aged care,
- mental health,
- transport, and
- public safety.

The Victorian Equal Opportunities and Human Rights Commission staff attended eight RAC meetings and sought feedback on its Report Racism project. A 'Think Prevent' consultant also presented on its Family Violence Bystander Intervention model to RAC meetings to create awareness within diverse communities.

### **VMC Community Consultations**

The VMC conducts community consultations as required under section 8(e) of the *Multicultural Victoria Act 2011*. Issues raised in the consultations are responded to by the VMC or DPC, or referred to other relevant Victorian Government or Federal Government departments. The VMC also uses information and feedback from community consultations to inform its research program and other aspects of its work.

In 2015-16, the VMC held a series of consultations with a range of community stakeholders in Bendigo to establish community views regarding action associated with the proposed building of a local mosque.

The VMC provided Cultural Competency training workshop for Foster Care Association Victoria and facilitated a workshop session on cultural diversity for Southern Rural Water staff.

### **VMC Research Program**

The VMC commissions research projects from time to time to support its advisory role in multicultural affairs. Research findings enable departments and service providers to consider issues facing culturally diverse people in policy and program development. Reports and projects undertaken in 2015-16 included:

- 'Understanding social cohesion in Shepparton and Mildura,
- 'Engaging our Youth: Our Future', based on VMC youth consultations,
- 'Meeting Community Needs', based on VMC consultations with service providers, and
- a Latrobe University research project to investigate issues affecting social cohesion in Bendigo through understanding community attitudes to the proposed building of a local mosque.

### **VMC submissions to reviews and inquiries**

In 2015-16, the VMC made a number of submissions in a variety of forums, advocating for the needs of diverse communities. The submissions were informed by its own research and information provided by RAC members and findings from its community consultations. Submissions and comments were provided to the following:

- Residential Tenancy Act Review, Consumer Affairs Victoria,
- Working with Children Regulations 2016;
- Access to Justice Review,
- Victorian Court Network resource booklet,
- Victoria's 10-Year Mental Health Plan,
- Victoria's Youth Policy: Building Stronger Youth Engagement in Victoria, Office for Youth,
- Education State Early Childhood Consultation Paper,
- A Victorian Gender Equality Strategy,
- Review of Connecting Seniors: A Report on Isolation and Loneliness among Senior Victorians, and
- Powers of Attorney review.

### **Victoria Police Multicultural Affairs Partnership on Social Cohesion**

OMAC provided \$300,000 to establish a new Victoria Police Multicultural Affairs Partnership on Social Cohesion in June 2016. The purpose of the partnership is to support joint initiatives that will focus on police working with culturally diverse communities who otherwise may not engage with government.

The funding will go towards the co-design and delivery of projects responding to contemporary issues facing these communities.

### **Case study**

#### **African Mentoring in Victoria Police (DJR)**

In 2014, Victoria Police introduced an African Mentoring Program where young members of the African community interested in pursuing a career in policing or seeking to improve perceptions and relationships between VicPol and the local community were employed on fixed term contracts in various roles within VicPol, including the Human Resource Department.

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As part of this program, they are assigned high ranking mentors who provide them with general advice and support about working within VicPol and future career options. Through these discussions, a program member ultimately decided to apply to transfer over to the role of Police Officer in late 2014.

Throughout the recruitment process, he was provided ongoing general advice and support about the application and recruitment process by his mentor, the Applicant Attraction and Project Team and the wider Recruiting Services Branch until commencing at the Victoria Police Academy in late 2015.

In addition to his normal responsibilities and accountabilities, he also volunteered for a period of three years at the Victoria Police Academy on a fortnightly basis in a program called Community Encounters, where volunteers from diverse and minority communities provide Police and PSO recruits with advice on how to deal with diverse communities. He has since graduated and is currently working as a Probationary Constable in the North West Metro Region.

#### **Multifaith Advisory Group**

The Multifaith Advisory Group (MAG) is an advisory body designed to ensure ongoing dialogue between the Victorian Government and Victoria's faith leaders and communities.

The MAG consists of 28 senior representatives from Victoria's diverse faith communities and meets four times a year or as necessary. They assist the government to understand and respond appropriately to faith-related issues and concerns.

Key achievements include meeting with the Minister for Multicultural Affairs to brief him on key issues, and participating in consultation processes.

#### **Multicultural Youth Network**

The Multicultural Youth Network (MYN) is an advisory group that provides advice to the Victorian Government on issues and initiatives that affect young Victorians from multicultural backgrounds. MYN members also develop youth-led projects and deliver presentations on diversity, faith and culture in Victoria.

The MYN is chaired by the VMC Youth Commissioner, and is comprised of 20 young people from a range of faiths, cultures, ages, geographical locations and life experiences. Key achievements in 2015-16 include youth interfaith workshops for Victoria University, participation in consultation processes, community engagement, and development of issues briefs.

## Accessible and responsive services

All Victorians, regardless of their cultural, linguistic or religious backgrounds, should have equitable and easy access to government and community services to participate fully in society. As the diversity of our population continues to increase, our services need to be accessible and responsive to the community.

The Victorian Government is committed to reduce social disadvantage and facilitate positive settlement outcomes in areas including health, education and employment; and to support the specific needs of newly-arrived communities, young people as well as older, more established communities.

Departments and agencies are continually reviewing the services that they provide and the manner in which they are delivered to ensure that they are responsive to the diversity of their clients. This section outlines a variety of initiatives focusing on communities with specific needs and reducing cultural or language barriers that may otherwise limit their access to services.

### **VicRoads Community Road Safety Grants Program**

VicRoads funded seven community road safety groups \$100,000 to deliver road safety initiatives directly within culturally and linguistically diverse communities. Topics include:

- Child restraint checking days,
- Learning about road safety sessions,
- Community car connections,
- Driving lessons,
- Bike Ed and cycling safety, and
- Pedestrian safety.

In addition, VicRoads also funded the delivery of child restraint information sessions (\$50,000) to parents and carers and organisational workers supporting culturally diverse communities as part of the Starting Out Safely road safety education program.

### **L2P Learner Driver Mentor Program**

VicRoads' L2P program (\$4m) provides disadvantaged young people, particularly those from culturally diverse backgrounds, with supervised driving experience using volunteer mentors. This helps them to attain 120 hours driving experience to make them safer drivers and meet the requirement for a probationary licence.

The L2P program also aims to establish a community mentoring system and to integrate participants into a caring local community. The L2P program is based on a partnership between local government, local communities, youth agencies and local business. As at December 2016, there were 69 L2P programs in Victoria, covering 75 of 79 Victorian municipalities.

### **Adult, Community and Further Education Board pre-accredited training**

The ACFE Board provided \$17.8m in 2015 to support pre-accredited training. Community-based organisations, including ethno-specific community organisations and AMES Australia delivered such training to 18,710 persons of culturally diverse backgrounds.

Pre-accredited training addresses the particular needs of those who have experienced barriers in education in the past and find it difficult to undertake accredited programs as their first step into education and training. Learners participate in basic language, literacy, numeracy and employability skills programs that will support them in society and assist them to secure and maintain employment.

### **Refugee Education Support**

DET funds a range of programs (total of \$2.4m) to support refugee and asylum seeker students, including:

- the *Refugee Education Support Program* that works with schools to identify and implement strategies to support the wellbeing of students from refugee backgrounds and their engagement in learning;
- the Centre for Multicultural Youth's *Learning Beyond the Bell* program to establish school and community partnerships and increase their capacity to provide out-of-school-hours learning support programs;
- Foundation House's *Schools' Support Program* to assist early childhood services and schools to engage with refugee and asylum seeker children and families; and
- *Transition Scholarships for Refugee Students* to support students from refugee backgrounds with their transition from an English Language School or Centre into a mainstream government school.

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### **Asylum Seeker VET Referral Program**

In 2015, DET provided \$136,362 to enable 231 post-secondary school asylum seeker adults participate in government subsidised accredited training to equip them with essential skills for a pathway to further education and employment.

### **'Life! Helping you prevent diabetes, heart disease and stroke'**

The 'Life! helping you prevent diabetes, heart disease and stroke' program, delivered through Diabetes Victoria by trained facilitators, aims to provide eligible community members with the skills and support to adopt healthy behaviours and a more active lifestyle to reduce the risk of type 2 diabetes, heart disease and stroke.

The Life! program has a plain English version for people with low literacy or English as a second language, delivered by bilingual facilitators or facilitators with support from an interpreter in any language.

In 2015-16, 28 Life! group courses were presented – five in Chinese, five in Vietnamese – and 18 in plain English to people speaking Spanish, Afghan, Turkish, Indian and Sri Lankan.

### **Healthy Mothers Healthy Babies**

DHHS provides a total of \$2.55m for this non-clinical support program that aims to maximise the health and wellbeing of vulnerable pregnant women and their babies during the ante-natal period. Refugee mothers are amongst the priority groups.

### **Refugee Health Program**

The Refugee Health Program (\$5.43m) operates in community health services in 18 Victorian local government areas with high numbers of newly-arrived refugees and asylum seekers and in areas of secondary settlement.

The program provides nursing, counselling and other allied health services to support the coordinated care for refugees and asylum seekers, including 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.

In 2015-16, the focus was to increase capacity for community health in refugee health nursing; allied health and allied health assistants; bicultural health workers; language services; nurse training; and statewide refugee health nurse program facilitation.

### **Victorian Foundation for Survivors of Torture**

Funding of \$1.97m was granted to Foundation House to provide a range of health services and support to survivors of torture and trauma. Community health funded activities include health promotion, language services and workforce development. Mental health funded activities include the provision of mental health counselling services.

### **Men's Behavioural Change programs**

DHHS funded several Men's Behaviour Change programs targeting various community groups across metropolitan Melbourne locations, including the Vietnamese and Arabic-speaking communities and others from Southeast Asia. The programs take into consideration cultural nuances and sensitivities and aim to increase the safety of female partners and children and contribute to the cessation of violence by male participants.

### **Family violence support for culturally diverse women**

In addition to mainstream specialist family violence services, DHHS funds a number of services to provide additional support to culturally diverse women and their families experiencing and affected by family violence. These include:

- The inTouch Multicultural Centre against Family Violence provides case-managed responses and counselling to women and children from culturally and linguistically diverse communities. inTouch also provides secondary consultations to other specialist family violence services working with women from culturally diverse backgrounds;
- Family violence intensive case management support for women and children from a culturally diverse or disability background to access family violence support services;

- The Springvale Indo-Chinese Mutual Assistance Association to provide counselling to Vietnamese women and their children experiencing family violence and who have difficulty accessing other services due to language and cultural barriers; and
- The Cultural Diversity Family Violence Engagement project in Geelong, undertaken by Minerva, to develop and implement a culturally-safe integrated family violence service model for diverse communities.

#### **Ice Action Plan training package**

In Jan 2016, DHHS released an online training package for frontline workers to assist them to deliver services safely and effectively to those affected by amphetamine type substances (ice). The package includes topics on engaging with culturally diverse groups, taking into consideration their family and cultural sensitivities; culturally appropriate assessment; referral and treatment options; and the need for skilled interpreters.

#### **Transition to the NDIS: Building Community Awareness and Capacity**

DHHS funded a project (\$20,000) in the Brimbank-Melton area to build the capacity of individuals and families from diverse cultural backgrounds to transition to the National Disability Insurance Scheme (NDIS) by increasing awareness of the scheme's operation and of the steps to be taken to benefit from full rollout in October 2018.

#### **NDIS Community Engagement projects**

Several projects have been funded by DHHS via the NDIS Transition Support Program (TSP) to assist peak associations and consumer groups deliver readiness activities to support people with a disability, their families, carers and service providers. Groups funded include:

- the Ethnic Communities' Council of Victoria to build the capacity of ethnic and multicultural organisations and people with a disability, family and carers from culturally and linguistically diverse backgrounds for the transition. Other TSP-funded organisations are working closely with relevant peak bodies to ensure appropriate inclusion of culturally diverse communities, and
- Tandem, the peak body for mental health carers in Victoria, to facilitate information sessions across the North-East Melbourne area on 'Understanding changes in the disability services sector' and 'Preparing for changes in the disability and mental health services sector'. Sessions were available in a range of languages, including Vietnamese, Somali, Mandarin, Greek and Italian, and promoted via translated flyers.

#### **Home and Community Care programs**

DHHS has oversight of a number of Commonwealth and State-funded Home and Community Care (HACC) program activities targeted at culturally diverse and other diverse communities. These activities include:

- funding to 60 ethno-specific and multicultural organisations to provide HACC services, including Social Support Services and Planned Activity Groups (\$17.2 million);
- HACC Access and Support activity, which aims to deliver an improved client focus to support people with complex needs due to diversity to access a wider range of services (\$6.4 million); and
- HACC Diversity Advisors appointed in each DHHS region (\$946,000) to promote and support HACC-funded organisations to implement diversity planning and practice to improve service access for people marginalised or disadvantaged due to diversity.

#### **BBV/STI Education for Culturally and Linguistically Diverse Communities**

In 2015-16, the Multicultural Health and Support Service based at North Richmond Community Health was funded to provide:

- a peer led BBV/STI education program targeting priority culturally and linguistically diverse communities;
- HIV treatment literacy, awareness and health education activities to priority communities;
- activities and resources to increase awareness and visibility of viral hepatitis as a community issue;
- community education and capacity-building for newly-arrived communities; and
- culturally sensitive BBV/STI education and support to people from culturally and linguistically diverse backgrounds in prison settings.

#### **Refugee Youth Project**

DJR's Refugee Youth Project (funded at \$2.31m over five years) targets disengaged young people from refugee communities (aged 18-27 years) who are at risk of coming into negative contact with the criminal justice

system. The project involves working with young people from refugee backgrounds to change the way they perceive their place in their own community and in the broader Victorian community, and to change the way they interact with the justice system.

### **Refugee Court Program**

DJR's Refugee Court Program (\$0.525m over five years) provides culturally appropriate early intervention services to reduce the likelihood of offending and reoffending by young people from refugee backgrounds. The program provides young first time and repeat offenders and accused persons with opportunities for rehabilitation, personal growth, education and skills development to enable them to reject anti-social and criminal behaviour.

### **Dame Phyllis Frost Centre programs**

The Dame Phyllis Frost Centre is Victoria's primary women's prison. The following programs and initiatives respond to the needs of prisoners from culturally diverse backgrounds:

- Targeted Women's Health Education: Multicultural Women's Health runs a six-week course in Vietnamese. The program creates discussion around women's health issues and provides education and assistance in specific health areas.
- Vietnamese Cultural observances: The Centre observes celebrations including Vesak Day, the Mid-autumn Moon Lantern Festival and the Vietnamese and Chinese New Year.
- Alcohol & Other Drugs Information/Education Program: The program provides knowledge about drug-related harm and available treatment and services.
- Life-Health and Nutrition Program: A three-week program for in Vietnamese to promote healthy eating, exercise, weight management, physical activity and the risk of diabetes, and
- Hepatitis Information Sessions: Delivered in Vietnamese to provide knowledge to support someone with hepatitis and understand how it is transmitted. The sessions also promoted hepatitis testing services at the Centre and access to treatments.

### **Consumer Affairs Victoria programs**

Consumer Affairs Victoria (CAV) provided \$3.2m to programs targeted at culturally diverse communities, including:

- Advocacy and Specialist Services Program: Eleven agencies were funded to provide support to vulnerable and disadvantaged consumers and tenants, including culturally diverse communities.
- Regional Education Activities: CAV activities across Victoria included presentations, discussions and radio talks to culturally diverse communities to raise awareness of CAV's services, consumer rights, scams and renting rights.
- Travelling Con-men: In October 2015, CAV, in partnership with Crime Stoppers Victoria, launched a new campaign to raise awareness about Travelling Con Men and to empower Victorians to identify and 'say no' to them.
- myCAV: This is an online system that requires all incorporated associations to use myCAV to lodge annual statements, pay fees and notify changes. CAV engaged the Ethnic Communities' Council of Victoria to deliver 40 information sessions to inform members of the online system.
- Social Media: CAV uses Twitter to raise awareness of activities and other relevant resources for multicultural consumers and businesses who would otherwise not hear about the ways that CAV can support them.
- Dari renting project: CAV, in consultation with Victorian migrant resource centres, developed a range of renting resources, information and education materials for the Dari-speaking (Afghan) community.
- Rental advice for International Students: CAV launched a campaign in December 2015 to assist international students to safely navigate Victoria's rental market. CAV worked with higher education and support providers to inform students about their tenancy rights both before and after their arrival in Melbourne.

### **Victoria Police activities**

Victoria Police (VicPol) undertook a broad range of activities and programs aimed at enhancing their level of engagement with Victoria's culturally diverse communities. These include:

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- Asian Business Crime Prevention Group: In partnership with Monash City Council and Chinese Support Services, VicPol made presentations on security and crime prevention and security audits to local traders.
- Youth Engagement Project: This project brought together a range of community partners in Broadmeadows to undertake activities to build resilience and broaden trust and understanding, covering topics such as mentoring, career pathways, family engagement, youth camps and media issues.
- Cultural Diversity Week and Harmony Day celebration: Based at Flemington Police Station, these celebrations represent important periods of engagement for both VicPol and the multicultural communities in the area. The celebrations involved local community organisations, service providers and police officials from all ranks.
- Harmony Day Celebration, Victoria Police Centre: The objective of the Harmony Day Celebration was to reaffirm VicPol's support for its diverse community and employees and to highlight the fact that diversity is the key to service delivery.
- AMES Men's Camp: VicPol continued to support the AMES Men's Camp conducted at Mount Eliza. VicPol provided transport to the venue and contributed to a range of information sessions to participants from refugee backgrounds, including topics on the Australian legal system and the role of police.
- United Through Football Festival: VicPol and the Inner North West Blue Light were key partners at the annual football tournament in Flemington/Kensington which brought together young players from diverse backgrounds in a carnival atmosphere, including those from the Australian Somali Football Association. The event also included cultural performances from pan-African, Bhutanese, Nepalese and Karen communities.
- VicPol and Horn of Africa Communities Food and Culture Project: This project enabled local communities to come together with local members of VicPol at the Flemington Police Station. The program has achieved much success in challenging stereotypes and enhancing community confidence in police.
- Language-based initiatives: VicPol staff attended language courses that include Vietnamese, Arabic and Mandarin. VicPol provides a Language Allowance for their employees and encourages staff to use LOTE in carrying out their policing duties.
- Inclusive Workplaces: This includes uniform and appearance exemptions for culturally diverse employees; provision of employee assistance and chaplaincy services in various religions; and the adjustment of working conditions to recognise differences in culture and religion.

#### **Corrections Victoria – Pip Wisdom Grants Program**

Corrections Victoria administers the Pip Wisdom Grants Program providing funding support for various prisoner support services. Culturally diverse specific programs include:

- The Vietnamese Prisoner Support Program (\$57,835): Delivered in partnership with the Australian Vietnamese Women's Association, the program is a culturally specific support program for Vietnamese prisoners and their families.
- Genesis Reintegration Program (Bridging Worx) (\$65,244): This is a culturally specific pre- and post-release support program for Maori and Pacific Islander prisoners.
- Muslim Connect (Islamic Council of Victoria) (\$80,000): Provides culturally specific pre- and post-release support to Muslim prisoners.
- African Visitation and Mentoring Program (Jesuit Social Services) (\$106,851): This program matches African prisoners with trained, community volunteers for pre- and post-release mentoring support.

#### **Victorian Responsible Gambling Foundation multicultural services**

The Foundation plays an important role in delivering counselling services and community education in a number of languages to promote responsible gambling behaviours, increase community awareness of the risks associated with gambling and encourage people to seek help in relation to problem gambling.

In 2015-16, the Foundation funded the following agencies to provide culturally appropriate therapeutic and financial counselling in their own languages; language appropriate education; and peer support whereby people who have recovered from a gambling problem assist others in their recovery.

- Arabic Welfare Incorporated,
- Australian Vietnamese Women's Association Incorporated,
- Chinese Gambling Concern Incorporated,

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- Multicultural Centre for Women’s Health Incorporated,
- Springvale Indo-Chinese Mutual Assistance Association Incorporated, and
- Victorian Arabic Social Services Incorporated.

### **Dispute Settlement Centre of Victoria**

The Dispute Settlement Centre of Victoria has a culturally diverse communities engagement program which delivered over thirty information sessions and workshops to agencies working with multicultural communities, including the Australian Red Cross, empower, Health, New Hope Foundation and Wyndham Community Education Centre. Workshop topics covered:

- Neighbours Law & You,
- Employment Law & You,
- Difficult conversations with neighbours, and
- Conflict management in Clubs and Associations.

### **Case study**

#### **Dispute Settlement Centre of Victoria presentations (DJR)**

Doveton College is a Prep to Year 9 school located in Melbourne’s southeast suburbs with a large multicultural population, particularly new and emerging groups such as the Tamil and Dari speaking communities.

The Dispute Settlement Centre of Victoria (DSCV) hosted a series of community information sessions at the school to encourage help-seeking behaviour with neighbourhood disputes, private rental problems and financial hardship. Participants were mainly Doveton College parents who had the rare opportunity to connect with representatives from Victoria Police, the local Sheriff’s office, Consumer Affairs Victoria, the Australian Taxation Office and the Telecommunications Ombudsman. The local community legal centre and the Social Housing Advocacy and Support Program staff were also involved in discussions.

DSCV used case studies and narrative techniques to facilitate discussions to identify service delivery and access issues. DSCV also made presentations about mediation services to language-specific groups who attend English language lessons at the College. Participant feedback was very positive and referrals to DSCV from diverse language groups have increased.

#### **Victoria Legal Aid programs**

VLA programs targeted at multicultural communities include:

- What’s the Law? Australian Law for New Arrivals: A national resource education kit about common legal problems that newly-arrived people to Australia may encounter, for use by teachers, educators and community workers who work with migrants and refugees in English classes and in other community education settings. The kit has been developed in partnership with AMES Australia, legal aid commissions across Australia and National Legal Aid.
- Settled and Safe: A collaborative training project to prevent family violence in newly-emerging culturally and linguistically diverse communities. The training program is designed to help people from emerging communities become more confident about their legal rights and responsibilities around family relationships.
- Legal Help: Victoria Legal Aid employs legal staff equipped to provide legal advice across 19 community languages. Legal Help language lines provide legal triage, appropriate referral, information or advice in the caller’s language.
- Staff development: A four-hour workshop was delivered by the Centre for Culture, Ethnicity and Health on cultural diversity and working with interpreters as part of Legal Practice Essentials compulsory training for VLA lawyers. Six sessions were delivered in Melbourne and regional locations.

#### **Neighbourhood Justice Centre, Collingwood**

The Neighbourhood Justice Centre (NJC), under the Magistrates’ Court of Victoria, is located in Collingwood servicing the culturally diverse City of Yarra. It combines a court with a variety of treatment and support services to reduce crime and improve public safety. A number of NJC’s community programs involve partnerships with local service providers focusing on culturally and linguistically diverse communities. Examples include:

- The All Stars Soccer Program, in partnership with VicPol youth resource officers, is an after school soccer program to engage local youth with a high representation of African children. The program strengthens relationships between youth, local police and the justice centre or system. An Annual Awards Night is hosted at the NJC with increasing attendance from children and family members; and
- The Wellington is a community drop-in centre to provide support services to local culturally and linguistically diverse communities, notably the local Vietnamese community.

#### **Multicultural Family Violence support programs**

Women’s Health West and the inTouch Legal Centre provided multicultural family violence assistance to the Sunshine Court, including outreach services and a specialist legal service consisting of four lawyers who arranged appointments and legal representation for clients and their families accompanied by bilingual case workers.

#### **Magistrates’ Court of Victoria Community Engagement programs**

The Magistrates’ Court carried out a number of community engagement projects for multicultural communities, including:

- The Dandenong, Geelong and Sunshine Courts delivered a Justice Education Program for newly-arrived refugees in partnership with Catholic Care. The program ran over a 10-week period with presentations from court staff, Consumer Affairs Victoria, the Dispute Settlement Centre of Victoria, Victoria Police and local government agencies.
- Ringwood Court provided information sessions about court processes to newly-arrived immigrants of Burmese background as part of the Migrant Information Centre’s Safe and Settle Program. The program is about access to justice services and support for community members from linguistically diverse backgrounds.
- A community engagement event was held at the Moorabbin Justice Centre on 30 September 2015, with a focus on agencies working with culturally diverse communities. The event was attended by 55 people representing 31 local services, and
- African mental health and wellbeing training was provided to court support case managers.

#### **Case study**

##### **Re-development of VCAT website (VCAT)**

The Victorian Civil and Administrative Tribunal (VCAT) have a commitment to provide better access to justice. Of the more than 85,000 cases that come to VCAT each year, the vast majority of parties are self-represented. They rely on being able to easily access information that helps them understand what to do in simple, direct language that does not intimidate or confuse them.

VCAT’s website re-development has been a major undertaking to support the objectives of helping individuals from diverse communities obtain better access to justice. Work done throughout 2015-16 focused on finding design solutions to simplify complex court processes and to use plain English in the review of web content.

The new website (launched in July 2016) is designed to communicate simply and directly with users, particularly self-represented litigants, including those with poor language skills and from culturally and linguistically diverse backgrounds.

The main content of the website is available in eight languages. It also contains special features for people with low literacy or English skills, such as text-to-voice technology that reads web pages aloud.

##### **Interpreter Scholarship Program**

The program aims to increase the supply and quality of interpreters in particular languages in Victoria. In 2015-16, 89 scholarships were awarded to students enrolled in the RMIT Graduate Diploma or Advanced Diploma in Interpreting for the Dari, Polish, Tamil, Vietnamese and Hazaragi languages.

Twenty-one bursaries for the Online Interpreter Skill Set course were also provided to students from the Chaldean, Dinka, Karen, Khmer, Kurdish, Macedonian, Maltese, Rohingya, Samoan and Somali language groups.



In addition, 73 students from the previous year's Interpreter Scholarship Program, representing Burmese, Greek, Italian, Tamil, Turkish and Vietnamese language groups, attained accreditation with the National Accreditation Authority for Translators and Interpreters (NAATI).

### **Professional Development Program for Interpreters and Translators**

Monash University delivered 18 Professional Development Program short courses in 2015-16 to provide training for language professionals to work in specialised areas, including in health, mental health, justice and family violence settings.

Courses ranged from entry-level interpreting through to using specialised terminology, translation and video-link technology, as well as advanced ethics in interpreting. The program provides opportunities for interpreters and translators to extend their skills and assists them to meet NAATI revalidation requirements. Bursaries were also awarded to selected participants.

### **Asylum Seeker Support Program**

The Asylum Seeker Support Program administered by OMAC provided \$300,000 to assist three key asylum seeker support agencies to improve their clients' access to essential support services, such as housing, employment, English language tuition, computer literacy classes, transport and social and recreational activities. Material aid included school books, clothing and food. Program outcomes included:

- alleviation of social isolation amongst asylum seekers,
- better use of State Government funding to deliver quality outcomes achieved by leveraging in-kind support and additional funding,
- opportunities for meaningful participation through extensive community volunteering programs, and
- development of stronger community connections leading to improved social cohesion.

### **Case study**

#### **Refugee Women Playgroup (OMAC/BCH)**

OMAC's Refugee Action Program (RAP) seeks local service providers as partners to assist refugee communities achieve sustainable settlement outcomes through capacity building.

Accessing employment and education is difficult for many refugee migrants due to their lack of work experience in Australia and knowledge of the system, low English language skills and, in some cases, no formal education. These challenges are greater for people who have been victims of trauma or torture before arriving in Australia.

The RAP works with refugee communities to overcome these challenges via projects such as the women's playgroup in Bendigo run by RAP partner organisation, Bendigo Community Health (BCH), in conjunction with Communities for Children and Bendigo Kangan TAFE. BCH started the playgroup for 15 isolated refugee women from Burma and Afghanistan.

The group met weekly over a year, and has evolved into a safe place for participants to access important information and skills in a range of areas from health to family violence, English language, sewing, and healthy cooking and eating.

The project also assisted participants to access education and employment opportunities. Since the playgroup began, seven participants have enrolled in English classes at the local TAFE, one has secured employment and four have begun studying horticulture at the Certificate Two level.

The women found lasting friendships and social networks even after leaving the group.

## Appendix 1: Cultural Diversity Plans – summary by departments

|        | DEDJTR   | DELWP   | DET   | DHHS   | DJR   | DPC   | DTF  |
|--------|--|---|---|--|---|---|--|
| Title  | A new Cultural Diversity Plan (for release mid 2017)   | Diversity and Inclusion Strategy 2016-2020  | Cultural Diversity Plan 2016-18 (draft)   | Delivering for Diversity: Cultural diversity plan 2016-2019  | Cultural Diversity Plan 2012-2016   | Cultural Diversity Inclusion Strategy 2015–18   | Diversity and Inclusion Action Plan 2016-2018  |
| Vision | DEDJTR is committed to recognising the value of individual differences and managing the workplace so that everyone feels included, valued and empowered.<br><br>(A formal vision statement will be developed for DEDJTR's CDP plan scheduled for release in mid 2017). | A workplace culture that embraces individual differences in all forms and fosters innovation and inclusion, so as to:<br><br>- support liveable, inclusive and sustainable communities and thriving natural environments;<br><br>- enable all staff to achieve their full potential and work in a flexible way that meets their needs, and<br><br>- adopt a community charter that emphasises the diversity and inclusion values of building enduring and genuine partnerships. | DET's draft CDP (awaiting final approval) recognises and celebrates diversity in a range of forms across the Victorian community.<br><br>DET recognises that early childhood, schools, and Vocational Education and Training settings are essential environments in which to cultivate an appreciation for diversity.<br><br>Building on cultural diversity is fundamental to establishing Victoria as the Education State. | To achieve the best health, wellbeing and safety of all Victorians so that they can live a life they value.<br><br>The drivers of good health and wellbeing include the social, cultural and economic context in which people live.<br><br>At the heart of DHHS's work are people from culturally and linguistically diverse backgrounds and their communities.<br><br>Consideration of cultural diversity in all DHHS policies, practices and programs will ensure it delivers inclusive, safe and accessible services. | The vision is an inclusive justice system that enables culturally diverse communities to fulfil their potential as equal citizens based on the principles of Fairness–Safety–Justice–Self-determination–Choice.<br><br>(Other DJR CDPs include VicPol's Equality is not the same, and Office of Public Advocate's Cultural Diversity Plan 2016-2018). | To build a culturally diverse and inclusive work environment and ensure DPC's policy advice is inclusive of diverse perspectives to achieve good public policy and service delivery outcomes for Victorians.  | To recognise, respect and value individual differences to ensure we maximise our potential.<br><br>To value diversity so that all individuals are treated in a fair, respectful and non-discriminatory manner, feel valued and are able to contribute fully.<br><br>A diverse workforce drives innovation, creativity, problem-solving capabilities and individual/organisational productivity to better serve and support the Government and the Victorian community. |
| Goals  | The new CDP will:<br><br>1. build on the extensive work DEDJTR is already doing to harness the capabilities of diverse populations; and<br><br>2. ensure a coordinated approach to cultural diversity planning across the department.                                  | 1. Improve service delivery and decision-making through strong, inclusive leadership and training and development opportunities;<br><br>2. Foster attitudes and practices that better support diversity and inclusion; and<br><br>3. Create opportunities to recruit and retain staff from diverse groups in the  | Deliver on the Education State's vision for Victoria — achieving excellence, equity and lifelong learning for all.<br><br>1. Make the Victorian learning and development system welcoming and inclusive to all.<br><br>2. Provide accessible information to culturally and linguistically diverse   | CDP priorities in responding to cultural and linguistic diversity in health, human services and sport and recreation are:<br><br>1. Equitable and responsive services and programs;<br><br>2. A culturally responsive workforce;<br><br>3. Partnerships with diverse   | 1. A strong foundation for learning, obtaining and maintaining employment: access to, and outcomes in development, training and employment.<br><br>2. Protecting rights and promoting full participation: a justice system that promotes and protects the rights of culturally diverse  | 1. Increased understanding of, and respect for culturally diverse communities through strengthened leadership and staff cultural competence and inclusion.<br><br>2. Increased participation and engagement between DPC and culturally diverse communities through inclusive policy development | DTF's goals are:<br><br>-to have a workforce that reflects the Victorian population and makes the most of the talents and skills of all employees.<br><br>- to recognise the importance of attracting, retaining and advancing diverse individuals, and promoting inclusion at all   |

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|                  | DEDJTR  | DELWP   | DET  | DHHS  | DJR  | DPC   | DTF   |
|------------------|---|---|--|---|--|---|---|
|                  |   | community.  | <p>communities in line with community needs.</p> <p>3. Sustain and improve supports in vocational education and training for refugees and other new immigrants in respond to changing patterns of need.</p> <p>4. Engage culturally and linguistically diverse communities to inform planning and delivery of services.</p> <p>5. Improve DET's information and reporting systems and program evaluation to monitor the effectiveness and value of services to culturally and linguistically diverse Victorians.</p> | <p>communities; and</p> <p>4. Effective and evidence-based approaches.</p> <p>Annual action plans will reflect the areas of responsibility of the department to fulfil short, medium and long-term objectives.</p> <p>Successive annual action plans will report progress against previous plans' objectives.</p> | <p>communities and actively supports their participation and engagement in Victorian life.</p> <p>3. Access to justice information, goods, services, programs and facilities: planning, design and delivery of a justice system that is accessible to culturally diverse communities.</p> <p>4. Inclusive and responsive justice systems: a justice system that promotes inclusion and participation for all Victorians.</p> | <p>and project implementation.</p> <p>3. Increased employment and economic participation through promotion of employment opportunities to culturally diverse communities and career progression; and supporting the economic development and growth of culturally diverse communities.</p> <p>4. Established frameworks for reporting, accountability and measuring success regarding progress on culturally diverse inclusion and participation.</p> | <p>levels of the organisation.</p> <p>- to embrace and encourage all individuals to excel, regardless of their gender and gender identity, mental or physical disability, age, family responsibility or cultural background, and</p> <p>-to foster a workplace that reflects Victoria's multicultural society and leverages the experiences of Victoria's diverse population to inform policy development that benefits all Victorians.</p> |
| <b>Ownership</b> | <p>The CDP will be administered by Corporate Services with advice and support from DEDJTR's People and Culture Committee to ensure that it is a whole-of-department core business activity.</p> | <p>A Diversity and Inclusion Council has been established with leadership and staff representatives from each DELWP business group. Membership includes four Deputy Secretaries, with the Secretary attending when available.</p> <p>The Corporate Services Group has responsibility for supporting the Diversity and Inclusion Council which is chaired by a Deputy Secretary.</p> | <p>The Executive Board is responsible for approving the Cultural Diversity Plan, as well as action and implementation plans.</p> <p>The Plan is overseen by the Cultural Diversity Project Board.</p>  | <p>DHHS's Executive Board has approved the Cultural Diversity Plan.</p> <p>The Quality, Safety and Experience Subcommittee of the Board will have oversight of the implementation, monitoring and evaluation of the CDP and annual action plans.</p>  | <p>The Diversity Issues Unit located in the Criminal Justice Division has oversight of, and responsibility for CDP initiatives.</p> <p>The Unit provides consultative service on issues arising in the culturally diverse space; coordinates the annual Victorian Government multicultural reporting process for DJR; and promotes CDP materials and initiatives for incorporation into local business plans.</p>            | <p>People and Culture Branch is responsible for leading the implementation of the Inclusion Strategy.</p>   | <p>The People and Culture team will manage the Action Plan's overall implementation, with assistance from Working Group members.</p> <p>Responsibility for implementing specific actions in the plan has also been assigned to various groups across DTF.</p>   |

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|   | DEDJTR  | DELWP   | DET  | DHHS  | DJR  | DPC  | DTF   |
|---|---|---|--|---|--|--|---|
| <b>Governance structure and process</b> | <p>The People and Culture Committee of the Executive Board will assist with the implementation, monitoring and review of the CDP.</p> <p>The Committee is responsible for overseeing the department's Organisational Development Strategy, DEDJTR Connects, to respond to diversity issues in the workforce and in staff engagement.</p> <p>DEDJTR's Diversity and Inclusion Network will also assist with the coordination and communication of CDP activities.</p>        | <p>The Diversity and Inclusion Council is responsible for overseeing development and implementation of the Strategy and associated plans.</p> <p>This includes linking plans and actions to legislative obligations and Victorian Government policy requirements, including monitoring, evaluation and review.</p> <p>DELWP's Senior Executive Team receives recommendations from the Council for final approval of relevant major documents.</p> | <p>Ongoing reporting responsibilities will be monitored by the Cultural Diversity Project Board and reported to the Workforce Development and Culture Committee.</p> <p>The People and Executive Services Group will chair the Cultural Diversity Project Board.</p>   | <p>The first action plan for 2016-17 is being developed by 50 staff from across DHHS through a collaborative workshop to support whole-of-department focus and commitment on improving health and wellbeing outcomes for culturally diverse clients.</p>  | <p>As the full-term of the CDP draws to a close, an external evaluation is in place.</p> <p>A Reference Group comprising senior DJR staff from various business units provides advice on the content of DJR's next Cultural Diversity Plan 2017-2020.</p>  | <p>Each departmental group will be required to undertake specific actions and activities, and report on their progress to the DPC Board of Management annually through the People, Culture and Operations Group.</p> <p>This Group will have responsibility for reporting DPC organisational progress against the Strategy for whole-of-government reports and updates. This includes reporting to OMAC and any evaluation reports required.</p>   | <p>The Working Group will review and report on progress to the Senior Executive Group and the Board to ensure effective implementation.</p> <p>The Working Group will liaise with key stakeholders, both across the department and externally as required, to evaluate the success of the plan.</p> <p>Key measures and indicators have been identified for each priority action.</p>   |
| <b>Cultural competence training</b>     | <p>DEDJTR's Managing Diversity for Excellence initiative is part of the department's broader diversity and inclusion efforts that cover the Aboriginal Inclusion Action Plan, the forthcoming Disability Action Plan and DEDJTR Connects.</p> <p>The initiative includes face-to-face and online training programs, resources and toolkits on workplace practices that support inclusion and build awareness of the experiences of diverse groups. Specific training on</p> | <p>Action plans have been developed under the Strategy for gender equity, Aboriginal inclusion and employment, as well as for LGBTI, disabled and culturally and linguistically diverse communities.</p> <p>Initiatives that commenced in 2015-16 included leadership development programs for executives and women, women's networking programs, leading flexible teams and an Aboriginal employment plan.</p>                                   | <p>Respectful workplaces training is a requirement of all DET's VPS and school staff, provided through an online learning module via DET's intranet. The training focusses on treating others with respect and consideration, including consideration for equal opportunities and human rights.</p> <p>Nurses from Victoria's Maternal and Child Health service undertake cultural competence training.</p> <p>DET is working with OMAC to investigate the feasibility of developing online cultural</p> | <p>DHHS's cultural competency training includes:</p> <ul style="list-style-type: none"> <li>- unconscious bias training provided across the department and operational divisions under the Executive Board.</li> <li>- inclusive leadership training that embeds diversity of thought and inclusion.</li> <li>- development of recruitment processes that encourage diversity; and</li> <li>- inclusion of cultural diversity information in staff orientation programs.</li> </ul> | <p>Cultural Competency Training (CCT) has been delivered in various locations across the justice portfolio.</p> <p>CCT continues to be incorporated as part of Prison Officer Induction Training. The Diversity Issues Unit participated in the delivery of diversity training for trainee Court Registrars as part of their Certificate IV training in Government.</p> <p>VicPol's initiatives include development and implementation of unconscious bias training and cultural and community</p> | <p>Aboriginal Cultural Awareness Training and walking tours are offered as part of DPC's professional development program.</p> <p>Elements of cultural awareness are incorporated in other training provided within the department, including speaker seminars and information sessions.</p> <p>OMAC has compiled a whole-of-government panel of service providers for cultural competence training which can be used by all government departments to guide the selection of cultural competence training</p> | <p>DTF leaders host/present/participate at key DTF diversity functions and encourage staff involvement in activities for International Women's Day, Harmony Day and International Day for People with a Disability.</p> <p>These events are posted on LinkedIn to promote DTF leaders as 'champions of diversity'.</p> <p>DTF's 'People Matter Survey' includes a diversity module to benchmark group or divisional diversity and inclusiveness practices</p> |

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|                           | DEDJTR   | DELWP  | DET  | DHHS   | DJR  | DPC  | DTF  |
|---------------------------|--|--|--|--|--|--|--|
|                           | developing cultural intelligence is also included.   |  | competency training to be used across the public sector.   |  | awareness guidelines.  | providers.   | against VPS standards.<br><br>Survey results guide the development of actions plans to ensure a collaborative and respectful environment for all employees.  |
| Information dissemination | <p>DEDJTR provides a wide variety of translated resources and materials that target people from culturally and linguistically diverse backgrounds to improve access to the department's services and programs.</p> <p>There was a total investment of approximately \$2.28m in interpreting and translating services in 2015-16.</p> | <p>Parks Victoria provided 'Welcome to your Parks' information brochure in 20 languages;</p> <p>These Park Notes have been translated for specific locations that attract a large number of culturally diverse visitors.</p> <p>DELWP's Customer service centre and Land Victoria customers are able to access I &amp; T services to support business transactions and obtain information.</p> | <p>DET ensures that multilingual information is made available to culturally diverse communities, including translated information on its website, and through publications and other communication channels.</p> <p>DET will incorporate information and communication strategies into the new Cultural Diversity Plan to meet the needs of culturally diverse communities.</p> | <p>DHHS identifies key audiences from culturally diverse backgrounds across various program areas and multilingual information is produced to support their access to services and to increase health literacy.</p> <p>Key program documents and information are translated into identified community languages to meet the specific health, wellbeing and access needs of communities such as refugees or asylum-seekers.</p> | <p>DJR mainstream business units and statutory entities have ensured that multilingual information is provided through a range of platforms and websites, including translated documents, use of interpreter services, signage and radio.</p> <p>Examples include translated information from Consumer Affairs Victoria for vulnerable consumers; translated information in the prison environment to maintain safety and security for prisoners, staff and visitors; and the use of digital, print and radio advertising by VicPol to recruit culturally diverse operational staff.</p> | <p>DPC oversees governance arrangements for all government advertising, including monitoring and reporting on adherence with the Government's Multicultural Communication Policy. The policy requires departments and agencies to spend a minimum of five per cent of their total campaign advertising expenditure via multicultural media.</p> <p>DPC has ensured information regarding significant community events, including Australia Day, ANZAC Day and the 50th Anniversary of the Battle of Long Tan, is made available to culturally diverse communities.</p> | <p>DTF ensures that public consultations are held in venues that are welcoming and accessible to the community, including culturally diverse groups.</p> <p>DTF offers departmental publications, including reports, plans, guidelines and procedures in languages other than English upon request.</p> <p>Essential Services Commission has brochures on its website in multiple languages.</p> |

|                           | DEDJTR   | DELWP  | DET   | DHHS   | DJR  | DPC   | DTF   |
|---------------------------|--|--|---|--|--|---|---|
| Decision-making processes | <p>DEDJTR encourages the use of the International Association for Public Participation Guide as its framework for community engagement practices.</p> <p>Other guides and resources include: the Victorian Auditor-General's Office best practice guide, VAGO Public Participation in Government Decision-making; VPS Effective Engagement: building relationships with community and other stakeholders; and DEDJTR's Effective engagement, building relationships information guide.</p> | <p>DELWP's Community Charter assists the department to build better relationships with stakeholders and communities, including local councils, Catchment Management Authorities, water corporations, the building industry and environment groups.</p> <p>The department uses local networks, processes, tools and resources to enhance interactions and engagement in policy planning and delivery of programs and projects.</p>  | <p>DET will review its Stakeholder Engagement Framework and update the register of culturally and linguistically diverse community stakeholders to facilitate consultation for program and policy development.</p> <p>DET will develop and advise schools on processes for consulting directly with culturally and linguistically diverse stakeholders and community organisations.</p>             | <p>DHHS supports consumers, carers, communities and patients from diverse cultural and linguistic backgrounds in care decision-making via a suite of policies and guidelines.</p> <p>A new Transformation Office will oversee change in the department's work and establish co-design mechanisms with communities to ensure person-centred care.</p> <p>Future Cultural Diversity Action Plans will ensure that culturally diverse communities are engaged in decision-making processes.</p> | <p>DJR's local and regional management units undertake consultation activities to ensure that services are responsive to the diversity of cultural, religious and linguistic needs of Victorians.</p> <p>Business planners are encouraged to examine local requirements and tailor the provision of services accordingly. In addition, ethnic associations are consulted in the delivery of programs where relevant.</p>               | <p>The Victorian Government Appointment and Remuneration Guidelines, administered by DPC, state that the boards of Victorian Government entities should, as far as practicable, reflect the diversity of the Victorian community; and that opportunities to appoint people from culturally and linguistically diverse backgrounds should be actively explored.</p> <p>DPC has a number of diversity inclusion plans with an emphasis on the engagement of diverse communities in decision-making.</p> | <p>DTF utilises its quarterly workforce metrics with statistics on culturally diverse population characteristics, and consults with culturally diverse groups in the development and implementation of its Aboriginal Employment and Inclusion Action Plan and the Diversity and Inclusion Action Plan.</p> <p>DTF has a dedicated Aboriginal matters and diversity and inclusion action plan page on its intranet and seeks feedback from employees to help shape DTF's relevant activities.</p> |
| Program evaluation        | <p>DEDJTR has established interim standards for the design, coordination and implementation of effective monitoring and evaluation activities across the department.</p> <p>Groups and program areas have responsibility for managing all program evaluations where total program funding is less than \$5 million, subject to the advice of the DEDJTR Evaluation Working Group.</p> <p>DEDJTR's new CDP will</p>   | <p>DELWP's Diversity and Inclusion Strategy's targets and associated action plans are evaluated and reported on quarterly. The evaluation component of the Community Charter includes:</p> <ul style="list-style-type: none"> <li>- annual Customer and Stakeholder Intelligence research;</li> <li>- self-evaluation through the People Matter Survey and the Organisational Cultural Inventory survey;</li> <li>- regular review and reflection by the leadership team on the delivery of</li> </ul> | <p>DET's Evaluation Policy and Guide emphasises the ethical conduct of evaluation to ensure cultural appropriateness and consideration of the views of diverse and vulnerable groups.</p> <p>This includes the involvement of consultants with expertise in working with diverse and vulnerable groups and the use of interpreters in evaluation and data collection.</p> <p>An example was the</p> | <p>Program and service evaluations and reviews take into consideration barriers to and improvements for diverse communities.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>- The Sexual Health and Viral Hepatitis Unit regularly evaluates its funded agencies, programs and services to improve access and to develop strategies to address cultural barriers, stigma and discrimination against target groups.</li> <li>- The Victorian Health Care</li> </ul>      | <p>DJR units have sought assistance, advice and collaboration with key ethnic bodies to deliver programs and services to culturally diverse Victorians, recognising that certain communities experience barriers to participation as a consequence of culture, religion and language.</p> <p>For example, the Victorian Responsible Gambling Foundation supported Arabic, Chinese and Vietnamese agencies in providing in-language</p> | <p>Program areas are advised and encouraged to build evaluation methods into their communication activities through a mix of quantitative and qualitative measures, and to utilise demographic data in evaluation to ensure effective targeting of low uptake areas for key programs.</p>   | <p>As a central agency, DTF does not deliver services directly to culturally diverse communities.</p>   |

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|   | DEDJTR   | DELWP   | DET   | DHHS   | DJR  | DPC  | DTF  |
|---|--|---|---|--|--|--|--|
|   | include opportunities and strategies for future program and service evaluations to specifically consider barriers facing culturally diverse communities.   | engagement activities and staff feedback; and<br>- community feedback through established feedback channels, attendance at events, formal and informal interactions.<br><br>All partnerships are to be evaluated annually to ensure compliance with Park Victoria's partnering procedures.  | Evaluation of Refugee Education Support Program in 2015 undertaken by the Secondary Reform, Transitions and Priority Cohorts Division.  | Experience Survey, available in several languages, gathers feedback from public health service users about their recent health care experience. Survey results are used to drive improvements at a health service and system level.  | Gambler's Help services. Consultation with these agencies enabled the Foundation to develop clearly defined models to incorporate the needs of these culturally diverse communities.   |  |  |
| <b>Consultation, demographic and service data</b> | Examples:<br>- the Metro Tunnel project identifies key language groups and engagement preferences of communities in affected areas to guide the development and implementation of a cultural diverse engagement strategy, and<br>- the Level Crossing Removal Authority project teams engage translators to consult with non-English speaking residents and traders, and works with councils and local MPs to put together stakeholder lists of multicultural community leaders and organisations. | DELWP's Community Charter specifies that the department uses the skills and resources of local communities and networks, including sports clubs, local governments and neighbourhood houses, to build lasting relationships and two-way information flows.<br><br>This will set clear expectations on how DELWP will deliver on requests, make decisions and share progress.<br><br>DELWP will help build the capacity and capability of communities by being more visible and engaging with local communities on a more regular, informal basis. | Information about Language Background Other Than English (LBOTE) is collected as part of the student enrolment process and reported through the school census.<br><br>The information is linked to student outcome data.<br><br>Outcome Area Two of DET's Cultural Diversity Plan ensures that accessible information is available in line with community needs, and ensures that DET works to communicate more effectively with families from culturally and linguistically diverse backgrounds. | Examples:<br>- the Blood Borne Viruses and Sexually Transmissible Infections GIS mapping project pilot, based on notification and surveillance data, will help improve service provision to areas where they are most required.<br><br>- the 'Volunteers in Victoria' draft report has identified low volunteering rates among culturally diverse communities, based on results from the Victorian Population Health Surveys and the ABS Census. This will assist in developing recommendations to improve volunteering rates. | DJR units analyse demographics and local community conditions to assist in the planning and delivery of services to particular communities, especially in regional and country locations.<br><br>DJR has sought advice through ethnic associations, and collaborated with them in the delivery of community services.<br><br>For example, Life Saving Victoria's Culturally Diverse Projects Management team collects data on drowning deaths, injury trends and community demographics to plan for activities targeting culturally and linguistically diverse Victorians. | OMAC analyses ethnicity data and settlement statistics to inform policy and service planning.<br><br>OMAC has developed a set of 30 indicators, in consultation with departments to measure progress in social cohesion, participation and access to services for culturally diverse communities. The indicators have been included in the annual Victorian Government Report in Multicultural Affairs.<br><br>VMC undertakes community consultations and research to inform its work, in addition to seeking the input of Regional Advisory Committees. | As a central agency, DTF does not deliver services directly to culturally diverse communities. |

## Appendix 2: Culturally diverse representation on government boards, authorities and committees

The Victorian Government Appointment and Remuneration Guidelines (2016) for appointing and remunerating board members for non-departmental entities in Victoria include three related questions for appointees to obtain data on representation from culturally diverse communities.<sup>3</sup> The questions are:

- whether they or their parents were born in Australia;<sup>4</sup>
- whether they speak a language other than English at home; and
- whether they have a culturally diverse background other than those indicated in the previous questions.

Representation from culturally diverse communities is identified on the basis of one of the above criteria.<sup>5</sup>

Due to data limitations for certain types of board, the following description of culturally diverse representation does not include school councils, committees of Crown land management and cemetery trust boards, which account for approximately 50 per cent of board appointments.

At June 2016, 20.8 per cent of board appointments (765) out of 3,670 appointments were identified as from culturally diverse backgrounds (Table 1). This is a decrease from June 2015 when 890 board appointments (or 24.2 per cent) out of 3,673 appointments identified as culturally diverse.<sup>6</sup>

Of the 1,966 appointments (including new and re-appointments) to government boards at June 2016, 19.0 per cent (374) were from culturally diverse backgrounds (Table 2).

Table 3 shows the proportion of total board appointments from culturally diverse backgrounds for departments at 30 June 2016. Departments with higher proportions (more than 20 per cent of total) were DEDJTR, DELWP, DHHS and DJR (27.4, 20.5, 21.4 and 31.1 per cent respectively). Departments with lower proportions were DET, DPC and DTF (9.8, 8.9 and 13.8 per cent respectively).

By way of comparison, Table 3 also shows the proportion of total board appointments from culturally diverse backgrounds for departments at 30 June 2015.

**Table 1: Composition of boards as at 30 June 2016**

| Total number of boards as at June 2016 | Total board appointments | Culturally diverse appointments | Culturally diverse % |
|--|--------------------------|---------------------------------|----------------------|
| 426                                    | 3,670                    | 765                             | 20.8%                |

**Table 2: Appointments to boards, including re-appointments as at 30 June 2016**

| Number of boards with new appointments or re-appointments in 2015-16 | Total new appointments or re-appointments | Culturally diverse appointments or re-appointments | Culturally diverse % |
|--|---|--|----------------------|
| 347  | 1,966                                     | 374  | 19.0%                |

<sup>3</sup> An individual can be appointed to more than one board. This appendix shows representation by counting the number of appointments or appointees, not individuals.

<sup>4</sup> Persons born overseas, or if born in Australia, have at least one parent born overseas (whether from English-speaking or non-English speaking countries) are considered as having a culturally diverse background.

<sup>5</sup> Data remediation and new data capture methods have been adopted and applied to previous years. As such, a new set of trend data is reported for this indicator in Appendix 7.

<sup>6</sup> Data capture changes may have resulted in under-reporting of culturally diverse representation.



**Table 3: Board appointments with culturally diverse backgrounds as proportion of total appointments, by departments as at 30 June 2015 and 30 June 2016**

| Department  | Proportion of total board appointments with culturally diverse backgrounds |                 |
|---|--|-----------------|
|   | At 30 June 2015  | At 30 June 2016 |
| Department of Economic Development, Jobs, Transport and Resources | 26.5%  | 27.4%           |
| Department of Education and Training                              | 10.7%  | 9.8%            |
| Department of Environment, Land, Water and Planning               | 26.1%  | 20.5%           |
| Department of Health and Human Services                           | 26.4%  | 21.4%           |
| Department of Justice and Regulation                              | 31.8%  | 31.1%           |
| Department of Premier and Cabinet                                 | 15.0%  | 8.9%            |
| Department of Treasury and Finance                                | 10.3%  | 13.8%           |
| <b>Total</b>  | <b>24.2%</b>   | <b>20.8%</b>    |

Note:

Boards referred to in these tables exclude school councils, committees of Crown land management and cemetery trust boards.

## Appendix 3: Use of interpreting and translating services

The Victorian Government is committed to addressing the language and literacy needs of culturally diverse communities not only through English language tuition, but also through interpreting and translating (I & T) services to ensure access to, and effective delivery of government services. This appendix provides a description of the types of I & T services and associated expenditure incurred by departments and their agencies in 2015-16.

Total identified expenditure for I & T services, including expenditure through funded agencies, was \$44,098,788, increasing by \$3,176,849 (or 7.8 per cent) from the 2014-15 expenditure of \$40,921,788.

## Summary of expenditure on I & T services by departments

**Table 4: Summary of expenditure on I & T services by departments and their major agencies, 2015-16**

| Departments                  | Initiatives  | \$                | as % of total |
|------------------------------|--|-------------------|---------------|
| <b>DEDJTR</b>                | National Gallery of Victoria translations                            | 8,535             |               |
|                              | Victorian Small Business Commissioner (VBSC) dispute services        | 5,315             |               |
|                              | Information service under the Long Service Leave Act 1992            | 353               |               |
|                              | Study Melbourne Student Centre                                       | 6,879             |               |
|                              | Delegations, visiting journalist programs, Invest Victoria website   | 5,000             |               |
|                              | Public holidays and shop trading information                         | 3,265             |               |
|                              | Inbound and outbound business delegations                            | 76,856            |               |
|                              | Box Hill bus interchange improvement survey                          | 980               |               |
|                              | Taxi Reform Hardship Fund  | 2,548             |               |
|                              | Metro Tunnel VITS phone number and stakeholders meeting              | 1,366             |               |
|                              | Level Crossing Removal Authority (LXRA) VITS phone number            | 60,000            |               |
|                              | LXRA community meetings  | 20,000            |               |
|                              | VicRoads interpreter assistance for learner permits & driver license | 1,940,000         |               |
|                              | VicRoads Interpreter assisted telephone customer service             | 60,000            |               |
|                              | <b>Sub-total</b>   | <b>2,191,097</b>  | <b>5.0</b>    |
| <b>DELWP</b>                 | Parks Victoria   | 27                |               |
|                              | <b>Sub-total</b>   | <b>27</b>         | <b>0.0</b>    |
| <b>DET</b>                   | Parents, guardians and schools communities                           | 1,574,407         |               |
|                              | Early Childhood Services   | 2,117,266         |               |
|                              | International Student Program in Victorian Government Schools        | 23,272            |               |
|                              | DET international engagement   | 2,040             |               |
| <b>Sub-total</b>             | <b>3,716,985</b>   | <b>8.4</b>        |               |
| <b>DHHS</b>                  | Community health services  | 2,707,088         |               |
|                              | Dental health services   | 865,743           |               |
|                              | Language Services Credit Line–Human Services Programs                | 2,636,123         |               |
|                              | Language Services Credit Line–Health Programs                        | 1,663,968         |               |
|                              | Victorian health services  | 24,766,888        |               |
|                              | Home and Community Care (HACC) Program                               | 131,941           |               |
|                              | Companion Card Program   | 272               |               |
|                              | Seniors Card Program   | 4,890             |               |
| <b>Sub-total</b>             | <b>32,776,913</b>  | <b>74.3</b>       |               |
| <b>DJR</b>                   | Victims Support Agency   | 31,035            |               |
|                              | Regional Services Network  | 114,891           |               |
|                              | Corrections Victoria (including Community Corrections and Prisons)   | 460,634           |               |
|                              | Consumer Affairs Victoria  | 153,475           |               |
|                              | VicPol interpreting  | 1,224,546         |               |
|                              | VicPol language allowance  | 45,436            |               |
|                              | Sheriff's Operations   | 402               |               |
|                              | Country Fire Authority   | 8,613             |               |
|                              | Metropolitan Fire Brigade  | 4,606             |               |
|                              | Emergency Services Telecommunications Authority                      | 384,265           |               |
|                              | Dispute Settlement Centre of Victoria                                | 33,300            |               |
|                              | Victorian Legal Services Commissioner                                | 4,282             |               |
|                              | Victorian Equal Opportunity and Human Rights Commission              | 4,715             |               |
|                              | Registry of Births, Deaths and Marriages                             | 53,700            |               |
|                              | Community Legal Centres  | 100,000           |               |
|                              | Victoria Legal Aid   | 313,020           |               |
|                              | <b>Sub-total</b>   | <b>2,936,920</b>  | <b>6.7</b>    |
| <b>CSV</b>                   | Supreme Court I & T services   | 2,467             |               |
|                              | Magistrates' Court I & T services                                    | 1,969,668         |               |
|                              | Children's Court I & T services                                      | 211,660           |               |
|                              | Coroners Court I & T services  | 16,962            |               |
|                              | VCAT I & T services  | 246,847           |               |
| <b>Sub-total</b>             | <b>2,447,604</b>   | <b>5.6</b>        |               |
| <b>DPC</b>                   | ANZAC Centenary website, translated                                  | 784               |               |
|                              | <b>Sub-total</b>   | <b>784</b>        | <b>0.0</b>    |
| <b>DTF</b>                   | State Revenue Office I & T services                                  | 28,307            |               |
|                              | <b>Sub-total</b>   | <b>28,307</b>     | <b>0.1</b>    |
| <b>TOTAL ALL DEPARTMENTS</b> |  | <b>44,098,637</b> | <b>100.0</b>  |

## Details of I & T programs and expenditure by departments

Details of I & T programs and expenditure by departments and their entities are provided below:

### Department of Economic Development, Jobs, Transport and Resources

| Service   | Expenditure \$ | Description/Outcome   |
|---|----------------|---|
| National Gallery of Victoria translations of website, brochures and rehearsal materials     | 8,535          | The NGV provided translations of visitor information on its website and through brochures and rehearsal materials in selected languages.  |
| Victorian Small Business Commissioner dispute services                                      | 5,315          | Interpreting services are provided to clients when they make phone enquiries about their rights and responsibilities under relevant legislation and when they attend mediations arranged by VSBC. Four documents on dispute resolution were translated in three languages. VSBC has an accredited staff member to communicate with clients in Mandarin. |
| Information service to employers and employees under the <i>Long Service Leave Act 1992</i> | 353            | Employers and employees are able to access translating and interpreting services to seek information and advice about rights and entitlements under long service leave legislation  |
| Study Melbourne Student Centre  | 6,879          | I & T services expended by SMSC which provides a 'one-stop-shop' for international students to complement the support offered by Victorian education providers.   |
| Delegations and Visiting Journalist Programs and the Invest Victoria website.               | 5,000          | DEDJTR provides interpretation for visiting journalists to promote Victoria as a premium investment location. Translation of region-specific pages of the Invest Victoria website supports international investment meetings and missions.  |
| Public holidays and shop trading information  | 3,265          | Translation of statutory information about public holidays and shop trading hours is published on <a href="http://business.vic.gov.au">business.vic.gov.au</a> in 23 languages. The translation project utilises the diversity of languages available in DEDJTR staff for proofreading.   |
| Interpreters for inbound and outbound business delegations                                  | 76,856         | Interpreters were procured for multiple inbound and outbound business delegations to generate trade opportunities. These included missions to China, Korea, and Japan, International Food and Beverage Week, IMARC and delegations to and from Latin America.   |
| Box Hill bus interchange improvement survey   | 980            | Translation of survey, advertisement and brochure in Chinese.   |
| Taxi Reform Hardship Fund   | 2,548          | Translation of FAQs and advertisement on opening of the fund into several languages.  |
| Metro Tunnel VITS phone number and stakeholder meeting                                      | 1,366          | Metropolitan Melbourne Rail Authority provides a VITS interpreter phone number on the Metro Tunnel project website and for collateral and works notifications; and an interpreter was provided at a stakeholder meeting.  |
| Level Crossing Removal Authority (LXRA) interpreter phone number                            | 60,000         | LXRA provides a VITS phone number online and on all LXRA publications and works notifications.  |
| LXRA community meetings   | 20,000         | LXRA provided Interpreting services at community meetings.  |
| VicRoads interpreter  | 1,940,000      | Customers from non-English speaking backgrounds can   |

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| assistance for learner permits and driver license applicants |                  | receive VicRoads funded interpreter assistance for a learner permit (computerised) or licence applicant tests (computerised and practical), including boat operator tests. |
| VicRoads Interpreter assisted telephone customer service     | 60,000           | Customers from non-English-speaking backgrounds are provided with information they need when calling VicRoads.   |
| <b>DEDJTR Sub-total</b>                                      | <b>2,191,097</b> |  |

#### Department of Education and Training

| Service  | Expenditure \$   | Description/Outcome   |
|--|------------------|---|
| Parents/guardians and schools communities telephone and on-site interpreting | 1,574,407        | I & T services enable parents and guardians with limited English proficiency to communicate with school communities to support their children's education, including kindergarten to prep transition, parent/guardian teacher interviews and the dissemination of key information to parents/guardians. |
| Early Childhood Services telephone and on-site interpreting                  | 2,117,266        | I & T enable families to provide and receive information relevant to their child's health and development in their own language, from early childhood services, including Maternal and Child Health Services, Kindergarten and Early Childhood Intervention Services.                                   |
| International Student Program in Victorian Government Schools                | 23,272           | International students and their parents are provided with I & T services for access to DET services relating to the International Student Program.   |
| DET International engagement   | 2,040            | Interpreting services were provided to incoming delegations and at events involving international guests managed by the International Education Division.   |
| <b>DET Sub-total</b>   | <b>3,716,985</b> |   |

#### Department of Environment, Land, Water and Planning

| Service                | Expenditure \$ | Description/Outcome   |
|------------------------|----------------|---|
| Parks Victoria         | 27             | I & T services are provided to people from non-English-speaking backgrounds who phone the Parks Victoria Info Centre. |
| <b>DELWP Sub-total</b> | <b>27</b>      |   |

#### Department of Health and Human Services

| Service                   | Expenditure \$ | Description/Outcome  |
|---------------------------|----------------|--|
| Community health services | 2,707,088      | Direct funding is provided to community health services that are large users of I & T services. Services not receiving direct funding have access to the shared credit line.<br>The total budget is inclusive of interpreting resources provided as part of the Refugee Health and Healthy Mothers Healthy Babies programs (\$0.8m). |
| Dental health services    | 865,743        | Direct funding is provided for interpreting services to the Royal Dental Hospital and public dental services.  |
| Language Services Credit  | 2,636,123      | I & T and Auslan services are provided by funded agencies to   |

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| Line–Human Services Programs                  |                   | assist clients where English is not their first language and/or are deaf; as well as to housing tenants and applicants from central and regional offices, the housing call centre and the housing appeals area.<br>Services also include access to the Language Link telephone information service to support families and carers from culturally and linguistically diverse backgrounds. |
| Language Services Credit Line–Health Programs | 1,663,968         | The Health Programs credit line provides language services to health program funded agencies considered to be smaller users of language services. This includes \$998,317 joint Commonwealth and State funding under the Home and Community Care program.   |
| Victorian health services                     | 24,766,888        | Languages services are funded as part of activity-based funding arrangements for Victorian health services and hospitals.   |
| Home and Community Care (HACC) Program        | 131,941           | Direct funding was provided to HACC-funded organisations to access interpretation services, in addition to HACC funding for the DHHS Language Services Credit Line.   |
| Companion Card Program                        | 272               | Provision of interpreter services regarding Companion Card issues in a wide array of languages.   |
| Seniors Card Program                          | 4,890             | Provision of interpreter services regarding Seniors Card issues in a wide array of languages.   |
| <b>DHHS Sub-total</b>                         | <b>32,776,913</b> |   |

#### Department of Justice and Regulation

| Service  | Expenditure \$ | Description/Outcome  |
|--|----------------|--|
| Victims Support Agency   | 31,035         | Interpreter services are available for callers to the Victims of Crime Helpline, and for Victim Assistance Program staff.  |
| Regional Services Network  | 114,891        | The Regional Services Network utilises interpreter services to enhance community engagement and service access.  |
| Corrections Victoria (including Community Corrections and Prisons) | 460,634        | Language services are provided across the Victorian Prison System and Community Correctional Services to access information, including procedural and legislative requirements, available programs, case management and counselling. |
| Consumer Affairs Victoria  | 153,475        | I & T services play a critical role in ensuring that Victoria's culturally diverse communities are able to access information relevant to consumer protection and rights and entitlements.   |
| VicPol interpreting  | 1,224,546      | I & T services enhance the delivery of general policing services.  |
| VicPol language allowance  | 45,436         | A language allowance is provided to members who utilise their language skills in the delivery of policing services.  |
| Sheriff's Operations   | 402            | Services are provided to ensure that defendants from culturally and linguistically diverse backgrounds are aware of their legal responsibilities and obligations.  |
| Country Fire Authority   | 8,613          | CFA engaged VITS to translate publications and audio.  |
| Metropolitan Fire Brigade  | 4,606          | MFB policy requires that interpreters be engaged for community safety presentations to culturally diverse audiences.   |
| Emergency Services Telecommunications                              | 384,265        | ESTA provides access to Interpreting Services on a 24 hours per day, 7 days per week basis.  |

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| Authority   |                  |  |
| Dispute Settlement Centre of Victoria                   | 33,300           | DSCV provides I & T services to support people with disputes, including neighbourhood, organisational, workplace, share housing and extended families. Services include conflict coaching, mediation and facilitated meetings. |
| Victorian Legal Services Commission                     | 4,282            | I & T services are provided to clients of the Commission as required.  |
| Victorian Equal Opportunity and Human Rights Commission | 4,715            | Interpreting services are provided for 'Dealing with race based discrimination' and equal opportunity education sessions. Translation services are also available at education and consultancy sessions.                       |
| Registry of Births, Deaths and Marriages                | 53,700           | I & T services support citizens for whom English is an additional language to facilitate communication.  |
| Community Legal Centres                                 | 100,000          | Victoria Legal Aid provides funding to the Federation of Community Legal Centres' need for interpreters and translators.   |
| Victoria Legal Aid                                      | 313,020          | Purchase of interpreting services for legal advice services.   |
| <b>DJR Sub-total</b>                                    | <b>2,936,920</b> |  |

#### Court Services Victoria

| Service                           | Expenditure \$   | Description/Outcome   |
|-----------------------------------|------------------|---|
| Supreme Court I & T services      | 2,467            | The Supreme Court provides an ongoing, professional I & T service to parties from a non-English-speaking background.  |
| Magistrates' Court I & T services | 1,969,668        | The Magistrates' Court will arrange and pay for an interpreter in a range of circumstances, including for: <ul style="list-style-type: none"> <li>– an accused in a criminal matter,</li> <li>– an applicant or respondent in a family violence application, and</li> <li>– an applicant in a Victims of Crime Assistance Tribunal matter.</li> </ul> |
| Children's Court I & T services   | 211,660          | Interpreters are provided to any party to a Children's Court proceeding, including children, young people and their parents in the context of child protection, intervention order and criminal division cases. The Children's Court Conference Unit arranges translation of all related correspondences.   |
| Coroners Court I & T services     | 16,962           | I & T services are provided by the Coroners Court of Victoria when dealing with coronial matters. The services may be utilised for various court proceedings, for telephone or in-person conversations, or written correspondence.  |
| VCAT I & T services               | 246,847          | VCAT provides professional interpreters to diverse non-English-speaking clients, including onsite and telephone translation.  |
| <b>CSV Sub-total</b>              | <b>2,447,604</b> |   |

#### Department of Premier and Cabinet

| Service                  | Expenditure \$ | Description/Outcome   |
|--------------------------|----------------|---|
| ANZAC Centenary Website, | 784            | The ANZAC Day hub of the Anzac Centenary website was translated to encourage Victorians from non-English- |

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| translated           |            | speaking backgrounds to participate in ANZAC Day services |
| <b>DPC Sub-total</b> | <b>784</b> |   |

**Department of Treasury and Finance**

| <b>Service</b>                        | <b>Expenditure \$</b> | <b>Description/Outcome</b>  |
|---------------------------------------|-----------------------|---|
| State Revenue Office I and T services | 28,307                | SRO customers are able to access telephone I & T services for written materials and electronic forms. The SRO also maintains an internal database of staff who speak another language to enable non-English-speaking clients to discuss taxation queries. |
| <b>DTF Sub-total</b>                  | <b>28,307</b>         |   |



## Appendix 4: Multilingual publications and resources

Apart from the provision of I and T services, departments and agencies provide a range of publications and resources in several languages other than English to ensure that various CALD communities can access information related to government programs and services, most of which are available from departmental websites.

The following examples are not intended to be an exhaustive record of the output available.

### Department of Economic Development, Jobs, Transport and Resources

| Publication/resource  | Description  | Languages other than English  |
|---|--|---|
| National Gallery of Victoria, translated resources  | <ul style="list-style-type: none"> <li>– Translation of visitor guide and map brochures to cater to international tourists and those with LOTE visiting the NGV;</li> <li>– Promotion of <i>Melbourne Winter Masterpieces</i>, <i>Masterpieces from the Hermitage: The Legacy of Catherine the Great</i> and <i>Degas: A New Vision</i> in the Melbourne Official Visitors Guide Chinese edition (Winter 2015 and 2016); and</li> <li>– Translation of key sections of NGV website including visit, key works and location map.</li> </ul> | <p>Languages including Japanese, German, Spanish, Arabic, French, Italian and Mandarin.</p> <p>Mandarin.</p> <p>Chinese, German, Italian, Arabic, Spanish, Japanese and French.</p> |
| Immigration Museum – Multilingual Museum Tour   | The Multilingual Museum Tour, developed in partnership with SBS, is a free downloadable app that features text, audio and images of the Immigration Museum, and its objects, exhibitions and experiences.  | Arabic, French, Italian, Japanese and Mandarin, German, Korean, Spanish (and English).  |
| Arts Centre Melbourne, Asia TOPA website <a href="http://Asiatopa.com.au">Asiatopa.com.au</a> | 'About' pages on the Asia-Pacific Triennial of Performing Arts (Asia TOPA) translated into multiple languages.   | Mandarin, Thai, Indonesian, Hindi, Punjabi, Japanese.   |
| Victorian Small Business Commissioner (VSBC) website content and brochures                    | <p>Four documents related to dispute resolution were translated and made available on the VSBC website:</p> <ul style="list-style-type: none"> <li>– VSBC general information;</li> <li>– 'Don't let a commercial dispute drag your business down';</li> <li>– Information Brochure, Retail Leases Act 2003; and</li> <li>– Guide to Mediation.</li> </ul>   | Arabic, Simplified Chinese, Vietnamese,   |
| Website content: Long Service Leave   | Content from the <a href="http://Business.vic.gov.au">Business.vic.gov.au</a> website includes information about rights and responsibilities under long service leave entitlements.  | Mandarin, Greek, Vietnamese, Italian, Russian, Turkish.   |
| Study Melbourne Website   | The Study Melbourne website contains information about studying in Melbourne for international students and includes a section to view stories of students from around the world and listen to their experiences about studying and living in Melbourne.   | Korean, Spanish, Vietnamese, Japanese, Portuguese, Chinese, Arabic, Indonesian and Hindi.   |

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| My Story Website  | The My Story website provides prospective international students with the ability to virtually experience what it would be like to live in Melbourne. They are able to select their level of study, type of accommodation, commuting preference and leisure interests and obtain a tailored short video of their potential life experiences in Melbourne. | Chinese, Spanish, Arabic and Indonesian.   |
| Study Melbourne: two page capability fact sheets across 13 industry sectors         | The fact sheets highlight Victoria's strengths across key sectors and include specific capabilities of Victoria's Higher Education and VET service providers.   | Korean, Spanish, Japanese, Portuguese, Chinese, Arabic and Indonesian.   |
| Study Melbourne Student Centre brochure   | SMSC's student brochure is translated into the top nine languages spoken by our international student community.  | Arabic, Simplified Chinese, Traditional Chinese, Japanese, Indonesian, Vietnamese, Korean, Portuguese and Spanish. |
| Invest Victoria website, brochures, fact sheets                                     | A range of marketing collateral is produced to support DEDJTR divisions, international Victorian Government Business Offices, inbound and outbound investment delegations.  | Chinese, Arabic, Farsi, Russian, Korean and Japanese.  |
| Marketing collateral supporting trade missions                                      | Marketing collateral were produced to support trade mission activities targeting prospective buyers in priority markets abroad, including A4 and A5 booklets, business cards, banners and invitations. Interpreters were also used during the trade missions.   | Mandarin, Arabic, Spanish, Japanese, Korean, French and Russian.   |
| Investor and business migration communication materials including digital content   | To promote Victoria as a premium migration destination to prospective investor and business migrants, DEDJTR provides translated information on living, migrating, settling and investing in Victoria.  | English, Mandarin.   |
| Taxi Reform Hardship Fund advertising   | Translation of an ad detailing the opening of the Taxi Hardship Fund for publication in five ethnic newspapers.   | Croatian, Italian, Macedonian, Greek and Serbian.  |
| Metro Tunnel landowner engagement and Environment Effects Statement (EES) campaigns | Translation of fact sheets and letters to support Metro Tunnel engagement and EES campaigns. Available at information sessions and on the Metro Tunnel website.   | Traditional and Simplified Chinese, Vietnamese, Korean, Russian and Greek.   |
| Level Crossing Removal Authority (LXRA) project materials                           | Translation of various fact sheets, information fliers and letters to support LXRA engagement campaigns. Available at information sessions and on the LXRA website.   | Arabic, Greek, Italian, Mandarin, Vietnamese, Russian, African.  |
| Community update on Western Distributor Project                                     | An overarching project update flyer related to the release of the Concept Design was translated into several  | Vietnamese, Arabic, Greek, Italian and Chinese.  |

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|   | languages; 1,500 of these flyers were delivered to local community groups.  |   |
| VicRoads registration and licensing information fact sheets | VicRoads translated fact sheets to assist people from different language backgrounds include: <ul style="list-style-type: none"> <li>– Evidence of identity;</li> <li>– Buying and registering a car;</li> <li>– How to get your Victorian driver's license; and</li> <li>– Are you ready for the drive test checklist.</li> </ul>  | Arabic, Amharic, Assyrian, Burmese, Cantonese, Chin-Haka, Dinka, Karen, Khmer, Kurdish, Mandarin, Persian, Punjabi, Tigrinya, Turkish and Vietnamese. |
| VicRoads handbook and kits                                  | VicRoads resources also include: <ul style="list-style-type: none"> <li>– The Road to Solo Driving handbook which provides information to prepare for the learner permit knowledge and driver licence tests,</li> <li>– The Learner kit which provides essential information for the learner driver and their supervising driver; and</li> <li>– The probationary kit which explains the rules affecting probationary drivers.</li> </ul> | Arabic, Mandarin, Turkish and Vietnamese.   |
| VicRoads youtube videos                                     | VicRoads youth videos include: <ul style="list-style-type: none"> <li>– Evidence of identity;</li> <li>– Transfer your registration;</li> <li>– How to register your car; and</li> <li>– Eligibility for concession.</li> </ul>   | Arabic, Dari, Mandarin, Punjabi and Vietnamese.   |
| VicRoads Family Guide to Bike Education ('Bike Ed')         | Bike Ed is a program designed for children aged 9 to 13 years to learn how to ride a bicycle safely on paths and on the road. The 'Family Guide to Bike Ed' provides information for parents on supporting their child's riding skills development, the need for correct riding gear and a safe bike and safer places to ride.  | Mandarin, Arabic, Somali, Turkish and Vietnamese.   |
| VicRoads Older Driver handbook                              | This handbook aims to help older drivers to continue driving safely and to alert them to changing personal factors that may make it unsafe to continue driving.   | Arabic, Chinese, Croatian, Greek, Italian, Maltese, Polish, Russian, Serbian, Somali, Spanish and Vietnamese.   |

#### Department of Education and Training

| Publication/resource   | Description   | Languages other than English |
|--|---|------------------------------|
| International Student Program in Victorian Government Schools, Chinese Social Media Channels | DET's Chinese social media channels consist of WeChat, YouKu and Tencent video platforms that provide information to Chinese international students and their families on studying in Victorian government schools, including school profiles and success story video interviews. The channels showcase internationalising education initiatives, | Simplified Chinese.          |

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|   | including sister schools, delegations and the Victorian Young Leaders to China Program.   |   |
| International Student Program in Victorian Government Schools, Digital and Traditional Communications | DET's <a href="http://www.study.vic.gov.au">www.study.vic.gov.au</a> website and range of publications provide information on studying and living in Victoria to prospective international school students, their families and education agents with the aim of raising brand awareness and increasing international student recruitment.   | Simplified Chinese, Vietnamese, Korean and Japanese.  |
| Languages and Multicultural Resource Centre (LMERC)   | LMERC is a library used by community language teachers, mainstream teachers, pre-service teachers, multicultural education aides and homework club tutors across all sectors. LMERC holds over 30,000 resources in all formats for teachers and students, including books, posters, CDs, DVDs, policy documents and realia (cultural artefacts) to support teaching and learning.   | Over 40 languages.  |
| Translated material on the Department's website   | The DET website provides links to translated information for parents with young children and children at school, including 20 commonly used school notices and documents on financial assistance, kindergarten, health issues and bullying.   | Albanian, Amharic, Arabic, Bosnian, Burmese, Cambodian, Chin, Chinese, Croatian, Dari, Dinka, Farsi, Filipino, French, Greek, Hindi, Indonesian Bahasa, Italian, Japanese, Karen, Khmer, Korean, Macedonian, Nuer, Pashto, Persian, Polish, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tamil, Thai, Tigrinya, Tongan, Turkish, Vietnamese. |
| Transition to school resources  | DET provided resources with information for families about transition to school and invited them to participate in the transition process with their child. The resources include information sheets, parent letters, videos and guidelines.  | 30 languages.   |
| Supported playgroups resources  | DET provided information in six languages to assist families' engagement and participation in supported playgroups ( <i>smalltalk</i> ).  | Arabic, Chinese, Dari, Karen Persian, Vietnamese.   |
| Kindergarten brochures  | Two brochures were translated into eleven languages for early childhood services and families to access on DET's website: <ul style="list-style-type: none"> <li>– <i>All about kindergarten</i> on what to expect at kindergarten and choosing a kindergarten program;</li> <li>– <i>Free or low-cost kindergarten (Kindergarten Fee Subsidy)</i> on free kindergarten programs, eligibility and how to access.</li> </ul> | Arabic, Greek, Hindi, Punjabi, Simplified Chinese, Sinhalese. Somali, Tamil, Traditional Chinese, Urdu and Vietnamese.  |
| Maternal and Child Health (MCH) Service, Key Ages and Stages (KAS) resources                          | The MCH Service delivered ten KAS consultations for Victorian families with children from birth to school entry. The service provides a comprehensive and focussed approach for the promotion, prevention, early detection and intervention of the physical, emotional and social factors affecting young children and their families in contemporary communities. The consultations were supplemented with 42 written      | Arabic, Assyrian, Burmese, Simplified Chinese, Hakka, Croatian, Dari, Hindi, Karen, Khmer, Macedonian, Persian, Punjabi, Serbian, Somali, Turkish and Vietnamese.   |

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|  | and online resources, 17 of which are available in languages other than English. |  |
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#### Department of Environment, Land, Water and Planning

| Publication/resource                        | Description  | Languages other than English |
|---|--|------------------------------|
| Solid fuel BBQ signage development in parks | Parks Victoria surveyed a number of diverse communities about their use of solid fuels in parks. In some parks, regulations do not allow the use of solid fuels. This project resulted in signage design using symbols and images offering alternatives to solid fuel that could easily be communicated to non-English speaking communities. | Symbols and images.          |
| Seasonal ranger program                     | Seasonal rangers contribute many varied skills to the parks they work in. One such ranger, Zhong Gan who was based at Port Campbell, gave 207 talks, mostly in Mandarin to Chinese tourists at the Twelve Apostles over the summer period. He also helped translate signage about the local wildlife.  | Mandarin.                    |

#### Department of Health and Human Services

| Publication/resource                              | Description   | Languages other than English  |
|---|---|---|
| Health Translations Directory                     | The Health Translations Directory is an online portal for health professionals and the wider community to access multilingual health resources. The Directory aims to support the needs of culturally and linguistically diverse communities by providing the high-quality translated health information needed to make informed health and lifestyle choices. The Directory currently contains links to more than 10,000 resources in 90 languages and attracts more than 30,000 unique visitors per year. The Centre for Culture, Ethnicity and Health was contracted to manage and expand the directory as well as to develop new language resources | Several languages.  |
| Health emergency fact sheets                      | 20 key health emergency fact sheets were translated to help Victorians with low levels of proficiency in English protect their health in emergencies. Fact sheets cover topics such as pandemic influenza, bushfire, smoke, flood, storm and power outages, and include sources for assistance and emergency help.  | Arabic, Assyrian, Burmese, Simplified Chinese, Croatian, Dari, Dinka, Greek, Gujarati, Hazaragi, Italian, Khmer, Kurdish Sorani, Macedonian, Persian, S'gaw Karen, Nuer, Tamil, Turkish and Vietnamese. |
| 'Ladder Safety Matters' public education campaign | The public education campaign was developed with the aim of reducing death and serious injury from domestic ladder falls by encouraging older men to practise safe ladder use and consider the consequences of a ladder fall. This national initiative was led by the Queensland Office of Fair Trading. The campaign materials are available online via the Better Health Channel and the Australian   | Arabic, Simplified Chinese, Traditional Chinese, Greek, Hindi, Italian, Macedonian, Punjabi, Turkish and Vietnamese.  |

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|   | Competition and Consumer Commission.  |   |
| Kidsafe Victoria child injury prevention factsheets and resources                                   | Maternal and Child Health Nursing Services in Victoria and the Kidsafe's Community Outreach Program have provided child injury prevention and safety information and resources for parents and carers. The fact sheets are available online in various community languages.   | Arabic, Chinese, Croatian, Macedonian, Chin-Haka, Serbian, Somali, Turkish, Vietnamese and Karen.   |
| Translation of bowel cancer prevention and screening resource—How to do an FOBT kit pictorial guide | The Screening and Cancer Prevention team in DHHS funded Cancer Council Victoria to translate their 'How to do an FOBT kit pictorial guide' into six languages to extend the reach of the resource to large, emerging communities with high incidence and mortality associated with bowel cancer.  | Italian, Chinese, Vietnamese, Greek, Arabic and Karen.  |
| Joint cancer screening resources  | The Under-screened Recruitment Program has co-designed various resources with communities to promote cancer screening, including an Arabic cartoon and poster, an Arabic health care professionals' badge and a screening action plan and poster in Simplified Chinese.   | Arabic and Simplified Chinese.  |
| 'Life! Helping you prevent diabetes, heart disease and stroke program' resources                    | The program has the following resources translated to assist with risk assessment and participant recruitment for culturally diverse communities: <ul style="list-style-type: none"> <li>– Life! AUSDRISK TOOL in Vietnamese and Traditional Chinese;</li> <li>– Low literacy information sheet, in Vietnamese and Traditional Chinese;</li> <li>– Low literacy Easy English 'Life!' participation booklet; and</li> <li>– Vietnamese Life! participation booklet (bi-lingual resource)</li> <li>– Chinese Life! participation booklet (bi-lingual resource)</li> </ul> | Vietnamese, Chinese.  |
| Within My Walls DVD   | DHHS funds the Ethnic Communities' Council of Victoria (ECCV) to deliver elder abuse community education sessions to a range of culturally diverse communities. As part of this project, in 2014 ECCV produced the Within My Walls film, which is a community education tool designed to raise awareness and generate discussion about the topic of elder abuse. The DVD was initially produced in eight languages. An additional seven languages were added in 2015-16.  | English, Arabic, Chinese (Mandarin and Cantonese), Croatian, Greek, Hindi, Italian, Macedonian, Polish, Russian, Serbian, Tagalog, Turkish, Vietnamese. |
| Victorian Patient Transport Assistance Scheme Guidelines  | The Victorian Patient Transport Assistance Scheme subsidises the travel and accommodation costs incurred by rural Victorians who have no option but to travel more than 100km one way or average of 500km a week for one or more weeks to receive approved medical specialist services. Guidelines to the scheme were translated into several languages.  | Arabic, Simplified Chinese, Croatian, Greek, Hindi, Italian, Macedonian, Portuguese, Russian, Serbian, Turkish.   |
| Victoria's end of life and palliative care framework  | Victoria's end of life and palliative care framework redefines end of life and palliative care, and guides providers across health and social care sectors to understand their role and responsibilities in the   | Arabic, Croatian, Greek, Italian, Macedonian, Simplified Chinese, Spanish, Traditional Chinese, Turkish   |

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|  | provision of quality care. A discussion paper was also prepared to support consultation in the development of the framework. The online version of the framework and the plain language version of the consultation paper have been translated in several languages.   | and Vietnamese.  |
| Patient Information Brochure initiative                        | A library of more than 330 patient information brochures on specialist medical services are accessible electronically and free of charge to all Victorian public health services through the Better Health Channel. Sixty brochures are available in 'Easy English' and several are available in a range of community languages.   | Greek, Italian, Vietnamese, Arabic, Mandarin and Macedonian.   |
| Victorian Healthcare Experience Survey (VH)                    | The Victorian Healthcare Experience Survey (VHES) allows a wide range of people to provide feedback on their experiences with the Victorian public healthcare services. The survey features specialised questionnaires for adult and child inpatients, maternity clients, adult and child emergency department attendees, including parents/guardians.   | Arabic, Cantonese, Croatian, Greek, Hindi, Italian, Macedonian, Maltese, Mandarin, Polish, Russian, Serbian, Spanish, Turkish and Vietnamese.  |
| Supporting people in care relationships, information resources | Information resources to support people in care relationships, carers and carer support organisations, are available from the DHHS website. The resources include a postcard on the <i>Carers Recognition Act 2012</i> and the Victorian charter supporting people in care relationships in five community languages.  | Arabic, Traditional Chinese, Somali, Turkish and Vietnamese.   |
| Australian Charter of Healthcare Rights in Victoria, resources | The Australian Charter of Healthcare Rights in Victoria resources provide information on what the Charter means for patients, consumers, family members or carers using the Victorian healthcare system. The Charter describes the rights of patients, consumers and other people using the Australian healthcare system to ensure that healthcare, whenever and wherever provided, is of high quality and safe. | Easy English, Arabic, Bosnian, Burmese, Chinese simplified, Croatian, German, Greek, Hindi, Hungarian, Italian, Khmer, Macedonian, Maltese, Polish, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tagalog, Turkish, Vietnamese, AUSLAN (video), Braille. |

#### Department of Justice and Regulation

| Publication/resource                          | Description  | Languages other than English  |
|---|--|---|
| Consumer Affairs Victoria (CAV) – Fact Sheets | CAV Central produces fact sheets and website material which are available in languages other than English for culturally diverse communities.  | More than 20 languages.   |
| Consumer Online                               | CAV has information available in 24 languages on its website. Subjects covered include shopping, renting, door-to-door sales, buying a car, avoiding scams, travelling con men, mobile phone contracts, and using myCAV for incorporated associations. | Amharic, Arabic, Burmese, Traditional Chinese, Chin Haka, Croatian, Dari/Persian, Dinka, Farsi/Persian, Greek, Hindi, Italian, Karen, Korean, Macedonian, Maltese, Nuer, Russian, Somali, Spanish, Swahili, Turkish and Vietnamese. |

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| My Consumer Rights                                    | Animated videos feature a range of consumer rights topics including shopping rights, shopping refunds, guarantees and warranties, contracts, lay-by agreements, resolving issues and lodging complaints. The videos are ongoing resources accessible on YouTube and through links found on the CAV website.   | Arabic, Dinka, Farsi, Karen, Nepalese, Tamil.  |
| Consumer Affairs – Dari Renting Resources             | A series of resources covering topics including starting and ending a lease, bonds, condition reports and repairs.  | Dari.  |
| Translated information in Victorian prisons           | A range of translated resources are available to prisoners from culturally diverse backgrounds. These include: <ul style="list-style-type: none"> <li>– Melbourne Assessment Prison pamphlet style information providing orientation information on programs and services available for prisoners.</li> <li>– A detailed information booklet of visitor information, access details, prisoner services and resources available.</li> <li>– Melbourne Remand Centre’s information for prisoners who may be released at court through the Remand Release Assistance Program (RRAP).</li> <li>– Information for prisoners about the parole application process, how and when to apply and the legislative provisions around breach of parole.</li> </ul> | Vietnamese, Arabic, Chinese, Dinka.<br><br>Bahasa Indonesia.<br><br>Vietnamese.<br><br>Vietnamese.   |
| Community Correctional Services Fact Sheets           | Translated fact sheets are available on internal IT systems to all CCS staff for use with offenders from culturally diverse backgrounds to ensure that the latter understand the conditions of their order and are informed of their obligations and responsibilities.  | Arabic, Cantonese, Chinese, Serbian, Somali, Turkish, Greek, Dinka, Croatian.  |
| Community Correctional Services Rules and Regulations | All new offenders are provided with the rules and regulations upon reception into CCS. These outline necessary information about compliance requirements during the operational period of their orders.   | Vietnamese, Turkish, Somali, Serbian, Greek, Dinka, Croatian, Traditional Chinese and Arabic.  |
| VicPol Recruitment Campaign                           | Information on how to become a police officer or Protective Service Officer (PSO) has been produced in 25 languages on the Victoria Police Careers website.<br><br>These resources contain information on the role of police in the community, eligibility criteria, the application process and training. Languages spoken amongst new and emerging communities were selected in order to attract them into a career with Victoria Police.   | Amharic, Burmese, Simplified Chinese, Chin-Hakka, Dari, Dinka, Farsi, Hindi, Indonesian, Juba-Arabic, Karen, Korean, Nuer, Oromo, Pashto, Punjabi, Sinhalese, Somali, Swahili, Tamil, Thai, Tigrinya, Turkish, Urdu, Vietnamese. |
| VicPol Complaints Information                         | Factsheets containing information about the Victoria Police complaints process have been produced in 21 languages.  | Arabic, Bosnian, Chinese, Croatian, Dari, Dinka, Farsi, Greek, Hindi, Indonesian, Italian, Malay, Mandarin, Polish, Punjabi, Russian, Serbian, Somali, Spanish, Turkish, Vietnamese.   |



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| Community reassurance messaging targeted at the Chinese community | This is a VicPol initiative in response to a series of thefts and robberies in the Melbourne CBD impacting on individuals including Asian students.   | Chinese.   |
| Seniors Crime Prevention  | Information targeted at senior Victorians is available on the Victoria Police website and has been translated into 13 languages.  | Arabic, Chinese, Croatian, Dutch, German, Greek, Italian, Macedonian, Maltese, Polish, Russian, Serbian, Turkish.  |
| Justice Health service publications                               | Health services information is provided in various languages.   | Arabic, Simplified Chinese and Vietnamese.   |
| VicEmergency Hotline  | The VicEmergency hotline has a translator service enabling persons from culturally diverse communities to access emergency information and warnings.  | Various languages.   |
| Country Fire Authority resources                                  | CFA has produced various multilingual resources with an emphasis on grassfire safety and home fire safety.  | Arabic, Dari, Khmer, Pashto, Persian, Simplified Chinese (Mandarin), Sinhalese, Tamil, Traditional Chinese (Cantonese), Turkish, Urdu and Vietnamese.  |
| Victorian State Emergency Service (VICSES) resources              | VICSES has produced a number of information resources including FloodSafe, StormSafe, QuakeSafe, TsunamiSafe, Get Ready and About VICSES. These resources support VICSES's engagement with Victoria's culturally diverse communities.   | Arabic, Assyrian, Burmese, Croatian, Dari, Dinka, Fijian, Filipino, French, German, Greek, Gujarati, Hazaragi, Hindi, Indonesian, Italian, Japanese, Karen, Khmer, Kirundi, Korean, Kurdish, Macedonian, Maltese, Nuer, Persian, Polish, Portuguese, Punjabi, Russian, Simplified Chinese, Serbian, Somali, Spanish, Sudanese, Swahili, Traditional Chinese, Thai, Tongan, Turkish and Vietnamese. |
| Life Saving Victoria Multicultural Water Safety Program 2015-16   | Life Saving Victoria targeted multicultural and Indigenous communities with its Play it Safe by the Water campaign, supported by translated materials to improve awareness, knowledge and skills on how to be safe in and around water. | Arabic, Assyrian, Bosnian, Burmese, Cantonese, Dari, Indigenous, Khmer, Mandarin, Serbian, Sinhalese, Somali, Spanish, Sudanese, Turkish Vietnamese, Croatian, Hindi, Macedonian, Korean.  |
| Victorian Responsible Gambling Foundation                         | The Foundation has information available in eight languages other than English on its website about available Gambler's Help services.  | Arabic, Simplified Chinese, Traditional Chinese, Vietnamese, Spanish, Turkish, Greek and Italian.  |
| Dispute Settlement Centre of Victoria                             | Brochures about DSCV services are available in languages other than English via the DSCV website and distributed to the community via key stakeholders such as community legal centres and local government authorities.                | Amharic, Arabic, Assyrian, Bosnian, Burmese, Chinese, Greek, Croatian, Dinka, Dzongka, Farsi, Indonesian, Italian, Karen Khmer, Macedonian, Nepalese, Russian, Samoan, Serbian,  |

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|  |   | Somali, Spanish, Tagalog, Thai, Turkish, Urdu and Vietnamese.  |
| Victorian Legal Services Commission – Fact sheets and poster | The Victorian Legal Services Commissioner liaises with community legal services across Victoria to ensure communities know of the Commission’s complaints and dispute resolution services for problems involving lawyers.   | Arabic, Assyrian, Traditional Chinese, Croatian, Dari, Dinka, Tagalog, French, Greek, Italian, Karen, Khmer, Macedonian, Nepalese, Persian (Farsi), Russian, Serbian, Spanish, Thai, Turkish, Urdu and Vietnamese. |
| <i>Victoria Legal Aid – Multilingual Resources</i>           | <i>VLA translated multilingual resources include:</i> <ul style="list-style-type: none"> <li>– <i>Legal Help Cards;</i></li> <li>– <i>Australian Government’s Code of Behaviour;</i></li> <li>– <i>Are you on a Treatment Order?;</i></li> <li>– <i>Know your rights;</i></li> <li>– <i>Family Law in Australia, and</i></li> <li>– <i>Safe at Home – How to get a family violence intervention order.</i></li> </ul> | <i>Various languages.</i>  |

### Court Services Victoria

| Publication/resource                                      | Description   | Languages other than English  |
|---|---|---|
| Family Violence Audio Visual Guide                        | This multilingual audio-visual guide provides written and spoken word translation of the Family Violence intervention order process to assist those from culturally and linguistically diverse and non-English-speaking backgrounds. It includes an English spoken word version for people with pronounced literacy issues.   | Various languages.  |
| Re-development of VCAT website                            | VCAT undertook a comprehensive review and re-design of its website to improve its accessibility for users, including those who have disability, low literacy skills, or come from culturally and linguistically diverse backgrounds.<br><br>The re-development of the website included text-to-voice technology and introductory information in languages other than English. | Greek, Vietnamese, Italian, Farsi, Simplified and Traditional Chinese, Arabic and Turkish.  |
| Supreme Court – Juries Commissioner’s Office              | The Juries Commissioner’s Office provides directions on the Jury Eligibility form in six other languages to assist potential jurors from non-English-speaking backgrounds, as well as advising of the availability of translation services.   | Spanish, Arabic, Vietnamese, Greek, Chinese, Italian.   |
| Children’s Court Conciliation Conferencing correspondence | Correspondence relating to Conciliation Conferencing for child protection matters in the Children’s Court has been translated into five community languages.  | Arabic, Simplified Chinese, Vietnamese, Dinka, Samoan and Somali.   |
| Coroners Court of Victoria brochure                       | The Coroners Court of Victoria provides translated versions of its brochure for families, titled ‘What Do I Do Now?’ on its website. The brochure guides them through the first steps in the coronial process. covering issues such the role of the coroner, identification, medical examinations and obtaining a   | Arabic, Chinese, Croatian, Greek, Hindi, Italian, Khmer, Macedonian, Polish, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese. |

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|                              | death certificate.  |   |
| The Coroners Process booklet | The Coroners Process is a booklet designed to assist in understanding the coronial process and to provide information to family and friends. Although the booklet is only produced in English, on the first page there is a message in 15 languages advising that the court can arrange interpreting services to assist people from culturally and linguistically diverse backgrounds to better access and understand the coronial process. | Available in 15 languages including Arabic, Chinese, Croatian, Greek, Hindi, Italian, Khmer, Macedonian, Polish, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese. |

#### Department of Premier and Cabinet

| Publication/resource                             | Description  | Languages other than English  |
|--|--|---|
| ANZAC Centenary website – Who will you remember? | The ANZAC Day hub of the ANZAC Centenary website was translated into 19 languages to encourage diverse participation in ANZAC Day services.  | Arabic, Filipino, French, German, Greek, Hindi, Italian, Japanese, Macedonian, Persian, Portuguese, Punjabi, Russian, Simplified and Traditional Chinese, Spanish, Swahili, Turkish and Vietnamese. |
| Multicultural.vic.gov.au website                 | A general overview of the Victorian Government's approach to multicultural affairs is provided on the website in 40 languages. This includes relevant interpreter contact information to assist in accessing further information and services. | Forty languages.  |

## Appendix 5: Culturally diverse media and advertising campaigns

### Multicultural campaign media expenditure

The Victorian Government undertakes media and advertising campaigns to promote access to government programs and services and to encourage the public to exercise their rights and responsibilities as good citizens. Under the government's Multicultural Communication Policy, departments and agencies are required to:

- ensure that ethnic communities are informed of government programs and services; and
- commit a minimum of 5.0 per cent of total net media expenditure to multicultural media.

The following tables show the percentage of media expenditure spent on multicultural media and advertising campaigns over time and compared across departments (all figures refer to net campaign media expenditure exclusive of GST). These figures do not include digital media expenditure as current reporting methods do not support separate reporting of multicultural advertising undertaken through digital channels. The Government is reviewing current advertising reporting processes and it is anticipated that this will lead to improved reporting of digital advertising, including through multicultural media.

Table 6 shows multicultural campaign media expenditure as a percentage of total campaign media expenditure for all government departments and entities from 2005-06 to 2015-16. The proportion spent on multicultural media in 2015-16 was 6.0 per cent, an increase from 5.5 per cent in 2014-15.

Table 7 shows multicultural campaign media expenditure as a percentage of total campaign media expenditure compared by departments (excluding entities). Due to extensive machinery of government changes, two columns have been included for 2014-15 to allow for reporting before and after the machinery of government changes in January 2015.

**Table 5: Multicultural campaign media expenditure as percentage of total campaign media expenditure, 2005-06 to 2015-16**

| Financial Year | Multicultural expenditure as % of total expenditure* |
|----------------|--|
| 2015-2016      | 6.0  |
| 2014-2015      | 5.5  |
| 2013-2014      | 5.8  |
| 2012-2013      | 5.0  |
| 2011-2012      | 3.7  |
| 2010-2011      | 3.7  |
| 2009-2010      | 3.5  |
| 2008-2009      | 3.2  |
| 2007-2008      | 3.5  |
| 2006-2007      | 3.3  |
| 2005-2006      | 3.1  |

\* Figures do not include advertising undertaken through digital channels

**Table 6: Multicultural campaign media expenditure as percentage of total campaign media expenditure by departments in 2014-15 and 2015-16**

| Department (excluding entities)                                   | Multicultural expenditure as % of total expenditure |                        |                  |
|---|---|------------------------|------------------|
|   | 2014-15 (Jul-Dec 2014)                              | 2014-15 (Jan-Jun 2015) | 2015-16          |
| Department of Education and Early Childhood Development           | 3.5 <sup>1</sup>                                    | N/A                    | N/A              |
| Department of Environment and Primary Industries                  | 6.3 <sup>1</sup>                                    | N/A                    | N/A              |
| Department of Health  | 4.2 <sup>1</sup>                                    | N/A                    | N/A              |
| Department of Human Services                                      | 0.0 <sup>2</sup>                                    | N/A                    | N/A              |
| Department of Justice   | 7.0   | N/A                    | N/A              |
| Department of Premier and Cabinet                                 | 5.8   |                        | 0.0 <sup>4</sup> |
| Department of State Development, Business and Innovation          | 4.7   | N/A                    | N/A              |
| Department of Transport, Planning and Local Infrastructure        | 5.2   | N/A                    | N/A              |
| Department of Treasury and Finance                                | 6.3   |                        | 100 <sup>5</sup> |
| Department of Economic Development, Jobs, Transport and Resources | N/A   | 3.0 <sup>3</sup>       | 8.1              |
| Department of Environment, Land, Water and Planning               | N/A   | 4.3 <sup>3</sup>       | 3.0              |
| Department of Education and Training                              | N/A   | 5.2                    | 5.9              |
| Department of Health and Human Services                           | N/A   | 6.3                    | 1.0 <sup>6</sup> |
| Department of Justice and Regulation                              | N/A   | 8.8                    | 8.2              |

**Notes:**

Machinery of government changes in 2014-15 resulted in significant departmental realignments, including name changes and some portfolios being transferred into new departments. The information in Table 7 reflects departmental names and structures in place during these two years. The notation 'N/A' indicates where a department did not exist in that year or part of the year for the purposes of reporting advertising expenditure.

<sup>1</sup>The Department of Education and Early Childhood Development (DEECD), the Department of Environment and Primary Industries (DEPI) and the Department of Health (DH) also delivered campaigns that communicated with multicultural audiences through activities in addition to commercial paid media reportable under the Multicultural Communication Policy. These activities included direct community engagement, use of stakeholder channels or community media, use of owned media and the provision of translated materials.

<sup>2</sup> For this period, the Department of Human Services (DHS) booked only one advertisement in a single publication.

<sup>3</sup> The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) and the Department of Environment, Land, Water and Planning (DELWP) were subject to machinery of government changes in 2014-15. The figure shown represents only the proportion of net total campaign media expenditure committed to multicultural media during the second half of the financial year.

<sup>4</sup> The Department of Premier and Cabinet (DPC) conducted multicultural advertising for the Australia Day 2016 campaign – however, this advertising was classified as 'functional' (non-campaign) advertising and does not appear in these figures.

<sup>5</sup> The Department of Treasury and Finance (DTF) was issued a single invoice for campaign advertising in 2015-16, for multicultural advertising for the Back to Work campaign conducted in 2014-15.

<sup>6</sup> In 2015-16 the Department of Health and Human Services (DHHS) undertook an additional \$12,000 worth of advertising through multicultural media—however DHHS was not invoiced for this media before 30 June 2016, so this expenditure is not included in these figures. Including this advertising would increase DHHS's multicultural media expenditure to 4.8%.

## Multicultural media campaigns by departments

Examples of campaigns are provided to illustrate how departments are reaching out to multicultural communities to promote inclusion and participation.

### Department of Economic Development, Jobs, Transport and Resources

| Name of campaign   | Description  | In what languages  |
|--|--|--|
| National Gallery of Victoria: Andy Warhol/Ai Weiwei Exhibition promotion | NGV collaborated with media partner Vogue to provide listings in Vogue China for NGV exhibitions; mounted a full page ad for the exhibition; and promoted the exhibition on Triple R.  | Mandarin.  |
| ACMI culturally diverse editorial  | ACMI's editorial coverage with culturally diverse media outlets included Il Globo, L'Officiel Australia, dengonnet.net, Eton Israeli Online, neoskosmos.com, SBS Online, SBS French Radio, Hello Asia, and Taiwanese site Digi Arts. Media items were produced for LOTE films, cultural angles within campaigns, or to communicate general ACMI exhibition information to culturally diverse communities.                                | Various languages.   |
| ACMI, culturally diverse advertising                                     | Ads were placed with SBS TV and SBS On Demand for ACMI's 'David Bowie Is' exhibition.  | English.   |
| Immigration Museum marketing campaigns                                   | The museum employed social media marketing and partnered with Urban List and PBS to promote the Feast Asia Festival, and utilised outdoor advertising through Avant Card and Rock Posters. The museum also issued a number of press releases targeted at various Asian communities.<br><br>Campaigns to promote the Vietnamese Community Exhibition and the Aeolian Exhibition which included press releases and social media marketing. | English.<br><br>English and Italian.   |
| Arts Centre Melbourne performances                                       | ACM undertook ethnic radio advertisements to promote Goran Bregovic, a celebrated composer and Balkan rock star; and to promote Alemayehu Eshete, a living legend of jazz and funk who blends traditional Ethiopian music with the rhythms of rock-n-roll and traditional soul.<br><br>ACM also promoted the performances of Bollywood's legendary 82-year old recording artist Asha Bhosle through ethnic radio and press.              | Bosnian, Croatian, Greek, Serbian; Amharic.<br><br>Hindi.  |
| Small Business Festival Victoria   | The Small Business Festival Victoria takes place each August with a comprehensive program of events to provide ideas and information to start, run and build a business.<br><br>The festival was promoted in a range of ethnic newspapers to encourage civic participation.  | Arabic, Mandarin, Cantonese, Portuguese, Greek, Hindi, Indonesian, Korean, Turkish and Vietnamese. |
| Automotive advertising campaign  | Sixteen weeks of radio ads across ten ethnic radio stations were undertaken to promote how workers can access assistance in employment transition.   | Filipino, Macedonian, Mandarin, Thai and Vietnamese.   |

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| The Labour Hire Inquiry                                | Culturally and linguistically diverse advertising and translation work for the Labour Hire Inquiry. Print advertising in ethnic media and translations on DEDJTR website.  | Mandarin, Farsi, Hindi, Vietnamese, Filipino, Macedonian. |
| Metro Tunnel project's Environmental Effects Statement | Adverts were placed in five language newspapers to notify culturally diverse communities that Metro Tunnel's EES was on public exhibition from 25 May to 6 July 2016, and public comment was invited during this time.   | Arabic, Chinese, Greek, Vietnamese and Hindi.             |
| Level Crossing Removal Authority project works         | LXRA has undertaken a program of non-English TV, radio and print advertising on project works and disruptions. Ads appeared in Neos Kosmos, El Telegraph, Viet Times, 21st Centenary Chinese and Il Globo advising people about how they can find out more about the project, including attending information sessions or calling the translation service. | Arabic, Greek, Italian, Mandarin and Vietnamese.          |
| VicRoads Moto GLS                                      | VicRoads worked with the motorcycle community and road safety experts to implement a new Graduated Licensing System for motorcyclists. Advertising was undertaken in ethnic print to raise awareness about the changes.  | Arabic, Chinese, Turkish and Vietnamese.                  |

#### Department of Education and Training

| Name of campaign  | Description  | In what languages   |
|---|--|---------------------|
| International Student Program in Victorian Government Schools Chinese Social Media Right Here, Right Now Campaign | <p>DET's 'Right Here, Right Now' student video campaign raised awareness of studying in Victorian government schools in China. The competition required students of schools in China to create a short video clip explaining what they know about Melbourne and Victoria and why they want to study in a Victorian government school.</p> <p>The two winning students received a five-day study tour of Victoria for themselves and a parent each. The campaign was promoted through a range of education-related social media channels and blogs accessed by Chinese students studying in both China and Australia.</p> | Simplified Chinese. |

#### Department of Environment, Land, Water and Planning

| Name of campaign       | Description  | In what languages |
|------------------------|--|-------------------|
| Werribee Park Campaign | The campaign targeted friends and relatives and was marketed in the local Indian community. The campaign included print and radio advertising. | Hindi, Punjabi.   |

#### Department of Health and Human Services

| Name of campaign                | Description   | In what languages                 |
|---------------------------------|---|-----------------------------------|
| 2015 Victorian Seniors Festival | Promotion of the Victorian Senior of the Year Awards, the Victorian Seniors Festival, Festival programs and free public transport for Seniors Card holders during the Festival in the Ethnic Communities Council of Victoria Golden Years | English, Chinese, Greek, Italian. |

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|  | publication, and in various ethnic newspapers. |  |
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**Department of Justice and Regulation**

| <b>Name of campaign</b>                          | <b>Description</b>  | <b>In what languages</b>   |
|--|---|--|
| Retirement Village Campaign                      | Consumer Affairs Victoria's Retirement Village Campaign was to educate prospective and existing retirement village residents, aged 65 plus, what retirement village living involves from a lifestyle, contractual and financial point of view.  | German, Dutch and Italian.   |
| Play it Safe by the Water                        | Play it Safe by the Water is a community safety campaign that aims to increase safety around water in a bid to reduce the number of fatal and near-fatal drowning incidents in Victoria.  | Arabic, Greek, Sinhalese, Vietnamese, Cantonese, Mandarin and Sudanese.  |
| Liquor, Gaming and Racing campaigns              | The YourPlay pre-commitment system enables players of electronic gaming machines to set limits and track the money and time spent gambling across all gaming venues in Victoria. The scheme is voluntary for players.<br><br>The campaigns promoted these services to people from culturally diverse backgrounds who may be vulnerable to gambling harm and to encourage help-seeking behaviour.  | Arabic, Cantonese, Mandarin, Vietnamese.   |
| Victoria Police PCO Recruitment Campaign 2015-16 | The campaign aims to increase the number of suitable candidates for Police Custody Officer roles from culturally and linguistically diverse background/Aboriginal and Torres Strait Islanders. The campaign included digital, print and radio advertising, pro-active announcements at community events, a new PCO website, internal VicPol marketing and social media strategies.  | Arabic, Chinese, Hindi, Japanese, Korean, Lebanese, Spanish, Sri Lankan, and Vietnamese.   |
| Country Fire Authority Campaigns                 | The Safe Mistake Zone Campaign used a digital advertising strategy to target Arabic, Chinese, Hindi, Greek, Italian, Punjabi, Urdu, and Vietnamese communities. Campaign advertising was available on selected websites via real-time bidding and web browser language targeting.<br><br>The Smoke Alarm initiative was jointly executed by CFA and MFB. The launch was picked up by SBS with a Cantonese translation podcast of their interview on smoke alarm safety with the MFB Chief Officer.<br><br>The Summer Fire Campaign is an annual bush and grass fire awareness campaign aimed at improving community understanding of fire and fire safety. A key message is a prompt for people to be aware of their surroundings in high fire danger areas and to leave early to minimise injury and loss of life due to fire. | Arabic, Chinese, Hindi, Greek, Italian, Punjabi, Urdu and Vietnamese.<br><br>Cantonese.<br><br>Arabic, Cantonese, Mandarin, Somali, Spanish, Turkish, Vietnamese, Amharic, Dari, Dinka, Tagalog, Hindi, Korean and Tigrinya. |
| Metropolitan Fire Brigade campaigns              | The Metropolitan Fire Brigade produced documents and information to support a range of community events and programs, including the Home fire safety campaign and the Safe Mistake Zone campaign, in partnership with CFA.  | Arabic, Cantonese, Croatian, Dinka, German, Greek, Italian, Japanese, Khmer, Korean, Macedonian, Maltese, Mandarin, Polish, Russian,   |



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|  | Recruitment advertising by MFB included targeted advertising through AMNET with a focus on employment opportunities available to culturally diverse communities. | Serbian, Somali, Spanish, Turkish, Urdu and Vietnamese.<br><br>Chinese, Vietnamese, Arabic, Greek and Hindi. |
|--|--|--|

**Department of Premier and Cabinet**

| Name of campaign                                   | Description  | In what languages                     |
|--|--|---------------------------------------|
| Community engagement via culturally diverse media. | The VMC's Communications and Events Team facilitated contacts and referrals between government departments/agencies and culturally diverse media outlets on an ongoing basis to enhance communication with Victoria's multicultural communities. | Several languages other than English. |

## Appendix 6: Measures to promote human rights

Departments undertook a number of measures in 2015-16 to promote human rights for multicultural communities in accordance with the Victorian *Charter of Human Rights and Responsibilities Act 2006* (the Charter). The following initiatives provide examples of the work underway across government and are not intended to be an exhaustive record of achievements. Initiatives include training for staff on understanding of their responsibilities and obligations towards clients and stakeholders, and on protecting human rights.

### Department of Economic Development, Jobs, Transport and Resources

| Name of initiative  | Description of initiative and outcomes   |
|---|--|
| ACMI and the Human Rights and Arts Film Festival                                | Each year, ACMI plays host to the HRAFF film festival which presents a great variety of international works dealing with human rights and explores diverse and inspiring human stories through the mediums of film, art, music and forums. |
| VicRoads Charter of Human Rights and Responsibilities Program E-Learning module | Every VicRoads staff member is required to complete the E-Learning staff compliance module which explains the charter's rights, responsibilities and general understandings; as well as to undertake a refresher module every two years.   |

### Department of Education and Training

| Name of initiative  | Description of initiative and outcomes   |
|---|--|
| DET Online Charter of Human Rights Training Module, targeted Charter training and annual DET International Human Rights Day celebration | DET encourages new and current staff to access its online Charter of Human Rights training module. The module assists staff in understanding their responsibilities and rights under the Charter, including the right to equality, freedom of religion and cultural rights. DET also provides targeted Charter training to managers, school principals and policy and program staff. |

### Department of Environment, Land, Water and Planning

| Name of initiative                       | Description of initiative and outcomes  |
|--|---|
| Appropriate Workplace Behaviour training | DELWP has an ongoing training program for employees around Appropriate Workplace Behaviour that includes information on public sector values and human rights from the Victorian Public Sector Code of Conduct. It is regularly updated to reflect any changes in legislation and policy. All new recruits are required to complete this training module.                       |
| Leading Flexible Teams                   | DELWP aims to be a place where people want to work because they know it is okay to balance work with the other things they love and care about. Over 900 employees have completed the workplace flexibility survey, and the survey report was released in May 2016. Leading Flexible Teams training has been provided to 411 managers, with positive feedback.                  |
| Family Violence                          | Regions and groups in DELWP have been supporting the "Victoria against violence-16 days of activism" campaign with the help of a resource pack. The Grampian Region has an Act@Work program to support gender equality, which aims to challenge sexism, discrimination and violence against women and reduce the rates of violence in the community, starting in the workplace. |
| Peer Support Program                     | The Health and Wellbeing team in DELWP made a huge effort in recruiting and training new staff for the Peer Support Program. There are now around 80 peer support staff across the department. The Hume Regional Management Team experienced a significant increase in staff with peer support training.  |

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|  | Thirteen new staff in Hume completed their Psychological First Aid training.   |
| Appropriate Workplace Behaviour training, Parks Victoria | Parks Victoria has an ongoing training program for employees around Appropriate Workplace Behaviour, including 699 staff members trained in Bullying and Harassment Awareness; and 213 staff members trained in Workplace Behaviour for Workers. |

#### Department of Health and Human Services

| Name of initiative                                       | Description of initiative and outcomes   |
|--|--|
| Victorian public health and wellbeing outcomes framework | The outcomes framework identifies how the health and wellbeing of all Victorians will be monitored over time. Over 30 data sources will contribute to this picture. Measuring inequalities is central to this and every indicator has been assessed for data availability for a number of 'breakdowns', including people from cultural and linguistically diverse backgrounds. Reporting against the outcomes framework will occur every third year in the four-year planning cycle—the first report is due in 2018.   |
| Australian Charter of Healthcare Rights in Victoria      | <p>The Australian Charter of Healthcare Rights in Victoria resources provide information on what it means for patients, consumers, family members or carers using the Victorian healthcare system. The Charter describes the rights of patients, consumers and other people using the Australian healthcare system to ensure that healthcare, whenever and wherever provided, is of high quality and safe.</p> <p>The seven healthcare rights are access, safety, respect, communication, participation, privacy and comment. The Charter is printed in 25 community languages and Easy English, Audio and Braille, as well as made available in AUSLAN in video form.</p> |

#### Department of Justice and Regulation

| Name of initiative   | Description of initiative and outcomes   |
|--|--|
| Human Rights Train the Trainer   | <p>Victoria Police developed its own 'Human Rights Train the Trainer' training package with the assistance of VEOHRC to ensure a consistent baseline understanding of the Charter. The benefits designing its own training package is to ensure organisational ownership and staff buy-in and to increase their capability and understanding of human rights in policing contexts.</p> <p>The training package provided a VicPol context with operational examples, challenging scenarios and adaptations to various specialist areas. Resources include a facilitator manual, a ready reckoner, participants' workbook and human rights case summaries.</p> |
| Observing religious observances in Victorian prisons                         | DJR branches across the state recognise and commemorate numerous religious and cultural activities for prisoners to attend. These include Ramadan and Eid al-Fitr Celebration, Chinese New Year, Full Moon Festival, Waitangi Day and Prisoner Jubilee organised by the Catholic church. Prisoners have the right to practise the religion of their choice, subject to the good order and security of prison locations.  |
| Victorian Equal Opportunity and Human Rights Commission (VEOHRC) initiatives | <p>VEOHRC initiatives include:</p> <ul style="list-style-type: none"> <li>– eight sessions for 115 newly-arrived migrants and refugees from diverse backgrounds on how to deal with everyday experiences of identity or race-based discrimination;</li> <li>– human rights education for community leaders from newly-arrived and refugee communities employed by Dianella Health and the African Communities Human Rights Committee; and</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>– human rights education and training sessions for public authorities (state government departments and local councils) with human rights obligations in service provision to multicultural and ethnic communities.</li> </ul>   |
| Victoria Legal Aid education sessions                                       | <p>VLA provided a range of education sessions, including:</p> <ul style="list-style-type: none"> <li>– Living with the law: three sessions with young people attending the Asylum Seeker Welcome Centre in Brunswick, on Australia’s legal system, interactions with authority figures i.e. Police, PSOs and Authorised Officers, and Contracts and Tenancy;</li> <li>– two training sessions with settlement workers and other agencies working with CALD communities in Warrnambool and surrounding areas;</li> <li>– two education sessions run at AMES Australia with students regarding their legal rights regarding contracts;</li> <li>– seven education sessions for culturally diverse audiences on legal issues including consumer law, wills and estates, fines and family law/family violence. Sessions were held at Broadmeadows, Thomastown, Meadow Heights and Brunswick;</li> <li>– education sessions on elder abuse with older culturally diverse communities in Coburg, in collaboration with Moreland City Council;</li> <li>– Equality Law Program sessions for community workers to assist people who may experience discrimination, sexual harassment, vilification or victimisation in areas such as education, employment, receiving goods or services, clubs and sporting activities. Sessions were run in conjunction with the LGBTI Equality Roadshow in Shepparton, Swan Hill, and Mildura, and for stakeholder organisations such as Minus18 and Transgender Victoria; and</li> <li>– Equality Law Program’s participation in the Migrant Workers Steering Group, including data collection on breaches of workplace rights of migrant workers in Australia.</li> </ul> |
| Metropolitan Fire Brigade Appropriate Workplace Behaviour training          | <p>In 2015-16, the Metropolitan Fire Brigade has completed a whole of organisation training program for employees around Appropriate Workplace Behaviour that includes information on public sector values and human rights from the Victorian Public Sector Code of Conduct. It is regularly updated to reflect any changes in legislation and policy. All new recruits are required to complete this training module.</p> <p>The program includes both online and face to face training for corporate and operational staff.</p>  |
| Legal Services Commissioner, training in understanding cultural differences | <p>Legal Services Commissioner staff regularly undertake cultural awareness training to ensure they are able to interact with people from diverse backgrounds. Training is compulsory for all frontline staff.</p> <p>In November 2015, 47 staff members completed a four-hour cultural awareness training workshop to provide staff with an understanding of cultural diversity issues that may arise when dealing with lawyers and government agencies.</p>   |

### Court Services Victoria

| Name of initiative   | Description of initiative and outcomes   |
|--|--|
| Promoting human rights through judicial professional development | <p>Ongoing education and training is attended by judges, magistrates and VCAT members. Supreme Court judges attended a total of 959 hours of professional development provided by the Judicial College of Victoria and other educational bodies. In 2015-16, seminars focused on multicultural communities attended by judicial officers include:</p> <ul style="list-style-type: none"> <li>– A panel discussion on ‘Family Violence in Australia – migrant women slip through the cracks’;</li> <li>– Caldwell Lecture delivered by the Right Honourable Lady Hale entitled ‘Protecting Human Rights in the UL Courts: What are We Doing Wrong?’ at</li> </ul> |

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|--|--|
|  | <p>the Melbourne Law School;</p> <ul style="list-style-type: none"> <li>– Victorian Equal Opportunity &amp; Human Rights Commission seminar, <i>'Accelerating Change'</i>;</li> <li>– Judicial College of Victoria seminar <i>'Asian Cultural Awareness in the Courtroom'</i>;</li> <li>– Multi Faith Opening of the Legal Year at Government House;</li> <li>– Symposium on Interpreter Training and Humanitarian Interpreting;</li> <li>– Magistrates' Court: The Intimate Terrorism of Family Violence including sessions on cultural issues in family violence;</li> <li>– Magistrates' and Tribunals Orientation collaborative program with National Judicial College of Australia including topics on cultural awareness, emerging communities and interpreters; and</li> <li>– National Judicial Orientation Program collaborative program with the National Judicial College of Australia including topics on cultural barriers in the courtroom and interpreters</li> </ul>   |
| Community engagement   | <p>Members of the judiciary, including Supreme Court judges, associate judges and judicial registrars, participated in an extensive range of other duties beyond their work on the bench to support and promote an understanding of the law and the courts in the community. Their participation serves to highlight awareness and inclusion of culturally and linguistically diverse communities, youth, women, indigenous, and other groups.</p> <p>Many magistrates and VCAT members also participated in various projects, initiatives and community engagement activities.</p> <p>Events with a focus on multicultural communities included:</p> <ul style="list-style-type: none"> <li>– Welcome address at the Judicial College of Victoria (JCV) <i>'Asian Cultural Awareness in the Courtroom – A Conversation of Cultural Intelligence'</i> at the JCV Learning Centre;</li> <li>– Presentation at St Eustathios Greek Orthodox Church titled <i>'Is there a Place for Religion in the Judicial System in Multicultural Victoria in the 21<sup>st</sup> Century'</i>;</li> <li>– Sessions on cultural diversity, interpreters and courtroom control at the National Judicial Orientation Program in Adelaide;</li> <li>– Presentation at the 2015 National Indigenous Legal Conference titled <i>'The Importance of Cultural Awareness Training for Judicial Officers'</i>;</li> <li>– Paper on <i>'What happens when religion and the law conflict'</i>;</li> <li>– Membership on the National Judicial Council on Cultural Diversity;</li> <li>– Hosting of international delegations; and</li> <li>– Sitting on the Sir Zelman Cowan Centre (Victoria University) Planning Advisory Committee and the Immigration Law Course Advisory Committee.</li> </ul> |
| Establishment of VCAT's Diversity Committee                                      | <p>VCAT established a Diversity Committee to develop a framework to support procedural fairness and equality of treatment for all court users regardless of race, colour, religion or national or ethnic origin. The Committee aims to develop a program of education and awareness of Human Rights Charter Program in anticipation of the Government's response to the 2015 Review of the <i>Charter of Human Rights and Responsibilities Act 2006</i>.</p>   |
| Judicial College of Victoria Charter of Human Rights Bench Book and launch event | <p>In May 2016, JCV launched the Charter of Human Rights Bench Book at a public event well attended by an audience of judicial officers and members of the profession. The publicly available online resource includes chapters on each of the human rights included in the Charter and other relevant sections such as statutory interpretation (s 32) and limitation of rights (s 7).</p>  |

**Department of Premier and Cabinet**

| Name of initiative                           | Description of initiative and outcomes  |
|--|---|
| Rights and Responsibilities Seminars Program | The Rights and Responsibilities Seminars Program (RRSP), administered by OMAC consists of a suite of free seminars delivered to refugees and asylum seekers across Victoria, on laws, legal systems, democratic institutions and the importance of participating in multicultural Victoria as engaged citizens. |

**Department of Treasury and Finance**

| Name of initiative                                 | Description of initiative and outcomes  |
|--|---|
| Graduates Human Rights Charter training            | All graduate recruits, including from DTF, are required to attend human rights training developed by DJR and the Office of Chief Parliamentary Council, to ensure that VPS staff engaged in the drafting of legislation and policy are aware of their obligations under the Charter of Human Rights and Responsibilities, and are skilled to design legislation and policy consistent with the Charter.   |
| Participation in the Recruit Smarter Pilot Program | <p>Recruit Smarter is a Victorian Government initiative that targets unconscious bias in recruitment and helps employers to take advantage of the full breadth of skills, experience and talent that exists across the Victorian workforce. Unconscious bias occurs when unintentional assumptions are made about job applicants based on their age, gender, culture, religion or other background.</p> <p>The Government will work with a range of stakeholders, including major corporate and peak industry bodies, on an 18-month pilot to address unconscious bias in recruitment practices within the Victorian Public Service and private sector.</p> |

## Appendix 7: Indicators

### A Benefits of diversity

#### Highlights:

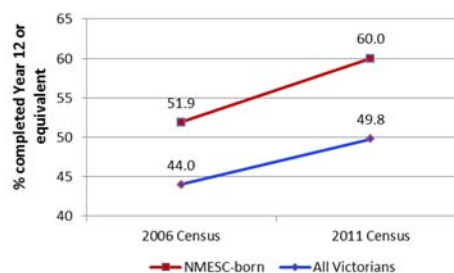
- At the 2011 Census, the proportion of Victorians from non-main English-speaking countries (NMESC) who completed Year 12 or an equivalent qualification was 60 per cent, compared to 49.8 per cent of all Victorians.  
Around one-third (33.9 per cent) of all NMESC students were attending a university or other tertiary institution, compared to 15.2 per cent of all Victorians.  
The proportion of NMESC-born people who were self-employed was 15.5 per cent, similar to the overall Victorian rate.
- The proportion of international visitors to Australia with the main purpose of visiting friends and relatives, and who stop over in Victoria, increased slightly from 32.2 per cent in 2014-15 to 32.7 per cent in 2015-6.
- The proportion of international students in Australia studying in Victoria increased from 30.3 per cent in 2015 to 31.0 per cent in 2016.
- The proportion of skilled migrants working in their nominated fields increased from 79 per cent in 2015 to 81 per cent in 2016.
- The proportion of primary school students in government schools learning languages increased significantly from 77.0 per cent to 81.5 per cent, while that of secondary school students showed a slight decrease from 41.5 per cent to 41.3 per cent.
- The proportion of primary schools providing a languages program decreased slightly (from 92.0 per cent in 2015 to 91.1 per cent in 2016), while the proportion for secondary schools increased slightly (from 87.7 per cent to 88.3 per cent respectively).

#### A1 Proportion of culturally diverse Victorians, compared to all Victorians, having completed Year 12 or equivalent qualification.

ABS Census of Population and Housing.

The Census is conducted every five years.

| Census | NMESC-born | All Victorians |
|--------|------------|----------------|
| 2011   | 60.0%      | 49.8%          |
| 2006   | 51.9%      | 44.0%          |



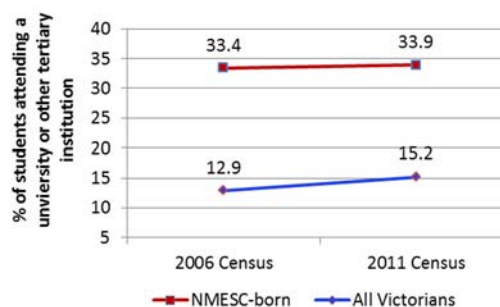
#### A2 Proportion of culturally diverse Victorians attending an educational institution who were at a university or other tertiary institution, compared to the proportion of all Victorians attending an educational institution who were at a university or other tertiary institution.

ABS Census of Population and Housing.

The Census is conducted every five years.

| Census | NMESC-born | All Victorians |
|--------|------------|----------------|
| 2011   | 33.9%      | 15.2%          |
| 2006   | 33.4%      | 12.9%          |

Note: The data includes international students who have stated an intention to reside in Victoria/Australia for 12 months or more, and are therefore counted in the Census as usual residents and not as overseas visitors.



#### Abbreviations:

NMESC Non-main English-speaking country/s  
MESC Main English-speaking country/s

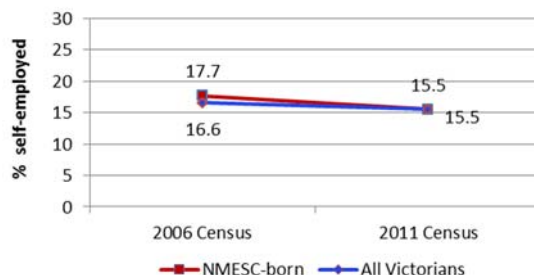
NESB Non-English-speaking background/s  
ESB English-speaking background/s  
LBOTE Language background/s other than English.

**A3** Proportion of culturally diverse Victorians who are self-employed, compared to all Victorians.

ABS Census of Population and Housing.

The Census is conducted every five years.

| Census | NMESC-born | All Victorians |
|--------|------------|----------------|
| 2011   | 15.5%      | 15.5%          |
| 2006   | 17.6%      | 16.6%          |

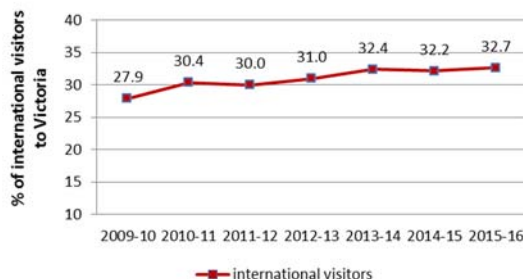


**A4** Proportion of international visitors who visit Australia with the main purpose of visiting friends and relatives, who stop over in Victoria.

DEDJTR International Visitor Survey, Tourism Research Australia.

The data is collected quarterly.

| Year    | International visitors to Victoria |
|---------|------------------------------------|
| 2015-16 | 32.7%                              |
| 2014-15 | 32.2%                              |
| 2013-14 | 32.4%                              |
| 2012-13 | 31.0%                              |
| 2011-12 | 30.0%                              |
| 2010-11 | 30.4%                              |
| 2009-10 | 27.9%                              |

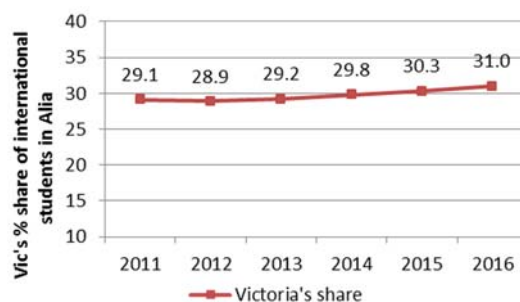


**A5** Proportion of international students in Australia studying in Victoria.

International Student Data, Department of Education, Austrade Market Information Package.

The data is released on a monthly basis.

| Year | Victoria's share |
|------|------------------|
| 2016 | 31.0%            |
| 2015 | 30.3%            |
| 2014 | 29.8%            |
| 2013 | 29.2%            |
| 2012 | 28.9%            |
| 2011 | 29.1%            |

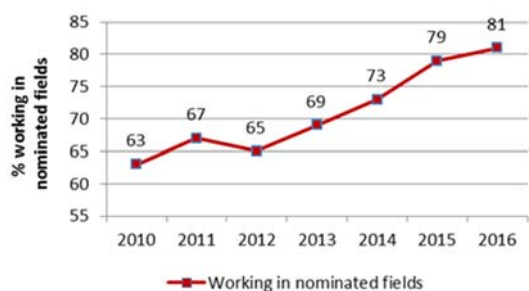


**A6** Proportion of State-nominated skilled migrants working in nominated fields.

DEDJTR, Resolve Database.

The data is collected annually.

| Year | Working in nominated fields |
|------|-----------------------------|
| 2016 | 81%                         |
| 2015 | 79%                         |
| 2014 | 73%                         |
| 2013 | 69%                         |
| 2012 | 65%                         |
| 2011 | 67%                         |
| 2010 | 63%                         |

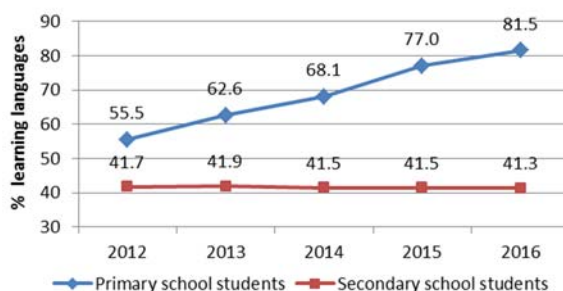


**A7** Proportion of students in Victorian Government primary and secondary schools learning languages.

DET, Languages Report.

The data is collected annually.

| Year | Primary school students | Secondary school students |
|------|-------------------------|---------------------------|
| 2016 | 81.5%                   | 41.3%                     |
| 2015 | 77.0%                   | 41.5%                     |
| 2014 | 68.1%                   | 41.5%                     |
| 2013 | 62.6%                   | 41.9%                     |
| 2012 | 55.5%                   | 41.7%                     |



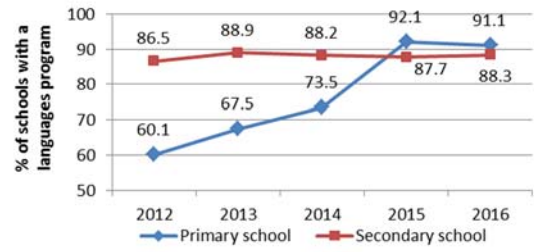


**A8** Proportion of Victorian Government primary and secondary schools providing a languages program.

DET, Languages Report.

The data is collected annually.

| Year | Primary school | Secondary school |
|------|----------------|------------------|
| 2016 | 91.1%          | 88.3%            |
| 2015 | 92.1%          | 87.7%            |
| 2014 | 73.5%          | 88.2%            |
| 2013 | 67.5%          | 88.9%            |
| 2012 | 60.1%          | 86.5%            |



## B Social cohesion and participation

### Highlights:

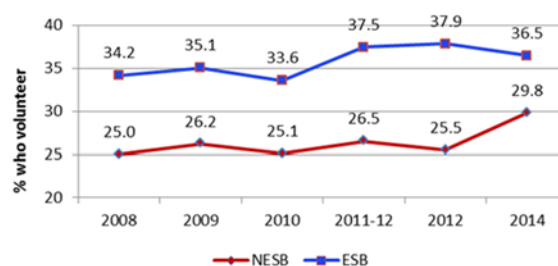
- The question on volunteering was not asked in the 2015 Victorian Population Health Survey. The proportion of NESB Victorians who were volunteers has increased from 25.5 per cent in 2012 to 29.8 per cent in 2014; while that for ESB Victorians has decreased slightly from 37.9 per cent to 36.5 per cent. (The difference between NESB and ESB decreased from 12.4 percentage points to 6.7 percentage points).
- This question was also not asked in the 2015 survey. NESB Victorians who were members of an organised group increased from 51.7 per cent in 2012 to 59.6 per cent in 2014, while that for ESB Victorians increased slightly from 63 per cent to 63.7 per cent. (The difference between NESB and ESB decreased from 11.3 percentage points to 4.1 percentage points).
- The proportion of culturally diverse appointments on government boards, authorities and committees was 20.8 per cent at June 2016, compared to 24.2 per cent at June 2015.
- The proportion of NESB Victorians who feel multiculturalism at least sometimes makes life better in their area increased from 54.9 per cent in 2012 to 59.2 per cent in 2014; while the proportion of ESB Victorians increased from 46.8 per cent to 54 per cent. Data for 2015 is not comparable to that of 2014 due to change in survey methods employed.
- The proportion of people who think the number of immigrants accepted into Australia is 'too high' declined slightly from 35 per cent in 2015 to 34 per cent in 2016.
- The proportion of people who 'agree' or 'strongly agree' that accepting immigrants from many different countries makes Australia stronger declined slightly from 67.2 per cent in 2015 to 66.5 per cent in 2016.
- The number of complaints to VEOHRC under the *Racial and Religious Tolerance Act* decreased substantially, from 106 in 2014-15 to 13 in 2015-16. A large number of complaints in the previous year were in relation to a multi-party dispute.
- Complaints made under the *Equal Opportunity Act* decreased significantly from 254 to 196 in the same period.

**B1** Proportion of Victorians from Non-English-Speaking Background (NESB), who report that they sometimes or definitely helped out local groups as a volunteer.

DHHS, Victorian Population Health Survey, annual. The latest published survey data available at time of report.

| Year    | NESB  | ESB   |
|---------|-------|-------|
| 2015*   | n.a.  | n.a.  |
| 2014    | 29.8% | 36.5% |
| 2013*   | n.a.  | n.a.  |
| 2012    | 25.5% | 37.9% |
| 2011-12 | 26.5% | 37.5% |
| 2010    | 25.1% | 33.6% |
| 2009    | 26.2% | 35.1% |
| 2008    | 25.0% | 34.2% |

\*No data was available for 2013 and 2015 as the question was not asked in the survey.

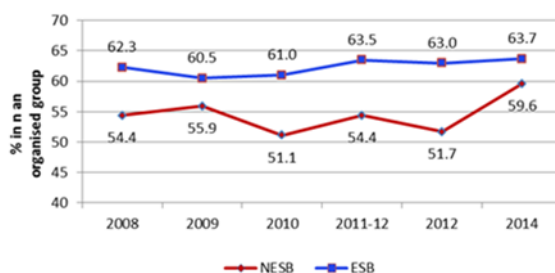


**B2** Proportion of Victorians from a Non-English-Speaking Background (NESB) who are members of an organised group.

DHHS, Victorian Population Health Survey, annual. The latest published survey data available at time of report.

| Year    | NESB  | ESB   |
|---------|-------|-------|
| 2015*   | n.a.  | n.a.  |
| 2014    | 59.6% | 63.7% |
| 2013*   | n.a.  | n.a.  |
| 2012    | 51.7% | 63.0% |
| 2011-12 | 54.4% | 63.5% |
| 2010    | 51.1% | 61.0% |
| 2009    | 55.9% | 60.5% |
| 2008    | 54.4% | 62.3% |

\*No data was available for 2013 and 2015 as the question was not asked in the survey.

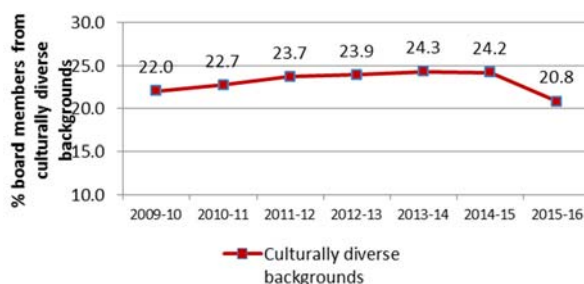


**B3** Proportion of total membership of Government Boards, Authorities and Committees from culturally diverse backgrounds (where data is collected).

Victorian Public Sector Commission.

The data is collected annually.

| Year      | Culturally diverse backgrounds |
|-----------|--------------------------------|
| June 2016 | 20.8%                          |
| June 2015 | 24.2%                          |
| June 2014 | 24.3%                          |
| June 2013 | 23.9%                          |
| June 2012 | 23.7%                          |
| June 2011 | 22.7%                          |
| June 2010 | 22.0%                          |



Note: New data capture methods have been applied to previous years. As such this set of trend data is different from those published in previous reports.

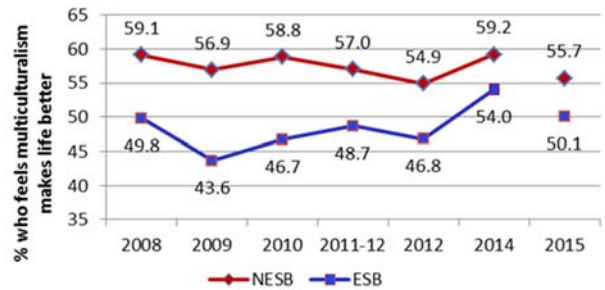
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**B4** Proportion of Victorians from Non-English-Speaking Background (NESB), who feel multiculturalism at least sometimes makes life better in their area.

DHHS, Victorian Population Health Survey, annual. The latest published survey data available at time of report.

| Year    | NESB  | ESB   |
|---------|-------|-------|
| 2015    | 55.7% | 50.1% |
| 2014    | 59.2% | 54.0% |
| 2013*   | n.a.  | n.a.  |
| 2012    | 54.9% | 46.8% |
| 2011-12 | 57.0% | 48.7% |
| 2010    | 58.8% | 46.7% |
| 2009    | 56.9% | 43.6% |
| 2008    | 59.1% | 49.8% |

\*No data was available for 2013



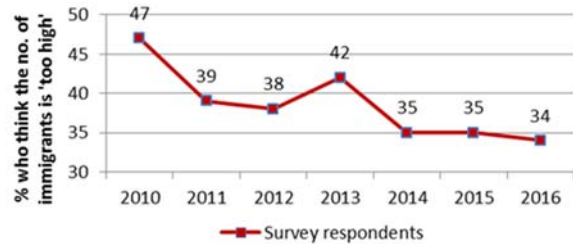
Note: Data for 2015 cannot be compared to previous years due to change in survey methods employed.

**B5** Proportion of people who think the number of immigrants accepted into Australia at present is 'too high'.

Scanlon Foundation's Mapping Social Cohesion Survey Reports.

The surveys are conducted annually.

| Year | Survey respondents |
|------|--------------------|
| 2016 | 34%                |
| 2015 | 35%                |
| 2014 | 35%                |
| 2013 | 42%                |
| 2012 | 38%                |
| 2011 | 39%                |
| 2010 | 47%                |

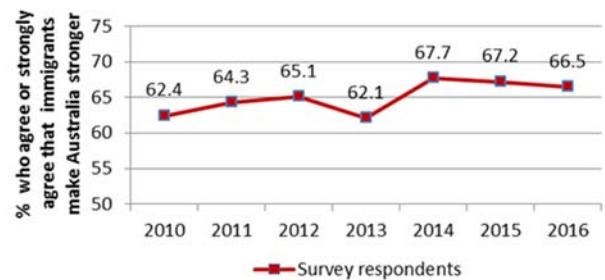


**B6** Proportion of people who 'agree' or 'strongly agree' that accepting immigrants from many different countries makes Australia stronger.

Scanlon Foundation's Mapping Social Cohesion Survey Reports.

The surveys are conducted annually.

| Year | Survey respondents |
|------|--------------------|
| 2016 | 66.5%              |
| 2015 | 67.2%              |
| 2014 | 67.7%              |
| 2013 | 62.1%              |
| 2012 | 65.1%              |
| 2011 | 64.3%              |
| 2010 | 62.4%              |



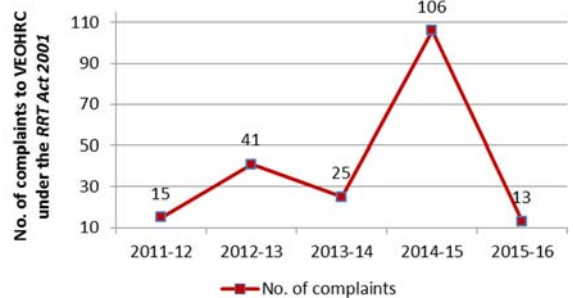
**B7** Number of complaints made to the Victorian Equal Opportunity and Human Rights Commission under the *Racial and Religious Tolerance Act 2001*.

Victorian Equal Opportunity and Human Rights Commission (VEOHRC) Annual Reports.

The data is collected annually.

Note: The large number of

| Year    | No. of complaints |
|---------|-------------------|
| 2015-16 | 13                |
| 2014-15 | 106               |
| 2013-14 | 25                |
| 2012-13 | 41                |
| 2011-12 | 15                |



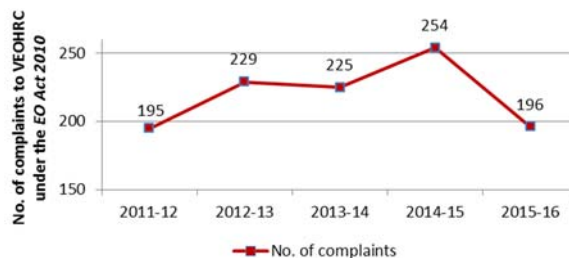
complaints under the RRT Act in 2014-15 was the result of a multi-party dispute.

**B8** Number of complaints made to the Victorian Equal Opportunity and Human Rights Commission in relation to discrimination on the basis of race and religious belief under the *Equal Opportunity Act 2010*.

Victorian Equal Opportunity and Human Rights Commission (VEOHRC) Annual Reports.

The data is collected annually.

| Year    | No. of complaints |
|---------|-------------------|
| 2015-16 | 196               |
| 2014-15 | 254               |
| 2013-14 | 225               |
| 2012-13 | 229               |
| 2011-12 | 195               |



## C Accessible and responsive services

### Highlights:

- The proportion of LBOTE students at or above minimum national assessment standards was generally slightly lower for reading, writing and numeracy across all years, compared to all Victorian students.
- The proportion of Year 12 completers from LBOTE backgrounds participating in education and training six months after school, at 88.0 per cent, was higher than that of all Victorian Year 12 completers, at 76.8 per cent.
- The unemployment rate of culturally diverse Victorians at 7.2 per cent in 2015-16, was higher than for all Victorians at 5.9 per cent; and their workforce participation rate at 56.2 per cent was lower than that of 64.8 per cent for all Victorians.
- The participation rate in breast screening programs for culturally diverse female Victorians decreased from 53.2 per cent in 2014-15, to 49.5 per cent in 2015-16; compared to a smaller decrease from 54.2 per cent to 52.2 per cent for all Victorian women.
- Culturally diverse Victorians showed lower levels of performance for several health indicators (diabetes rate, insufficient physical activity and psychological stress) compared to all Victorians, although this should be interpreted with caution due to changes in survey methods employed for some of the indicators.
- The proportion of NESB Victorians aged 65 years and over accessing HACC services decreased from 29.1 per cent in 2014-15 to 28.3 per cent in 2015-16, while the proportion of all NESB Victorians aged 65 years and over increased from 29.9 per cent to 31.2 per cent in the same period.
- The proportion of National Disability Agreement (NDA) NESB Victorians accessing a range of disability services – accommodation support, community support, community access and respite care – was lower than that of ESB Victorians (difference remains significant, except for community access).
- The proportion of NESB Victorian clients whose needs were met at specialist homelessness services was similar to that of all Victorian clients, at 95.1 per cent and 94.9 per cent respectively.
- Government expenditure on translating and interpreting services increased by 7.8 per cent in 2015-16 compared to an increase of 1.5 per cent in 2014-15.
- Government expenditure on advertising campaigns in multicultural media, against a target of 5 per cent of total expenditure, has increased slightly from 5.5 per cent in 2014-15 to 6.0 per cent in 2015-16.

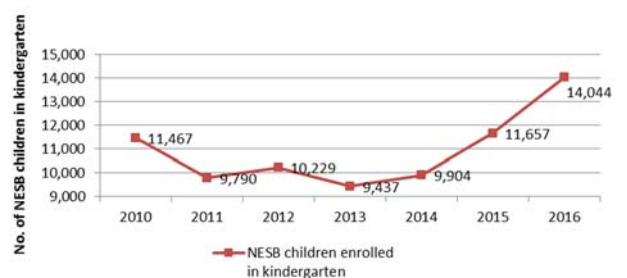
### C1 Proportion of NESB Victorian children, compared to all Victorian children, enrolled in kindergarten.

DET, Kindergarten Census Collection.

The data is collected annually.

Note: Data regarding total NESB children aged four in Victoria is not collected. For this reason, it is not possible to compare the proportion of NESB Victorian children enrolled in a funded kindergarten program with the overall Victorian participation rate.

| Year | NESB children enrolled in kindergarten |
|------|--|
| 2016 | 14,044                                 |
| 2015 | 11,657                                 |
| 2014 | 9,904                                  |
| 2013 | 9,437                                  |
| 2012 | 10,229                                 |
| 2011 | 9,790                                  |
| 2010 | 11,467                                 |



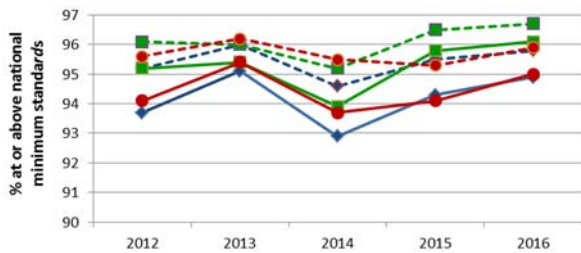
**C2** Proportion of Victorian children and young people from language backgrounds other than English (LBOTE) meeting expected reading, writing and numeracy standards.

Annual NAPLAN assessments of Year 3, 5, 7 and 9 students across Australia.

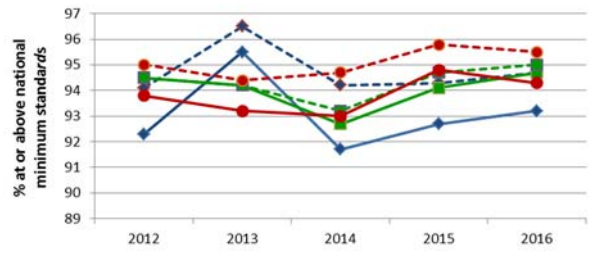
The data is published annually by the Australia Curriculum and Assessment Authority in the National NAPLAN Report.

| Year of study | Percentage of students at or above minimum standards |                 |               |                 |                |                  |
|---------------|--|-----------------|---------------|-----------------|----------------|------------------|
|               | Reading LBOTE  | Reading All Vic | Writing LBOTE | Writing All Vic | Numeracy LBOTE | Numeracy All Vic |
| <b>Year 3</b> |  |                 |               |                 |                |                  |
| 2016          | 94.9   | 95.8            | 96.1          | 96.7            | 95.0           | 95.9             |
| 2015          | 94.3   | 95.5            | 95.8          | 96.5            | 94.1           | 95.3             |
| 2014          | 92.9   | 94.6            | 93.9          | 95.2            | 93.7           | 95.5             |
| 2013          | 95.1   | 96.0            | 95.4          | 96.0            | 95.4           | 96.2             |
| 2012          | 93.7   | 95.2            | 95.2          | 96.1            | 94.1           | 95.6             |
| <b>Year 5</b> |  |                 |               |                 |                |                  |
| 2016          | 93.2   | 94.7            | 94.7          | 95.0            | 94.3           | 95.5             |
| 2015          | 92.7   | 94.3            | 94.1          | 94.7            | 94.8           | 95.8             |
| 2014          | 91.7   | 94.2            | 92.7          | 93.2            | 93.0           | 94.7             |
| 2013          | 95.5   | 96.5            | 94.2          | 94.2            | 93.2           | 94.4             |
| 2012          | 92.3   | 94.1            | 94.5          | 94.5            | 93.8           | 95.0             |
| <b>Year 7</b> |  |                 |               |                 |                |                  |
| 2016          | 93.5   | 95.3            | 92.4          | 92.8            | 95.4           | 96.3             |
| 2015          | 95.0   | 95.9            | 90.9          | 90.9            | 96.2           | 96.3             |
| 2014          | 94.0   | 95.6            | 90.5          | 90.5            | 94.7           | 95.5             |
| 2013          | 94.0   | 95.6            | 91.6          | 91.3            | 95.1           | 95.7             |
| 2012          | 93.6   | 95.5            | 92.3          | 91.8            | 94.3           | 95.0             |
| <b>Year 9</b> |  |                 |               |                 |                |                  |
| 2016          | 90.6   | 93.5            | 86.3          | 87.1            | 95.1           | 95.5             |
| 2015          | 91.7   | 93.5            | 85.0          | 85.3            | 95.7           | 95.6             |
| 2014          | 91.3   | 93.3            | 85.7          | 85.4            | 94.1           | 94.8             |
| 2013          | 92.2   | 94.3            | 86.5          | 86.0            | 91.0           | 92.2             |
| 2012          | 89.8   | 93.0            | 86.6          | 85.9            | 94.4           | 95.0             |

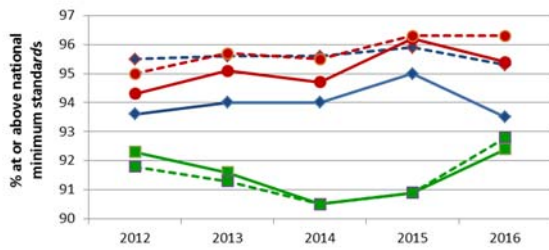
**Year 3**



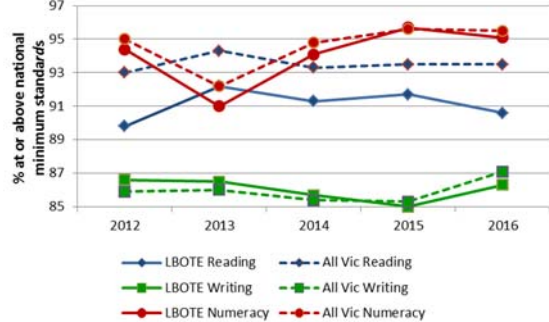
**Year 5**



**Year 7**



**Year 9**

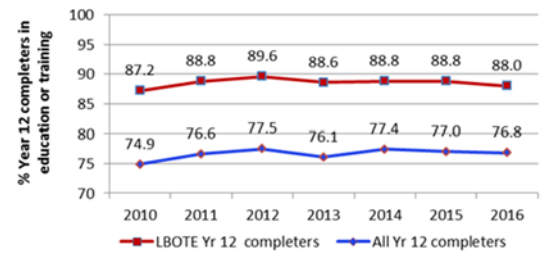




**C3** Proportion of Year 12 completers from language backgrounds other than English (LBOTE) participating in education or training six months after leaving school, compared with all Year 12 completers surveyed in Victoria.

DET, On Track post school destinations survey. Annual collection runs in April-May.

| Year of Survey | In education or training    |                           |
|----------------|-----------------------------|---------------------------|
|                | % of LBOTE Yr 12 completers | % of all Yr 12 completers |
| 2016           | 88.0%                       | 76.8%                     |
| 2015           | 88.8%                       | 77.0%                     |
| 2014           | 88.8%                       | 77.4%                     |
| 2013           | 88.6%                       | 76.1%                     |
| 2012           | 89.6%                       | 77.5%                     |
| 2011           | 88.8%                       | 76.6%                     |
| 2010           | 87.2%                       | 74.9%                     |

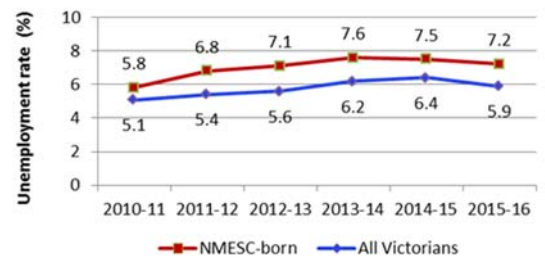


**C4** Unemployment rate of culturally diverse Victorians compared to the unemployment rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey.

The data is collected monthly, quarterly and for each financial year.

| Year    | NMESC-born | All Victorians |
|---------|------------|----------------|
| 2015-16 | 7.2%       | 5.9%           |
| 2014-15 | 7.5%       | 6.4%           |
| 2013-14 | 7.6%       | 6.2%           |
| 2012-13 | 7.1%       | 5.6%           |
| 2011-12 | 6.8%       | 5.4%           |
| 2010-11 | 5.8%       | 5.1%           |

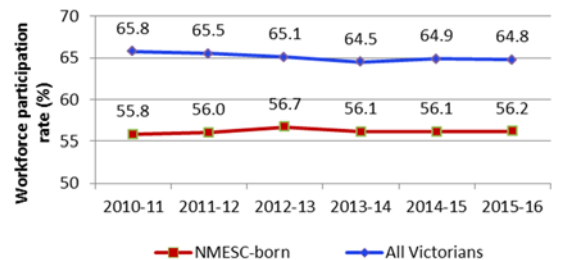


**C5** Workforce participation rate of culturally diverse Victorians compared to the workforce participation rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey.

The data is collected monthly, quarterly and for each financial year.

| Year    | NMESC-born | All Victorians |
|---------|------------|----------------|
| 2015-16 | 56.2%      | 64.8%          |
| 2014-15 | 56.1%      | 64.9%          |
| 2013-14 | 56.1%      | 64.5%          |
| 2012-13 | 56.7%      | 65.1%          |
| 2011-12 | 56.0%      | 65.5%          |
| 2010-11 | 55.8%      | 65.8%          |



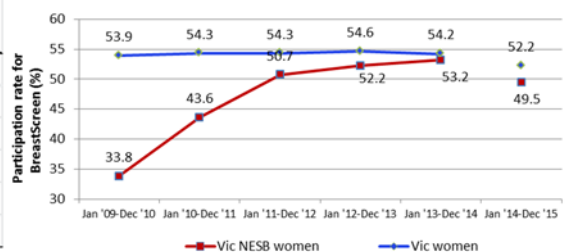
**C6** BreastScreen Australia Program participation rate of NESB Victorian women aged 50-59 years compared to the participation rate of all Victorian women in the program aged 50-69 years.

Productivity Commission, Report on Government Services (RoGS). Data is collected yearly and recorded over a two-year period.

Note: Data for 2014-15 is not comparable with previous years as the target age group changed from 50-69 years to 50-74 years.

Therefore the related graph does not join 2014-15 to previous years' data.

| Two-year period   | Vic NESB women | Vic women |
|-------------------|----------------|-----------|
| Jan 2014-Dec 2015 | 49.5%          | 52.2%     |
| Jan 2013-Dec 2014 | 53.2%          | 54.2%     |
| Jan 2012-Dec 2013 | 52.2%          | 54.6%     |
| Jan 2011-Dec 2012 | 50.7%          | 54.3%     |
| Jan 2010-Dec 2011 | 43.6%          | 54.3%     |
| Jan 2009-Dec 2010 | 33.8%          | 53.9%     |



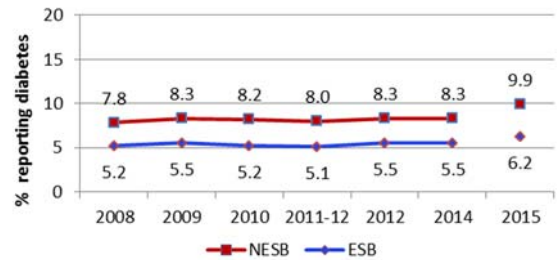
**C7** Proportion of NESB Victorians, compared to English-speaking only, who report doctor-diagnosed diabetes mellitus (Type 1 and 2, excluding gestational diabetes).

DHHS, Victorian Population Health Survey. Annual survey.

Note: Data for 2015 cannot be compared to previous years due to change in survey methods employed. Therefore the related graph does not join 2014-15 to previous years' data.

| Year    | NESB | ESB  |
|---------|------|------|
| 2015    | 9.9% | 6.2% |
| 2014    | 8.3% | 5.5% |
| 2013*   | n.a. | n.a. |
| 2012    | 8.3% | 5.5% |
| 2011-12 | 8.0% | 5.1% |
| 2010    | 8.2% | 5.2% |
| 2009    | 8.3% | 5.5% |
| 2008    | 7.8% | 5.2% |

\*No data was available for 2013

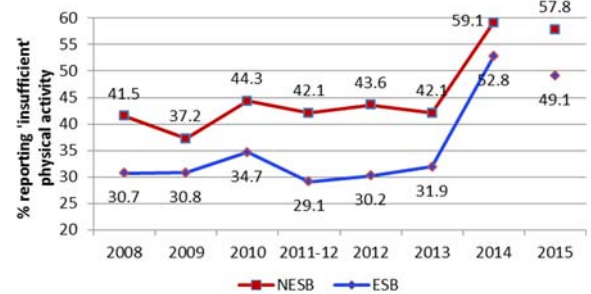


**C8** Proportion of Victorians from Non-English-Speaking Backgrounds (NESB) who report 'insufficient' physical activity during the week before the survey.

DHHS, Victorian Population Health Survey. Annual survey.

Note: Data for 2015 cannot be compared to previous years, as there has been a significant change in the survey methods employed. Therefore the related graph does not join 2014-15 to previous years' data.

| Year    | NESB  | ESB   |
|---------|-------|-------|
| 2015    | 57.8% | 49.1% |
| 2014    | 59.1% | 52.8% |
| 2013    | 42.1% | 31.9% |
| 2012    | 43.6% | 30.2% |
| 2011-12 | 42.1% | 29.1% |
| 2010    | 44.3% | 34.7% |
| 2009    | 37.2% | 30.8% |
| 2008    | 41.5% | 30.7% |

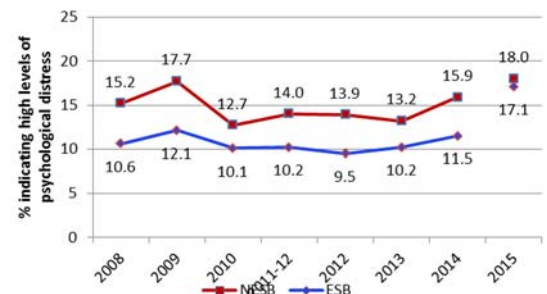


**C9** Proportion of Victorians from Non-English-Speaking Backgrounds (NESB) with high or very high levels of psychological distress.

DHHS, Victorian Population Health Survey. Annual survey.

Note: Data for 2015 cannot be compared to previous years, as there has been a significant change in the survey methods employed. Therefore the related graph does not join 2014-15 to previous years' data.

| Year    | NESB  | ESB   |
|---------|-------|-------|
| 2015    | 18.0% | 17.1% |
| 2014    | 15.9% | 11.5% |
| 2013    | 13.2% | 10.2% |
| 2012    | 13.9% | 9.5%  |
| 2011-12 | 14.0% | 10.2% |
| 2010    | 12.7% | 10.1% |
| 2009    | 17.7% | 12.1% |
| 2008    | 15.2% | 10.6% |

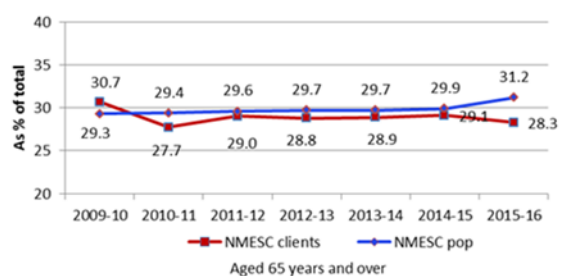


**C10** Proportion of Victorian Home and Community Care (HACC) clients aged 65 years and over born in a non-main English-speaking country (NMESC), compared to the proportion of all 65 years old and over Victorians who are from a NMESC.

DHHS HACC Minimum Data Set (MDS), ABS Census and Victoria in Future (VIF) population projections.

The HACC MDS data is collected quarterly. The Census is conducted

| Year of survey | Aged 65 years and over            |                           |
|----------------|-----------------------------------|---------------------------|
|                | NMESC clients as % of tot clients | NMESC pop as % of tot pop |
| 2015-16        | 28.3%                             | 31.2%                     |
| 2014-15        | 29.1%                             | 29.9%                     |
| 2013-14        | 28.9%                             | 29.7%                     |
| 2012-13        | 28.8%                             | 29.7%                     |
| 2011-12        | 29.0%                             | 29.6%                     |
| 2010-11        | 27.7%                             | 29.4%                     |
| 2009-10        | 30.7%                             | 29.3%                     |



**PROTECTED**



every five years.

The VIF population projections are revised following each national Census.

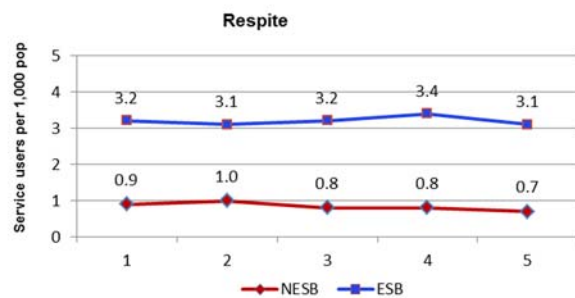
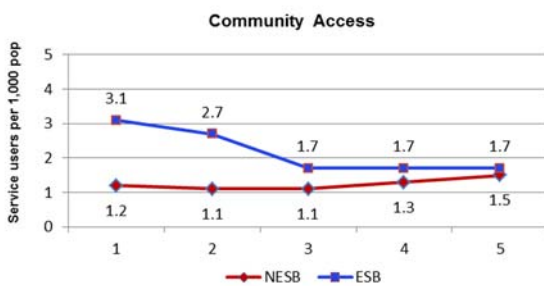
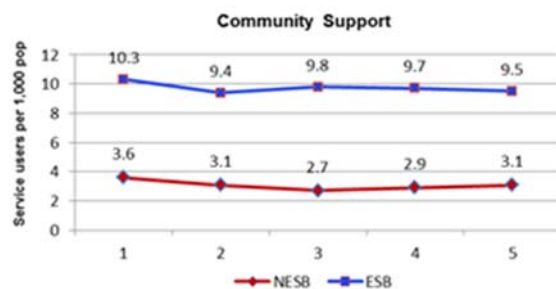
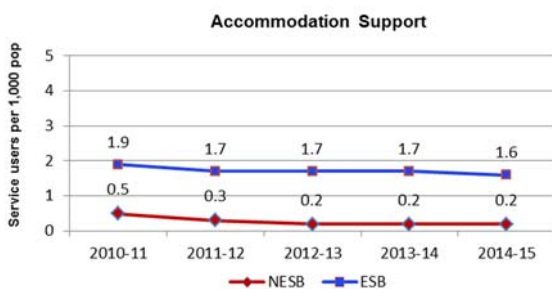
**C11** National Disability Agreement (NDA) NESB service users per 1,000 population, compared with ESB service users per 1,000 population.

Productivity Commission, Reports on Government Services (RoGS).

The reports are published annually but with a two-year time lag.

| Type of service       |      | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
|-----------------------|------|---------|---------|---------|---------|---------|
| Accommodation support | NESB | 0.5     | 0.3     | 0.2     | 0.2     | 0.2     |
|                       | ESB  | 1.9     | 1.7     | 1.7     | 1.7     | 1.6     |
| Community support     | NESB | 3.6     | 3.1     | 2.7     | 2.9     | 3.1     |
|                       | ESB  | 10.3    | 9.4     | 9.8     | 9.7     | 9.5     |
| Community access      | NESB | 1.2     | 1.1     | 1.1     | 1.3     | 1.5     |
|                       | ESB  | 3.1     | 2.7     | 1.7     | 1.7     | 1.7     |
| Respite               | NESB | 0.9     | 1.0     | 0.8     | 0.8     | 0.7     |
|                       | ESB  | 3.2     | 3.1     | 3.2     | 3.4     | 3.1     |

Note: The 2017 RoGS report refers to data up to 2014-15.

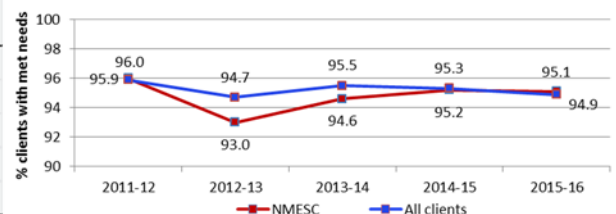


**C12** Proportion of Victorian clients from a non-main English-Speaking country (NMESC) whose needs were met at specialist homelessness services, compared to all Victorian clients.

Australian Institute of Health and Welfare, Specialist Homelessness Services Collection (SHSC).

Data is reported annually.

| Year    | NMESC clients | All clients |
|---------|---------------|-------------|
| 2015-16 | 95.1%         | 94.9%       |
| 2014-15 | 95.2%         | 95.3%       |
| 2013-14 | 94.6%         | 95.5%       |
| 2012-13 | 93.0%         | 94.7%       |
| 2011-12 | 96.0%         | 95.9%       |

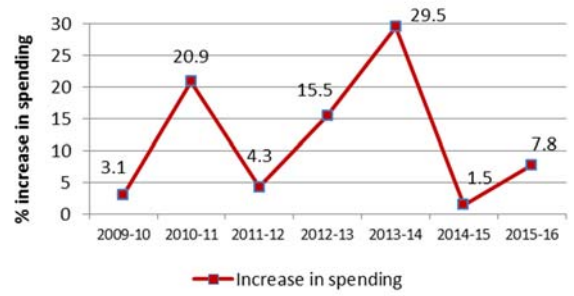


**C13** Percentage increase in whole-of-government expenditure to purchase interpreting and translating services.

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs.

The data is collected annually.

| Year    | Increase in spending |
|---------|----------------------|
| 2015-16 | 7.8%                 |
| 2014-15 | 1.5%                 |
| 2013-14 | 29.5%                |
| 2012-13 | 15.5%                |
| 2011-12 | 4.3%                 |
| 2010-11 | 20.9%                |
| 2009-10 | 3.1%                 |



**C14** Percentage of total government expenditure on advertising campaigns in multicultural media against a target of five per cent.

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs.

The data is collected annually.

| Year    | As % of total government expenditure |
|---------|--------------------------------------|
| 2015-16 | 6.0%                                 |
| 2014-15 | 5.5%                                 |
| 2013-14 | 5.8%                                 |
| 2012-13 | 5.0%                                 |
| 2011-12 | 3.7%                                 |
| 2010-11 | 3.7%                                 |

