

# Victorian Government Report in Multicultural Affairs

2016-17



**VICTORIA**  
State  
Government



© The State of Victoria Department of Premier and Cabinet 2018

This work is licensed under a Creative Commons Attribution 4.0 International licence. You are free to re-use the work under that licence, on the condition that you credit the State of Victoria as author. The licence does not apply to any images or branding, including the Victorian Coat of Arms and the Victorian Government logo.

To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>.

ISSN 2205-8265 (PDF/Online)

#### **Accessibility**

If you would like to receive this publication in an alternative format, such as large print or audio, email the Multicultural Affairs and Social Cohesion Division on [multicultural@dpc.vic.gov.au](mailto:multicultural@dpc.vic.gov.au).

This document is also available as a print copy upon request.

#### **Disclaimer**

This publication is provided for information purposes only. No claim is made as to the accuracy or authenticity of the information contained herein. Information is provided on the basis that all persons accessing the information undertake responsibility for assessing its relevance and accuracy.

The Department of Premier and Cabinet makes no representations, either expressed or implied, as to the suitability of the said information for any particular purpose and disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

#### **Privacy**

Your personal information will be dealt with in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Public Records Act 1973 (Vic)*. DPC is committed to protecting the privacy of personal information. At the time DPC collects personal information about an individual from the individual, DPC will advise you about how you can contact DPC, the fact that you are able to gain access to the information, the purposes for which the information is collected and to whom DPC usually discloses information of that kind.

Enquiries about access to personal information held by DPC should be directed to [dp&c@dpc.vic.gov.au](mailto:dp&c@dpc.vic.gov.au).

Images by Jorge de Araujo, Artificial Studios.

# Contents

<b>Message from the Minister</b>	<b>1</b>
<b>Summary</b>	<b>2</b>
Reporting on cultural diversity planning and implementation	3
Reporting on departmental initiatives and programs	3
Additional reporting	3
Culturally diverse representation on government boards, authorities and committees	3
Use of interpreting and translating services	3
Multilingual publications and resources	4
Culturally diverse media and advertising campaigns	4
Measures to promote human rights	4
Reporting on indicators	4
Terminologies for culturally diverse	4
List of government departments	5
List of abbreviations and acronyms	5
<b>Introduction</b>	<b>6</b>
Victoria's increasing diversity	7
Victoria's legislative frameworks	7
<i>Victorian. And proud of it.</i> Multicultural Policy Statement	7
Key initiatives	7
Multicultural Affairs Outcomes Framework	8
Departmental policies and strategies	8
Department of Economic Development, Jobs, Transport and Resources	8
Department of Environment, Land, Water and Planning	8
Department of Education and Training	9
Department of Health and Human Services	10
Department of Justice and Regulation	10
Department of Premier and Cabinet	11
Department of Treasury and Finance	11
<b>Progress in Cultural Diversity Plans</b>	<b>12</b>
Background	13
Overview of progress	13
Departmental cultural diversity plans	13
Additional cultural diversity plans	14
Vision and Goals	15
Ownership and governance of cultural diversity plans	17
Cultural competency training	17
Information dissemination	18
Culturally diverse communities in decision-making processes	19
Program and service evaluations	20
Consultation, demographic and service data	20
<b>Benefits of diversity</b>	<b>22</b>
Multicultural Awards for Excellence	23
Australia Day, Victoria	23
Multicultural Chamber of Commerce Group	23
Hamer Scholarships Program	24
International Chamber House	24
Skilled and Business Migration Program	24
Multicultural Business Ministerial Council	24
<i>Case Study – Hamer Scholarship winner (DEDJTR)</i>	24
Small Business Victoria Workshops Program	25
Study Melbourne Student Centre	25
Level Crossing Removal Authority	26
Victorian Young Leaders to China Program	26
<i>Case Study – Training for the Future (LXRA)</i>	26

International Student Program in Victorian Government Schools	27
Sister School Partnerships	27
Intercultural education projects	27
<i>Case Study – Asia Pop Fest (Arts Centre Melbourne)</i>	27
Language education in schools	28
<i>Case Study – Model United Nations Conferences (DET)</i>	28
<b>Social cohesion and participation</b>	<b>29</b>
Cultural Diversity Week	30
Regional Advisory Councils	30
VMC community consultations	30
VMC research and submissions	31
Community Support Fund	31
Victoria-Timor-Leste Program	31
<i>Victorian. And proud of it.</i> social cohesion campaign	32
VicPol Multicultural Affairs Partnership on Social Cohesion	32
Multifaith Advisory Group	32
Multicultural Youth Network	32
Multicultural Museums Network	32
Victoria Police initiatives	33
Emergency Management and emergency services	33
Consumer Affairs Victoria regional education activities	33
VEOHRC initiatives to reduce racism	34
Supreme Court Judicial Community Engagement	34
<i>Case Study – Stand Together Anti-Vilification Project (VEOHRC)</i>	34
Magistrates' Court Community Engagement	35
Creative Victoria – Organisations Funding	35
<i>Case Study – CALD Senior Citizens Clubs program (DJR)</i>	35
Creative Victoria – VicArts Grants	36
Creative Victoria – Music Works Grants Funding	37
Creative Victoria – Voice for Change	37
Creative Victoria – Artists in Schools	37
Indian Film Festival Melbourne	37
State Library Victoria	37
Museums Victoria	38
Australian Centre for Moving Image	38
Arts Centre Melbourne	38
National Gallery of Victoria	39
Melbourne Recital Centre	40
Fisheries education and engagement	40
<i>Case Study – Karen language fishing guide (Fisheries Victoria)</i>	40
Melbourne Metro Rail Authority	41
Supporting Victorian Sport and Recreation	41
<i>Case Study – 'Badminton for All' and 'CALD Play Rock Up Netball' (DHHS)</i>	41
Scouts and Guides Program	42
CALD Seniors Grants Program	42
DELWP work placement program	42
<i>Case Study – Senior Mandarin Storytellers (DHHS)</i>	42
Parks Victoria community engagement programs	43
<i>Case Study – Parks for social cohesion, Monterey Secondary College (DELWP)</i>	43
<b>Accessible and responsive services</b>	<b>44</b>
Interpreter Scholarship Program	45
Independent Review of Victorian Government Procurement of Language Services	45
Whole-of-government language services guidelines	45
Capacity Building and Participation Grant Program	45

Family Violence Prevention Grant Program	46
inTouch Multicultural Centre Against Family Violence	46
Community Resilience Grant Program	46
Community Harmony Grant Program	46
<i>Case Study – Prevention of Violence Against Women Respect and Responsibility Program (DPC)</i>	46
LGBTI Multicultural Grant Program	47
Multicultural Senior Citizens Organisational Support Grant Program	47
Community Infrastructure and Cultural Precincts Grant Program	47
Multicultural Festival and Events Grant Program	47
Strengthen settlement outcomes initiatives	47
New and Emerging Community Leadership Program	48
<i>Case Study – WEstjustice Train the Trainer Program (DPC)</i>	48
African Leadership Development Program	49
African Ministerial Working Group	49
Recruit Smarter	49
Refugee Youth Project	49
<i>Case Study – African Leadership Development Program (DPC)</i>	49
Refugee Court Program	50
Consumer Affairs Victoria programs	50
Victorian Prisons programs	50
Victorian Responsible Gambling Foundation	51
Neighbourhood Justice Centre, Collingwood	51
<i>Case Study – Raising awareness of elder abuse (DHHS)</i>	51
Community Road Safety grants	52
L2P Learner Driver Mentor Program	52
Engaging Brimbank Families	52
Transformer Project	52
Men's Behaviour Change programs	52
Refugee Health Program	52
Syrian and Iraqi refugee health and wellbeing initiative	53
Cancer Screening strategies	53
Mental health, consumer and carer partnership dialogue	53
Refugees mental health programs	53
Victorian Transcultural Mental Health service	53
Refugee Health Nurse models	54
Victorian Refugee Health Network	54
English as an Additional Language Teaching	54
Community Language School	54
Refugee Education Support Program	54
Asylum Seeker VET Program	54
<b>Appendix 1: Cultural Diversity Plans – comparison across departments</b>	<b>56</b>
<b>Appendix 2: Culturally diverse representation on government boards, authorities and committees</b>	<b>64</b>
<b>Appendix 3: Use of interpreting and translating services</b>	<b>66</b>
Summary of expenditure on interpreting and translating services by departments	67
Details of I & T programs and expenditure by departments	69
Department of Economic Development, Jobs, Transport and Resources	69
Department of Environment, Land, Water and Planning	70
Department of Education and Training	70
Department of Health and Human Services	71
Department of Justice and Regulation	72
Department of Premier and Cabinet	74
Department of Treasury and Finance	74
Court Services Victoria	74



<b>Appendix 4: Multilingual publications and resources</b>	<b>75</b>
Department of Economic Development, Jobs, Transport and Resources	75
Department of Environment, Land, Water and Planning	76
Department of Education and Training	77
Department of Health and Human Services	77
Department of Justice and Regulation	79
Department of Premier and Cabinet	81
Court Services Victoria	82
<b>Appendix 5: Culturally diverse media and advertising campaigns</b>	<b>83</b>
Multicultural media campaign expenditure, summary	83
Examples of campaigns by departments	85
Department of Economic Development, Jobs, Transport and Resources	85
Department of Environment, Land, Water and Planning	86
Department of Education and Training	87
Department of Health and Human Services	88
Department of Justice and Regulation	89
Department of Premier and Cabinet	90
<b>Appendix 6: Measures to promote human rights</b>	<b>92</b>
Department of Economic Development, Jobs, Transport and Resources	92
Department of Environment, Land, Water and Planning	92
Department of Education and Training	93
Department of Health and Human Services	93
Department of Justice and Regulation	94
Department of Premier and Cabinet	95
Department of Treasury and Finance	95
Court Services Victoria	95
<b>Appendix 7: Indicators</b>	<b>96</b>
A. Benefits of diversity	96
B. Social cohesion and participation	99
C. Accessible and responsive services	102
<b>List of figures</b>	
Figure 1: Whole-of-Government Multicultural Affairs Outcomes Framework	9
<b>List of tables</b>	
Table 1: Composition of boards as at 30 June 2017	64
Table 2: Appointments to boards, including re-appointments as at 30 June 2017	64
Table 3: Board appointments with culturally diverse backgrounds as proportion of total appointments, by departments as at 30 June 2016 and 30 June 2017	65
Table 4: Summary of expenditure on I & T services by departments and their major agencies, 2016-17	67
Table 5: Multicultural campaign media expenditure as percentage of total campaign media expenditure, 2005-06 to 2016-17	83
Table 6: Multicultural campaign media expenditure as percentage of total campaign media expenditure by departments, 2015-16 to 2016-17	84

# Message from the Minister



Multiculturalism is an integral part of Victoria's history and present day identity. As the fastest-growing and most culturally diverse state in Australia, it is no coincidence that we also have a strong economy, a world-renowned food and entertainment scene and a reputation for being cosmopolitan, welcoming and inclusive.

The Victorian Government recognises the many benefits of cultural diversity, as articulated in the Multicultural Policy Statement launched in early 2017. We also recognise that a successful multicultural society such as ours does not come about by chance. Our success is the result of deliberate, coordinated and sustained efforts by all levels of government in partnership with the broader community.

As our communities grow in size and diversity we must also rise to the challenge of ensuring that everyone feels welcomed, that their cultures are understood and celebrated, and that they are supported to participate fully in all aspects of Victorian life.

This means government services like education, healthcare, transport and law and justice are not only being designed with culturally diverse communities in mind, but in partnership with them. The Victorian Government also plays a crucial role in supporting other sectors to be inclusive of, and cater to, our culturally diverse community – from employers and non-government service providers to sports clubs and arts organisations.

Our broad and cooperative whole-of-government approach to multicultural affairs has led to many positive outcomes for Victorians in 2016-17. In each and every Victorian Government department there now exists a strong sense that cultural diversity is part of its core business, and this has translated into many successful programs and initiatives that are detailed in the pages of this report.

Multiculturalism has enriched Victoria in many ways, and it continues to be one of our state's greatest strengths. I thank all government departments, agencies and other service providers whose efforts are presented in this report.

A handwritten signature in black ink, appearing to read 'R Scott', written in a cursive style.

**Robin Scott MP**  
Minister for Multicultural Affairs

# Summary





## 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; and
- » 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 2017, all departments had cultural diversity plans (CDPs) in place. DJR launched a new Cultural Diversity Plan for 2017 to 2021 and DEDJTR's new Multicultural Diversity Action Plan will be released in 2018.

All departments reported on how cultural diversity programs are being implemented, monitored or evaluated. Some departments have plans that are focused 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 improvements in the use of data to guide service planning and delivery.

### Reporting on departmental initiatives and programs

The report outlines key programs and initiatives in multicultural affairs from 1 July 2016 to 30 June 2017 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.

These initiatives are underpinned by the government's Multicultural Policy Statement — *Victorian. And proud of it.* and a range of departmental policies and strategies that drive improvements in program planning and service delivery to culturally and linguistically diverse communities.

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 participation in 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 2017, 24.5 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 boards) identified themselves as having a culturally diverse background, compared to 24.0 per cent at June 2016. New appointees, including re-appointees at June 2017 from culturally diverse backgrounds accounted for 22.6 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 in 2016-17, including expenditure through funded agencies, was \$46,222,612, increasing by \$2,123,975 (or 4.82 per cent) from the 2015-16 expenditure of \$44,098,637.

### **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. There is increasing use of social media and web-based audio-visual materials to reach out to wider audiences of all age groups..

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

In 2016-17, the Victorian Government, including public entities and statutory authorities, spent 5.2 per cent of total campaign expenditure on culturally diverse media, a decrease from 6.0 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). There were new initiatives in several areas, including anti-racism, unconscious bias, family violence and LGBTI awareness.

### **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 2016-17 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 it is used in the title of a program.<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.

---

<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

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

### List of abbreviations and acronyms

CALD	Culturally and linguistically diverse
CCT	Cultural competency training
CDP/s	Cultural diversity plan/s
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 country(ies)
MVA 2011	<i>Multicultural Victoria Act 2011</i>
NMESC	Non-main English-speaking country(ies)
NESB	Non-English-speaking background
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
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



## 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 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 that 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**

Victoria's Multicultural Policy Statement (MPS), *Victorian. And proud of it.* was launched in February 2017. 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, and
- » It is up to all of us to contribute to a Victoria we can be proud of.

The policy also highlights a range of government initiatives to assist and encourage all Victorians to contribute and belong. New initiatives cover broad areas such as education, employment, law and order, building social cohesion and fostering inclusion, and ensuring services and supports are accessible.

<sup>2</sup> Source: ABS Australian Demographic Statistics, June 2016. Cat No. 3101.0. The projection is based on Series B assumptions.



### Key initiatives

Key initiatives that commenced in 2016-2017 include:

- » The *Victorian. And proud of it.* campaign, including Vicky the Truck, to promote a community conversation about what it means to be proud and to belong in the Victorian community;
- » The Recruit Smarter initiative, a collaborative, cross-sector initiative to promote inclusive recruitment practices and to address unconscious bias in recruitment;
- » The Multicultural Sports Fund to help boost participation in sports; and
- » The Victoria Police Social Cohesion Partnership Project to support engagement with diverse communities not currently connected with the Victorian Police and deliver local community-led projects.

The MPS committed to a number of initiatives that will be delivered in 2017-2018 and 2018-19, including:

- » The Rights and Responsibilities Program to support community-led activities to improve understanding of individual rights and responsibilities and their connection to individual roles as citizens and contributors to society;
- » The Digital Literacy and Digital Citizenship program to help young people recognise when they are being manipulated online or confronted with online extremism; and
- » The Anti-Racism Action Plan, a whole-of-government strategy to address racism and discrimination in Victoria.

### Multicultural Affairs Outcomes Framework

*Victorian. And proud of it.* contains a whole-of-government Outcomes Framework to drive concrete improvements across government and ensure that every Victorian can belong, contribute, achieve and succeed. The Framework outlines an outcomes-based approach to focus on what has been achieved through government investment to create meaningful change for individuals, families and communities. The Framework will provide:

- » an improved evidence base for policy and program development;
- » a greater understanding of where targeted investment is required; and
- » increased capacity for the Victorian Government to respond to marginalised individuals and communities.

Future reporting will be aligned with the Outcomes Framework which covers five key domains as showed in Figure 1.

### Departmental policies and strategies

Departments undertake reviews of 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 drives many programs, strategies and initiatives which directly support multicultural affairs, including in employment, creative industries, trade, migration, international education, business, agriculture and road safety. DEDJTR maintains an international focus with dynamic financial and trade policies to secure Victoria's economic future and engagement with the rest of the world. Through Victoria's Trade Statement, the department is creating opportunities for establishing business with different cultures locally and in different parts of the world.

These are strengthened further 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 Planning

DELWP has a Diversity and Inclusion Strategy with actions to support cultural diversity to improve service provision to Victorian communities. The Diversity and Inclusion Council is responsible for overseeing implementation of the Strategy and its associated plans, including one for the multicultural affairs area. This involves linking plans and actions to legislative obligations and government policy requirements of monitoring, evaluation and review. DELWP is facilitating staff to set up a voluntary network, Multicultural@DELWP, to help inform and progress the Strategy.

The department's operating model includes a community-centred approach and the use of local networks and resources to enhance interactions and engagement with communities and key stakeholders through the co-design and co-delivery of services and programs.

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



### 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 and respect for cultural, linguistic and religious diversity and social cohesion. This is reflected in 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 better equipping students with the skills to work and live in an increasingly globalised and interconnected world, and 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.

The department's Cultural Diversity Plan 2016-18 sets out how the department will continue to help Victoria grow and develop as a multicultural community. The plan includes 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' efforts to deliver culturally responsive services are informed by *Delivering for Diversity*, the department's Cultural Diversity Plan 2016-19. The plan provides a framework to embed cultural diversity considerations in all the department's services, programs and policies, in recognition that responding to cultural diversity is core to its overall goals of improving the health and wellbeing of Victorians, and providing safe, effective care and support.

The Language Services Policy governs the use of language services funded by the department, ensuring people who need assistance with translating or interpreting are able to get the help they need to effectively access the department's services.

'Designing for Diversity' is a DHHS initiative which aims to embed diversity considerations into service and system design and reform initiatives from the outset of any policy reform or service design process. The department recognises that diversity responsive design is critical to ensuring positive and equitable health and wellbeing outcomes for all Victorians.

Family Safety Victoria's 10-year 'Diversity and Inclusion Strategy' seeks to ensure that diversity and intersectionality are deeply embedded in the implementation of all 227 recommendations of the Royal Commission into Family Violence.

'Safe and Strong: A Victorian Gender Equality Strategy', was launched in December 2016. The Strategy recognises that women from culturally diverse communities, among

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.

In March 2018, the Government released a report on actions and achievement in the first year of the Strategy. A number of key achievements provide direct support to women from culturally and linguistically diverse backgrounds to promote gender equality and freedom from all forms of violence.

Other relevant departmental policies include the 'Charter of Healthcare Rights in Victoria', the 'Guide to asylum seekers access to health and community services in Victoria', 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. These policies are underpinned by the principles of fairness, community safety, human rights and social justice, self-determination and respect. These principles are aligned with the department'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.

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.

There is 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 the Victorian Government's three language services policies, namely, 'Using Interpreting Services', 'Effective Translations', and 'Multilingual Information Online'.

DPC oversees the Victorian Government Accessible Communication Guidelines (2014) which require that all government communication activities be delivered in an accessible manner to Victorian communities. Accessible communication ensures everyone has the same access and opportunity to attend events, read publications, use websites, respond in emergency situations, and find out about policies and programs, regardless of disability, education levels, or cultural or linguistic differences.

DPC is also responsible for the 'Multicultural Communication Policy' which requires departments and agencies to commit a minimum of five per cent of their net total campaign media expenditure to multicultural media. Departments and agencies are required to report annually on their multicultural media spend as part the whole-of-Victorian Government reporting in multicultural affairs.

### Department of Treasury and Finance

The department's Diversity and Inclusion Action Plan (2016-18) aims to foster a workplace that reflects Victoria's multicultural society and leverage the experiences of Victoria's diverse population to inform policy development to benefit all Victorians.

State Revenue Office 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.





# Progress in Cultural Diversity Plans





## 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 2016-17, departments reported on the following areas of their CDPs:

- a. Status of 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.

#### Departmental cultural diversity plans

The following are departmental CDPs as at 30 June 2017.

Departments	Cultural diversity plans <sup>3</sup>
DEDJTR	A new Multicultural Diversity Action Plan (for release in 2018)
DELWP	Diversity and Inclusion Strategy 2016-2020
DET	Our Cultural Diversity Plan 2016-2018
DHHS	<i>Delivering for Diversity</i> : Cultural Diversity Plan 2016-2019
DJR	Cultural Diversity Plan 2017-2021
DPC	Cultural Diversity Inclusion Strategy 2015-18
DTF	Diversity and Inclusion Action Plan 2016-2018

Departments have made significant progress in implementing their CDPs during 2016-17, including routine data collection and analysis to improve service planning and delivery to culturally diverse communities, and increased cultural competency training for staff.

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.

However, there is a need for more systematic measures of performance to monitor progress and to assess achievements and outcomes of CDP programs and initiatives.

<sup>3</sup> The general reference to cultural diversity plans (CDPs) instead of the actual titles may be used in the report.

### **Additional cultural diversity plans**

Some departmental branches, divisions or agencies have in place 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 committee is to ensure that VCAT's services are accessible by all groups in the Victorian community through inclusion strategies and standards. The committee also acts as a vehicle for VCAT to comply with its obligations under the *Victorian Charter of Human Rights and Responsibilities Act 2006*.

#### *Emergency Management Diversity and Inclusion Framework*

The Framework established by Emergency Management Victoria (EMV) lays the foundation for creating a diverse and inclusive emergency management sector that draws on the full potential of its members and connects with the diverse communities it serves. EMV consulted with community and research organisations to understand the value and impact of diversity and inclusion on emergency management outcomes and to harness their benefits and improve resilience more effectively.

#### *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 is developing 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.

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.

### Vision and goals

The table below compares visions and goals of cultural diversity plans by departments. Some departments emphasise support for cultural diversity in their workforce in order to serve diverse communities and to achieve good public policies and outcomes. Other departments aim to create healthy and strong diverse communities through better service access and participation.

---

#### DEDJTR: A new Multicultural Diversity Action Plan (for release in 2018)

---

##### Vision

To foster a culturally diverse and inclusive workplace that reflects the sectors and communities we work with, by building team member capability to support an inclusive economy with equitable access to services and economic participation.

##### Goals

Leadership to foster engagement and ownership of the plan at all levels.  
Information building of departmental cultural diversity and that of communities, share cultural diversity initiatives internally and report annually.  
Grow cultural diversity in the organisation and workforce to reflect the communities we work with.

---

#### DELWP: Diversity and Inclusion Strategy 2016-2010

---

##### Vision

A workplace that embraces individual differences and fosters innovation and inclusion.  
A culture that supports liveable, inclusive and sustainable communities and thriving natural environments.

##### Goals

Improve service delivery and decision-making through strong, inclusive leadership and training and development opportunities.  
Foster attitudes and practices that better support diversity and inclusion.  
Create opportunities to recruit and retain staff from diverse groups in the community.

---

#### DET: Our Cultural Diversity Plan 2016-2018

---

##### Vision

Recognises and celebrates diversity in a range of forms across the Victorian community.  
Recognises that early childhood, schools, and Vocational Education and Training settings are essential environments in which to cultivate an appreciation for diversity.  
Building on cultural diversity is fundamental to establishing Victoria as the Education State.

##### Goals

Make the Victorian learning and development system welcoming and inclusive to all.  
Engage culturally and linguistically diverse communities to inform service planning and delivery.  
Supports vocational education and training for refugees and new immigrants in response to changing patterns of need.  
Improve information and reporting systems and program evaluation to monitor the effectiveness and value of services to culturally and linguistically diverse Victorians.

---

#### DHHS: Delivering for Diversity: Cultural Diversity Plan 2016-2019

---

##### Vision

To develop and deliver policies, programs and services that support and enhance the health and wellbeing of all Victorians, including people from culturally and linguistically diverse backgrounds and their communities.  
Consideration of cultural diversity in all DHHS policies, practices and programs will ensure it delivers inclusive, safe and accessible services.

##### Goals

Priorities in responding to cultural and linguistic diversity in health and human services are:

- Equitable and responsive services and programs;
- A culturally responsive workforce;
- Partnerships with diverse communities; and
- Effective and evidence-based approaches.

---

**DJR: Cultural Diversity Plan 2017-2021**

---

**Vision**

An inclusive and accessible justice and regulation system that enables culturally and linguistically diverse communities to fulfil their potential as equal citizens.

**Goals**

A fair justice system that promotes equal rights and opportunities — to participate and to have career pathways. An accessible and inclusive justice system — to inform and shape decision-making, culturally appropriate information, communications and service.

A department that recognises and values diversity — to improve outcomes supported by policies, procedures and data; and employer of choice from diverse populations.

---

**DPC: Cultural Diversity Inclusion Strategy 2015-18**

---

**Vision**

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.

**Goals**

Increased understanding of, and respect for culturally diverse communities through strengthened leadership and staff cultural competence and inclusion.

Increased participation and engagement between DPC and culturally diverse communities through inclusive policy development and project implementation.

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.

Established frameworks for reporting, accountability and measuring success regarding progress on culturally diverse inclusion and participation.

---

**DTF: Diversity and Inclusion Action Plans 2016-18**

---

**Vision**

To recognise, respect and value individual differences to ensure we maximise our potential.

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.

A diverse workforce drives innovation, creativity, problem-solving capabilities and individual or organisational productivity to better serve and support the Government and the Victorian community.

**Goals**

To have a workforce that reflects the Victorian population and makes the most of the talents and skills of all employees.

To recognise the importance of attracting, retaining and advancing diverse individuals, and promoting inclusion at all levels of the organisation.

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.

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.

### 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:

- » In DEDJTR, the Executive Director, People and Workplace Services is responsible for the plan's delivery, supported by governance arrangements within Corporate Services through to the Executive Board. The department's Business Improvement Committee assists with the implementation, monitoring and review of the plan as part of its responsibility to oversee DEDJTR Connects, the department's organisational development strategy. DEDJTR Connects includes a key initiative to embed and embrace diversity and inclusion and is underpinned by the department's Workforce Diversity and Inclusion Framework. People and Workplace Services will also assist with the coordination and communication of CDP activities.
  - » DELWP's CDP is overseen by the Diversity and Inclusion Council which reports to the department's Senior Executive Team, and includes leadership and staff representatives from each departmental business group. Four Deputy Secretaries are on the Council and the Secretary attends when available. The Council is responsible for linking plans and actions to legislative obligations and Victorian Government policy requirements, including monitoring, evaluation and review.
  - » DET's Policy and Implementation Committee will monitor the implementation of the CDP. This Committee made up of senior executives from across the department oversees the development, planning, implementation and evaluation of key cross-cutting policy initiatives in line with departmental strategy.
  - » DHHS's Executive Board has primary ownership of the CDP and all Deputy Secretaries are required to report on relevant activities in their areas through the Quality, Safety and Experiences Sub-Committee of the Board. This sub-committee is responsible for implementing and monitoring the main CDP as well as annual cultural diversity action plans that are embedded in divisional work plans.
- The action plan for 2016-17 was developed by 50 staff from across the department through a collaborative workshop to support whole-of-department focus and commitment on improving health and wellbeing outcomes for culturally diverse Victorians.
- » The Diversity Issues Unit (DIU) in DJR administers and has oversight of the CDP. An implementation and monitoring committee, chaired by the Deputy Secretary, Criminal Law Policy and Operations, will be established to provide senior level guidance. The DIU is responsible for liaising with business units concerning actions under the CDP and will manage annual reporting.
  - » DPC's People and Culture Branch is responsible for leading the implementation of the CDP. Each departmental group will be required to undertake specific actions and activities, and report on their progress to the DPC Board of Management on an annual basis through the People, Culture and Operations Group.
  - » DTF's People and Culture team will manage and review the plan's overall implementation. However, it is a collective responsibility of all employees and senior leaders in the department to ensure the success of the plan. Key indicators have been developed to enable the department to monitor and determine the effectiveness of actions and adjust them as appropriate.

### 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 staff self-assessment.

Training content includes more formal certificate-level CCT qualifications; unconscious bias training; cultural self-awareness; cultural intelligence; and fair workplace modules for discrimination-free workplaces. An online CCT training program is being developed by the Multicultural and Social Cohesion Division/DPC with cooperation across departments.



Examples:

- » DEDJTR's Managing Diversity for Excellence program provides managers with the skills and confidence to create, support and realise the benefits of diverse teams and stakeholders. Program initiatives include cultural intelligence training and unconscious bias awareness training.
- » A Cultural Competence Audit and Review for Parks Victoria has recommended a more evidence-based and targeted approach to improving the cultural awareness of Parks Victoria employees and the cultural diversity of parks visitors. The audit has shown the need to ensure a wider range of communities are identified and engaged with, as well as to develop a recruitment strategy to increase the cultural diversity at all levels and regions of Parks Victoria.
- » To celebrate Cultural Diversity Week, DET developed a Cultural Diversity Resource Kit for central and regional staff. The kit includes a range of activities and discussion starters designed to increase awareness of cultural diversity at DET. Work groups were encouraged to host a cultural story-telling event to increase understanding of people's journeys and cultural identity and reinforce values of respect and human rights.
- » At DHHS, mental health workforce training and development is offered to relevant staff to provide effective, trauma-informed responses to persons of refugee backgrounds and asylum seekers presenting to mental health and acute care settings. DHHS worked with Mahana Culture to pilot a training and development program with front line staff to increase their understanding of why culture and cultural self-awareness matters through the use of culture-related storytelling.
- » Justice staff receives training in cultural competency, including CCT from Corrections Victoria, as part of prison officers' pre-service program; induction training for Youth Justice custodial staff on working with culturally diverse young people; and CCT for court registrars which includes examination of Victoria's diverse population, languages and cultural considerations in service provision.
- » A Foundations of Cultural Competence training session was conducted for DPC by the Centre for Culture, Ethnicity and Health.
- » All new Court Services Victoria employees are expected to complete the online module Respect in the Workplace. This module outlines expectations of employees in relation to discrimination and harassment as both a colleague and when dealing with clients. New employees are also expected to complete an online Code of Conduct module that highlights VPS values and clarifies employee obligations in relation to respect and human rights.

- » MASC established a working group with DET and DHHS to develop online CCT to be used across the public sector. An audit of 'like' resources and content development has progressed. It is anticipated that the module will be piloted in 2018 and ready for broader rollout after the pilot has been evaluated.
- » DTF is participating in the statewide Recruit Smarter initiative and plans to put in place an online training program to raise awareness of participants' own unconscious biases and the impact these biases may have on their decision-making. DTF plans to contribute to another initiative of this pilot by participating in the curriculum vitae de-identification of data trial.

**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 have been reported by departments. Multilingual information and resources are 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:

- » DEDJTR and its key agencies provide translated resources and materials to people from culturally and linguistically diverse backgrounds to improve access to services and programs. Examples include interpreting services provided by the Victorian Small Business Commissioner in the delivery of business dispute resolution services; at meetings with businesses and residents impacted by the Metro Tunnel Project delivered by the Melbourne Metro Rail Authority; and information sessions conducted by the Level Crossing Removal Authority.
- » Environmental Protection Victoria is currently redesigning its website to include a multilingual section. Parks Victoria provides 'Welcome to your Parks' information brochure in 20 languages in specific locations that attract many culturally diverse visitors.
- » DET funded FKA Children's Services to support children and families from culturally and linguistically diverse backgrounds attending state-funded kindergarten programs to best engage with the program. Activities include cultural capacity building with educators, English as an additional language training, access to a bilingual worker and access to language resources. A multi-

language pilot program was undertaken with the City of Greater Dandenong/Best Chance, Wyndham City Council, Brimbank Preschool Association and City of Casey.

- » At DHHS, translations of emergency management and key health communications include fact sheets on financial assistance following an emergency, material on staying healthy in the heat, communications about Thunderstorm Asthma and public housing fire risk information.
- » The Working with Children Check Unit in DJR published the 'General Information Guide' on its website in 17 community languages. The availability of information through this statewide, high volume site has made the Working with Children Check process more accessible to the community in general.
- » DJR established a Youth Justice Reference Group as the key advisory and consultation body for the Youth Justice Program. The Chief Executive Officer of the Centre for Multicultural Youth is a member to ensure that issues relating to culturally and linguistically youths are considered. Youth Justice Custodial Services employ dedicated cultural workers with ethnic backgrounds to engage more effectively with their clients, families and communities.
- » DPC commissioned a review of the Victorian Government's Multicultural Communication Policy to better meet the needs of multicultural audiences through improved audience targeting and channel use. Recommendations include promoting greater use of digital and social media to reach multicultural audiences and targeting audiences through grassroots engagement.
- » Requests for publications to the State Revenue Office, including reports, plans, guidelines and procedures in alternative formats, are considered and processed promptly. SRO customers are able to access a free interpreting service for languages other than English. It also maintains an internal database of staff with language other than English skills to enable clients to discuss taxation queries.

### **Culturally diverse communities in decision-making processes**

Departments encourage 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 and informal local networks.

Examples:

- » DEDJTR supports the use of the 'International Association for Public Participation Guide' as a framework for community engagement practices. Other guides and resources include the department's 'Effective engagement, building relationships information guide'; VAGO's 'Public Participation in Government Decision-making' for best practice; and 'VPS Effective Engagement: building relationships with community and other stakeholders' guide.
- » As part of the Strengthening Parks Victoria project, Parks Victoria ensured that diverse communities were involved in Community Focus Groups and Community Vox-pops held in different parts of Victoria. Such engagement activities help ensure that future directions for Parks Victoria are in line with community needs and interests and resulted in increased recruitment of staff who speak a language other than English.
- » DET's CDP 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. E.g. the register of culturally and linguistically diverse community stakeholders under its Strategic Engagement Framework has been updated to facilitate consultation in program and policy development more broadly.
- » DHHS supports the participation of culturally diverse individuals and organisations in the co-design of service delivery programs. Examples include sharing of best practice and resources through the 'Better Decision Stakeholder Engagement Community of Practice Group' on the department's Yammer; and funding the Ethnic Communities' Council of Victoria to consult with ethnic organisations on ethno-specific requirements to support the transition to the National Disability Insurance Scheme.
- » DPC established several governance groups within the family violence reform area with representation from multicultural stakeholders. MASC conducted extensive consultation processes with African communities to develop the South Sudanese Partnership Fund; and with the African Ministerial Working Group to draft an African Communities Action Plan.
- » DTF established a Diversity and Inclusion section on its intranet, with dedicated pages for Aboriginal matters, disability, LGBTI, age, gender and multicultural inclusion at DTF. DTF's Diversity and Inclusion Action Plan is published on the intranet and seeks feedback from employees from diverse backgrounds to help shape DTF activities.

### 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 are also conducted to investigate satisfaction levels and outcomes. Evaluation results are used to improve program planning and delivery.

Examples:

- » DEDJTR's new CDP will examine barriers facing culturally diverse communities by including an action to embed cultural diversity considerations in policy, program and service design, monitoring and evaluation.
- » 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 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 expects that all programs will undergo some form of periodic review or evaluation informed by best practice methodology and ethical design. Appropriate data collection for program participants from culturally diverse communities will be considered.
- » DHHS undertook an evaluation, in partnership with the Centre for Multicultural Youth, of the Regional Presence Project which engages young people from diverse backgrounds to advise on and design ways to increase social and economic participation by newly-arrived young people.
- » DHHS's Sexual Health and Viral Hepatitis programs and services are regularly monitored to determine impacts and improvement with respect to target groups, including culturally diverse communities. Evaluation results assist the department to develop strategies and approaches to address barriers, including cultural barriers.
- » Corrections Victoria undertook a mixed methods review of the Australian Vietnamese Women's Association's Vietnamese Support Program. The review found that the program was responsive and flexible in meeting the needs of Vietnamese and Indochinese prisoners who are over-represented in prisons. The high number of participants (prisoners and family members), and the high level of engagement in cultural and sporting festivals indicate a strong need for the service across participating prisons.
- » DPC's roadshow for Anzac Centenary, 'Messenger Dogs: Tales of WW1', targeted primary schools statewide. An evaluation study covered the diversity of schools or community groups visited, attendee numbers and feedback. Results indicate that it has been a good educational tool for all cultures.

### 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:

- » A number of Jobs Victoria Employment Network (JVEN) services are targeted at culturally and linguistically diverse and refugee communities. JVEN enables partner organisations to tailor services to local employer and jobseeker needs by engaging employers to identify job opportunities and to prepare disadvantaged jobseekers to fill those jobs.
- » 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.
- » EPA Victoria utilises the Australian Bureau of Statistics' demographic data and extends on this information by partnering with local government to gather municipality relevant data to inform its service delivery, in addition to intelligence gathered by its field officers.



- » DET provided translated versions of the Parent Opinion Survey to parents from non-English-speaking backgrounds with limited English skills to enable them to participate in the survey and to provide feedback to schools on student engagement, school climate and levels of parent satisfaction.
- » DHHS is piloting a Geographic Information Systems mapping project to produce specific prevalence maps for blood-borne and sexually transmitted infections. The project is undertaken with a range of funded agencies, including those providing services to culturally diverse communities to improve service provision to areas where they are most required.
- » DHHS has identified low reported volunteering rates among culturally diverse communities in the 'Volunteers in Victoria' report. The findings will enable the department and agencies to better target the volunteer sector in diverse communities.
- » DJR maintains the Annual Survey of Young People Involved with Youth Justice to provide information about children and young people in youth justice centres or supervised by the community youth justice service. The data provides a snapshot of emerging issues and demographic trends, including cultural identity, and is used to guide service development.
- » DPC supported a whole-of-government effort to improve data collection and better understand the cost of family violence in diverse communities. 'The cost of family violence in Victoria' report found that people from culturally and linguistically diverse backgrounds have a significant level of under-reporting.
- » MASC is undertaking analysis of 2016 Census data on the diverse socio-demographic characteristics of Victoria's multicultural population to inform program planning and delivery across departments.



# Benefits of Diversity





## BENEFITS OF DIVERSITY

Victoria is a prosperous state through successive waves of migrant settlement. Migrants bring with them valuable skills and investment and contribute to 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; events to celebrate our diversity; and recognition through multicultural awards of excellence.

### 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 2017, 164 nominations were received with a total of 90 awards presented across the following 10 categories:

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

### Australia Day, Victoria

Australia Day, Victoria seeks to inspire and unite Victorians in the celebration of Australia's national day and to foster positive engagement and recognition of Australia Day through a strong brand, a recognisable program of events and creative, inclusive public campaigns. Event programs are designed to:

- » bring people of diverse backgrounds together to inspire and unite them in the celebration of our national day,
- » reflect our national values and inspire a spirit of belonging,
- » recognise our connection to the lands of the Kulin nation and our shared cultural heritage,
- » support diversity and inclusion as elements of the contemporary face of Australia, and
- » promote civic values and active citizenship in our community.

Australia Day (26 Jan 2017) activities included the following:

- » Australian of the Year Awards,
- » Australia Day Ambassador program,
- » Australia Day at Work program,
- » Aussie of the Month,
- » 26ers Club,
- » Official Australia Day Luncheon,
- » Official Flag Raising Ceremony,
- » Australia Day Parade,
- » RACV Australia Day Festival at Kings Domain Gardens, and
- » Australia Day at Docklands celebration and fireworks.

### Multicultural Chamber of Commerce Group

More than 25 ethnic chambers of commerce are active in Victoria. In 2016-17, the Victorian Multicultural Commission established a Multicultural Chamber of Commerce Group as a forum for collaboration. The inaugural meeting was held in April 2017 and attended by representatives of 11 chambers.

The Group aims to increase economic opportunities for members, assist newly-arrived migrants and refugees with employment opportunities, internships and mentoring, and promote unity and understanding among Victoria's diverse business communities.

### Hamer Scholarships Program

DEDJTR's Hamer Scholarships Program (\$500,000 in 2016-17) helps build Victoria's Asia capabilities to support linkages with governments, businesses and institutions overseas. The program was designed to enhance the Asian language and cultural capabilities of Victorians.

The program commenced in 2012, with up to \$10,000 in funding provided for Victorians above the age of 21 to undertake an intensive Chinese language course at a university in Jiangsu Province, Victoria's Sister State. In 2013, the program was expanded to Japan, Korea and Indonesia.

In 2016-17, 40 Victorians were awarded a Hamer Scholarship for intensive study and cultural immersion in these countries. Since the program's inception, 251 Victorians have received these scholarships.

### International Chamber House

The Victorian Government's International Chamber House (ICH) initiative, managed by DEDJTR, encourages strong collaboration between government agencies and bilateral international chambers and business associations to facilitate trade and investment opportunities for Victorian businesses with key international markets. The ICH is a hub for eligible bilateral international business chambers and their members to access facilities to support the conduct of chamber business, activities and events. ICH also serves as an important facility for the Multicultural Small Business Ministerial Council. The chambers are:

- » 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,

- » French-Australian Chamber of Commerce and Industry,
- » Australia Africa Chamber of Commerce, and
- » Australia Korea Business Chamber.

### Skilled and Business Migration Program

Victoria's Skilled and Business Migration Program, managed by DEDJTR (\$2.5m), aims to attract talent and investment to Victoria by sponsoring high calibre investor, skilled, entrepreneurial and business migrants to the state.

A range of services and programs build on Victoria's ability to attract these migrants, 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 with the Commonwealth Government on skilled and business migration issues.

### 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 four times during 2016-17, including a joint meeting with the Small Business Ministerial Council to discuss common issues.

## Case Study

### Hamer Scholarship winner (DEDJTR)

**Tyler Murphy was a young businessman pursuing his MBA when he received a Hamer Scholarship in 2016 to further his Chinese language skills at Suzhou University near Shanghai. He is now based in Sichuan province and is a founding partner and director of the Australian Movement, a business organisation that helps Australian companies navigate the language and cultural barriers to move products to Southwest China.**

He said that the establishment of the China-Australia Free Trade Agreement and the recent Victoria-Sichuan sister-state relationship have provided the catalyst for the expansion of Victorian businesses into Southwest China in particular.

Mr Murphy added that receiving the scholarship gave him important skills to "... interact with Chinese people culturally, and this flowed on to my ability to engage with Chinese people in a business environment – it's hard to forge a career in China if you're unable to speak to the Chinese people.

"Should you be successful in your application, don't overly prepare – be open to diving into the deep end. Come with an open mind, be courageous and take it on knowing it's going to be an experience of a lifetime".

### Small Business Victoria Workshops Program

In 2016-17, Small Business Victoria delivered 46 workshops for culturally and linguistically diverse communities with 776 participants as part of its ongoing workshop program. Topics include: Starting Your Business, Marketing Basics, Business Planning Essentials, Effective Record Keeping for Small Business, Understanding Marketing, and Pricing for Maximum Profit.

### Study Melbourne Student Centre

The Study Melbourne Student Centre (SMSC) in DEDJTR (funding of \$800,000 in 2016-17) is an Australian-first initiative, providing a 'one-stop-shop' for international students to complement the support offered by Victorian education providers.

The Centre is a key deliverable of the International Education Strategy. In 2016-17, the government committed \$31.9m over four years to further strengthen Victoria's position as the number one destination for international students.

The Centre provides 24-hour, 7 day a week support by a team of multilingual social workers who conduct both preventative activities and casework for the international student community in Victoria.

In 2016-17, SMSC delivered a number of tangible outcomes and benefits for students, providers and agencies in the state, including:

- » Over 12,000 visits to the Centre for use of the space, including access to multilingual information around welfare related issues;
- » Over 1,500 enquiries responded to by multilingual social workers;
- » Longer-term casework support provided to over 200 international students;
- » Integrated legal service to provide support for international students experiencing work-related issues, accessed by over 100 students;
- » SMSC staff attended over 60 orientations at Victorian education providers and distributed multilingual information about the Centre to international students; and
- » The SMSC student enquiry satisfaction survey (2017 data only) showed 92 per cent satisfaction rates.



### Level Crossing Removal Authority

The Victorian Government is developing a rail industry skills program for the future, led by LXRA, that includes diversity and social inclusion opportunities. Programs to improve access by disadvantaged culturally and linguistically diverse communities are:

Training For the Future:

- » GEN44 program: More than 200 marginalised university students will be offered paid, first-hand experience within the booming Victorian rail industry in a new program (over five years) to address future skills gaps.
- » GEN8: Provides eight internships per annum for mid-career professionals who are asylum seekers or recently-arrived refugees.
- » GROW initiative (Gain Real Opportunities in the Workforce) introduces people from marginalised or disadvantaged backgrounds, including refugees and asylum seekers, to training and employment opportunities in the sector.

Social Procurement Program:

- » This program supports social enterprises that provide employment and business opportunities for people from migrant, refugee, and asylum seeker backgrounds, including those with a disability. Examples of groups supported are: Sorghum Sisters, Streat, Asylum Seeker Resource Centre Catering, Skysdesign, Nadrasca Commercial Printing, YMCA Rebuild, TryBuild, Yoralla Catering and Waverley Industries.

### Victorian Young Leaders to China Program

The Victorian Young Leaders to China Program (DET funding of \$1.51m in 2016-17) is an immersion program for Year 9 students aimed at developing language skills, leadership and intercultural understanding. By immersion in another culture, students and their accompanying teachers develop their intercultural understanding and global outlook.

On return to their schools and communities, the 'young leaders' and their teachers share their learning, help to dispel cultural stereotypes and contribute positively to a socially cohesive Victoria. From March 2014 to 30 June 2017, 864 students had participated in the program.

## Case Study

### Training for the Future (LXRA)

**GROW (Gain Real Opportunities in the Workforce) is an initiative of the Level Crossing Removal Authority's (LXRA) Training for the Future Program. GROW introduces people from marginalised or disadvantaged backgrounds, including asylum seekers and refugees, to practical, job-ready training and industry orientation to help them gain employment in the transport and construction industries.**

Victorian Multicultural Commissioner, Sisay Dinku, assisted LXRA to identify participants for the pilot program and supported the launch of the program.

Delivered in partnership with Melbourne Metro Rail Authority, Public Transport Victoria, VLine, Metro Trains, Yarra Trams, Transdev and Bombardier, the program showcases the breadth of employment opportunities available in the rail and public transport sector, including rolling stock manufacturing, plant and maintenance operations.

Program participants undergo two units of competency training — Train Track Safety Awareness and Construction White Card — that are pre-requisites for working in construction and railway environments. Twelve participants from refugee/asylum seeker backgrounds have secured employment across the Victorian Government's major transport infrastructure projects.

One young civil engineer from an African background is working on the Mernda Rail Extension Project. His employer remarked that he is an exemplar employee and has won the hearts and minds of his colleagues, so that he is now keen to recruit an additional refugee/asylum seeker from the GROW program.

More information and video case study available at <http://levelcrossings.vic.gov.au/careers/training-for-the-future/grow-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 education system and the liveability of Melbourne. As at June 2017, there were 5,269 international students from over 90 countries enrolled in Victorian government primary, secondary and English language schools (excluding those enrolled in non-government schools).

International students contribute to achieving the targets of the Victorian Government's International Education Sector Strategy and in making Victoria the Education State by equipping local students with the intercultural literacy, languages skills and global awareness vital for an increasingly interconnected and complex world.

### Sister School Partnerships

There are 308 Victorian schools with 411 sister school partnerships with overseas schools. A large number of these partnerships include reciprocal visits for teachers and students. Sister school partnerships provide many educational opportunities, e.g. professional learning opportunities for teachers from both parties and opportunities to share curriculum and pedagogy.

The program also enables participating schools to develop broader internationalised perspectives for students and teachers and to enhance their intercultural understanding.

### Intercultural education projects

Additional DET programs to foster intercultural and international education include:

- » Building intercultural capabilities initiative that involves the development and publication of illustrations of classroom practice that build student intercultural understanding. Students will be able to access experiential learning through connection with international peers via in-country immersion and virtual links. Tools will be developed to measure student intercultural understanding.
- » Building teacher and school leader capacity in internationalising education through onshore and offshore professional learning and teaching resources, such as the Building Global Citizenship Program, formerly known as the Leading Asia Capable Schools course.

## Case Study

### Asia Pop Fest (Arts Centre Melbourne)

**Asia Pop Fest March 2017 was a massive free day/night event welcoming new international students to Melbourne and celebrating their contribution to the cultural life of Melbourne. The event held at the Sidney Myer Music Bowl was part of Asia TOPA and featured Asian pop talent reflecting the demographics of Melbourne's international student community.**

Coinciding with the start of the academic year, the 2.8-hectare site was transformed into a student hub with a K-pop dance competition, gaming lounge, food trucks, interactive activities and information stalls. Newly-arrived international students were welcomed to Melbourne by the Victorian Minister for Trade and Investment, Innovation and the Digital Economy.

Broadcasting live on site, SBS PopAsia hosted competitions, giveaways and live artist interviews to 100,000 listeners around the country and online. Victoria's international student community were celebrated in a highly visible, participatory, festival-like atmosphere, helping them feel more welcome, included and safe. The event attracted 6,000 participants. It provided an opportunity for international students and their friends to connect, find out what support services are available, and be introduced to Melbourne's dynamic arts culture – helping those new to the country to quickly identify Melbourne as a second home.



- » Hosting an annual International Student Forum to provide international and local students the opportunity to explore and discuss key local and global issues. Involvement in the Forum supports local actions in their schools and helps students to understand, negotiate and respect different worldviews and cultural norms.
- » Victorian International Teaching Fellowships which enable teachers from government, independent and Catholic schools to participate in a reciprocal international exchange for 12 months, and
- » Short term Victoria Teacher Exchange Programs with Japanese and South Korean counterparts.

### Language education in schools

The new Victorian Curriculum F-10 has a total of 20 language options for schools. Thirteen new languages were added in 2017, including German, Spanish, Turkish, Vietnamese, Arabic, Modern and Classical Greek, Hindi, Korean, Japanese, Latin, Auslan and Victorian aboriginal languages. VCAA has made available free to all schools an online language assessment tool to support student learning in languages.

Three new VCE studies are under development or being implemented – VCE Chinese Language, Culture and Society, VCE Vietnamese First Language and VCE Karen, a language of Myanmar.



## Case Study

### Model United Nations Conferences (DET)

**Model United Nations Conferences provide students with the challenging experience of having to 'represent a country' under the conditions of the General Assembly of the United Nations. DET has adapted the model to conduct language-specific Model UN Conferences for senior secondary students.**

Since 2014, Model UN Conferences have been held in French, German, Italian and Indonesian. Participating students use the target to research, debate and present their 'country's' position on a UN resolution on a challenging world issue.

In 2016-17, students of French tackled the topic of 'Asylum seekers and refugees: a global humanitarian crisis'; students of German and Italian debated 'Combating climate change: committing to global action'; and students of Indonesian considered 'The responsibility to protect: preventing mass atrocity crimes'.

To date, more than 800 senior secondary students have participated in a language-specific UN Model Conference. Evaluation reports indicate that students have found the experience to be a challenging and highly engaging way of learning languages in an authentic setting, while also developing their intercultural understanding and global perspectives of complex world issues.

# Social Cohesion and Participation



## 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 (funding of approximately \$480,000). Held annually 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 2017, 120 community events were held across the state from 18-26 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 55,000 people to Federation Square. In addition, the evening included the inaugural Culture Waves concert for young Victorians, featuring up and coming musicians from multicultural backgrounds.

### Regional Advisory Councils

The VMC conducted 24 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.

### 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. Consultations included:

- » Victorian Government Preliminary Multifaith Roundtable on LGBTI Youth in Victoria,
- » Gender Equality Forum, co-hosted with the Minister for Women and Prevention of Family Violence,
- » Female Genital Mutilation Forum co-hosted with the Department of Health and Human Services,
- » A Community Conversation in Bendigo,
- » Community consultation with the Assyrian community,
- » Community consultation with the Coptic community,
- » Community consultation with young South Sudanese women, and
- » Community consultation with the multicultural municipalities of Casey and Hume.

In addition, in September 2016, the VMC Chairperson travelled to North America to investigate best-practice settlement initiatives. She visited Vancouver, Toronto and Ottawa, New York and Washington DC to hear about successful resettlement programs in meetings with politicians, service providers, academics and community members. The findings of the trip have been summarised in the report, *A Settlement Journey*, with recommendations to government on ways to improve refugee settlement in Australia in general, and in Victoria in particular.

### VMC research and submissions

The VMC commissions research projects 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 2016-17 included 'Women's Voices Guiding Our Future, August 2017', and 'A Settlement Journey. a case for a holistic approach to how we settle new arrivals in Victoria: learnings from Canada and the USA, 2016'.

In 2016-17, the VMC made a number of submissions in a variety of forums, advocating for the needs of diverse communities. The submissions were informed by VMC research, information provided by RAC members and findings from its community consultations. Submissions were provided to the following:

- » Australian Government Department of Immigration and Border Protection Discussion Paper, Strengthening the Test for Australian Citizenship (2017), June 2017,
- » Select Committee on Strengthening Multiculturalism (2017), May 2017,
- » Joint Standing Committee on Foreign Affairs, Defence and Trade regarding their Inquiry into the Status of the Human Right to Religion or Belief, April 2017,
- » Fairer Safer Housing, Review of the *Residential Tenancies Act 1997*, February 2017,
- » Joint Standing Committee on Migration Inquiry into Migrant Settlement Outcomes, January 2017,
- » Parliamentary Joint Committee on Human Rights in relation to the committee's Inquiry into Freedom of Speech in Australia (2017), December 2016,
- » Victoria's 30-Year Infrastructure Strategy, November 2016, and
- » Royal Commission into Institutional Responses to Child Sexual Abuse, October 2016.

### Community Support Fund

The Community Support Fund (MASC funding of \$200,000) assists culturally diverse communities to address urgent needs or to finance activities which fall outside of the scope of the MASC Community Grants Program.

Programs funded in 2016-17 included:

- » The AMES Heartlands Arts Project, which provided an opportunity for refugee artists and media practitioners to exhibit their work and break into the local industry;
- » The Te Ara Hononga Ki Wikitoria International Cultural Wananga, which brought together 150 Maori people for a five-day gathering to discuss language, customs, health, family, history and spirituality;
- » A program of camps, religious celebrations and other events for diverse young people living in the City of Hume, which aimed to promote interfaith dialogue and deepen mutual respect;
- » The Diasporas in Action conference, which recognised and sought to further the contributions of Victoria's diaspora communities towards international peacebuilding, development and humanitarian responses; and
- » Support for the inTouch Multicultural Centre Against Family Violence, which provides holistic and culturally-relevant services to victims and perpetrators.

### Victoria-Timor-Leste Program

The Governments of Timor-Leste and Victoria have shared a relationship based on friendship and mutual respect since 2002, with the signing of a formal MoU in 2008, and officially reaffirmed in May 2017. The relationship reflects the involvement of many Victorian citizens and community groups during and after Timor-Leste's independence process. Victoria has one of the highest Timorese populations outside of Timor-Leste.

The Program is administered collaboratively by MASC and Local Government Victoria (LGV). Key initiatives in 2016-17:

- » MASC conducted an in-country stakeholder engagement workshop for public servants in the Vocational, Education and Training, gender equality and disability sectors, as a follow-up activity from its 2016 VET fellowship program.
- » MASC and LGV organised a formal signing ceremony to reaffirm the MoU between the Victorian and the Timor-Leste Governments; and are jointly developing a new draft partnership strategy (2018-2021) on Victoria's continued support for Timor-Leste initiatives.



- » MASC received funding from DFAT's Gender Equality Fellowship Program to enable 16 Timor-Leste public servants to visit Melbourne in March 2018 to learn about the state's strategies and achievements in advancing gender equality in the public sector.
- » MASC continued to support the Timor-Leste Consulate in Melbourne through funding for the Administrator's salary, and
- » LGV and MASC funded 14 Timor-Leste public servants from the Ministry of State Administration to attend a two-week training program in Victoria on urban planning, with placements in various local councils.

#### **Victorian. And proud of it. social cohesion campaign**

In February 2017, the Victorian Government launched the *Victorian. And proud of it.* social cohesion campaign with \$3.4m funding over three years. The campaign elements include a website ([proud.vic.gov.au](http://proud.vic.gov.au)), Facebook page and Instagram account.

The community engagement phase of the campaign, *Vicky the Truck*, was launched in May 2017 to engage communities and promote the Victorian Values Statement, which is central to *Victorian. And proud of it.* and associated social cohesion objectives. The truck takes the campaign out to the community at festivals, events and schools, and includes an immersive video experience inviting visitors to share their story of contributing and belonging in the digital media booth on the truck.

Other programs to deliver the social campaign to the Victorian community are scheduled for launching in 2018.

#### **VicPol Multicultural Affairs Partnership on Social Cohesion**

In 2016-17, MASC and Victoria Police established a new Victoria Police Multicultural Affairs Partnership on Social Cohesion, with MASC funding of \$300,000, to support joint initiatives that focus on police working with culturally diverse communities who otherwise may not engage with government.

Victoria Police coordinated 18 Community Connection Forums to identify key concerns and issues in local communities and to co-design place-based projects working with key groups such as women, youth and refugees and asylum seekers, to increase their trust and confidence to engage with police. These projects will be delivered and evaluated in 2017-18.

#### **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 representing their communities.

The MAG consists of approximately 25 senior representatives from Victoria's diverse faith communities. It meets four times a year or as necessary, chaired by the VMC's Chairperson.

Members assist the Government to understand and respond appropriately to faith-related issues and concerns. Achievements include meeting with the Minister for Multicultural Affairs to brief him on key issues, participating in consultation processes, and making recommendations to amend sections 165 and 163 of the *Family Violence Protection Act 2008*.

#### **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.

The network is chaired by the VMC Youth Commissioner, and comprises of 20 young people from a range of faiths, cultures, ages, geographical locations and life experiences.

Members also develop youth-led projects and deliver presentations on diversity, faith and culture in Victoria. Activities include hosting the Youth Mental Health Matters forum during National Youth Week 2017; participating in the Victorian Government's first Youth Summit; facilitating a discussion on the current debate about crime and young people from migrant and refugee backgrounds; and sharing their personal stories to raise awareness at universities and festivals.

#### **Multicultural Museums Network**

The Multicultural Museums Network is an informal network of five community museums in Victoria — the Chinese Museum Melbourne, Hellenic Museum, Islamic Museum of Australia, Jewish Museum of Australia and Museo Italiano.

DPC provided \$67,000 to fund two studies: a) a research report on the development of a viable and sustainable formalised network of multicultural museums in Victoria and the economic benefits of showcasing Victoria's rich multicultural heritage; and b) a marketing strategy that identifies promotional linkages between the network and the state's tourism and cultural resources.



### Victoria Police initiatives

Victoria Police offers and participates in a wide range of programs and activities to educate Victoria's culturally and linguistically diverse communities about the law and the role of police, and to promote social cohesion, often in partnership with community groups and agencies.

Highlights of activities in 2016-17 include:

- » VicPol's Be a Force for Good recruitment campaign: The campaign to increase Victoria's police force and Protective Services Officers (PSOs) is also aimed at recruitment from culturally and linguistically diverse communities, particularly those from Southeast Asian, African, Pacific Islander, Maori, Middle Eastern and South American backgrounds.
- » Police and Muslim Leaders Reference Group for Darebin, Whittlesea, Banyule and Nillumbik; Joint initiatives include youth camps, youth forums, police attendance at Friday prayers and sermons and information sessions on the reporting of racial and religious vilification incidents.
- » Police-AFL Community Initiative: This initiative enabled 600 residents from Shepparton to attend AFL matches in an inclusive and culturally-respectful environment. Partners were the Shepparton and District Ethnic Communities' Council, Goulburn Murray AFL, Berry Street, Lighthouse Project, Shepparton, Collingwood, Richmond and Carlton AFL clubs.
- » Welcome 2 Warrnambool: VicPol partnered Midfield Meats to conduct information forums by local providers and community groups for new arrivals to the Warrnambool area, who are provided with a network of contact points to support their new working arrangements.  
VicPol also partnered South West TAFE to provide a Multicultural Law Awareness program to enable new arrivals settling in the Warrnambool area to understand the law and the role of police.
- » Changing Gears – New Arrivals Driving Program: VicPol partnered the Warrnambool/Moyne Local Government Road Users Group for new arrivals, especially those with low literacy and numeracy skills, to access presentations, simulations and practice tests to obtain a driver's licence.
- » Cultural Food Project: The project uses cooking as a means of extending respect between VicPol and culturally and linguistically diverse communities in the Melbourne, Moonee Valley, Moreland and Hume Local Government Areas. The project enables local community members to share food and their settlement experiences.
- » Ramadan Dinners: VicPol actively engages with communities of all faiths by hosting Iftar dinners, e.g. jointly with the Blue Light Foundation, the Muslim Association and the East Preston Islamic College to strengthen connections between students, their families and VicPol.
- » Innovative Youth Engagement activities in the northwestern suburbs: VicPol has a place-based strategic approach to engage with multicultural youths that is cognisant of their varying interests. Activities included sports awards and tournaments and employment internships.
- » International Students: VicPol made presentations to international tertiary students on crime, safety and essential contact points as practical strategies for those who may feel vulnerable, especially recent arrivals.

### Emergency Management and emergency services

Planning and response to emergencies involves a range of emergency management organisations working closely with the Victorian public.

Services and programs for culturally and linguistically diverse and newly-arrived communities include the delivery of fire, flood and home safety education to schools and diverse community groups by the Metropolitan Fire Brigade and the Country Fire Authority and Victoria State Emergency Service.

These authorities also participate in community festivals and events aimed at engaging local communities and familiarising diverse and newly-arrived community members with these uniformed services.

### Consumer Affairs Victoria regional education activities

CAV undertakes presentations, discussions and radio talks to culturally and linguistically diverse communities across metropolitan and regional Victoria to raise awareness of CAV's services, consumer rights, scams and renting rights. In 2016-17, CAV was involved in 46 education sessions reaching more than 150,000 participants in diverse communities, including newly-arrived migrants and refugees.

### **VEOHRC initiatives to reduce racism**

Reducing racism is a priority in VEOHRC's 2017-22 Strategic Plan. VEOHRC has been working with multicultural communities, local government, schools and community organisations to increase awareness of Victoria's human rights and equal opportunity frameworks and to improve awareness of and access to VEOHRC's resources and services.

VEOHRC's initiatives include strategic partnerships and collaborations with community-based organisations, such as WEstJustice, to provide training and train-the-trainer sessions to cultural community leaders; and with Action on Disability within Ethnic Communities (ADEC) to provide education on protections against discrimination and racial and religious vilification for Rohingya refugees.

### **Supreme Court Judicial Community Engagement**

Supreme Court judges, associate judges and judicial registrars participate in community events and activities that support and promote an understanding of the law and the courts to enhance awareness and inclusion of culturally and linguistically diverse communities. In 2016-17, judicial officers were involved in various events, including:

- » Attended and spoke at the Muslim Legal Network Annual Legal Profession Iftar,
- » Delivered the keynote address on legal ethics at the Australian Italian Lawyers Association networking event,
- » Delivered the welcome address at the Judicial College of Victoria (JCV) 'Asian Cultural Awareness in the Courtroom – A Conversation of Cultural Intelligence'.

- » Presentation on the use of interpreters at the annual meeting of the Council of Australasian Tribunals in Sydney,
- » Contribution to the work of the National Judicial Council on Cultural Diversity that aims to support procedural fairness and equality of treatment for all court users, regardless of their race, colour, religion, or national or ethnic origin,
- » Presentation on cultural sensitivity at the Judicial College of Victoria conference in Melbourne,
- » Attended the inaugural Oration of the Victorian Chapter of the Hellenic Australian Lawyers Association,
- » Attended a meeting of the Judicial Council on Cultural Diversity in Alice Springs, and
- » The Court hosted a number of international delegations, including judicial delegations from China and Singapore.

## **Case Study**

### **Stand Together Anti-Vilification Project (VEOHRC)**

**The Victorian Equal Opportunity and Human Rights Commission (VEOHRC) partnered with the City of Yarra, Carringbush Adult Education, CoHealth, New Hope Foundation, Neighbourhood Justice Centre, Fitzroy Legal Service, and Victoria Police on an anti-vilification project called Stand Together.**

The aim of the project is to inform and empower vulnerable individuals in these communities, so that they are aware of their rights and avenues for support if they experience racial or religious vilification, or race or religious discrimination.

VEOHRC facilitated the co-creation of accessible resources on 'racial attacks and what to do', and delivered a training workshop for community leaders who represent fourteen multicultural communities throughout the City of Yarra to disseminate information and education to their communities

The community leaders are provided with the resources, facilitation and network skills to present group sessions to their communities. They are mentored through this process, and they provide feedback to the collaborating agencies.

Issues addressed include the under-reporting of daily racial abuse on public transport, at shops, pedestrian pathways and school crossings.

### Magistrates' Court Community Engagement

Registrars and specialist Magistrates' Court Victoria employees participate as members of committees and reference groups on access to justice for culturally and linguistically diverse communities, crime prevention and family violence as well as make presentations to various community organisations, student groups and service clubs. Examples include:

- » Dandenong Court delivered a ten-week Justice Education Program for newly-arrived refugees in partnership with CatholicCare. The Court continues to meet with community members and is engaged in a number of community forums including supporting Afri-Aus Care and the Black Rhino's basketball team.
- » Geelong Court delivered a Justice Education Program for at risk youth and new refugees, in partnership with CatholicCare, with presentations by court staff, the Centre for Multicultural Youth, Barwon Adolescent Taskforce, Victoria Police, Country Fire Authority and Barwon Community Legal Service, and
- » 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 Settled Program.
- » Footscray Community Arts Centre (\$175,000): 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.
- » Multicultural Arts Victoria, South Melbourne (\$418,000): 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.
- » Western Edge Youth Arts (\$70,000): 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.
- » 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.

### 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 2016-17, several organisations targeting culturally diverse communities were funded, including:

## Case Study

### CALD Senior Citizens Clubs program (DJR)

**The municipality of Whittlesea has a large, ageing culturally and linguistically diverse population. Culturally specific senior citizens clubs provide a vital source of community contact for many pensioners in these areas, reducing social isolation and the risk of elder abuse.**

In 2016-2017, the City of Whittlesea Positive Ageing Team started a program where it invited the Dispute Settlement Centre of Victoria (DSCV) to provide office bearers for all seniors clubs that are based within the municipality with the tools to manage inter-personal conflict within these clubs.

DSCV ran a series of workshops for office bearers and members of a number of Macedonian, Italian, Greek, Chinese, Tamil, Maltese and Chaldean clubs, with the aim of providing committee members with the skills to manage their own internal conflicts and put in place processes to address disputes early. Participation rates were high and feedback was very positive.

- » The Boîte (Victoria), Fitzroy (\$104,050): 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 Millennium Chorus, the Boîte Schools Chorus and a cultural touring program.
- » Chinese Museum, Melbourne (\$106,970): 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.
- » Circus Oz (\$149,851): 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).
- » Outer Urban Projects (\$30,000): Outer Urban Projects facilitates performance and story-telling by migrant youth from Melbourne's northern suburbs. Programs and projects are linked to arts training and employment with external arts companies and include an associate artist and traineeship program.
- » Jewish Museum of Australia (\$71,156): 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.
- » Wantok Musik Foundation (\$60,000): This not-for-profit music label records, releases and promotes culturally infused music, particularly Indigenous Australian music. Wantok Musik raises the local and international profile of Indigenous and world music groups based in the region and provides greater economic opportunity for artists and long-term career sustainability.
- » 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. Festival offerings include theatre, dance, installations, opera, literature and access to the Shepparton Art Museum collections, and
- » MTC Connect (\$485,575): MTC Connect is a partnership with Multicultural Arts Victoria. 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 programming processes.

### Creative Victoria – VicArts Grants

The VicArts Grants program aims to develop a strong, innovative and diverse independent arts sector in Victoria by promoting the availability and accessibility of the arts to the public. The program is opened to Victorian professional artists and arts/community organisations and supports emerging regional artists and projects, including those with indigenous, culturally and linguistically diverse or disability backgrounds. In 2016-17, VicArts Grants funded 16 projects (approximately \$210,000) with culturally and linguistically diverse themes across both metropolitan and regional Victoria, including:

- » Presentation of Evocation of Butoh, a mini festival that engages local arts communities to activate artistic and cultural exchange through Butoh, a form of Japanese dance theatre.
- » Development of Silk Road, a six-month community arts project delivered in partnership with five asylum seeker support organisations across Melbourne. The lead artist, Youbi Li, worked with members from the asylum seeker community to develop a large-scale textile work.
- » Presentation of Vivid, a theatrical work about a young Vietnamese girl with schizophrenia coming to terms with her illness and the death of her grandmother. The play is written by Hoa Pham.
- » Creative development of Security, a play by Michele Lee exploring the intersection of four women's lives from Chinese, Lebanese, Vietnamese and Samoan backgrounds, and how marginalised groups internalise prejudice.
- » Development and presentation of What Happened in Shanghai, a contemporary dance, video and live music collaboration with Chinese and Australian artists led by Victorian artist, Victoria Chiu.
- » Support of a year-long Intensive Creative Program by The Ownership Project to deliver artist residencies, workshops, studio access and mentorship to fifteen culturally diverse visual artists, and
- » Development of Ignite, a community arts mentorship project for young, emerging African artists based in Shepparton, to create four new songs with accompanying music videos.



### **Creative Victoria – Music Works Grants Funding**

Music Works Grants program supports musicians, music industry professionals and industry organisations to create, develop and showcase Victorian contemporary music. It aims to build professional capacity, encourage sustainability and find new markets for Victorian music at home and overseas. The Music Works funding suite includes Major Funding Rounds, Quick Response Grants, Good Music Neighbours, Rockin' the Laneways and Music Passport Grants. In 2016-17, \$436,593 was allocated to culturally and linguistically diverse projects, including:

- » GRID (Grass Roots Professional Artist Development) Series: a professional development opportunity by application for eight music industry professionals to participate in workshops, mentorships and other activities based in outer South-East Melbourne.
- » Remi: to raise his profile in the UK and Germany through performances at Brighton Festival and Berlin.
- » Golden Monkey Live Music Venue Works: to complete capital works including construction of a wall at the entrance and further acoustic treatment including reconfiguring the venue's layout, installing sound-absorbing furniture and drapes, and sealing doors and windows.
- » The recording, mixing, mastering and musician fees for the debut album by hip-hop artist Baro.
- » The recording, mixing, mastering and launch of the debut album of the Senegambian Jazz Band, an act combining traditional African and jazz music styles.
- » The recording, mixing and mastering of Joelistics album with accompanying music video and promotion, and
- » Travel to Pakistan by musician Omar Pervaiz to develop connections with the Pakistani and Indian film industries.

### **Creative Victoria – Voice for Change**

'Voice for Change' is a youth-focused, online project by the Mushroom Group, in partnership with the Centre for Multicultural Youth, to inspire young people to follow their dreams. Funded by Creative Victoria (\$250,000 in 2016-17), it involves the development a series of mini-documentaries featuring many of Australia's leading urban music, hip-hop and sporting personalities. These personalities shared their experiences of pursuing their ambitions while overcoming challenges such as racism and feelings of disenfranchisement. Broadcast on social media platforms over January to March 2017, the series attracted over one million social media hits and generated mainstream media coverage.

### **Creative Victoria – Artists in Schools**

This program supports primary and secondary schools to engage a professional artist to work with culturally and linguistically diverse students and teachers on a creative project, including:

- » Collingwood English Language School (\$10,000),
- » Huntingdale Primary School (\$10,000),
- » Keysborough College (\$10,000), and
- » The Grange P-12 (\$10,000).

### **Indian Film Festival Melbourne**

Launched in 2012 with Victorian Government support, the Indian Film Festival Melbourne (IFFM) aims to promote awareness and strengthen relationships between Victoria and India (and their respective communities). The festival has experienced considerable year-on-year growth. With funding of \$200,000 in 2017, the festival attracted 4,977 paid attendees; 24,500 attendees to its free events; screened 60 films in 18 languages; and included a Bollywood dance competition, industry master classes, short film festival, awards night and cultural concert. IFFM also partnered with the City of Greater Dandenong to bring a film program and international guests to special film screenings.

### **State Library 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:

- » A New User's Guide to library programs that support tertiary students from different language groups and from overseas to learn about the library, and living and studying in Melbourne,
- » Baby Bounce and Storytime, a program that aims to build early literacy skills for culturally and linguistically diverse children aged five and under by utilising rhyme, repetition, story and song,
- » Asia TOPA Asia-Pacific Triennial of Performing Arts library, a new festival celebrating Australia's relationship with contemporary Asia through performance and culture, and featuring a library forecourt installation celebrating collaborative creative practice,
- » An exhibition by photographer Katayoun Javan exploring the themes of immigration, home and diaspora in a series of photographs featuring Iranian immigrants to Victoria,



- » In association with Melbourne Festival Argentino, a spectacular lunchtime tango performance with live band, and
- » Story Camp, a three-day creative workshop program for teens from socially disadvantaged culturally and linguistically diverse communities.

### **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:

- » 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.
- » Aiming to encourage conversations and awareness around the journey made by asylum seekers, Belgian artists Schellekens and Peleman presented 'The Inflatable Refugee' as part of Refugee Week in June 2017. The artwork was launched on the Yarra River before being installed at the Immigration Museum for a week-long residency. A series of public discussions supported the installation.
- » The Immigration Museum celebrates the cultures of Melbourne and Victoria through multiple festivals that embrace, share and encourage the arts, history and language of these communities – including in 2016-17, the Aotearoa Festival, a celebration of New Zealand and Maori culture.
- » In partnership with the Monash Asia Institute, Museums Victoria presented a public seminar series to advance the positive potential of Australia's engagement with Asia by rethinking Australian culture, society and identity. The partnership also delivered the Migrant Diplomacy Cultural Exchange Project which explores the common ground of trans-Asian migration and fosters cultural diversity and exchange, and
- » The Migration, Diversity and Making Melbourne Forum, January 2017, convened by the Immigration Museum.

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

ACMI film programs aim to engage a broad audience through a myriad of culturally diverse screen programming. ACMI also provides Victorians with accessible and diverse international films by hosting numerous film festivals. In 2016-17, ACMI cinemas presented 57 films in languages other than English, utilising web, social media, printed programs and materials to reach specific and general audiences.

Festivals in 2016-17 included:

- » Japanese Film Festival
- » Indonesian Film Festival
- » Human Rights Arts Film Festival
- » Korean Film Festival
- » Czech and Slovak Film Festival
- » Iranian Film Festival, and
- » Russian Resurrection Film Festival.

ACMI also provided film and classroom resources for students studying language and culture (with a focus on Indonesia, Japan, France, Germany and China) and cinema programs for VCE students studying English as an Additional Language. ACMI presented Series Mania Melbourne, the inaugural television festival of the best drama and comedy series from around the world in July 2017 in partnership with Film Victoria,

### **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 2016-17, programs and initiatives to increase the participation of culturally diverse communities included:

- » The First Call 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. The program provides ticket subsidies to cover the cost of tickets, travel to the Arts Centre and relief teachers for the participating schools. In 2016/17, almost 27,000 attendees (students and community groups) accessed the First Call Fund.
- » ACM's Youth Outreach programs and projects engage marginalised young people through partnerships with community organisations to provide opportunities for art making, performance practice and mentoring to build confidence, life skills and peer leadership. Seventy to eighty per cent of attendees were from culturally diverse backgrounds.

- » The Asia-Pacific Triennial of Performing Arts (Asia TOPA) program champions contemporary Asian performing arts and seeks to break down cultural barriers that inhibit diverse community participation locally. In 2016-17, more than 40 cultural organisations in Melbourne and regional Victoria came together to present over 280 events, featuring 1,070 artists from across the Asia-Pacific region. ACM engaged local diaspora community leaders to support outreach activities, build capacity and reach new audiences. Marketing materials, digital communications, front-of-house signage and announcements were available in multiple languages.
- » ACM programmed several national and international shows during 2016-17 under its ACM Presents banner, including: Black T shirt Collection by Inua Ellams (Nigeria); Hot Brown Honey (South Pacific); Belarus Free theatre—Burning Doors (Russia, Belarus); Guru of Chai (India); In-Between Two (China, Philippines); Pike Street-Nilaja Sun (Puerto Rica); Ludovico Einaudi (Italy); and Mahmoud Ahmed and Ali Birra with Jazmaris (Ethiopia).
- » MSO's Lunar New Year concert in Hamer Hall was recorded by ACM and released across national television networks in mainland China in February 2017. There were over 270 million viewers in China, and
- » ACM supports Resident Companies and Partners and hires out to commercial entities whose annual programming routinely attracts culturally diverse audiences.



### 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 exhibitions with a multicultural focus were:

- » NGV and Regional Arts Victoria's 2016 'On the road' program was inspired by the exhibition *Bushido: Way of the Samurai* presented at the NGV in 2014. NGV Educators travelled to three primary and secondary schools across Victoria to introduce 430 students to the world of the samurai, supported by a learning resource that included Japanese language activities.
- » A second 'On the road' program was inspired by the exhibitions *Art of the Pacific* and *Siu I Moana*, presented at the NGV in 2016. NGV Educators travelled to six primary and secondary schools in regional Victoria, introducing 374 students to Pasifika art and culture in the use of patterns and symbols as markers of identity, supported by a learning resource.
- » In conjunction with the exhibition *Van Gogh and the Seasons*, introductory talks in French were presented to 792 secondary school French language students by volunteer language support educators from the Modern Language Teachers Association (MLTAV). NGV Voluntary Guides also presented 14 public and booked group tours in Mandarin to approximately 280 visitors.
- » As part of the Melbourne Winter Masterpieces exhibition *Degas: A New Vision*, the NGV ran several public programs to engage diverse audiences in French history and culture.
- » Subodh Gupta's exhibition, *Everyday Divine*, celebrated the vestiges of everyday life for many Indian people, elevating the objects found in domestic and street life to a position of spiritual worship.
- » The Moving Garden project: The project involved museum visitors to take a flower from the space when they leave the museum, give it to a stranger who would return it to the space. Created by international artist Lee Mingwei, this participatory installation explores trust, intimacy and self-awareness. Lee Mingwei shared insights into his work in a free lecture, followed by a Q&A with NGV Curator of Contemporary Art, Simon Maidment.
- » *Bamboo: Tradition in Contemporary Form* featured bamboo works by artists who have reinterpreted the traditions of Japanese bamboo craft to create highly contemporary sculptural works of art. Audiences had the opportunity to learn how these works reflect the relationship between tradition and modernity in Japanese society through a talk led by Yoshio Sugimoto, Emeritus Professor, School of Social Sciences, La Trobe University and Wayne Crothers, Curator.

- » Architecture of Faith was a unique exhibition providing an in-depth exploration of the new Australian Islamic Centre at Hobsons Bay, Melbourne, designed by Australian architect Glenn Murcutt. In a related 2016-17 NGV program, Professor Philip Goad addressed the history and development of the mosque from its earliest beginnings to diverse formal and aesthetic interpretations across the globe, culminating in Glenn Murcutt's modern take on tradition, and
- » Buddha's Smile exhibition focused on the tranquility and silent transmission of Buddhist philosophy through the simple gesture of a smile, and presented the unique styles and mediums used to create Buddhist art throughout Asia.

### 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. 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:

- » The Music Always program, which targets multicultural aged care homes, regional audiences and other diverse communities,
- » The presentation of eight events as part of the inaugural Asia TOPA festival; and
- » A ticket and transport subsidy support scheme for clients from multicultural networks, schools and groups representing culturally and linguistically diverse communities.

### Fisheries education and engagement

DEDJTR provided \$0.28m to engage and educate newly-arrived refugee, migrant and culturally and linguistically diverse communities about Victoria's fishery rules and responsibilities so as to increase voluntary compliance. Some migrant and refugee communities with strong cultural fishing practices have a higher risk of non-compliance, especially where fishery management rules and practices in the home countries are different from Victorian norms. The program has a number of components:

- » 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 the existence of fishing rules;
- » Educating school-aged children from priority 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, and
- » Employment of a Karen-speaking Education Officer to support the delivery of Victoria's responsible fishing program to Karen communities in Melbourne and Geelong.

## Case Study

### Karen language fishing guide (Fisheries Victoria)

**The Karen community first settled in Victoria in 2008 from refugee camps in Thailand where they fled after many decades of persecution. Many are from rural communities and are excellent fishers! However, Victoria's fishing rules are very confusing for people with little or no exposure to the western concept of natural resource management and a limited understanding of English.**

To assist the Karen community understand Victorian fishing laws, Fisheries Victoria worked with two Karen focus groups from clients of the Wyndham Community and Education Centre and Diversitat Geelong to develop a Karen language fishing guide. The Centre for Culture, Ethnicity and Health (CEH) facilitated the focus group meetings and provided guidance throughout the design and translation process.

The small, pictorially rich guide was designed specifically for the Karen community in their own language to explain how to fish responsibly (and legally) in Victoria. Focus group participants are very proud of their efforts and are suggesting ideas for the next edition.

Anne McLaughlin, Education Officer for Fisheries Victoria, spoke about the good outcomes of the project – the Karen community were pleased to have input into the project and will have a lot more confidence when they are fishing in Victoria. "Working with the CEH was a really good experience," she said. "I felt the process was uncomplicated and clear and I think we feel much more self-assured when working with new communities".

### Melbourne Metro Rail Authority

The Melbourne Metro Rail Authority (MMRA) is responsible for delivery of the Metro Tunnel and the Regional Rail Revival Program, including the Ballarat Line Upgrade project. MMRA has a number of initiatives to engage with Victoria's culturally and linguistically diverse communities and businesses. Activities include:

- » A trainee program through Brotherhood of St Laurence's 'Given a Chance' program to engage two trainees in reception and finance;
- » A Metro Tunnel CALD Strategy and appointment of CALD advisor group, Cultural Perspectives, to provide advice and expertise on engagement with culturally diverse communities, including project benefits and community impacts;
- » Metro Tunnel CALD Community Hubs developed by partnering with two community centres to provide project information and facilitate engagement with diverse community groups at the centres;
- » A Metro Tunnel market research survey of 580 culturally and linguistically diverse participants and a report to inform how these communities want to be engaged; and
- » Collaborative agreement with the Victorian Multicultural Commission to ensure an effective and inclusive communications and engagement approach with diverse communities on the project.

### Supporting Victorian Sport and Recreation

DHHS provided grants to State Sporting Associations and state sport and recreation bodies to build a more sustainable sector and increase equality, diversity and inclusiveness — including for people with a disability, culturally diverse communities and women. Twenty-four projects are specifically focussed on supporting participation for culturally diverse communities.

The Centre for Multicultural Youth is working with 15 sporting clubs from the City of Darebin and the City of Whittlesea, and with five State Sporting Associations (Table Tennis Victoria, Badminton Victoria, Lawn Bowls Victoria, Gymnastics Victoria and Ultimate Frisbee Victoria) to increase participation rates of young people from migrant and refugee backgrounds.

It has delivered one forum (with two more scheduled) targeting sport and recreation organisations to encourage the engagement of young people and families from refugee and migrant backgrounds. In addition, six State Sports Associations have engaged a total of 710 participants in sport programs. Activities include 'Come and Try' or taster events; support for changing membership and program structures; brokering relationships with community members; and specific strategies to engage young women and their families.

## Case Study

### 'Badminton for All' and 'CALD Play Rock Up Netball' (DHHS)

#### Badminton Victoria and Netball Victoria implemented specialist programs during 2016-17 to increase the participation rates of culturally and linguistically diverse Victorians in sport,

Participants (147) attended the 'Badminton for All' program through the Swinburne Newly-Arrived Program, Hume Central Multicultural Youth Program, Ringwood Secondary College Burmese Program, City of Greater Dandenong Multicultural Program, CMY 'You Can Too Program' and the Colombo Hindu Old Boys Association of Australia Tournament. Badminton Victoria aims to double this attendance in 2017-18, with a target of 400 participants from 12 culturally diverse community groups.

Netball Victoria partnered the Western Bulldogs Football Club to deliver a 'CALD Play Rock Up Netball' program for youth and adults studying English at community centres in the western suburbs. A six-week program was developed which include an orientation session, four weeks of games-based skills training and a carnival day.

These programs were run concurrently in Footscray and Werribee with groups divided by age and English-speaking proficiency. Two hundred new migrants were introduced to netball over the six-week period. The four weeks of skills training attracted 160-180 youth and adults each week. A Rock Up Carnival enabled over 200 participants to play full netball games.

Netball Victoria continues to build relationships with English Language Schools and local providers to continue and grow the number of programs, carnivals and participants in 2017.



### Scouts and Guides Program

DHHS funded Scouts Victoria and Girl Guides Victoria for initiatives to increase the engagement and participation of young people from diverse backgrounds in growth corridors and socially and economically disadvantaged communities in scouting and guiding activities.

Girl Guides achievements in 2016-17 include:

- » Establishment of a new Girl Guide group in the Carlton Housing Estate with three local volunteers supporting the delivery of guiding activities for ten members, and
- » Development and translation of resource materials into 13 different languages to encourage greater participation of girls from culturally diverse backgrounds.

Scouts Victoria's achievements in 2016-17 include:

- » Establishment of a Scout Group in partnership with an Islamic school, with over 13 participants,
- » Establishment of a new Scout Group at St George Coptic Scout Group (St Albans), with over 39 members, and
- » Translation of promotional Scouting brochures into two community languages to encourage greater participation of girls from culturally diverse backgrounds.

### CALD Seniors Grants Program

DHHS provides funding of approximately \$300,000 per annum for projects by community organisations throughout Victoria to help improve community links for culturally and linguistically diverse seniors at risk of isolation by connecting them with existing or new support networks and activities.

Activities funded include transport assistance, outings, English classes, fitness classes, hobbies, cultural celebrations and education on the use of social media.

The funded organisations are supported by the Ethnic Communities' Council of Victoria with specialised guidance in getting projects up and running. Fifty-nine grants were awarded for 2016-2017.

### DELWP work placement program

Work placements for AMES students from a non-English-speaking background are undertaken at the Arthur Rylah Institute Biodiversity Division to provide additional training opportunities for those from culturally and linguistically diverse communities.

## Case Study

### Senior Mandarin Storytellers (DHHS)

**The Participation for CALD Seniors Grants Program enabled the Craig Family Centre in Ashburton to engage with isolated Mandarin-speaking seniors in the neighbourhood. Many seniors who have arrived from Taiwan, Malaysia, Singapore and Hong Kong are alone at home caring for pre-school children. The seniors drop their grandchildren for children's activities at the Centre and the staff noticed that they do not have much social support for themselves.**

The Centre recruited a Mandarin-speaking facilitator to support the grandparents and other Mandarin-speaking seniors in the local community. Recognising the wisdom and wealth of knowledge among the seniors, the facilitator encouraged and provided training for them to introduce Mandarin story time sessions to the young children.

The story times have been very successful and activities have been extended to involve the seniors in a community garden, cooking and art and crafts. The PublishWe App was used to record some of the stories to produce a children's pamphlet in Mandarin.

Thirty seniors participated in the project and have formed connections with one another and with the broader service networks in the community. The project also strengthened links between the different generations.

The project is continuing beyond the funded period as the senior storytellers are keen to keep volunteering their time and sharing stories with younger people.

"I really like Real Mandarin's playgroup program. My daughter has become more confident to talk and participate in the activities. And I think I learned lots of things about how to raise child myself".  
(Jenna Zhu, mother of two)

### **Parks Victoria community engagement programs**

Parks Victoria has a number of programs that support culturally and linguistically diverse communities in training, increased participation in park activities and park management. Initiatives include:

- » A Day in the Park was organised in the Dandenongs for the Burmese community and other new migrants with hands-on activities and short walks through the bush to address issues of illegal fires, fishing practices and wildlife management through education and engagement. Participating agencies include Victoria Police, Ambulance Victoria, CFA, MFB, Ambulance Victoria, Red Cross, SES, Roadsafe Eastern Metro, Local Government and Fisheries Victoria.
- » Working beyond Boundaries: The program is an AMES/ Parks Victoria community inclusion program where many of the participants are new arrivals to Australia from refugee backgrounds. The local Somali community work in the vegetable gardens and volunteer in the Werribee Park formal gardens and Werribee River Park.
- » A Day in the Zoo: Parks Victoria exhibited alongside other agencies and departments at the annual A Day at the Zoo, organised by City West Water. The day allowed students from multicultural backgrounds to engage with and learn about government organisations and for the organisations to forge stronger relationships with diverse Victorian communities, and
- » Second Annual Sakura Picnic day: The festival was held at Banksia Park, Bulleen, celebrating the flowering of Japanese cherry blossoms (donated by the Japanese Prime Minister in 1980) with Japanese cultural activities and entertainment. The festival is sponsored by the Japanese Society of Victoria and the City of Manningham. Ongoing maintenance of the cherry blossom grove is undertaken by the Cherry Blossom Friends group and Parks Victoria, strengthening relationships between the two cultures and fostering social cohesion through the celebratory annual event.

## Case Study

### **Parks for social cohesion, Monterey Secondary College (DELWP)**

**Monterey Secondary College is a culturally diverse school in North Frankston, located in the outer south-eastern suburbs in one of the most disadvantaged areas in the state. School teacher, Susan Bollard, wooed Parks Victoria to develop a program that saw students create a swathe of local bushland at the Pines Fauna and Flora Reserve, and work alongside park rangers to care for it. Little did they know how important it would be for the students involved.**

Akang Akang, originally from Sudan, was one of the student leaders in the project where the students studied wildlife with night vision cameras, weeded, planted and reaped the benefits of being out in nature. Akang was inspired by his time spent in the park and wants to graduate and be a park ranger. He applied for the summer ranger program and won a fully-funded scholarship, one of only two nationally, to go on an Earthwatch expedition to South Australia.

The outcomes are many: social – providing the young people opportunities to feel valued, learn work skills and increase their sense of possibility and expectation; environmental – the students have helped to transform the reserve and reduce antisocial behaviour there, and economic – dollars saved through reduction of rubbish, graffiti and other antisocial behaviour.

The story was featured in ABC news, [www.abc.net.au/news/2017-11-24/frankston-north-the-place-beyond-the-pines/9038508](http://www.abc.net.au/news/2017-11-24/frankston-north-the-place-beyond-the-pines/9038508)

# Accessible and Responsive Services



## 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.

### Interpreter Scholarship Program

Administered by MASC (funding of \$315,000 in 2016-17), the program aims to increase the supply and quality of interpreters in particular languages in Victoria. Forty-seven scholarships were awarded to students enrolled in the RMIT Graduate Diploma or Advanced Diploma in Interpreting for the Greek, Karen, Tamil and Vietnamese languages.

Fifty-eight bursaries for the online Interpreter Skill Set course were also provided to students from the following language groups: Amharic, Assyrian, Chaldean, Bosnian, Brazilian Portuguese, Burmese, Chaldean, French, Hakha Chin, Hazaragi, Hindi, Italian, Kachin, Khmer, Macedonian, Malay, Mandarin, Nepali, Oromifa, Pashto, Polish, Punjabi, Rohingya, Samoan, Sinhalese, Somali, Tamil, Thai, Tibetan, Turkish, and Urdu

In addition, 49 students from the previous year's Interpreter Scholarship Program, representing Polish, Tamil, Vietnamese, Dari, and Hazaragi language groups, attained accreditation with the National Accreditation Authority for Translators and Interpreters (NAATI).

### Independent Review of Victorian Government Procurement of Language Services

An Independent Review of Victorian Government Procurement of Language Services (the Review) was conducted in 2016-17 to inform the Victorian Government's response to issues affecting the sustainability and quality of language services and to investigate options for procurement models to meet current and future needs. The Review found that the level of interpreter remuneration, work conditions and job insecurity are having a significant impact on industry sustainability. In response to the Review, the 2017-18 State Budget provided \$21.8 million over four years, with an ongoing annual commitment of \$8.4 million, to improve language services to meet the needs of multicultural communities. The funding will support Victoria's interpreting services by:

- » increasing remuneration rates for contractor interpreters,
- » introducing standard payment to interpreters to compensate for travel to regional locations, and
- » upskilling the interpreter workforce, including through professional development and training opportunities.

### Whole-of-government language services guidelines

The two existing guidelines, 'Using Interpreting Services' and 'Effective Translations', have been revised primarily to respond to a recommendation of the Victorian Royal Commission into Family Violence. In addition, the new 'Multilingual Information Online' guidelines have been developed to help departments improve navigation to translated information on their websites and ensure that the content is in an accessible format.

All three guidelines assist departments and funded agencies to improve access to information in other languages.

### Capacity Building and Participation Grant Program

The Capacity Building and Participation Grant Program administered by MASC (funding of \$7.9m in 2016-17) is designed to build the knowledge and skills of multicultural communities across Victoria to fully participate in and contribute to everyday life in Victoria.

The Program provides small grants (up to \$5,000 per annum), medium grants (up to \$75,000 per annum) and strategic partnership grants (up to \$230,000 per annum) for a period of between one to four years.

In 2016-17, 13 strategic partnership grants, and in excess of 180 small grants and 60 medium grants were awarded.



### Family Violence Prevention Grant Program

The Victorian Government allocated \$2.2m over 2016-2018 to fund family violence prevention initiatives through the Family Violence Stream of MASC's Capacity Building and Participation Grant Program.

The initiatives aim to build community capacity to respond to family violence in culturally diverse communities, including the promotion of gender equality, family violence prevention, family safety and family violence service access.

The Office of Prevention and Women's Equality provided an additional \$200,000 to fund these initiatives.

### inTouch Multicultural Centre Against Family Violence

The Victorian Government allocated \$2.25m over 2016-18 to enable inTouch Multicultural Centre Against Family Violence to expand its services as a statewide provider and specialist body. This includes:

- » \$650,000 to inTouch to provide training, networking, advocacy and expert knowledge to strengthen the responsiveness of the broader family violence service system and universal services to meet the needs of culturally, linguistically and religiously diverse communities;
- » \$100,000 to Latrobe University for a project to enable a number of health clinics in Melbourne's western and northern suburbs to improve early identification, supportive care and referral of South Asian women experiencing family violence. Project partners include inTouch and the Commonwealth Department of Social Services; and
- » \$1.5m was transferred to DHHS for transitional support work, including the expansion of inTouch's case-managed responses.

### Community Resilience Grant Program

The pilot Community Resilience Grants Program administered by MASC (\$600,000 in 2016-17) enables community organisations to develop and deliver projects to address the conditions that underlie violent extremism; respond to tensions caused by extremist narratives; and support critical and constructive dialogue about factors that contribute to community division and violent extremism.

Twelve organisations were funded to deliver innovative, community-based projects through a competitive grants process.

### Community Harmony Grant Program

The Community Harmony Grant Program supports activities that build intercultural and interfaith understanding, respect and dialogue in the community with a focus on high needs groups, including women, youth, LGBTI, refugees and asylum seekers and regional multicultural communities. Eighty projects were funded in 2016-17 (total of \$2.8m). The program aims to:

- » increase intercultural, intercommunity and interfaith interaction, engagement and understanding;
- » support diverse cultural, religious and social groups to connect with one another and deliver initiatives that promote social cohesion and harmony;
- » support and work with communities to build their capacity and leadership skills to respond to emerging challenges to social cohesion; and
- » strengthen the recognition that shared values and the foundations of common humanity transcend cultural and religious differences.

## Case Study

### Prevention of Violence Against Women Respect and Responsibility Program (DPC)

**The Capacity Building & Participation (CBPP) program funded by MASC/DPC focuses on developing the leadership capacity of women and men from culturally and linguistically diverse backgrounds to support the prevention of violence against women in the community. The leadership courses are opened to young emerging leaders from a range of backgrounds, with a priority on reaching people in newly-arrived communities. AMES delivered the course over twelve sessions between May to August 2017 to 40 participants. A second course will be delivered in 2018 through the CBPP grant.**

Outcomes of the 2017 course have included development of national resources with key messages on the prevention of violence against women, translated into 13 languages as identified by attendees. They have also developed prevention of violence action plans, which will be carried out with further support and resources from AMES beyond the formal learning. Many have participated in media interviews and went on to assume leadership positions. They will also become presenters in the 2018 course.

This program has been guided by a reference group involving representatives from Our Watch, VicHealth, the Multicultural Centre for Women's Health, North Melbourne Football Club and Leadership Victoria.

### **LGBTI Multicultural Grant Program**

The LGBTI Multicultural Grant Program reflects the Victorian Government's commitment to equality and the recognition of the impact that marginalisation and discrimination has on the mental health and well-being of LGBTI Victorians. Nine projects were funded under the program in 2016-17 (total of \$530,800), which aim to:

- » increase community awareness about the issues and needs of the LGBTI culturally diverse Victorians,
- » reduce or prevent discrimination, vilification and harassment of LGBTI culturally diverse Victorians,
- » develop resilience, capacity and confidence of LGBTI culturally diverse Victorians,
- » address gaps in the current service system that prevent LGBTI culturally diverse Victorians from being able to access the support they need, and
- » celebrate diversity and promote inclusion of LGBTI culturally diverse Victorians within the wider community, particularly in rural and regional communities.

### **Multicultural Senior Citizens Organisational Support Grant Program**

The program is designed to provide financial assistance towards the general activities and needs of culturally, linguistically and religiously diverse senior non-profit community clubs. The program is administered by MASC and the VMC and provided \$1.64m funding in 2016-17. A total of 827 grants were awarded to multicultural organisations for the following activities:

- » running costs (such as rent, utilities, stationary and postage),
- » cultural activities and celebrations,
- » purchase/hire of minor office/kitchen equipment and other equipment for group activities,
- » training courses and information sessions, and
- » outings to places of cultural significance and transportation costs.

### **Community Infrastructure and Cultural Precincts Grant Program**

The program supports the restoration or construction of community facilities used by culturally diverse communities, and of cultural precincts through the improvement or construction of culturally-themed infrastructure. The program administered by MASC provided \$1.51m to 35 multicultural organisations for the following activities:

- » maintain existing community infrastructure,
- » build new community infrastructure, and
- » enhance streetscapes and public places that preserve and showcase the identity of existing cultural precincts in Victoria.

### **Multicultural Festival and Events Grant Program**

The program encourages participation of the whole Victorian community in festivals and events to celebrate and embrace Victoria's vibrant multicultural diversity. The program administered by MASC and the VMC provided \$2.53m to 547 multicultural organisations for the following activities:

- » multicultural festivals or events with one or more cultural groups,
- » events that promote cultural dialogue and understanding,
- » cultural days of significance celebrations, multicultural performances and cultural exhibitions, and
- » festival and events that engage with new and emerging communities, women and young people.

### **Strengthen settlement outcomes initiatives**

The 2016-17 Budget allocated \$4.5m per annum over four years (\$18m in total and administered by MASC) for a range of initiatives to strengthen settlement outcomes for Victoria's current and future humanitarian population from culturally and linguistically diverse backgrounds. Initiatives funded in 2016-17 include:

- » Strategic Engagement Coordinators Network (\$1.5m):  
The network model provides regional coordination points to support services for culturally diverse communities. Strategic engagement coordinators work to strengthen community engagement, social inclusion and economic participation outcomes, using tailored approaches based on the specific demographics and needs of a particular region.

- » Social cohesion and participation funding for new and emerging communities (\$1.25m): Initiatives include:
  - Contribution to the Capacity Building and Participation Grant Program (\$0.5m) designed to build the knowledge and skills of multicultural communities to fully participate in and contribute to everyday life in Victoria;
  - Contribution to Jobs Victoria Employment Network (\$0.5m). MASC provided this amount to DEDJTR's \$53m JVEN for projects that target culturally and linguistically diverse communities; and
  - South Sudanese Community Partnership Fund (\$0.25m) to assist South Sudanese community organisations build their capacity and promote new partnerships within the community. Projects will address issues identified by the community. Funding is also provided to South Sudanese peak bodies to enable them to continue representing and supporting their communities.
- » Strategic initiatives to strengthen access to early childhood, sport and justice (\$1.75m): Programs include:
  - Multicultural Sports Fund (\$1m) to increase access and participation in sports for culturally diverse communities, particularly those from refugee and asylum seeker backgrounds, youth, women and girls. In 2016-17, twelve projects were awarded funding for sports such as netball, soccer, cricket, rugby union and Australian Rules football;
  - Immigration and Refugee Legal Centre funding (\$0.45m) to provide qualified legal support for asylum seekers, including the preparation and lodgement of protection claims to the Commonwealth Government; and
  - Supported Playgroups for New Arrivals Program (\$0.3m) to establish ten playgroups to provide tailored and culturally responsive family learning opportunities for parents with young children. Sessions include play-based interaction between parents and children, and care for children while parents are also engaged in health discussions, English language and literacy classes; and support for ongoing education, training and employment opportunities.

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

Leadership Victoria (funding of \$200,000 from MASC) continues to deliver the New and Emerging Community Leadership Program, which provides an opportunity for 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 features guest speakers, interactive activities and networking opportunities and provides a leadership development experience with long-lasting benefits for participants and the community. Over 100 participants attended training courses held in Geelong, Melbourne and Shepparton and a women-only course in Melbourne.

## Case Study

### **WEstjustice Train the Trainer Program (DPC)**

**This training program funded by MASC/DPC provides information on employment law and services to community leaders from newly-arrived and refugee communities in Melbourne's western suburbs.**

One participant who completed the program was approached by numerous community members who all worked for the same employer and were concerned that they had been underpaid. The workers did not speak English and were afraid to complain as they did not want to lose their jobs. The trusted community leader arranged a meeting of the workers with WEstjustice lawyers who advised them that there had been an underpayment, what the minimum wage is, and the role of the Fair Work Ombudsman (FWO).

After building trust with the workers, and explaining their options, the workers then agreed to meet with an FWO inspector to explain their situation. A subsequent meeting was arranged for WEstjustice staff and volunteers to assist about 10 workers to complete formal complaint forms. The FWO then liaised with the relevant employer and ultimately unpaid wages were recovered and paid back. The workers said they would never have made the complaint without the help of their community leader.

One participant summed up the value of the program as follows: "I believe the train-the-trainer program is the best way to help communities because it helps vulnerable people have a sense of control and confidence in their lives, by learning about employment law. It helps build stronger, more resilient and empowered communities who can better adapt to change in employment law because they have been given the knowledge to claim the rights they so solemnly deserved".

### **African Leadership Development Program**

MASC allocated \$50,000 for the development of 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.

### **African Ministerial Working Group**

The African Ministerial Working Group (AMWG) supported by MASC brings together key Ministers and 22 community leaders and young people to identify and address key issues affecting members of the Victorian African community. The AMWG led the development and implementation of a ten-year African Communities Action Plan. The Action Plan will seek to create sustainable and inclusive outcomes across many critical areas, including employment and education outcomes and engaging people who are involved in the justice system. It is anticipated the Action Plan will be released in 2018.

### **Recruit Smarter**

Recruit Smarter is a cross-sector initiative of the Victorian Government to develop and drive inclusive recruitment practices in Victoria, and to address unconscious bias in recruitment.

The initiative is led by the Multicultural Affairs and Social Cohesion Division, DPC, in partnership with the University of Melbourne Centre for Ethical Leadership (CEL), and participating organisations across the public, private and non-government sectors.

The purpose of Recruit Smarter is to spearhead the development and promotion of innovative and inclusive recruitment practices that promote a fair go for all Victorian job seekers, with a commitment to meaningful cross-sector collaboration in the policy-making process.

Recruit Smarter was officially launched by the Minister for Multicultural Affairs on 20 May 2016. The initiative will deliver its final report of findings and recommendations in 2018.

### **Refugee Youth Project**

The Refugee Youth Project (funding of \$462,000 in 2016-17 from DJR) targets disengaged young people from refugee backgrounds (aged 18-27 years) who are at risk of coming into negative contact with the justice system.

The five-year 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 change the way they interact with the justice system.

## Case Study

### **African Leadership Development Program (DPC)**

**Due to unstable political conditions in Zimbabwe back in 2000, Keith migrated to the UK where he studied nursing and worked for ten years, extending his studies into the area of forensic mental health nursing before migrating to Australia. Keith, now a registered Mental Health Nurse with a Masters in Addiction Studies, works as an Alcohol and Drug Education Specialist.**

As a Mental Health Nurse, and through his work with prisoners, Keith has seen firsthand the tough challenges faced by many African community members in navigating the health system, especially in getting help with mental health problems and drug addiction.

Keith participated in the African Leadership Development Program (managed by MASC/DPC) in 2017 to meet and work with 'like minds' – other aspiring African community leaders who wanted to make a positive difference to their communities here in Australia.

The program enabled Keith to experience, that given the right conditions, environment, group connections and respect, African community members will open up and share their concerns on issues that might otherwise be taboo culturally.

The program also helped to build Keith's confidence and influencing skills including public speaking – skills that support Keith's desire to teach and empower others to take charge of their own health. Keith is setting up an association to create a space where the community can come together, feel safe and belong and then over time, be able to have more important conversations that help build healthy, happy, resilient communities. In 2018, he will participate in the Williamson Leadership Program to continue to evolve his thinking and leadership capacity.



### Refugee Court Program

The Refugee Court Program (funding of \$104,420 from DJR) provides culturally appropriate early intervention services. These services are designed to reduce the likelihood of offending and re-offending by young people from refugee backgrounds.

The program provides first time and repeat offenders and accused persons with opportunities for rehabilitation, personal growth, education and skills development therefore enabling them to reject anti-social and criminal behaviour.

### Consumer Affairs Victoria programs

CAV delivers a statewide service focussing on the promotion of consumer rights and consumer protection. As an organisation of DJR with a significant public-facing focus, CAV is in constant contact with Victoria's culturally diverse and newly-arrived communities. Services and programs delivered by CAV included:

- » Tenancy Assistance and Advocacy Program: Thirteen agencies received funding to support disadvantaged and vulnerable consumers and tenants, including those from culturally and linguistically diverse communities.
- » Consumer Assistance and Advocacy Program: CAV funds the Consumer Action Law Centre to assist vulnerable Victorians, including those from culturally and linguistically diverse communities, with consumer matters.
- » CALD Renting Project: Building on the release of renting videos in Dari in 2015-16, this program was expanded to include Arabic, Karen and Swahili during 2016-17. The videos cover starting and ending a lease, bonds, condition reports and repairs and are distributed via social media, stakeholder channels, a ministerial event and community presentations.
- » International students renting campaign: The intention of this campaign is to raise awareness among international students of their renting rights and obligations. CAV's campaign comprised the use of social media, online advertising, advertising in both the Melbourne and international Insider Guides, an information session, resource kits for education providers and community presentations.
- » CAV Travelling Con Men: A campaign to raise awareness across Victoria about Travelling Con Men (TCM) and to empower Victorians to identify and 'say no' to TCM. This included placement of translated radio and print advertising through ethnic media outlets;
- » CAV Financial Counselling Program: CAV provided funding to 13 agencies for the provision of face-to-face and telephone financial counselling to Victorian consumers, including culturally and linguistically diverse communities and dedicated family violence financial counselling; and
- » CAV Regional Education Activity: On a statewide basis, CAV delivers metropolitan and regional information and education activities through presentations, discussions and radio talks to culturally diverse communities, raising awareness of CAV's services, consumer rights, scams and renting rights.

These have included a stall at the Mildura SuniTAFE open day and presentations to new arrivals in the Loddon Mallee region; work with Vietnamese seniors concerning shopping rights in the South East Metropolitan region; Wodonga New Arrivals Orientation about consumer and tenancy rights in the Hume Region; and work with culturally diverse and refugee communities on strategies when shopping for goods and services in the Barwon South West Region.

### Victorian Prisons programs

A range of support programs are delivered by community agencies in Victorian prisons. These include:

- » Indo-Chinese Prisoner Support Program,
- » Afri Auscare supporting young African men in prison,
- » African Visitation and Mentoring Program through Jesuit Social Services,
- » Vietnamese Financial Counselling through the Australian Vietnamese Women's Association,
- » PLEA Program delivering Immigration Law information,
- » Vietnamese Prisoner Support Program,
- » Bridging Worx Program to provide culturally specific pre- and post-release support to Maori and Pacific Islander prisoners, and
- » Muslim Connect, to support Muslim prisoners.

In addition, Corrections Victoria provides culturally appropriate space and process for prisoners to maintain connection with various religious and cultural observances as well as connection to community. Observances include Asian Moon Festival, Asian New Year, Buddhist Meditation Services, Waitangi Day, Ramadan and other Muslim observances, Jewish holy days and festivals and significant days in the Christian calendar.

### Victorian Responsible Gambling Foundation

The Foundation partnered with ethno-specific community organisations to deliver in-language counselling and gambling harm prevention activities through the in-language Gambler's Help Program, including Arabic Welfare, Victorian Arabic Social Services, Australian Vietnamese Women's Association, Springvale Indochinese Mutual Assistance Association, the Federation of Chinese Associations, Multicultural Centre for Women's Health and Chinese Gambling Concern. Additional funded programs include:

- » Chinese Peer Connection Program, a telephone-based service in Cantonese, Mandarin and English, provided by those who have experienced gambling harm either as a gambler or affected other.
- » Local Prevention Grants Program, including:
  - funding of the Australian Vietnamese Women's Association to work with the Vietnamese community to increase awareness of gambling harm,
  - partnership with Link Health's Three Sides of the Coin theatre project,
  - supporting Carers Victoria/HealthWest to deliver a gambling harm prevention project with services to the Greek, Macedonian, Maltese, Arabic, Italian and Turkish communities, and
  - the Wyndham Gambling Prevention Project delivered by Horn of Africa Communities Network for the Karen, Chin, Ethiopian, Sudanese and Somali communities in Melbourne's outer west.
- » Local Gambler's Help services to develop and deliver local engagement approaches that target priority groups at risk of gambling harm, including local culturally and linguistically diverse communities.

### Neighbourhood Justice Centre, Collingwood

The Neighbourhood Justice Centre (NJC) 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 engagement programs involve partnerships with local service providers. Examples include:

- » We stand together project: The project provides information on racial or religious attacks to Yarra residents, including how to report incidents. It also enables culturally and linguistically diverse community members to strengthen leadership skills and confidence through community education. The project is led by City of Yarra in partnership with NJC, Carringbush, New Hope, Cohealth, VicPol and the Victorian Equal Opportunity and Human Rights Commission.
- » Collingwood All Stars Soccer program: NJC partners with VicPol Youth Resource Officers to run an after school soccer program for children and youth from the Collingwood estate. The program strengthens relationships between local youth (a high representation of young African children), local police and the justice centre/system. NJC hosts the annual Awards Night celebration which is well attended by children and their families.
- » Men's Behaviour Change Programs Reference Group: NJC is a member of the group for Vietnamese, South Asian and Arabic Men's Behaviour Change Programs. The group supports the development of culturally specific psycho-social educational programs to improve the safety of women and children, reduce violent and controlling behaviours of males; and increase access to support services for those experiencing family violence, and

## Case Study

### Raising awareness of elder abuse (DHHS)

**DHHS has funded the Ethnic Communities' Council of Victoria to work in partnership with Seniors Rights Victoria to deliver a project since 2012 on raising awareness of elder abuse prevention and where to get help in selected ethnic communities.**

The project includes the training of bilingual educators to convene community information sessions and make connections with diverse communities to ensure that culturally sensitive and responsive information is available to service providers and the community to prevent elder abuse.

This is achieved through involvement of community leaders, establishment of advisory groups and a resource pack consisting of a pamphlet for communities and 'train the trainer' resources. A DVD, 'Within my walls' was developed by DHHS in 2014 depicting three familiar elder abuse scenarios. This has been dubbed into the following community languages – Chinese, Greek, Filipino, Macedonian, Turkish, Bosnian, Russian, Serbian, Croatian, Polish, Punjabi, Hindi, Tamil and Vietnamese – and is shown during community sessions. Facilitated discussions often follow the viewing of the DVD where audience members are able to share their own understanding and experiences on the issue.

All resources are available at: <http://eccv.org.au/projects/elder-abuse-prevention-in-ethnic-communities/>.

- » Wellington Centre: Located in the NJC premises in Collingwood, the Wellington is a drop-in centre to provide low cost complementary health care services, activities and social support for isolated and disadvantaged people in the area, notably the Vietnamese community.

### **Community Road Safety grants**

VicRoads funded eight community organisations \$100,750 to deliver the 'Road Safety for New Arrivals' program. The program supports newly-arrived migrants and people from culturally and linguistically diverse backgrounds to enable them to increase their road safety knowledge, awareness and skills.

In addition, VicRoads funded twelve community organisations over \$78,000 to deliver road safety interventions to culturally and linguistically diverse communities. Topics covered include pedestrian safety, cycling safety, child restraint checking days, and alcohol and other drugs.

### **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 June 2017, there were 68 L2P programs in Victoria, covering 74 of 79 Victorian municipalities.

### **Engaging Brimbank Families**

DHHS (\$250,000 funding) engaged family support workers and maternal child health nurses to better respond to families from culturally and linguistically diverse backgrounds who are traditionally hard to reach. Staff conducted home visits to deliver an early intervention approach to integrated family services.

### **Transformer Project**

DHHS partnered Youth Support and Advocacy Service (YSAS) to implement the Transformer Project in southeastern metropolitan Melbourne. The project targets young people, their peers and families from predominantly African, Middle Eastern and Pasifika backgrounds in order to enhance resilience, create positive pro-social community connections, and facilitate their pathways into mainstream participation.

The initiative uses an 'Assertive Youth Outreach' and a 'Community of Support' model to enable at risk or disengaged young people to grow and develop in constructive ways. The objective is to create pro-social developmental pathways for young people. This is enabled by effective co-ordination and integration with the service system, utilising a collective impact approach to achieve social cohesion at a practical and strategic level.

### **Men's Behaviour Change programs**

DHHS funded several Men's Behaviour Change programs targeting various community groups across metropolitan Melbourne locations, including Arabic, Vietnamese-speaking and South Asian communities. The programs take into consideration cultural nuances and sensitivities and aim to increase the safety of female partners and children; contribute to the cessation of violence by male participants in the programs; and build the capacity of staff to deliver such programs. The South Asian program won the 2016 Australian Family Violence award.

### **Refugee Health Program**

The program (funding of \$5.48m by DHHS) seeks to maximise the existing investment in the Refugee Health Program, including, Refugee Health Nurses, allied health, bicultural health workers and language services in Community Health Centres to address a gap in the knowledge and capacity of settlement services to address health issues among their clients.

For example, the Victorian Refugee Health Network focuses on early health assessments, referrals and health promotion, linking refugees to existing health services and increasing the capacity of Community Health Services and General Practitioners to respond to the health and wellbeing needs of refugees. The program delivered 49,011 service hours in 2016-17.

The 2016-17 State Budget provided additional funding (\$1.744m over four years) for a new model to co-locate refugee health nurses at AMES settlement services to provide health and human services orientation, early triage and referral.

### **Syrian and Iraqi refugee health and wellbeing initiative**

DHHS commenced implementation of an additional \$10.9m over four years to support increasing Syrian and Iraqi refugee settlement in Victoria, with a focus on early health and community services orientation, triage and assessment, immunisation, mental health and psychosocial support, casework for unaccompanied minors and language services.

Components include the paediatric specialist clinic in Craigieburn, Refugee Minor Program casework support, language services, immunisation catch-up program, mental health programs and Health Settlement Coordinators working with community health centres.

### **Cancer Screening strategies**

DHHS commenced implementation of strategies to increase cancer screening participation from culturally and linguistically diverse communities. This includes a new three-year funding agreement with Cancer Council Victoria (CCV) to deliver cancer screening activities involving under-screened groups, including culturally diverse communities. The implementation and evaluation of funded under-screened projects have targeted Chinese, Arabic and Italian communities.

CCV has also developed an online cancer screening resource hub, focusing on culturally and linguistically diverse resources.

### **Mental health, consumer and carer partnership dialogue**

DHHS consulted with 50 stakeholders with lived experience in mental health from a range of culturally and linguistically diverse communities. The purpose was to provide insights into how the mental health system can better reach out to these communities, improve health literacy, build multicultural capacity and establish collaboration opportunities.

As a result, DHHS allocated \$1m for a small grants program, managed by Tandem, the peak body for mental health carers, and the Victorian Mental Health Awareness Council (VMHAC). Grants will be awarded to projects that address the mental health needs and concerns of groups and communities where English is not a first language, as well as to strengthen their capacity to address such needs.

DHHS also provided funding to Tandem and VMHAC to establish carer and consumer registers and a Lived Experience Engagement Framework to promote participation in policy development, service design, delivery and evaluation.

### **Refugees mental health programs**

DHHS funds a range of mental health programs to support refugees with lived experience of mental health issues. These include:

- » Mental health first aid for refugees and asylum seekers: DHHS provided funding to Foundation House to establish a new community mental health promotion and mental health first aid training program. This built community resilience and an early response to mental health concerns in refugee and asylum seeker communities.
- » Community of practice in child and youth mental health: DHHS, in collaboration with Foundation House, established a community of practice in child and youth refugee mental health with a focus on professional development and capacity building.
- » Collaborative mental health research project: DHHS provided funding to assist HealthWest Primary Care Partnership and the University of Melbourne to establish a new collaborative mental health research project with young people from refugee backgrounds, and
- » Better access to mental health for young Syrian and Iraqi refugees: DHHS provided a mental health triage, assessment and referral program for refugee children and young people at risk of mental health disorders, including specialised child and youth mental health services outreach into specialised refugee and mainstream services. Key partners with DHHS include Melbourne Health and Orygen Youth Mental Health, with support from Foundation House, AMES Australia, Royal Children's Hospital and Austin Health.

The Victorian Foundation for Survivors of Torture, also known as Foundation House, provides services to advance the health, wellbeing and human rights of people of refugee backgrounds in Victoria who have experienced torture or other traumatic events in their country of origin or while fleeing those countries.

DHHS provided funding of \$2m support to Foundation House's community health activities which include health promotion, language services, workforce development and mental health counselling.

### **Victorian Transcultural Mental Health service**

VTMH is the statewide provider of organisational development, community engagement, workforce education and support, and research and evaluation. VTMH is funded by DHHS (\$1.28m per annum) and administered by St Vincent's Hospital, Melbourne.

The unit works with organisations and agencies to strengthen their capacity to address inequity in mental health service provision, with the overarching goal of improving the mental health, social and emotional wellbeing of culturally diverse individuals, families and communities.



### **Refugee Health Nurse models**

DHHS's North Division, together with the statewide Refugee Health Nurse Coordinator and local service systems, developed creative models of care in response to increasing service demand due to the number of Syrian and Iraqi humanitarian arrivals settling in the City of Hume. The models reduced waiting times, identified a range of significant needs and provided a pathway to the required services for the newly-arrived refugees.

The services participating in these models of care include Plenty Valley Community Health, Your Community Health, Cohealth, AMES, Spectrum, the Child Refugee Health Clinic at Craigieburn Health Service and a private GP practice in Broadmeadows. Additional funding has been allocated to extend the delivery of refugee health nursing services to the City of Hume.

### **Victorian Refugee Health Network**

DHHS funds the Victorian Refugee Health Network to facilitate greater coordination and collaboration among health and community services to provide more accessible and appropriate health services for people of refugee backgrounds.

The Network aims to build the capacity of the Victorian health sector to respond to health concerns experienced by people of refugee backgrounds and address health inequality through health promotion; support services to be more accessible to people from refugee backgrounds particularly in regional and outer metropolitan areas; and improve service coordination for recent arrivals and those with more complex needs.

### **English as an Additional Language Teaching**

DET provides targeted support (\$125m in 2016-17) to more than 64,000 English as an Additional language (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.

### **Community Language School**

Community language schools are not-for-profit community organisations which provide out-of-school-hours language programs to school-aged children to support them learn or maintain their family or heritage language.

In 2016-17, DET funded 166 accredited community language schools (total of approximately \$7.75m) to provide language programs to 36,000 P to Year 12 students, at a per capita rate of \$215 per student, to subsidise teachers' salaries, purchase curriculum resources and offset rental costs.

### **Refugee Education Support Program**

DET provides funding (\$2.7m in 2016-17) for the Refugee Education Support Program, delivered in partnership with Foundation House and the Centre for Multicultural Youth, to build school capacity to support refugee and asylum seeker students and their families. The program works with schools to identify and implement strategies to support achievement outcomes, wellbeing and engagement in learning of students from refugee backgrounds through:

- » the provision of professional learning and consultation which builds the capacity of school staff and out-of-school-hours learning support providers, including volunteers;
- » community engagement and participation strategies which support recently-arrived families from refugee backgrounds; and
- » the development of partnerships with community, business and government organisations.

### **Asylum Seeker VET Program**

DET's Asylum Seeker Vocational Education and Training (VET) Program (funding of \$3.01m in 2016-17) is designed to increase support for eligible asylum seekers and refugees with temporary protection with access to government subsidised training. The program increases their access to additional locally available language and literacy programs to equip them with essential skills for a pathway to further education and employment.

The program is on target to deliver up to 3,000 Skills First and non-accredited government subsidised course enrolments by June 2018 to eligible asylum seekers and refugees with temporary residence.

# Appendices



**APPENDIX 1: CULTURAL DIVERSITY PLANS – COMPARISON ACROSS DEPARTMENTS**

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<b>Title</b> A new Multicultural Diversity Action Plan (for release in 2018))	Diversity and Inclusion Strategy 2016-2020	Our Cultural Diversity Plan 2016-18	Delivering for Diversity: Cultural Diversity Plan 2016-2019	Cultural Diversity Plan 2017-2021	Cultural Diversity Inclusion Strategy 2015-18	Diversity and Inclusion Action Plan 2016-2018
<b>Vision</b> To foster a culturally diverse and inclusive workplace that reflects the sectors and communities we work with, by building team member capability to support an inclusive economy with equitable access to services and economic participation.	DELWP is a workplace that embraces individual differences and fosters innovation and inclusion. We are building a culture that: - supports liveable, inclusive and sustainable communities and thriving natural environments; - enables staff to bring their whole selves to work and feel safe, achieving their full potential and working in a flexible way that meets their needs; and - ensures DELWP reflects the community that it serves and places this community at the centre of what it does.	DET's CDP recognises and celebrates diversity in a range of forms across the Victorian community. DET recognises that early childhood, schools, and Vocational Education and Training settings are essential environments in which to cultivate an appreciation for diversity. Building on cultural diversity is fundamental to establishing Victoria as the Education State.	To develop and deliver policies, programs and services that support and enhance the health and wellbeing of all Victorians. The drivers of good health and wellbeing include the social, cultural and economic context in which people live. At the heart of DHHS's work are people from culturally and linguistically diverse backgrounds and their communities. Consideration of cultural diversity in all DHHS policies, practices and programs will ensure it delivers inclusive, safe and accessible services.	Our vision is of an inclusive and accessible justice and regulation system that enables culturally and linguistically diverse communities to fulfil their potential as equal citizens. (Other Justice Portfolio 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. 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. A diverse workforce drives innovation, creativity, problem-solving capabilities and individual/organisational productivity to better serve and support the Government and the Victorian community.

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<b>Goals</b>						
1. Leadership: Our leaders will champion the cultural diversity plan to foster engagement at all levels. We will support cultural diversity through ownership at all levels.	1. Improve service delivery and decision-making through strong, inclusive leadership and training and development opportunities.	Deliver on the Education State's vision for Victoria – achieving excellence, equity and lifelong learning for all.	CDP priorities in responding to cultural and linguistic diversity in health and human services: 1. Equitable and responsive services and programs, 2. A culturally responsive workforce, 3. Partnerships with diverse communities, and 4. Effective and evidence-based approaches.	1. A fair justice system that promotes equal rights and opportunities. 2. An accessible and inclusive justice system. 3. A department that recognises and values diversity.	1. Increased understanding of, and respect for culturally diverse communities through strengthened leadership and staff cultural competence and inclusion. 2. Increased participation and engagement between DPC and culturally diverse communities through inclusive policy development and project implementation. 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. 4. Established frameworks for reporting, accountability and measuring success regarding progress on culturally diverse inclusion and participation.	1. To have a workforce that reflects the Victorian population and makes the most of the talents and skills of all employees. 2. To recognise the importance of attracting, retaining and advancing diverse individuals, and promoting inclusion at all levels of the organisation. 3. 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 4. 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.
2. Information Building: We will build our understanding of internal cultural diversity and the cultural diversity of the communities we work with. We will capture cultural diversity initiatives to share internally, and report annually.	2. Foster attitudes and practices that better support diversity and inclusion.	1. Make the Victorian learning and development system welcoming and inclusive to all.	Annual action plans will reflect the areas of responsibility of the department to fulfil short, medium and long-term objectives.			
3. A Culturally Diverse Workforce: We will support opportunities to grow cultural diversity at all levels of the organisation. Our workforce will reflect the communities we work with.	3. Create opportunities to recruit and retain staff from diverse groups in the community.	2. Provide accessible information to culturally and linguistically diverse communities in line with community needs.				
		3. Sustain and improve supports in vocational education and training for refugees and other new immigrants in response to changing patterns of need.				
		4. Engage culturally and linguistically diverse communities to inform planning and delivery of services.				
		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.				



DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<b>Ownership</b> The Executive Director, People and Workplace Services is responsible for the plan's delivery, supported by governance arrangements within Corporate Services through to the Executive Board.	The Diversity and Inclusion Council comprising of deputy secretaries and staff representatives from the department's business groups sets and reviews the work program for multicultural affairs. DELWP has also formed a group of diversity and inclusion advocates to support the department's activities in these areas.	The Executive Board is responsible for approving the Cultural Diversity Plan, as well as action and implementation plans. The Plan is overseen by the Policy and Implementation Committee.	DHHS's Executive Board has approved the Cultural Diversity Plan. The Quality, Safety and Experience Sub-committee of the Board has oversight of the implementation, monitoring and evaluation of the CDP and annual action plans.	Ownership or oversight of the DJR Cultural Diversity Plan is the responsibility of the department's Diversity Issues Unit (DIU).  DIU is a central policy unit with justice-wide responsibilities in providing advice on behalf of a range of communities.  The unit is responsible for the development and monitoring of the department's CDP.	People and Culture Branch is responsible for leading the implementation of the Inclusion Strategy.	The People and Culture team will manage the Action Plan's overall implementation, with assistance from Working Group members.  Responsibility for implementing specific actions in the plan has also been assigned to various groups across DTF.
<b>Governance structure</b> The department's Business Improvement Committee assists with the implementation, monitoring and review of the CDP as part of its responsibility to oversee DEDJTR Connects, the department's organisational strategy which is underpinned by DEDJTR's Workforce Diversity and Inclusion Framework.  People and Workplace Services will also assist with the coordination and communication of CDP activities.	The Diversity and Inclusion Council is responsible for overseeing development and implementation of the CDP and associated plans. This includes linking plans and actions to legislative obligations and Victorian Government policy requirements, including monitoring, evaluation and review. DELWP is supporting staff to set up a voluntary network, Multicultural@DELWP, to help inform and progress the CDP and action plans.	Ongoing reporting responsibilities will be monitored by the Policy and Implementation Committee and reported to the Workforce Development and Culture Committee.	The 2017-18 Action Plan was developed in consultation with central and divisional staff from across DHHS through collaborative workshops. The plan supports whole-of-department focus and commitment on improving health and wellbeing outcomes for culturally diverse clients.	An implementation and monitoring committee, chaired by the Deputy Secretary, Criminal Law Policy and Operations, will be established. DJR's Diversity Issues Unit will be responsible for liaising with DJR business units in relation to their actions under the CDP, and will manage annual reporting.  Regular updates on the progress of the CDP will be provided to the Justice Senior Executive Group.	Each departmental group will be required to undertake specific actions and activities, and report on progress to the DPC Board of Management annually through the People, Culture and Operations Group.  This group will have responsibility for reporting DPC organisational progress against the CDP for whole-of-government reports and any evaluations required.	People and Culture regularly review the progress of the plan. A number of key indicators have been developed and included in the Action Plan. By monitoring our progress against these key indicators, DTF will be able to determine the effectiveness of our actions and adjust them as appropriate.

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p>DEDJTR's Managing Diversity for Excellence program provides managers with the skills and confidence to create, support and realise the benefits of diverse teams and stakeholders.</p> <p>The program includes cultural intelligence training and workplace practices that support inclusion and build awareness of the experiences of diverse groups.</p> <p>The program forms part of the DEDJTR Connects initiative</p> <p>- <i>Continue to embed and embrace diversity and inclusion.</i></p>	<p>A high-level action plan has been developed under the CDP for culturally and linguistically diverse communities.</p> <p>Initiatives that commenced in 2016-17 included celebrating Cultural Diversity Week and Harmony Day.</p> <p>CCT is currently offered in relation to aboriginal and LGBTI communities. The department is investigating appropriate cultural competence training related to cultural and linguistic diversity.</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 opportunities and human rights.</p> <p>CCT also includes specific training for relevant staff about the cultural backgrounds of particular religious communities; and e-learning modules to develop cultural competence for DET authorised officers who are responsible for the regulation and quality assessment of early childhood education and care services.</p>	<p>CCT activities include:</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>The department is reviewing training held in the regions to consider improvements in consistency.</p>	<p>CCT has been delivered in various locations across the justice portfolio.</p> <p>CCT is incorporated as part of Prison Officer Induction Training. In addition, 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>Induction training for Youth Justice staff includes modules specifically focussing on working with culturally diverse young people.</p>	<p>The CDP has an explicit objective to strengthen staff cultural competence and inclusion.</p> <p>Actions to support this goal include:</p> <ul style="list-style-type: none"> <li>- Delivery of CCT DPC learning and development calendar.</li> <li>- Staff forums to support the development of initiatives and programs to increase cultural diversity in the workplace.</li> <li>- Review of e-learning modules to ensure they promote cultural inclusiveness, and</li> <li>- Delivery of Aboriginal Cultural Awareness Training.</li> </ul>	<p>DTF leaders 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 against VPS standards.</p> <p>Survey results guide the development of action plans to ensure a collaborative and respectful environment for all employees.</p>

## Cultural competence training

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p>DEDJTR and its key agencies provide a wide variety of translated resources and materials that target people from culturally and linguistically diverse backgrounds to improve access to services and programs.</p>	<p>DELWP's customer service centre and Land Victoria customers can access I &amp; T services to support business transactions and obtain information in languages other than English, as well as individuals who speak languages other than English.</p> <p>The department and portfolio agencies produce information brochures in a variety of languages for diverse audiences and communities.</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>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. Translated health information is provided in the Better Health Channel (including videos) and the Health Translation Directory. DHHS also translates a variety of health resources to ensure that culturally and linguistically diverse communities have access to critical health and emergency alerts.</p>	<p>DJR ensures that information is made accessible to the whole Victorian community including Victorians from culturally diverse backgrounds.</p> <p>The dissemination of multilingual information is primarily face-to-face or over the phone with the assistance of interpreter services or in hard copy or online information made accessible through translations into relevant community languages.</p>	<p>DPC commissioned a review of the Victorian Government's multicultural communication policy to better meet the needs of multicultural audiences through improved audience targeting and channel use. Recommendations include promoting greater use of digital and social media to reach multicultural audiences and targeting audiences through grassroots engagement. Information on Victorian Government events associated with Australia Day was provided through multilingual advertising in five community newspapers.</p>	<p>DTF ensures that public consultations are held in venues that are welcoming and accessible to the community, including culturally diverse groups. DTF offers departmental publications, including reports, plans, guidelines and procedures in languages other than English upon request. Essential Services Commission has brochures on customer bill information on its website in multiple languages.</p>
<b>Information dissemination</b>						

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF	
<b>Decision-making processes</b>	<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 recognises that diverse and commits to delivering services that support an inclusive community and thriving natural environments.</p> <p>The department uses local networks, processes, tools and resources to enhance interactions and engagement with communities in policy planning and delivery of programs and projects.</p> <p>Guidelines on engaging with culturally and linguistically diverse communities are available in the department's 'Effective Engagement' handbook.</p>	<p>DET's CDP 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.</p> <p>These are reviewed as part of DET's Stakeholder Engagement Framework to update the register of culturally and linguistically diverse community stakeholders and to facilitate consultation in program and policy development more broadly.</p> <p>Advice is included in DET's 'Engaging Multicultural Communities in the Education State'.</p>	<p>DHHS supports consumers, carers, patients from diverse cultural and linguistic backgrounds in care decision-making via a suite of policies and guidelines.</p> <p>These include engaging mental health carers and consumers from multicultural backgrounds to identify issues and solutions with the mental health system; utilising a Cultural and Linguistic Diversity Advisory Group to guide initiatives in cancer screening projects; and embedding the voices and experiences of multicultural and faith-based communities across family violence reforms.</p>	<p>DJR's local and regional management units undertake consultation activities to ensure that services are responsive to the diverse 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 state that the boards of 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 established several governance groups within the family violence reform area with representation from multicultural stakeholders.</p> <p>MASC consulted with African communities to develop the South Sudanese Partnership Fund; and with the African Ministerial Working Group to draft an African Communities Action Plan.</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>



DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p><b>Program evaluation</b></p> <p>In 2017, DEDJTR established standards for the design, coordination and implementation of effective monitoring and evaluation activities across the department following a comprehensive review of its policy.</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 department's Evaluation Working Group.</p> <p>The new CDP will consider barriers facing culturally diverse communities by including an action to embed cultural diversity considerations in policy, program and service design, monitoring and evaluation.</p>	<p>CDP targets and associated action plans are evaluated and reported on quarterly. The evaluation 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 engagement activities and staff feedback;</li> <li>- Community feedback through established feedback channels, attendance at events, formal and informal interactions.</li> </ul>	<p>DET expects that all programs, including those ongoing or recurrent, will undergo some form of periodic review and/or evaluation, informed by best practice methodology. This includes incorporating the views of diverse and/or vulnerable groups in evaluation design and implementation.</p> <p>The department's Evaluation Policy and Product Standards provide guidance and expectations for the conduct of evaluations to include ethical design and ethical safeguards.</p> <p>Consideration must be given to appropriate data collection for program participants from culturally diverse communities.</p>	<p>Program and service evaluations and reviews take into consideration barriers to, and improvements for diverse communities.</p> <p>An example is the Victorian Healthcare Experience Survey, which allows a wide range of people to provide feedback on their experiences of Victorian public health services. The survey features specialised questionnaires for adult and child inpatients, maternity clients, adult and child emergency department attendees, including parents/guardians. The survey is available in 15 community languages.</p>	<p>DJR conducted an external evaluation of its previous Cultural Diversity Plan (2012-2016) to obtain feedback from a range of business units to assess delivery of commitments and effectiveness in execution.</p> <p>DJR units seeks advice and collaboration with key ethnic bodies to deliver programs and services to culturally diverse Victorians, including a review of the Vietnamese Prisoner Support Program through the Australian Vietnamese Women's Association; and a review by the Registry of Births, Deaths and Marriages of naming protocols in the Myanmar community to enable the consistent registration of community members in BDM systems.</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>Examples include: the Anzac Centenary, 'Messenger Dogs: Tales of WW1' roadshow targeting primary schools statewide. An evaluation undertaken covered the diversity of schools or community groups visited, attendee numbers and feedback. Results indicate that it has been a good educational tool for all cultures.</p>	<p>As a central agency, DTF does not deliver services directly to culturally diverse communities.</p>

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p><b>Consultation, demographic and service data</b></p> <p>DEDJTR's policy development, program implementation are informed by community consultation, research and analysis. Programs are tailored to meet the needs of and to strengthen the economic participation of culturally diverse communities.</p> <p>Examples include the Jobs Victoria Employment Network providing tailored employment services, including for culturally diverse communities, refugees and asylum seekers; and the Summer Tech LIVE pilot program, to enable international students to gain hands-on experience solving digital problems for local businesses.</p>	<p>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.</p> <p>This sets clear expectations on how DELWP will deliver on requests, make decisions and share progress.</p> <p>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.</p>	<p>DET collects the language background of each student during enrolment. The data is reported through the school census and is linked to student outcome data.</p> <p>DET 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.</p> <p>Translated versions of the Parent Opinion Survey were provided for parents with non-English-speaking backgrounds with limited English skills to elicit feedback to schools on student engagement, school climate and levels of parent satisfaction.</p>	<p>DHHS utilises consultation, demographic and service data to inform policy development and program delivery</p> <p>This includes progressing a Victorian pilot project linking hospital data to national settlement data, and mapping measures from culturally and linguistically diverse communities across the department's operational areas based on Census results.</p>	<p>DJR units analyse demographic and local community conditions to assist in the planning and delivery of services to particular communities, especially in regional and country locations.</p> <p>DJR seeks advice through ethnic associations, and collaborates with them in the delivery of community services.</p> <p>DJR has consulted various ethnic groups, including the Ethnic Council of Shepparton in the Hume Region to inform delivery of Consumer Affairs Victoria education sessions.</p>	<p>DPC supported a whole-of-government effort to improve data collection and to better understand the cost of family violence in diverse communities.</p> <p>'The cost of family violence in Victoria' report found that people from culturally and linguistically diverse backgrounds have a significant level of under-reporting.</p> <p>MASC is undertaking analysis of 2016 Census data on the diverse socio-demographic characteristics of Victoria's multicultural population. Census reports will be made available to support program planning and delivery.</p> <p>VMC undertakes community consultations and research to inform its work, in addition to seeking the input of Regional Advisory Committees.</p>	<p>As a central agency, DTF does not deliver services directly to culturally diverse communities.</p>

## 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>4</sup> The questions are:

- » whether they or their parents were born in Australia;<sup>5</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.

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 2017, 24.5 per cent of board appointments (905 out of 3,687) were identified as being from culturally diverse backgrounds (Table 1). This is an increase from June 2016 when 24.0 per cent (816 out of 3,396) of board members were identified as culturally diverse.<sup>6</sup>

Between 1 July 2016 and 30 June 2017, 22.6 per cent (or 369 out of 1,633 appointments – including both new and re-appointments) to government boards 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 2017, compared to 30 June 2016.

**Table 1: Composition of boards as at 30 June 2017**

Total number of boards as at June 2017	Total board appointments	Culturally diverse appointments	Culturally diverse %
388	3,687	905	24.5%

**Table 2: Appointments to boards, including re-appointments as at 30 June 2017**

Number of boards with new appointments or re-appointments in 2016-17	Total new appointments or re-appointments	Culturally diverse appointments or re-appointments	Culturally diverse %
292	1,633	369	22.6%

<sup>4</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>5</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>6</sup> Data remediation and improved data capture methods have been adopted and applied to previous years, so the 2016 figure is higher than the one reported previously in the 2015-16 Report.

**Table 3: Board appointments with culturally diverse backgrounds as proportion of total appointments, by departments as at 30 June 2016 and 30 June 2017**

Department	Proportion of total board appointments with culturally diverse backgrounds	
	At 30 June 2016 <sup>7</sup>	At 30 June 2017
Department of Economic Development, Jobs, Transport and Resources	29.3%	31.1%
Department of Education and Training	11.9%	15.3%
Department of Environment, Land, Water and Planning	25.5%	24.1%
Department of Health and Human Services	25.5%	26.3%
Department of Justice and Regulation	29.2%	26.0%
Department of Premier and Cabinet	12.7%	12.8%
Department of Treasury and Finance	14.5%	15.3%
<b>Total</b>	<b>24.0%</b>	<b>24.5%</b>

**Note:**

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

<sup>7</sup> Data remediation and improved data capture methods have been adopted and applied to previous years, so the 2016 figure is higher than the one reported previously in the 2015-16 Report.



### **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 2016-17.

Total identified expenditure for I & T services in 2016-17, including expenditure through funded agencies, was \$46,222,612, increasing by \$2,123,975 (or 4.82 per cent) from the 2015-16 expenditure of \$44,098,637.

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

**Table 4: Summary of expenditure on I & T services by departments and their major agencies, 2016-17**

	<b>Initiatives</b>		<b>\$ as % of total</b>
<b>DEDJTR</b>	Arts Centre Melbourne	780	
	Fisheries Compliance interpretation services	7,500	
	Interpreters for inbound and outbound business delegations	133,761	
	Public holidays and shop trading information	2,285	
	Victorian Small Business Commissioner – dispute resolution services	4,628	
	Study Melbourne Student Centre	13,050	
	Level Crossing Removal Authority	3,294	
	Metro Tunnel information service	806	
	MMRA translation of letters	5,214	
	Public Transport Victoria translation services	56,000	
	National Gallery of Victoria brochures	9,958	
	State Library of Victoria	1,040	
	Transport for Victoria I & T services	3,759	
	Transport for Victoria FAQs	9,536	
	VicRoads interpreter assisted learner permits	1,983,443	
	Language allowance for staff	1,383	
	<b>Sub-total</b>	<b>2,236,437</b>	<b>4.8</b>
<b>DELWP</b>	Environmental Protection Authority	1,481	
	Language allowance for staff	7,910	
	<b>Sub-total</b>	<b>9,391</b>	<b>0.0</b>
<b>DET</b>	International Student Program in Victorian Government schools	30,480	
	Translation of 2017 Parent Opinion surveys	25,767	
	Parents, guardians and school communities	1,615,313	
	Early Childhood Services I & T services	2,253,290	
	<b>Sub-total</b>	<b>3,924,850</b>	<b>8.5</b>
<b>DHHS</b>	Community Health Services	2,719,170	
	Dental Health Services	865,742	
	Human Services Programs, Language Services Credit Line	2,304,713	
	Health Programs , Language Services Credit Line	1,582,998	
	Victorian Health Services	26,119,647	
	Home and Community Care Program	32,167	
	Companion Card Program	212	
	Seniors Card Program	4,506	
	Language allowance for staff	23,075	
	<b>Sub-total</b>	<b>33,652,230</b>	<b>72.8</b>

(continued)

	<b>Initiatives</b>		<b>\$ as % of total</b>
<b>DJR</b>	Criminal Justice Operations – Telephone Interpreter Usage	426,072	
	Victims Assistance Program	28,062	
	Victims of Crime Helpline	4,832	
	Working with Children Customer Support Line	4,039	
	BelnSync translation services	11,206	
	CAV Travelling Con Men campaign	3,100	
	CAV-interpreting service via TIS and VITS	141,660	
	Domestic Building Dispute Resolution Victoria	207	
	Interpreter service in the North Area, Regional Services Network	316	
	Community Correctional Services – NW Metropolitan Area	152,401	
	Metropolitan Remand Centre – VITS	6,342	
	Melbourne Assessment Prison – VITS	7,069	
	Community Correctional Services offenders and prisoners	338,924	
	Youth Justice – VITS	2,500	
	Justice Service Centre Interpreter Access	114,891	
	Gippsland Region I & T services	2,114	
	OnCall I & T services	9,091	
	Victorian Legal Services Board and Commissioner	3,382	
	VicPol I & T services	1,194,880	
	Dispute Settlement Centre of Victoria	24,920	
	VEOHRC Interpreting	1,073	
	Registry of Births, Deaths and Marriages	37,116	
	Legal Help I & T services	61,276	
	Community Legal Centres I & T services	100,000	
	Victoria Legal Aid	262,502	
	Emergency Service Telecommunications Authority I & T services	326,742	
	Country Fire Authority publications	4,988	
Metropolitan Fire Authority	11,635		
Language allowance for staff	34,914		
VicPol language allowance payments	55,703		
<b>Sub-total</b>	<b>3,371,957</b>	<b>7.3</b>	
<b>DPC</b>	General I & T support	10,436	
	Cultural Diversity Week promotions	1,320	
	<b>Sub-total</b>	<b>11,756</b>	<b>0.0</b>
<b>DTF</b>	State Revenue Office I & T services	66,439	
	<b>Sub-total</b>	<b>66,439</b>	<b>0.1</b>
<b>CSV</b>	Supreme Court of Victoria I & T services	2,268	
	Country Court Registry	425	
	Magistrates' Court of Victoria I & T services	2,293,899	
	Children's Court of Victoria I & T services	346,337	
	Coroner Court I & T services	2,603	
	VCAT I & T services	295,000	
	Language allowance for staff	9,020	
<b>Sub-total</b>	<b>2,949,552</b>	<b>6.4</b>	
<b>Total all departments</b>		<b>46,222,612</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
Arts Centre Melbourne	780	Translation from English to Mandarin, including Three Monks and the Red Detachment of Women posters and flyer artwork.
Fisheries Compliance interpretation services	7,500	This service support fishers with low English proficiency, to enable them to understand their rights and improve communication with officers when being questioned in relation to an alleged fisheries offence.
Interpreters for inbound and outbound business delegations	133,761	Interpreters were procured for multiple inbound and outbound business delegations to generate trade opportunities. Events that required interpreters include the Victorian Invitation Program inbound mission to coincide with Asiatopa, Food and Beverage Trade Week and a visit by a delegation from Jiangsu.
Public holidays and shop trading information	2,285	Translations of statutory information in 23 languages are published on business.vic.gov.au.
Victorian Small Business Commissioner – dispute resolution services	4,628	Interpretation services are provided to clients to assist businesses in preventing or resolving disputes, e.g. for phone inquiries about rights and responsibilities or attendance at VSBC mediations.
Study Melbourne Student Centre	13,050	Interpreting services are provided by the Centre which offers support and casework to the international student community in Melbourne. A document outlining rights and responsibilities when using the Centre was translated into four languages.
Level Crossing Removal Authority (LXRA)	3,294	LXRA provides a VITS phone number online and on all LXRA publications and works notifications.
Metro Tunnel information services	806	The Metro Melbourne Rail Authority (MMRA) advertises the interpreter phone number on the Metro Tunnel website, collateral and works notifications, and uses interpreters at meetings with affected business owners.
MMRA translation of letters	5,214	MMRA provides translated letters to affected property owners who speak languages other than English.
Public Transport Victoria translation services	56,000	PTV utilises VITS and TIS services to provide translation for its customers.
National Gallery of Victoria brochures	9,958	Translation of brochures into Arabic, Chinese, French, German, Japanese and Korea to cater for international tourists and local visitors.
State Library of Victoria	1,040	Chinese translation of MOUs between the Library Board of Victoria, Sichuan Public Library and Nanjing Public Library.
Transport for Victoria I & T services	3,759	The Public Transport Regulatory Operations Division uses I & T phone services and on-call language services in court for public transport ticketing infringements.
Transport for Victoria FAQs	9,536	FAQs were translated into 12 languages to support people from non-English-speaking backgrounds to understand Fairness Fund eligibility and application process.
VicRoads interpreter assisted learner permits	1,983,443	People from non-English speaking backgrounds can receive VicRoads-funded interpreter assistance for a learner permit or licence test, as well as access translating services when calling VicRoads.
Language allowance for staff	1,383	
<b>DEDJTR Sub-total</b>	<b>2,236,437</b>	



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

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
Although DELWP provides I & T services to culturally and linguistically diverse communities, accounting practises do not facilitate reporting on this expenditure.		
Environmental Protection Authority	1,481	People from non-English-speaking background can request that notices or information be interpreted or translated into their first language.
Language allowance for staff	7,910	8 staff.
<b>DELWP Sub-total</b>	<b>9,391</b>	

**Department of Education and Training**

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
International Student Program in Victorian Government Schools	30,480	International students and their parents are provided with I & T services to access DET services relating to the International Student Program.
Translation of 2017 Parent Opinion surveys	25,767	The survey was translated into 30 languages to enable parents of different language backgrounds to participate in the survey.
Parents, guardians I & T services	1,615,313	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 I & T services	2,253,290	I & T services 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.
<b>DET Sub-total</b>	<b>3,924,850</b>	

**Department of Health and Human Services**

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
Community Health services	2,719,170	Direct funding is provided to community health services that are large users of I & T services in the delivery of care to people from non-English speaking backgrounds.  The funding is also utilised for language services under the Refugee Health and Healthy Mothers Healthy Babies programs.
Dental Health services	865,742	Direct funding is provided for interpreting services to the Royal Dental Hospital and public dental services for people from culturally diverse and/or refugee background who are eligible for public dental services.
Human Services Programs, Language Services Credit Line	2,304,713	The Human Services credit line provides I & T services to funded agencies for clients, their families and carers who require language support. Interpreter assistance is also provided to housing tenants and applicants and to Auslan users.
Health Programs, Language Services Credit Line	1,582,998	The Health Programs credit line is a centrally-funded and administered contract for the provision of language services to eligible health programs and funded agencies.
Victorian Health Services	26,119,647	Languages services are funded as part of activity-based funding arrangements for Victorian health services and hospitals. Health services report to the department on expenditure on language services (via financial reporting processes).
Home and Community Care Program	32,167	Direct funding was provided to HACC-funded organisations to access interpretation services (in addition to HACC funding for DHHS Language Services Credit Line).
Companion Card Program	212	Provision of interpreter services regarding Companion Card issues in a wide array of languages.
Seniors Card Program	4,506	Provision of interpreter services regarding Seniors Card issues in community languages.
Language allowance for staff	23,075	
<b>DHHS Sub-total</b>	<b>33,652,230</b>	

**Department of Justice and Regulation**

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
Criminal Justice Operations - Telephone Interpreter Usage	426,072	A number of Community Legal Centres provide non-English speaking clients with free legal advice and information in more than 160 languages via TIS.
Victims Assistance Program	28,062	Interpreter services are made available to users of the Victims Assistance Program delivered on a statewide basis.
Victims of Crime Helpline	4,832	The Victims Support Agency provides assistance to victims of crime in a variety of ways including a telephone-based helpline.
Working with Children Customer Support Line	4,039	Interpreter services were used by the WWC Customer Support Line to assist callers. Staff contacted TIS to arrange interpreters when assisting callers.
BelnSync translation services	11,206	Newly-arrived migrants who speak Arabic, Karen and Swahili and are renting in Victoria will be able to know their renting rights and obligations.
CAV Travelling Con Men campaign	3,100	Translation activities include a news article translated into the top 10 languages spoken by consumers who access the CAV website.
CAV-interpreting service via TIS and VITS	141,660	The large majority of funds spent on this service relate to telephone interpreting. A small amount relates to face-to-face interpreting.
Domestic Building Dispute Resolution Victoria	207	The newly-established business unit offers interpreting services for telephone assistance and face-to-face conciliation.
Interpreter service in the North Area, Regional Services Network	316	Interpreter services are available to Community Correctional Services, Prisons, Dispute Settlement Centre of Victoria, Consumer Affairs Victoria, Births, Deaths and Marriages, Infringement Management and Youth Justice.
Community Correctional Services – NW Metropolitan Area	152,401	Interpreters are used at initial induction of new correctional orders rules and regulations, for case plans and in discussions for returning back to Court for contravention.
Metropolitan Remand Centre – VITS	6,342	I & T services assist prisoners to comprehend prison information, identify and access the services provided and facilitate their safety and appropriate placement within the prison.
Melbourne Assessment prison – VITS	7,069	Provision of interpreting services at the Melbourne Assessment Prison.
Community Correctional Services offenders and prisoners	338,924	To contribute to ensuring prisoners and offenders understand their legal obligations and rights and available services.
Youth Justice – VITS	2,500	VITS services, telephone or face-to-face, is available for young people in Youth Justice custody and their family members to facilitate communication with staff and legal personnel.
Justice Service Centre Interpreter Access	114,891	Interpreter Access Signs are displayed at the counters of all Justice Service Centres. Justice Officers work with interpreters face- to-face or via telephone. CCS, Sheriff's officers and CAV staff work with interpreters at client sessions.
Gippsland Region I & T services	2,114	Interpreter services to support justice service delivery in the Gippsland Region, including Community Correctional Services and Consumer Affairs Victoria.
OnCall I & T Service	9,091	This service, face-to-face and via telephone, is accessed by Local Gambler's Help to support their clients.

**Department of Justice and Regulation** (continued)

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
Victorian Legal Services Board and Commissioner	3,382	Interpreting and translation services (via face to face meetings and over the phone).
VicPol I & T services	1,194,880	Police services are assisted through interpreting and translating.
Dispute Settlement Centre of Victoria	24,920	The majority of interpreting sessions are booked at the time of intake with clients over the phone. Bookings are also made for in-person mediation sessions.
Victorian Equal Opportunity and Human Rights Commission	1,073	People from non-English-speaking backgrounds can receive VEOHRC funded interpreter assistance to access its services.
Registry of Births, Deaths and Marriages	37,116	There were 1,291 interpreting calls received in 2016-17.
Legal Help I & T services	61,276	19 Legal Help language lines provide legal triage and appropriate referral, information or advice.
Community Legal Centres I & T services	100,000	VLA provides funding to the Federation of Community Legal Centres to assist with CLCs' access to interpreters and translators.
Victorian Legal Aid	262,502	Purchase of interpreting services for legal advice services.
Emergency Service Telecommunications Authority I & T services	326,742	ESTA engaged in 9,698 interactions with the community accessing interpreter and translation services.
Country Fire Authority publications	4,988	Country Fire Authority publications are translated into several languages.
Metropolitan Fire Brigade	11,635	The Community Resilience Emergency Management Department coordinates the use of language services for MFB. An interpreter is used for fire safety presentations to audiences who do not speak English.
Language allowance for staff	34,914	31 staff (interpretations in Vietnamese, French, Arabic, Greek, Hindi, Mandarin, Cantonese, Serbian, Nuer, Spanish and Bosnian).
VicPol language allowance payments	55,703	
<b>DJR Sub-total</b>	<b>3,371,957</b>	



**Department of Premier and Cabinet**

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
General I & T support	10,436	Translation of communications materials for specific language groups, e.g. media releases, letters, invitations, and presentations. Interpretation for presentations, meetings and phone conversations.
Cultural Diversity Week promotions	1,320	Translation of communications materials for specific language groups, e.g. websites and social media for greater reach of Cultural Diversity Week promotions to Victorians with limited English proficiency.
<b>DPC Sub-total</b>	<b>11,756</b>	

**Department of Treasury and Finance**

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
State Revenue Office I & T Services	66,439	SRO customers are able to access a free interpreting service for languages other than English. There was a significant increase in the use of interpreting services with the introduction of the Absentee Owner Surcharge and Foreign Purchaser Additional Duty.
<b>DTF Sub-total</b>	<b>66,439</b>	

**Court Services Victoria**

<b>Service</b>	<b>Expenditure \$</b>	<b>Description/Outcome</b>
Supreme Court of Victoria I & T services	2,268	The Supreme Court provides an ongoing professional interpreter and translation service to parties from a non-English-speaking background.
County Court Registry	425	The County Court uses telephone interpreting services when communicating with non-English-speaking clients.
Magistrates' Court of Victoria interpreter assistance	2,293,899	The Magistrates' Court provides interpreter services for an accused in a criminal matter, an applicant or respondent in a family violence intervention order application and an applicant in a Victims of Crime Assistance Tribunal matter.
Children's Court of Victoria I & T services	346,337	Interpreters are provided to any party to a Children's Court proceeding, including children, young people and their parents and carers in child protection, family violence and criminal cases. The Children's Court Conferencing Centre also translates pro forma letters into other languages where this is required by family members participating in conciliation conferences.
Coroners Court I & T services	2,603	I & T services are provided when dealing with coronial matters to assist culturally and linguistically diverse users to improve their access to the coronial system. The services may be utilised for various court proceedings, for telephone or in-person conversations and written correspondence.
Victorian Civil Administrative Tribunal I & T services	295,000	VCAT provides professional interpreters to diverse non-English speaking clients. This is an ongoing service that includes onsite and telephone translating services.
Language allowance for staff	9,020	8 staff (interpretations in Italian and Spanish).
<b>CSV Sub-total</b>	<b>2,949,552</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 culturally and linguistically diverse 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
Film Victoria promotional brochure	An eight-page, fold-out brochure promoting Film Victoria's services to overseas producers/productions.	Chinese.
Arts Centre Melbourne	In support of the Asia-Pacific Triennial of Performing Arts (Asia TOPA), ACM provided communications in languages other than English across its website and social media platforms, and via radio and print materials.	Mandarin, Thai, Hindi, Indonesian, Punjabi, Japanese, Tamil, Cantonese, Vietnamese.
National Gallery of Victoria	Translation of visitor guide and map brochures to cater to international tourists and those with LOTE; of key sections of NGV website including visit, key works and location map; of didactics in the Van Gogh and the Seasons exhibition into simplified Chinese, and for WeChat.  Promotion in the Melbourne Official Visitors Guide of Viktor & Rolf: Fashion Artists and Van Gogh and the Seasons exhibitions.	Arabic, Chinese, French, German, Japanese, Korean, Mandarin, Italian, Spanish, Simplified Chinese.
Fisheries Victoria	Responsible Fishing Victoria provides information too culturally and linguistically communities on fisheries rules and regulations, including bilingual fact sheets, measuring devices, stickers in languages other than English.	Several languages including, Traditional Chinese, Vietnamese, Khmer, Burmese.
Marketing collateral, trade missions	A range of marketing collateral to support trade mission activities targeting prospective buyers abroad, e.g.at the VIP 2017, Asiatopa, IMARC, Food and Beverage Trade Week.	Mandarin, Arabic, Japanese, Vietnamese, Spanish.
My Story Website	The website enables prospective international students to virtually experience life 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, Indonesian, Portuguese.
Skilled and Business Migration	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.	Mandarin.
Victorian Small Business Commissioner	VSBC provides translated website content and brochures related to the delivery of dispute resolutions for business disputes.	Arabic, Simplified Chinese, Vietnamese.
Study Melbourne Student Centre brochures for international students	SMSC's student brochure and a document outlining student rights and responsibilities have been translated into several languages.  The Study Melbourne website includes translated stories of international students' experiences in Melbourne.	Arabic, Simplified and Traditional Chinese, Japanese, Indonesian, Vietnamese, Korean, Portuguese, Spanish, Hindi.
Level Crossing Removal Authority	Translation of various fact sheets, information fliers and letters to support LXRA engagement campaigns. Fact sheets are available at information sessions and on the LXRA website.	Arabic, Greek, Italian, Macedonian, Cantonese, Mandarin, Vietnamese, Turkish, Sudanese, Korean, Punjabi, Khmer.

Melbourne Metro Rail Authority	Translation of letters to support Metro Tunnel land acquisition engagement, required to inform land owners and/or tenants about the status of acquisition of the property they owned or occupied.	Traditional and Simplified Chinese, Vietnamese, Korean.
Public Transport Victoria	Translated resources include a video on general public transport information; online and print copies of Myki Basics, Public transport fines, Penalty fares, and Retailer reference guides.	Arabic, Cantonese, Croatian, Dinka, French, German, Greek, Italian, Japanese, Macedonian, Mandarin, Somali, Spanish, Sudanese, Turkish, Vietnamese.
Transport for Victoria, Fairness Fund FAQs	Translated FAQs are available on the DEDJTR website to enable taxi and hire car licences from non-English-speaking backgrounds to understand the Fairness Fund eligibility and application process.	Urdu, Turkish, Somali, Serbian, Russian, Punjabi, Macedonian, Italian, Hindi.
VicRoads translated resources	VicRoads translated resources include fact sheets, brochures or Youtube videos on: <ul style="list-style-type: none"> <li>– Identity documents required for VicRoads applications,</li> <li>– Buying and registering a car,</li> <li>– How to get your Victorian licence,</li> <li>– Are you ready for the drive checklist,</li> <li>– What you need to know about your drive test brochure,</li> <li>– Road to solo driving handbook,</li> <li>– A Learner Kit and a Probationary Kit,</li> <li>– Family Guide to Bike Education, and</li> <li>– Starting out safely child restraint information.</li> </ul>	Arabic, Amharic, Assyrian, Bengali, Burmese, Cantonese, Chin-Falam, Chin-Haka, Dari, Dinka, French, Hazaragi, Indonesian, Karen, Khmer, Kurdish, Filipino, Mandarin, Nepalese, Persian, Punjabi, Sinhalese, Somali, Tigrinya, Turkish, Vietnamese.  (Not all the above languages are available for each translated item).

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

Publication/resource	Description	Languages other than English
Employee Assistance Program Promotional Posters	Promotional posters providing information about the Employee Assistance Program (EAP) available for all DELWP employees and their immediate family members.	Hindi, Spanish, Arabic, Tagalog, Vietnamese, Chinese.
Solid fuel BBQ signage development in parks	Parks Victoria developed signage using symbols and images for alternatives to solid fuel BBQs that could easily be communicated to non-English speaking communities.	Symbols and images.
Seasonal ranger program	Zhong Gan who is a ranger 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.
'Let's talk Parks' project website	Google translate was embedded into the website for any non-English-speaking responses.	All languages.
Sustainability Victoria, Healthy Homes Program	Translation of the program's brochure, introduction letter and case study.	Greek, Italian, Macedonian, Vietnamese, Maltese.
Environmental Protection Authority	EPA offers translation of web, print and digital publications into multiple languages upon request.	Multiple languages.

Phillip Island Nature Park publications	Overseas visitors to the park represent 58.5 per cent of visitors. The park caters for these groups by providing translated publications, iPhone and Android apps, QR codes and audio information. Signage also uses international symbols.	Over six languages.
Mount Hotham Alpine Resort Management Board	The board produces multicultural visitor guides and maintains signage systems using graphic symbols to advise resort users of important features and to alert non-English speaking visitors of safety hazards.	Hindi, Simplified Chinese.
Your Guide to Power Outages	<i>Your Guide to Power Outages</i> is a public information campaign by the Powerline Bushfire Safety Program to inform Victorians to be prepared for power outages in extreme summer weather conditions. Translated information includes a brochure and poster tested by AMES.	Several.

### Department of Education and Training

Publication/resource	Description	Languages other than English
Translated material on the DET 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.	37 languages.
DET International Student Program Website	Translations of the Victorian Government Schools International Student Program website <a href="http://www.study.vic.gov.au">www.study.vic.gov.au</a> , and a range of publications on studying and living in Victoria are available to currently enrolled and prospective international school students, their families and education agents.	Simplified Chinese, Vietnamese, Korean, Japanese.
DET International Student Program, Chinese Social Media Channels	DET utilises WeChat, YouKu and Tencent video platforms to provide information to currently enrolled and prospective Chinese international students and their families on studying in Victorian government schools; on sister schools, delegations and the Victorian Young Leaders to China Program.	Simplified Chinese.

### Department of Health and Human Services

Publication/resource	Description	Languages other than English
'Ladder Safety Matters' public education campaign	Translated campaign materials and resources aimed at reducing death and serious injury from domestic ladder falls among older men are available online via the Better Health Channel and the Australian Competition and Consumer Commission.	Arabic, Simplified and Traditional Chinese, Greek, Hindi, Italian, Macedonian, Punjabi, Turkish, Vietnamese.
Kidsafe Victoria child injury prevention factsheets	Kidsafe Victoria's 'Age and Stage' factsheets on child injury prevention and safety information for parents and carers have been translated into several languages and made available online.	Arabic, Chinese, Chin-haka, Vietnamese, Karen, Khmer, Burmese, Persian, Punjabi, Dari.

Health Translations Directory	<p>DHHS contracted the Centre for Culture, Ethnicity and Health to develop and maintain the Health Translations Directory, an online portal for health professionals and the wider community to access multilingual health resources. The Directory contains links to 10,000 resources in 90 languages and attracts 30,000 unique visitors each year.</p> <p>New resources include three glossaries of terms relating to 'Going to the GP,' 'Mental Health,' and 'Children's Health' were developed and translated in 2016-17.</p> <p>CEH also developed a Syrian and Iraqi refugees service orientation resource to support their access to DHHS services in the northern metropolitan area.</p>	<p>All languages.</p> <p>Arabic, Assyrian, Dari, Farsi, Khmer, Karen, Vietnamese.</p>
Life! Helping you resources	<p>DHHS supported the Life! helping you prevent diabetes, heart disease and stroke program with resources translated into several languages assist with culturally and linguistically diverse risk assessment and participant recruitment, including the Life! AUSDRISK TOOL and Life! Participation booklet.</p>	<p>Vietnamese, Chinese.</p>
Raising awareness of elder abuse in ethnic communities	<p>A DVD, 'Within my walls' was developed by DHHS in 2014, depicting three familiar elder abuse scenarios. This has been dubbed into 12 community languages and is shown during community sessions.</p>	<p>Chinese, Greek, Filipino, Macedonian, Turkish, Bosnian, Serbian, Croatian, Polish, Italian, Indian (Punjabi, Hindi and Tamil), Vietnamese, mixed Slavic, Arabic.</p>
Patient Information Brochure initiative, public health services	<p>DHHS provides over 370 patient information brochures on specialist medical services for electronic access by Victorian public health services. Sixty of the brochures are available in 'Easy English' and several are available in community languages. 'Lite' versions are also available through the Better Health Channel.</p>	<p>Greek, Italian, Vietnamese, Arabic, Mandarin, Macedonian.</p>
Cancer screening resources	<p>DHHS promotes cancer screening among culturally and linguistically diverse communities with translated resources, including: the Underscreened Recruitment Program in the City of Hume and City of Whitehorse; and a document on Faecal Occult Blood Test kit was produced as a pictorial resource to ensure greater access by CALD communities.</p>	<p>Arabic, Chinese, Vietnamese, Greek, Karen.</p>
Victorian Healthcare Experience Survey	<p>The survey, available in several languages, enables clients to provide feedback to DHHS on their experiences with Victorian public healthcare services. It features specialised questionnaires for adult and child inpatients, maternity clients, adult and child emergency department attendees, including parents/guardians.</p>	<p>Arabic, Cantonese, Croatian, Greek, Hindi, Italian, Macedonian, Maltese, Mandarin, Polish, Russian, Serbian, Spanish, Turkish, Vietnamese.</p>
Australian Charter of Healthcare Rights in Victoria	<p>DHHS provides information relating to the Australian Charter of Healthcare Rights in Victoria for patients, consumers, family members or carers using the Victorian healthcare system. The charter describes their rights to ensure that healthcare, whenever and wherever provided, is of high quality and safe.</p>	<p>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.</p>
Public Housing fire risk	<p>Due to the diversity of cultures living in high-rise apartments, DHHS has translated the fire safety brochure for public housing tenants into six key languages, to ensure that critical messages are communicated to residents.</p>	<p>Somali, Russian, Cantonese, Vietnamese, Mandarin, Arabic.</p>



## Department of Justice and Regulation

Publication/resource	Description	Languages other than English
Consumer Affairs Victoria international students renting campaign	<p>The CAV campaign aimed to raise awareness among international students of their renting rights and obligations. The campaign comprised the use of social media, online advertising, advertising in both the Melbourne and international Insider Guides, an information session and resource kit for education providers and community presentations.</p> <p>CAV also partnered with the City of Melbourne for their airport Welcome Desk, and established a dedicated landing page for international students on the CAV website.</p>	Access to renting information provided in 24 languages.
Consumers Affairs Victoria CALD renting project	<p>Four renting videos covering starting and ending a lease, bonds, condition reports, and repairs originally prepared in Dari were translated into Arabic, Karen and Swahili. The videos were promoted via social media, stakeholder channels, a ministerial event and community presentations.</p>	Dari, Arabic, Karen, Swahili.
Consumer Affairs Victoria social media	<p>CAV uses social media, such as tweets and Facebook posts to raise awareness of information and activities relevant for multicultural consumers, including international students. Most tweets point to the website at <a href="http://consumer.vic.gov.au">consumer.vic.gov.au</a>. and are available in audience-specific language #tags such as #Vietnamese.</p> <p>The CAV YouTube channel hosts videos in languages other than English, including new renting videos.</p>	23 language groups.
My Consumer Rights	<p>CAV has published several My Consumer Rights videos on topics that include my 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.</p>	Arabic, Dinka, English, Farsi, Karen, Nepalese and Tamil.
Working with Children Check General Information Guide	<p>Versions of the General Information Guide are available in seventeen community languages. All versions are available in the translations section of the Working with Children website.</p>	Amharic, Arabic, Cantonese, Dari, Dinka, Easy English Hindi, Karen, Khmer, Mandarin, Pashto, Sinhalese, Somali, Spanish, Turkish, Urdu, Vietnamese.
Corrections Victoria	<p>Corrections Victoria provides a range of translated materials to support prisoners, e.g. copies of rules and regulations; prison signage and instructions; a prisoner survey, and religious texts upon request; and multilingual brochures to support prisoners in their transition to the community.</p>	Vietnamese, Arabic, Turkish, Chinese and various languages.
Metropolitan Fire Brigade Home Fire Safety campaign	<p>Multicultural Liaison Officers from MFB made presentations to various community groups with English as a second language, including international students and refugees. MLOs also attend community events and festivals to provide information on home fire safety.</p>	As required.

Country Fire Authority multilingual resources	<p>CFA, in partnership with MFB, has a range of translated publications to promote awareness and fire safety, including:</p> <ul style="list-style-type: none"> <li>– ‘Can I or Can’t I’ brochure on escaping bush fire;</li> <li>– Smoke alarm publications;</li> <li>– ‘After the fire’ brochure; and</li> <li>– Home fire safety and Fire safety tips for students.</li> </ul>	Several languages.
Victorian Responsible Gambling Foundation	<p>The Foundation has translated information on its website as well as produced a range of brochures and materials in various languages, including a brochure on ‘Concerned about your gambling’; media releases for Responsible Gambling Awareness Week; and ‘Inside Gambling’, a quarterly publication, with articles on gambling harm, research and help services.</p>	Arabic, Greek, Italian, Simplified and Traditional Chinese, Spanish, Turkish, Vietnamese.
YourPlay information brochure	<p>YourPlay is a pre-commitment technology installed in electronic gaming machines to enable players to voluntarily set limits of time or money or track their gaming machine play.</p> <p>An information brochure describing what YourPlay is, how to register for a card and key questions and answers has been translated into several languages.</p>	Arabic, Assyrian, Simplified and Traditional Chinese, Dari, Greek, Italian, Khmer, Macedonian, Serbian, Turkish, Vietnamese, Croatian.
VicPol information brochures	<p>VicPol provides translated information across a wide range of service areas, including: documents on the Sex Industry Coordination Unit; information sheets on Family Violence: what police do; community flyers; and ‘How to report a missing person’ brochures.</p>	Several languages.
Legal Services Board and Commissioner fact sheet and poster	<p>A fact sheet with tips to help clients to develop and maintain a positive and productive relationship with their lawyer.</p> <p>A poster on assistance from the Legal Services Commissioner for people who have problems with a lawyer, contact details and stating availability of interpreter services.</p>	Arabic, Assyrian, Traditional Chinese, Croatian, Dari, Dinka, Tagalog, French, Greek, Italian, Karen, Khmer, Macedonian, Nepalese, Persian, Russian, Serbian, Spanish, Thai, Turkish, Urdu, Vietnamese.
Dispute Settlement Centre of Victoria brochures	<p>Brochures about the Centre’s services are available on the website, and are distributed at places such as Community Legal Centres and Local Government authorities.</p>	27 languages, including 6 newly emerging languages.

Victoria Legal Aid information	<p>VLA has produced the following:</p> <ul style="list-style-type: none"> <li>– Legal help card: a suite of wallet-sized help cards and larger posters promoting VLA's Legal Help bilingual phone service;</li> <li>– Family Law fact sheets: legal information on separation and divorce, the law in Australia, implications concerning property and making decisions about the children's future;</li> <li>– Safe at home: booklet for people experiencing family violence, on measures to take to make sure you and your children are safe in your family and where to get help;</li> <li>– Australian Government's Code of Behaviour: for people who have a Bridging E visa or are getting one, outlining their legal rights and responsibilities;</li> <li>– Are you on a treatment order? About what compulsory treatment is, how orders are made, getting your order revoked and getting free legal help; and</li> <li>– Know your rights: promotes the Independent Mental Health Advocacy Service of Victoria Legal Aid.</li> </ul>	<p>Arabic, Bengali, Burmese, Hazaragi, Pashto, Persian/Dari, Sinhalese, Tamil, Urdu, Simplified Chinese, traditional Chinese, Greek, Italian, Macedonian, Serbian, Spanish, Turkish, Vietnamese.</p>
	<p>Information in over 20 languages is available on the VLA website.</p>	<p>Arabic, Bosnians, Chinese, Croatian, Dari, Dinka, Filipino, Greek, Hindi, Italian, Korean, Macedonian, Malaysian, Persian, Polish, Russian, Serbian, Somali, Spanish, Thai, Turkish, Ukrainian, Vietnamese.</p>

### Department of Premier and Cabinet

Publication/resource	Description	Languages other than English
Multicultural.vic.gov.au website	<p>The Victorian Government website on multicultural affairs contains a wide range of information on policies, programs, initiatives and information resources. A summary of the government's approach to multicultural affairs is provided 40 languages. The website also includes relevant interpreter contacts to assist in accessing further information and services.</p>	Forty languages.
<i>Victorian. And proud of it.</i> brochures	<p>The Victorian Government's Multicultural Policy Statement – <i>Victorian. And proud of it.</i> brochure has been translated into nine languages.</p>	<p>Arabic, Simplified Chinese, Greek, Hindi, Italian, Punjabi, Tamil, Turkish, Vietnamese.</p>
Cultural diversity week website	<p>A general overview of the Cultural Diversity Week program is provided on the website in 16 languages. This includes relevant interpreter contact information to assist in accessing further information and services.</p> <p>Translated information into 16 languages about Cultural Diversity Week activities and how to participate, including reference to a free interpreter line for further information, is also available.</p>	<p>Dari, Arabic, Simplified Chinese, Vietnamese, Russian, Farsi, Greek, Assyrian, Dinka, Oromo, Somali, Turkish, Italian, Spanish, Macedonian, Khmer.</p>
Victorian Multicultural Commission Facebook page	<p>Social media posts in languages other than English targeting specific groups which are reachable on Facebook to engage them in Cultural Diversity Week celebrations.</p>	<p>Arabic, Vietnamese, Simplified Chinese, Turkish, Khmer.</p>

Engage Victoria	<p>Engage Victoria is the Victorian Government's Online Consultation platform provided through DPC. It is the central point of contact for the community to have a say in the development of government policies and programs. The platform allows for other languages to be used on the website and offers the option of translations. The Telephone Translation Information Service is also promoted on the website to assist members of culturally and linguistically diverse communities.</p> <p>Engage Victoria hosted a Chinese aged care consultation for the Chinese elderly community, with information and feedback provided in the Chinese language.</p>
-----------------	---

### Court Services Victoria

Publication/resource	Description	Languages other than English
Supreme Court – Funds in Court	FIC has published Easy English Booklets for people with Acquired Brain Injury to provide information to people with acquired brain injury about the services it provides.	Easy English.
Magistrates' Court of Victoria resources	The Magistrates' Court of Victoria has a range of translated resources on its website, including the Client Services Charter; and brochures on Civil Procedures, the Criminal Justice Diversion Program, Court Integrated Services Program, Going to Court, Magistrates' Court General Information and When you receive a Witness Summons.	Chinese, Greek, Italian, Turkish, Vietnamese.
Victims of Crime Assistance Tribunal brochures	VoCAT have translated several brochures to assist victims of crime.	Arabic, Chinese, Greek, Italian, Macedonian, Polish, Turkish, Vietnamese.
Neighbourhood Justice Centre resources	NJC has translated resources on community safety initiatives, including Safety on the Estates and on the Reporting of Crime project.	Turkish, Chinese, Polish, Croatian, Vietnamese, Somali, Sudanese, Ethiopian, Kenyan, Eritrean.
Coroners Court of Victoria	The CCV website has a translated brochure on 'What Do I Do Now?' for families covering issues such the role of the coroner, identification, medical examinations and obtaining a death certificate. It also provides helpful contact numbers.	Arabic, Chinese, Croatian, Greek, Hindi, Italian, Khmer, Macedonian, Polish, Russian, Serbian, Somali, Spanish, Turkish, Vietnamese.
Children's Court Conferencing Centre pro forma letters	The Children's Court Conferencing Centre translates pro forma letters into six community languages where this is required by family members participating in conciliation conferences.	Arabic, Dinka, Chinese, Somali, Vietnamese, Samoan

## APPENDIX 5: MULTICULTURAL MEDIA CAMPAIGNS BY DEPARTMENTS

### Multicultural media campaign expenditure, summary

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.

Table 5 shows multicultural campaign media expenditure as a percentage of total campaign media expenditure for all government departments and entities from 2005-06 to 2016-17. The percentage spent on campaign advertising undertaken via non-digital multicultural media in 2016-17 was 5.2 per cent.

Table 6 shows multicultural campaign media expenditure as a percentage of total campaign media expenditure compared by departments (excluding entities), for 2015-16 and 2016-17.

**Table 5: Multicultural campaign media expenditure as percentage of total campaign media expenditure, 2005–06 to 2016–17**

Financial Year	Multicultural expenditure as % of total expenditure*
2016–17	5.2
2015–16	6.0
2014–15	5.5
2013–14	5.8
2012–13	5.0
2011–12	3.7
2010–11	3.7
2009–10	3.5
2008–09	3.2
2007–08	3.5
2006–07	3.3
2005–06	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, 2015–16 and 2016–17**

Department (excluding entities)	Multicultural expenditure as % of total expenditure	
	2015–16	2016–17
Department of Premier and Cabinet	0.0 <sup>1</sup>	5.2
Department of Treasury and Finance	100.0 <sup>2</sup>	N/A <sup>4</sup>
Department of Economic Development, Jobs, Transport and Resources	8.1	3.8
Department of Environment, Land, Water and Planning	3.0	7.5
Department of Education and Training	5.9	5.5
Department of Health and Human Services	1.0 <sup>3</sup>	5.6
Department of Justice and Regulation	8.2	5.9

**Notes**

<sup>1</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>2</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>3</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%.

<sup>4</sup> The Department of Treasury and Finance did not undertake any campaign advertising in 2016–17.

## Examples of 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
Small Business Festival, Victoria	Each August, Small Business Festival Victoria runs a comprehensive program of events to provide ideas and information to start, run and build a business.  The Festival was promoted in a range of language newspapers, as part of a larger media campaign, to encourage civic participation and attendance.	n.a.
Promotion of Creative Victoria annual funding rounds	Advertising of funding programs to target culturally and linguistically diverse communities, including Facebook advertising, in several languages.	Several.
Indian Film Festival, Melbourne	The festival's reach into the Indian market and broader communities was led by a strong advertising campaign, including: Indus Age, South Asian Times, Good Day India, India at Melbourne, Indian Voice, Indian Down Under, Indian weekly, Melbourne Weekly, Indian Link, Fiji Times, Beyond India, Bharat Times, Santa Banta Times, and Satya Times.	English.
Australian Centre for Moving Image	Campaigns include advertisements via SBS digital for ACMI's Bombay Talkies exhibition; Contra culturally diverse advertising for the Indonesian and Korean Film Festival brochures; and editorial coverage for ACMI activity across various culturally and linguistically diverse media outlets.	Several.
Arts Centre Melbourne campaigns	Asia TOPA, a multi-layered culturally and linguistically diverse campaign which included an 'umbrella' brand campaign and smaller, targeted campaigns for individual shows within Asia TOPA; and the Mahmoud Ahmed and Ali Birra with the Jazmari performances.	English, Hindi, Punjabi, Tamil, Cantonese, Mandarin, Thai, Vietnamese, Ethiopian.
Automotive Transition campaign	Advertising highlighting the availability of Victorian Government services to retrenched automotive workers. This included CALD radio and digital advertising in the Melbourne metropolitan area and Geelong.	Filipino, Macedonian, Mandarin, Thai, Vietnamese.
Study Melbourne campaigns	Study Melbourne campaigns include: <ul style="list-style-type: none"> <li>– Targeted social media campaign for prospective students in Brazil, Colombia, Mexico, Peru, China and Indonesia. Five translated videos.</li> <li>– My Melbourne Storytelling competition for international students as part of the Melbourne Writers' Festival creating a softcover book featuring international student stories and generating coverage and student interviews on ABC international and SBS Radio news.</li> <li>– Victorian International Education Awards 2017: 25 student finalists from 18 countries and three Victorian students, with the creation of videos and podcasts. Six of the videos were translated.</li> </ul>	Spanish, Portuguese, Arabic, Chinese, Greek, Indian, Italian, Korean, Turkish, Vietnamese, Mandarin, Spanish, Burmese.

Level Crossing Removal Authority disruptions campaign	To inform public transport users and motorists of major rail and road closures due to level crossing removal works throughout 2016 and 2017.	Press: Traditional Chinese, Arabic, Vietnamese, Greek, Italian. Radio: Arabic, Cantonese, Greek, Vietnamese.
Melbourne Metro Rail Authority Metro Tunnel advertising campaign	Advertisements were placed in nine different language newspapers to raise awareness of the Metro Tunnel Project and upcoming changes to the road and public transport network during construction works.	Arabic, Chinese, Greek, Indian, Korean, Italian, Russian, Turkish, Vietnamese.
Public Transport Victoria campaigns	All major PTV marketing campaigns are advertised across culturally diverse newspapers, radio, digital targeting and social media platforms. Campaigns in 2016-17 include: Night Network, Bus Phase 2, myki Pass and Auto Top Up, Cricket 2017, Cranbourne Bus Change and iUSEpass.	Several.
Transport for Victoria Fairness Fund advertisements	The Fairness Fund was established in 2016 to provide financial assistance to taxi and hire car licence holders affected by the government's reforms. To raise awareness about the fund, DEDJTR placed media advertisements in five CALD publications: the Croatian Herald, Il Globo, Australian Macedonian Weekly, Panorama and the Serbian Voice. The ad was also placed in the Herald Sun, the Age and Taxi Talk.	Croatian, Italian, Macedonian, Arabic, Serbian.

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

Campaign	Description	In what languages
Your Guide to Power Outages	<i>Your Guide to Power Outages</i> is a public information campaign by the Powerline Bushfire Safety Program to inform Victorians to be prepared for power outages in extreme summer weather conditions. Radio advertisement was translated into 18 languages.	18 languages.
Yarra Energy Foundation Solar Showcase	The Australian Vietnamese Women's Association Yarra Energy Foundation Solar Showcase project will facilitate the adoption of solar photovoltaic using a comprehensive Vietnamese-language campaign targeted at Vietnamese residents and businesses. The project will be accompanied by community consultation events, media promotions, radio and culturally relevant television outreach.	Vietnamese language groups.
TAKE2 Climate Change Pledge advertising	An advertising campaign for the TAKE2 Climate Change Pledge program used the culturally diverse radio network, LEBA, to reach a multicultural audience. The campaign included 56 spots that ran from 18-30 June 2017 through 3ACR Chinese Radio, 3XY and Rete Italia.	Cantonese, Greek, Italian, Mandarin.
Parks Victoria Werribee Park campaign	The campaign targeted the visiting friends and relatives market and the local Indian community. It included print and radio advertising.	Hindi, Punjabi.

## Department of Education and Training

Name of campaign	Description	In what languages
Victorian International School Student Awards	The awards celebrate international students' achievements and recognise their contribution to schools and communities. Students receive awards for Academic Excellence, Arts Achievement, Community Engagement, Global Citizenship, Sports Achievement and Student Leadership. Interviews with the award recipients are filmed to enable the students to tell their unique stories of how they have contributed to Victorian society. These Hall of Fame video interviews are promoted through DET's social media and International Student Program website.	English with subtitles in Simplified Chinese, Vietnamese, Korean, Japanese.
TAFE Victoria advertising campaign	The campaign was designed to improve perceptions of the TAFE sector and to increase enrolments in TAFE across Victoria. The campaign featured real TAFE graduates sharing their stories of where TAFE took them. Advertising artwork and TV commercials featured people from culturally diverse backgrounds.	English.
Never Leave Kids in Cars	The public awareness campaign is a reminder to parents that kids should never be left in cars during summer when there can be serious consequences if a child is left in a hot car.  Advertising artwork and TV commercial featured people from culturally diverse backgrounds. Campaign materials were translated into a range of languages.	Arabic, Burmese, Chin, Dari, Farsi, Karen, Mandarin, Punjabi, Vietnamese.
Media relations on multicultural issues	DET's media team have focused on a range of media activities throughout the year to promote multiculturalism within Victoria's education system, including: <ul style="list-style-type: none"> <li>– Helping Syrian refugees in kinder (<a href="https://www.premier.vic.gov.au/helping-refugee-families-settle-in-victoria/">https://www.premier.vic.gov.au/helping-refugee-families-settle-in-victoria/</a>),</li> <li>– MCH resources converted into CALD for Leader (<a href="http://www.education.vic.gov.au/about/news/archive/Pages/newcald.aspx">http://www.education.vic.gov.au/about/news/archive/Pages/newcald.aspx</a>),</li> <li>– Learn Local Awards AMES diversity award (<a href="http://www.education.vic.gov.au/about/awards/Pages/learnlocal.aspx">http://www.education.vic.gov.au/about/awards/Pages/learnlocal.aspx</a>), and</li> <li>– International students playing AFL for Herald Sun <a href="https://www.youtube.com/watch?v=6Xyo7hz0Po8">https://www.youtube.com/watch?v=6Xyo7hz0Po8</a>.</li> </ul>	English.
Premier's Reading Challenge	An annual competition and awareness campaign that promotes reading across the early years and primary school aged children. Campaign materials were translated into a range of languages.	Arabic, Chinese, Punjabi, Iranian, Vietnamese.

**Department of Health and Human Services**

<b>Campaign</b>	<b>Description</b>	<b>In what languages</b>
Cancer Under-screened Recruitment Program	This initiative aimed to improve participation in cancer screening by Arabic-speaking communities. More than 5,000 Arabic speakers were reached through social media and an Arabic animation developed in conjunction with a well-known Arabic speaking comedian. The animation was featured on SBS news and was subsequently requested for use in other states. Nine community champions were also recruited to promote the campaign.	Arabic.
Ophelia Project: Optimising engagement with breast screening in Melbourne's west	<p>The Ophelia project (Optimising engagement with breast screening in Melbourne's west) provided funding to Deakin and BreastScreen Victoria to increase breast screening among Arabic and Italian women in the western metropolitan areas. Interventions being trialled include cultural diversity training for BSV staff and recruiting BSV bilingual call centre operators.</p> <p>The project is also developing radio and newspaper ads in community languages; BSV reminders in languages other than English; pharmacy-based awareness campaigns in areas with large Italian speaking population; and an Arabic peer education model.</p>	Arabic.
2016 Victorian Seniors Festival	The Victorian Senior of the Year Awards and the Seniors Festival were promoted in the Ethnic Communities Council of Victoria's Golden Years publication, and in Arabic, Mandarin, Greek and Italian language newspapers.	Arabic, Mandarin, Greek and Italian.
2016 Participation for Seniors Grants Program	The opening of Round 4 of the Participation for Seniors Grants Program was promoted through a range of channels, including Seniors Online and the websites of the Ethnic Communities Council of Victoria, the Victorian Multicultural Commission and the Municipal Association of Victoria; as well as ECCV's Golden Years publication.	English.



## Department of Justice and Regulation

Name of campaign	Description	In what languages
Consumer Affairs Victoria, Travelling Con men	<p>CAV and 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. Activities include:</p> <ul style="list-style-type: none"> <li>– Translated version of the radio advertisement in eight languages and a print advertisement in five languages in ethnic media outlets,</li> <li>– Translation of the Minister's media release into the top 10 languages provided to 93 multilingual media partners, and</li> <li>– Stakeholder kits emailed to culturally diverse stakeholders. The kit includes a media release from the Minister for Consumer Affairs, Gaming &amp; Liquor Regulation; key campaign messages; a selection of social media posts; links to TCM information on the CAV website, translated into 23 languages; links to YouTube showing personal experiences with travelling con men; and promotional material, including a poster and images for use in social media.</li> </ul>	<p>News article and print advertising: Traditional Chinese, Greek, Arabic, Croatian, Farsi, Vietnamese, Amharic, Italian, Turkish, Somali.</p> <p>Radio commercial: Arabic, Cantonese, Croatian, Mandarin, Greek, Italian, Turkish, Vietnamese.</p>
VicPol Multicultural Media Engagement Strategy	<p>VicPol commenced implementation of its first Multicultural Media Engagement Strategy designed to increase engagement and improve information flow between VicPol and multicultural communities through the conduit of multicultural media.</p> <p>VicPol established a Multicultural Media Reference Group consisting of representative ethnic press editors and journalists. The group meets bi-monthly to discuss issues and share crime prevention information.</p> <p>Initiatives to help build awareness of VicPol among diverse communities include having a Greek-speaking police member on 3XY every Friday morning and crime prevention messages read out on 3ZZZ ethnic radio across 56 language programs.</p>	Several.
Play it Safe by the Water campaign	<p>Play it Safe by the Water is a community safety campaign that aims to increase safety around water and reduce the number of fatal and near-fatal drowning incidents in Victoria. Advertising is an important element in raising awareness among priority audiences including Victoria's culturally diverse communities.</p>	Arabic, Greek, Sinhalese, Cantonese, Mandarin, Punjabi, Vietnamese.
Summer Fire campaign	<p>The Summer Fire campaign is an annual bush and grass fire awareness campaign aimed at improving community understanding of fire risk, fire safety and response. One of its key messages is to prompt people to be aware of their surroundings and if required, to leave early on high risk fire days to minimise injury and loss of life.</p>	Arabic, Filipino, Hindi, Cantonese, Mandarin, Punjabi, Spanish, Turkish, Vietnamese, Amharic, Somali, Dari.
Community Corrections recruitment campaign	<p>The Community Corrections Services recruitment campaign was a key part of the reform of the community corrections workforce, and provided an opportunity to raise awareness of how the expansion of the justice system is providing career opportunities throughout Victoria.</p>	Arabic, Cantonese, Greek, Italian, Mandarin, and Vietnamese.

Responsible Gambling Foundation 'Gambling can be an issue in any language' campaign	The campaign aims to raise awareness of the availability of In-language Gambler's Help services. It also aims to build help-seeking behaviour in those who experience harm from gambling and to motivate their family and friends by positively reinforcing their role as influencers in creating change.	Vietnamese, Cantonese, Simplified and Traditional Chinese, Arabic.
Victorian Equal Opportunity and Human Rights Commission social media campaign	VEOHRC launched a campaign on social media to encourage people to call and tell VEOHRC about their experiences of discrimination. The slogans 'Discrimination. Don't Put up with it' and 'Call us. It's simple. It's free. It works,' aim to empower people to understand when unfair treatment crosses the line into discrimination, and how to do something about it.	English.

### Department of Premier and Cabinet

Name of campaign	Description	In what languages
Australia Day 2017	<p>Victoria aims to foster positive engagement and recognition of Australia Day through a strong brand, a recognisable program of events and creative, inclusive public campaigns.</p> <p>In 2016-17, Australia Day Victoria showcased and celebrated our diverse community with a marketing and communications campaign that featured real-life Australians from a diverse range of backgrounds.</p> <p>The campaign was executed across print, radio, digital and out-of-home platforms through media partnerships with Herald Sun, Channel 9 and Gold 104.3FM, as well as through paid advertising and editorial.</p> <p>Culturally diverse advertising included in-language print advertisements in 5 local publications and specific targeting of culturally diverse audiences through a digital campaign with Herald Sun.</p>	In-language advertising appeared in El Telegraph (Arabic), Il Globo (Italian), Neos Kosmos (Greek), Sing Tao (Mandarin), Ti Vi Tuan San (Vietnamese).
Cultural Diversity Week	Marketing materials, including media releases, are provided in a range of community languages to promote the Week and the activities.	Several.
Multicultural Awards for Excellence	Media releases were provided in a range of community languages to promote winners of the awards. Media representatives were also invited to the ceremony to cover the event.	Several.
<i>Victorian. And proud of it.</i> social cohesion campaign	In February 2017, the Victorian Government launched its Multicultural Policy Statement, <i>Victorian. And proud of it.</i> as well as a social cohesion campaign to reboot the public narrative around multiculturalism and social cohesion in Victoria. An advertising program was part of the launch to raise awareness and promote the campaign.	Print and broadcast media: Arabic, Simplified Chinese, Greek, Hindi, Italian, Punjabi, Tamil, Turkish, Vietnamese.
Small Business Information Session for the Chinese Community	Small Business Victoria and MASC hosted an information session about small business opportunities and resources for the Chinese community. MASC secured advertising and editorial (across print, online and social media) in various Chinese media outlets to promote the event.	English, Simplified and Traditional Chinese.

Victorian African Communities Action Plan	<p>MASC welcomed feedback from African Victorians on the Draft Victorian African Communities Action Plan. MASC secured radio ads in various languages to publicise the consultation period.</p> <p>MASC also engaged African language media in editorial coverage of the consultation period to promote participation among African communities.</p>	English, Arabic, Ethiopian, Eritrean, Swahili, Somali, Dinka, Amharic.
Interpreter Scholarship Program	Applications for the scholarship program for the RMIT Diploma and Advanced Diploma of Interpreting was promoted via SBS in-language programs and by cultural associations acting as broadcasters to their community.	Vietnamese, Assyrian, Hazaragi, Turkish, Burmese, Chin Hakha, Croatian, Filipino, Samoan.
Cultural Diversity Week	Promotion of Cultural Diversity Week activities was carried out via a multicultural media list targeting a range of in-language outlets, as well as through mainstream media in English, including newspaper, online and radio editorial, paid and sponsored newspaper advertising.	Several languages.
Family Violence Behaviour Change Campaign	Victoria's family violence behaviour change campaign is aimed at supporting family violence victims, changing the behaviours of perpetrators and bystanders and giving victims the information and access to support their needs. A component of the campaign targeted culturally and linguistically diverse communities through print advertising.	Mandarin, Italian, Greek, Vietnamese, Arabic and Cantonese newspapers.

## APPENDIX 6: MEASURES TO PROMOTE HUMAN RIGHTS

Departments undertook a number of measures in 2016-17 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
State Library of Victoria Diversity and Social Inclusion Plan 2017-2020	The Plan aims to provide a holistic approach to planning and decision-making, and will build on the Library's long-standing and deeply-held commitment to the principle of equity, experiences and knowledge in delivering inclusive services to a diverse community across all age groups, cultures and abilities. The Plan links to global, national and state policy priorities and objectives to support and promote human rights, diversity and social inclusion.
Museums Victoria, <i>They Cannot Take the Sky: Stories from Detention</i> exhibition	The exhibition is based on the book, <i>They Cannot Take the Sky: Stories from Detention</i> . The exhibition comprised of short video and audio stories in which two dozen people talk about their journey, their experiences in immigration detention and their life after release—or, for those who remain in offshore detention, their hopes for the future despite their ongoing incarceration.  The exhibition was directed by a committee of narrators and other people with lived experience of immigration detention. It won the Contribution to Multiculturalism by a community organisation award at the 2017 Melbourne Awards.
ACMI Human Rights and Arts Film Festival	ACMI plays host each year to the Human Rights and Arts Film Festival which presents a variety of international works dealing with human rights. The festival aims to engage and inspire audiences on human rights issues and to act as a catalyst for social change by exploring diverse and inspiring human stories through art, film, music, conversation and guest discussion.
VicRoads Charter of Human Rights and Responsibilities program	VicRoads staff members are required to complete an E-Learning staff compliance module which explains the Charter, rights, responsibilities and general understandings, as well as to undertake a refresher module every two years.

### 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, Diversity and Inclusion. Topics include Bullying and Harassment Awareness, Workplace Behaviour for Workers, Aboriginal Cultural Awareness and Human rights.
People Matter Survey development plans	Human rights, diversity and inclusion were included in the People Matter Survey (PMS) 2016 and results were communicated to staff. The survey indicated low levels of awareness and understanding of the Charter of Human Rights and Responsibilities and DELWP developed local plans including several actions to increase awareness of human rights. The results of the PMS are reported on and used to develop actions in the Diversity and Inclusion Council annual work program.
Human resource and governance training	Parks Victoria has initiated a new training program for managers that includes information on public sector values and human rights from the Victorian Public Sector Code of Conduct.
Diversity and Inclusion Strategy and training	Parks Victoria has launched a new Workforce Diversity and Inclusion Plan with actions designed to strengthen Parks Victoria as a vibrant, inclusive culture whose employees reflect the diversity of the Victorian community that Parks Victoria serve. Training was provided under three major themes: Equity and diversity; Our communities — multicultural and disability engagement; and Aboriginal cultural awareness.
Human Rights training	Environmental Protection Authority Victoria has a mandatory e-Learning module for all existing and new employees on Human Rights and Victoria's Charter of Human Rights and Responsibilities. Induction training 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 and all new employees are required to complete this training module.  General awareness events are also held to promote individual knowledge on human rights, including celebrating the International Human Rights Day with all staff.

## Department of Education and Training

Name of initiative	Description of initiative and outcomes
International Human Rights Day celebration	Each year, DET formally celebrates International Human Rights Day. In 2016, Graeme Innes, former Disability Discrimination Commissioner, spoke to about 100 staff on issues affecting people with disabilities, including employing more people with disability, as well as working to include students with disability in mainstream schools rather than specialist schools.
Online Charter of Human Rights Training Module	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.

## Department of Health and Human Services

Name of initiative	Description of initiative and outcomes
Victorian Public Health and Wellbeing outcomes framework	The Framework identifies how the health and wellbeing of all Victorians will be monitored over time by DHHS. Over 30 data sources measuring inequalities have been assessed for data availability for a number of 'breakdowns', including people from cultural and linguistically diverse backgrounds. The first report against the Outcomes Framework is due in 2018.
Australian Charter of Healthcare Rights in Victoria	The Charter provides information for patients, consumers, family members or carers using the Victorian healthcare system to ensure that healthcare, whenever and wherever provided, is of high quality and safe. The seven healthcare rights are access, safety, respect, communication, participation, privacy and comment. DHHS has printed the charter in 25 community languages and Easy English, Audio and Braille.
Human Rights promotional activities to internal staff	<p>A number of initiatives were undertaken by DHHS to promote Human Rights and highlight important human rights events to staff, including:</p> <ul style="list-style-type: none"> <li>– Anniversary of Apology to Australia's Indigenous People: email to staff to reflect on the ongoing impact of past practises of the removal of Aboriginal children from their families;</li> <li>– International Women's Day, Gender Equality: Posters and promotion of local events celebrating women's achievements;</li> <li>– Harmony Day: promoting cultural respect for everyone who calls Australia home, International themed morning/afternoon tea in each office;</li> <li>– Sorry Day: promotion of Reconciliation Week, distribution of Native Hibiscus Pins;</li> <li>– National Reconciliation Week: promotion of Reconciliation Week and local events, morning/afternoon teas across DHHS sites;</li> <li>– NAIDOC week: promotion of local events and places of significance, morning/afternoon teas across DHHS sites and</li> <li>– Family Violence: promotion of events including 16 Days of Activism, White Ribbon Day and opportunities for staff to sign up as White Ribbon Ambassadors.</li> </ul>



## Department of Justice and Regulation

Name of initiative	Description of initiative and outcomes
The Emergency Management Diversity and Inclusion Framework	The Framework complements Victoria's Emergency Management Strategic Action Plan 2015-18. It will guide the development of a sector-wide strategic plan to enhance participation by the whole community in all aspects of emergency management and services and result in emergency management organisations that are fair, equitable and safe places for work, particularly for those people experiencing discrimination, bullying and harassment.
E-Learn: Protecting Human Rights is Everyday Policing	<p>The Priority Communities Division developed an e-learning package (Protecting Human Rights is Everyday Policing) to help members understand their obligations under the Charter of Human of Human Rights and Responsibilities Act 2006. The package is designed to:</p> <ul style="list-style-type: none"> <li>– help frontline members approach and engage with members of the public more confidently;</li> <li>– mitigate risks in dealing with human rights issues; and help supervisors understand their staff's responsibilities, and</li> <li>– assist in setting a tone that promotes the protection of human rights as a fundamental part of policing.</li> </ul>
VEOHRC human rights education and capacity building for public authorities	VEOHRC provides a range of human rights and equal opportunity education sessions for public authorities who have human rights obligations in service provision to multicultural and ethnic communities. It is partnering with targeted public authorities to embed a sustainable human rights culture in the Victorian Public Sector, with a focus on educational initiatives, building human rights competency and creating sustainable resources and communities of practice.
VEOHRC Human Rights Are..... #2 video	VEOHRC produced a video asking groups of students what they thought about human rights and what is their understanding of human rights. The video features students from Fitzroy High School and Melbourne Girl's College. With nearly 10,000 views across Facebook and YouTube, the video serves as a reminder of the value placed on human rights in our community and a conversation starter for young people to think about what rights mean to them.
VEOHRC human rights engagement	VEOHRC conducted a series of community engagement sessions, workshops, and training for multicultural workers and multicultural leaders and representatives. This has involved collaborating with peak agencies, such as the Municipal Association of Victoria, iEmpower and Leadership Victoria. Participants are trained to disseminate key messages about human rights, cultural rights and discrimination on the basis of race or religious belief or activity. Twelve sessions and workshops were presented across Victoria including in Whittlesea, Werribee and Dandenong.
Victoria Legal Aid	<p>VLA community activities in the areas of human rights, family law, family violence and child protection laws and legal processes include:</p> <ul style="list-style-type: none"> <li>– Code of Behaviour information sessions in relation to family violence and partner visas presented to asylum seekers and service providers;</li> <li>– 'Police: Your rights and responsibilities' education session presented to young African men explaining rights and responsibilities when dealing with police and authority figures;</li> <li>– Equality Law Program education sessions to help people who work with community members to identify discrimination law problems and make appropriate referrals; and</li> <li>– Equality Law Program data collection, supporting the Centre for Employment and Labour Relations Law, Melbourne Law School, to collect data on breaches of workplace rights of migrant workers in Australia, and</li> <li>– Settled and Safe community legal education sessions, run with settlement services and other frontline organisations who work with newly emerging communities to increase awareness of family law, family violence and child protection laws and legal processes.</li> </ul>

## Department of Premier and Cabinet

Name of initiative	Description of initiative and outcomes
Victorian Multicultural Commission consultations and submissions	<p>VMC co-hosted with DHHS a forum on reproductive rights and female genital mutilation in response to a recommendation by the Royal Commission into Family Violence to communicate the health risks of female genital mutilation and to emphasise that it can be a form of family violence and a criminal offence.</p> <p>The forum also provided the opportunity to discuss the health and social impacts of female genital mutilation and celebrated the success of DHHS's Family and Reproductive Rights Education Program launched since 1998.</p>

## Department of Treasury and Finance

Name of initiative	Description of initiative and outcomes
Human Rights Charter training	DJR and the Office of Chief Parliamentary Council developed training resources to ensure that all VPS staff who engage in the drafting of legislation and policy are aware of their obligations under the Charter and are skilled to design legislation and policy consistent with the Charter of Human Rights and Responsibilities Act 2006 (the Charter Act). All graduates are required to attend Human Rights training.
Participation in the Recruit Smarter pilot	<p>Recruit Smarter is a 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.</p> <p>The government will work with a range of stakeholders, including major corporate and peak industry bodies on an 18-month initiative to address unconscious bias in recruitment practices within the Victorian Public Service and the private sector.</p>

## Court Services Victoria

Name of initiative	Description of initiative and outcomes
Promoting human rights through judicial professional development	In 2016-17, Supreme Court judges attended a total of approximately 1,000 hours of professional development provided by the Judicial College of Victoria and other educational bodies.
Magistrates' Court of Victoria activities	<p>The MCV Induction program for employees includes information on public sector values and human rights from the Victorian Public Sector Code of Conduct. The program has been updated to reflect change in legislation and policy. All new recruits will be required to complete the induction modules.</p> <p>Magistrate Anne Goldsbrough is a member of the Judicial Council on Cultural Diversity (JCCD), a national advisory body to provide policy advice and recommendations to assist Australian courts, judicial officers and administrators to positively respond to our diverse needs and strengthen access and cultural and social inclusion.</p> <p>Magistrates' Court of Victoria was accredited as a White Ribbon Workplace in April 2017. As part of the accreditation process, White Ribbon training was provided to MCV leaders and key influencers to build understanding of gender equity and human rights considerations in decision making; and a more inclusive, safe and respectful workplace.</p>
Judicial College of Victoria – Victorian Human Rights Charter Case Collection	The JCV maintains a collection of case summaries of significant Charter cases from the Supreme Court of Victoria. The collection includes a description of the factual issues, area of law, cause of action, and a thorough account of the Charter arguments and outcome. The collection is fully indexed by individual Charter right and section and contains relevant appeal information.

## APPENDIX 7: INDICATORS

### A. Benefits of diversity

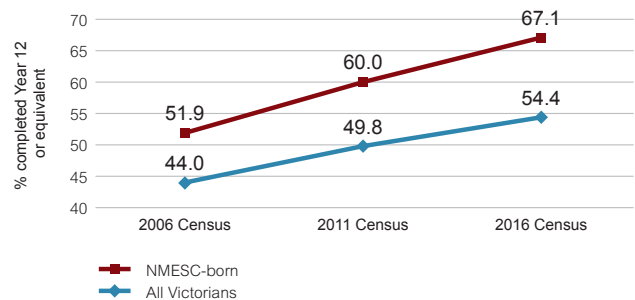
Key points:

1. At the 2016 Census, the proportion of Victorians born in non-main English-speaking countries who completed Year 12 or an equivalent qualification was 67.1 per cent, compared to 54.4 per cent of all Victorians. The trend shows a slightly widening gap between Victorians from NMESCs and all Victorians over the three censuses.
2. At the 2016 Census, 40.3% of all NMESC-born were attending a university or other tertiary institution, compared to 17.8 per cent of all Victorians. The percentage point difference has widened slightly between the two groups since the 2011 Census.
3. The proportion of NMESC-born people who were self-employed has decreased from 15.5 per cent in 2011 to 14.7 per cent in 2016. The pattern is similar to that for all Victorians.
4. The proportion of international visitors to Victoria whose purpose of visit was to 'visit friends and relatives' decreased very slightly from 30.5 per cent in 2016 to 30.3 per cent in 2017.
5. The proportion of international students in Australia studying in Victoria increased from 31.0 per cent in 2016 to 31.7 per cent in 2017.
6. The proportion of skilled migrants working in their nominated fields increased from 81 per cent in 2016 to 82 per cent in 2017.
7. The proportion of primary school students in government schools learning languages increased from 81.5 per cent in 2016 to 83.4 per cent in 2017, while that of secondary school students showed a slight decrease from 41.3 per cent to 40.9 per cent.
8. The proportion of primary schools providing a languages program decreased slightly from 91.1 per cent in 2016 to 90.4 per cent in 2017, while the proportion for secondary schools increased slightly from 88.3 per cent to 90.2 per cent.

#### A1 Proportion of Victorians born in non-main English-speaking countries, 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
2016	67.1%	54.4%
2011	60.0%	49.8%
2006	51.9%	44.0%

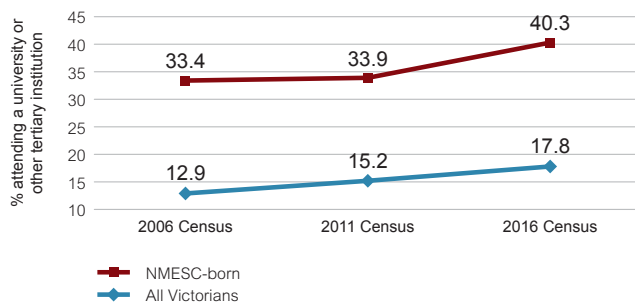


**Note:** This variable is not applicable to persons aged under 15 years.

#### A2 Proportion of Victorians born in non-main English-speaking countries attending a university or other tertiary institution, compared to all Victorians attending a university or other tertiary institution.

ABS Census of Population and Housing. The Census is conducted every five years.

Census	NMESC-born	All Victorians
2016	40.3%	17.8%
2011	33.9%	15.2%
2006	33.4%	12.9%

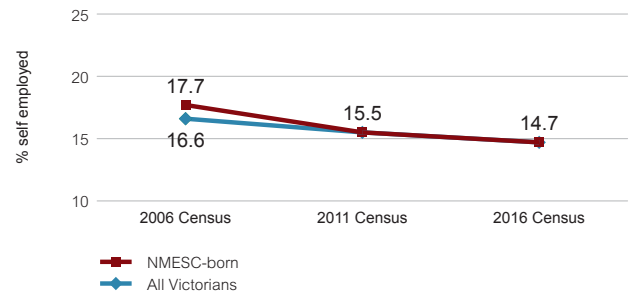


**Note:** This variable is not applicable to persons not attending an educational institution at the time of the Census. The data includes international students who have stated an intention to reside in Victoria/Australia for 12 months or more, and are therefore counted in the Census as usual residents and not as overseas visitors.

**A3 Proportion of Victorians born in non-main English-speaking countries who were self-employed, compared to all Victorians.**

ABS Census of Population and Housing. The Census is conducted every five years.

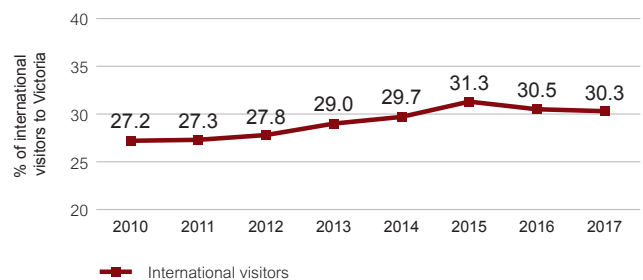
Census	NMESC-born	All Victorians
2016	14.7%	14.7%
2011	15.5%	15.5%
2006	17.7%	16.6%



**A4 Proportion of international visitors to Victoria whose purpose of visit was to ‘visit friends and relatives’.**

DEDJTR International Visitor Survey, Tourism Research Australia. The data is collected quarterly.

Financial Year	International visitors to Victoria
2017	30.3%
2016	30.5%
2015	31.3%
2014	29.7%
2013	29.0%
2012	27.8%
2011	27.3%
2010	27.2%

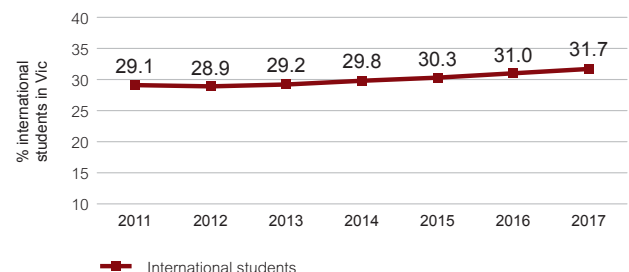


**Note:** There has been a slight change in the definition and measure of the indicator. The change has been applied to previous years within the data set. As such, this set of trend data is different from those published in previous reports.

**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	% of International students in Victoria
2017	31.7%
2016	31.0%
2015	30.3%
2014	29.8%
2013	29.2%
2012	28.9%
2011	29.1%



**Abbreviations:**

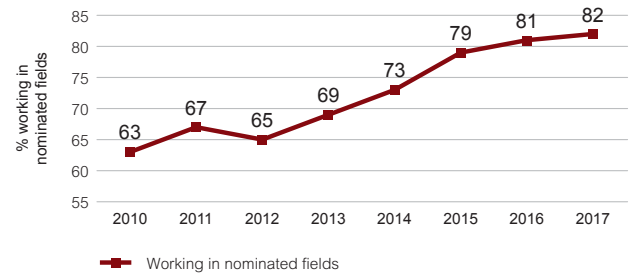
- NMESC: Non-main English-speaking country(ies)
- MESC: Main English-speaking country(ies)
- NESB: Non-English-speaking background/s
- ESB: English-speaking background/s
- LBOTE: Language background/s other than English.

**Note:** There is a time lag in published data for some surveys and reports. E.g. the Victorian Population Health Survey releases data a year after the survey is conducted. The Report on Government Services (RoGS) publishes data annually but with a two-year time lag.

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

DEDJTR, Resolve Database. The data is collected annually.

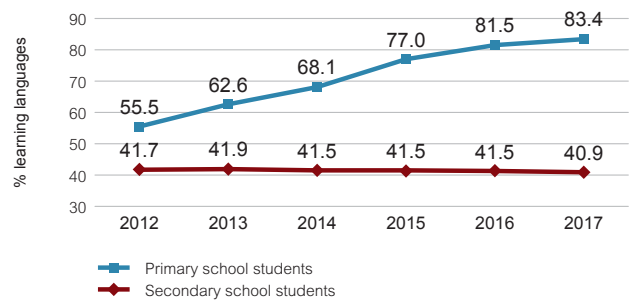
Year	Working in nominated fields
2017	82%
2016	81%
2015	79%
2014	73%
2013	69%
2012	65%
2011	67%
2010	63%



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

DET, Languages Report. The data is collected annually.

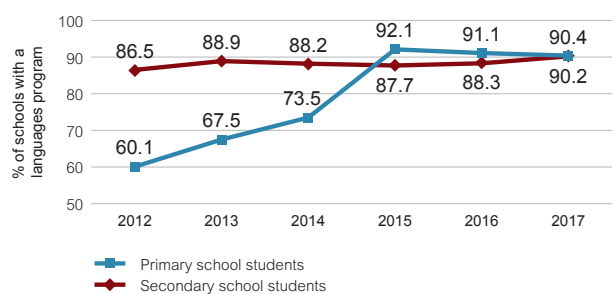
Year	Primary school students	Secondary school students
2017	83.4%	40.9%
2016	81.5%	41.3%
2015	77.0%	41.5%
2014	68.1%	41.5%
2013	62.6%	41.9%
2012	55.5%	41.7%



**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
2017	90.4%	90.2%
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

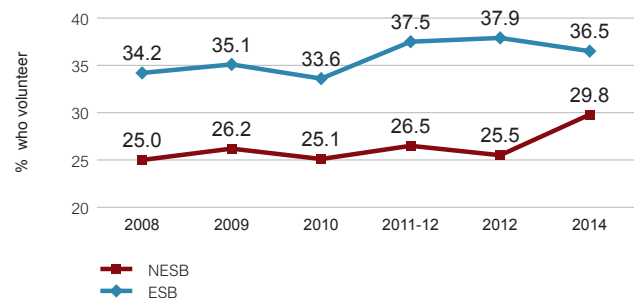
### Key points:

1. The question on volunteering was not asked in the 2013, 2015 and 2016 Victorian Population Health Survey. The proportion of NESB Victorians who were volunteers increased from 25.5 per cent in 2012 to 29.8 per cent in 2014; while that of ESB Victorians 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).
2. This question on members of an organised group was also not asked in the 2013, 2015 and 2016 surveys. 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 of ESB Victorians increased slightly from 63.0 per cent to 63.7 per cent. (The difference between NESB and ESB decreased from 11.3 percentage points to 4.1 percentage points).
3. The proportion of culturally diverse appointments on government boards, authorities and committees was 24.5 per cent at June 2017, compared to 24.0 per cent at June 2016.
4. The proportion of NESB Victorians who feel multi-culturalism at least sometimes makes life better in their area increased from 55.7 per cent in 2015 to 56.6 per cent in 2016; while the proportion of ESB Victorians decreased from 50.1 per cent to 46.7 per cent.
5. The proportion of survey respondents who think the number of immigrants accepted into Australia is 'too high' increased from 34 per cent in 2016 to 37 per cent in 2017, compared to a decrease of 1 per cent in the previous year.
6. The proportion of survey respondents who 'agree' or 'strongly agree' that accepting immigrants from many different countries makes Australia stronger was 63.2 per cent in 2017, decreasing from 66.5 per cent in 2016 and 67.2 per cent in 2015.
7. The number of complaints to VEOHRC under the Racial and *Religious Tolerance Act* decreased from 13 in 2015-16 to 8 in 2016-17. A large number of complaints (106) in 2014-15 were in relation to a multi-party dispute.
8. Complaints made under the *Equal Opportunity Act* continue to decrease significantly from 196 in 2015-16 to 147 in 2016-17.

### B1 Proportion of Victorians from a non-English-speaking background who report that they sometimes or definitely helped out a local group as a volunteer.

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

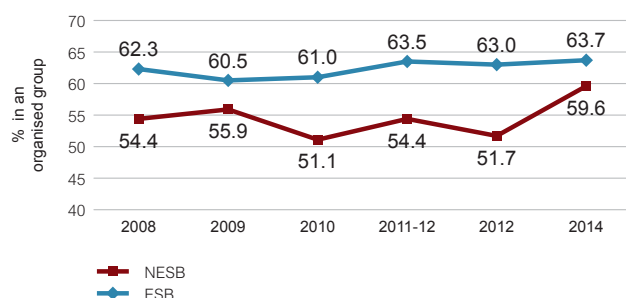
Year	NESB	ESB
2016	n.a.	n.a.
2015	n.a.	n.a.
2014	29.8%	36.5%
2013	n.a.	n.a.
2012	25.5%	37.9%
2011-12	26.5%	37.5%
2010	25.1%	33.6%
2009	26.2%	35.1%
2008	25.0%	34.2%



### B2 Proportion of Victorians from a non-English-speaking background 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
2016	n.a.	n.a.
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%

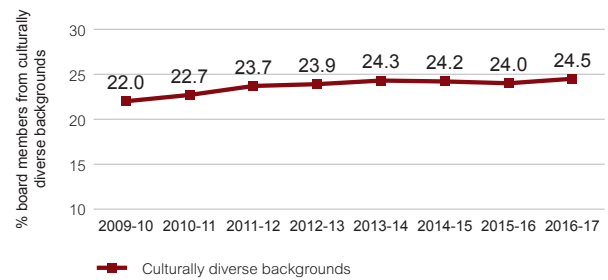


**Note for B1 and B2:** No data was available for 2013, 2015 and 2016 as the question was not asked. The question has been included in the 2017-18 survey currently under progress.

**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 2017	24.5%
June 2016	24.0%
June 2015	24.2%
June 2014	24.3%
June 2013	23.9%
June 2012	23.7%
June 2011	22.7%
June 2010	22.0%

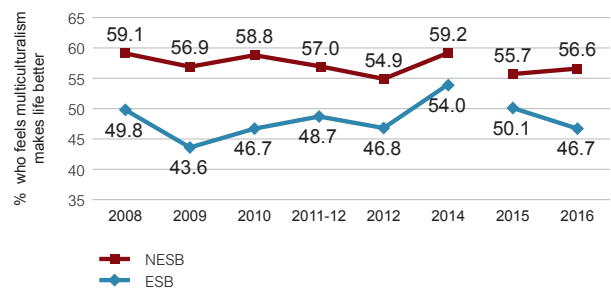


**Note:** New data capture methods have been applied to previous years. As such, this set of trend data is different from those published in previous reports.

**B4 Proportion of Victorians from a non-English-speaking background, 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
2016	56.6%	46.7%
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%



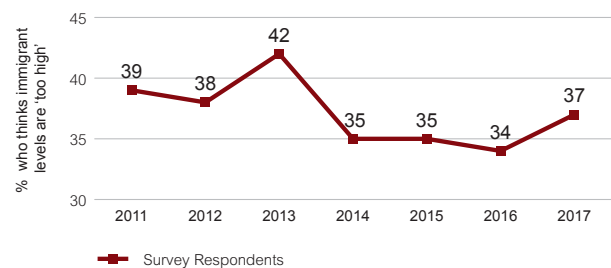
\* No data was available for 2013

**Note:** Data from 2015 onwards cannot be compared to previous years due to a change in survey methods.

**B5 Proportion of survey respondents 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.

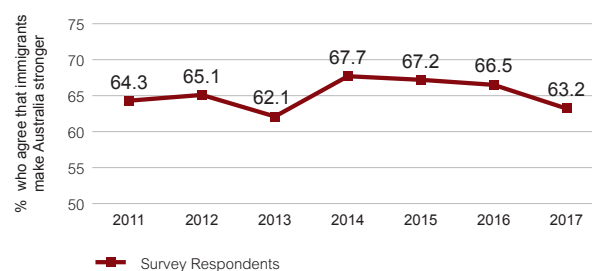
Year	Survey respondents
2017	37%
2016	34%
2015	35%
2014	35%
2013	42%
2012	38%
2011	39%



### B6 Proportion of survey respondents 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.

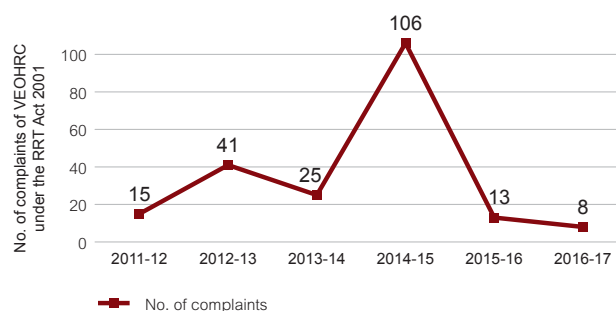
Year	Survey respondents
2017	63.2%
2016	66.5%
2015	67.2%
2014	67.7%
2013	62.1%
2012	65.1%
2011	64.3%



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

VEOHRC Annual Reports. The data is collected annually.

Year	Number of complaints
2016-17	8
2015-16	13
2014-15	106
2013-14	25
2012-13	41
2011-12	15

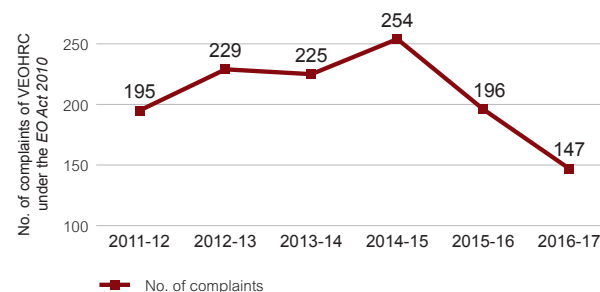


**Note:** The large number of complaints under the RRT Act in 2014-15 was the result of a multi-party dispute.

### 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	Number of complaints
2016-17	147
2015-16	196
2014-15	254
2013-14	225
2012-13	229
2011-12	195



### C. Accessible and responsive services

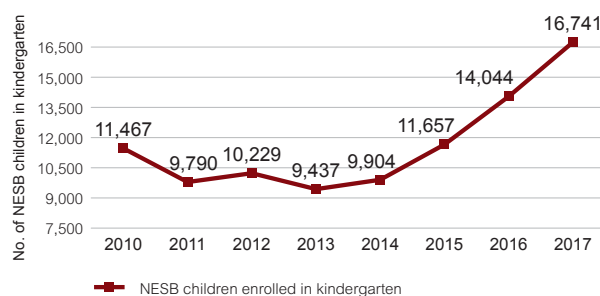
Key points:

1. The number of NESB Victorian children enrolled in kindergarten increased from 14,044 in 2016 to 16,741 in 2017.
2. 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.
3. The proportion of Year 12 completers from LBOTE backgrounds participating in education and training six months after school decreased from 88.0 per cent in 2016 to 85.3 per cent in 2017. There was also a slight decrease for all Year 12 completers, from 76.8 per cent to 74.8 per cent.
4. The unemployment rate for Victorians born in NMESCs increased slightly from 7.2 per cent in 2015-16 to 7.4 per cent in 2016-17. The rate for all Victorians was similar at 5.9 per cent.
5. The workforce participation rate for Victorians born in NMESCs at 57.9 per cent was lower than that of 65.7 per cent for all Victorians. The rates have increased slightly from the previous year for both groups.
6. There was no data update from the 2018 RoGS for the participation rate in breast screening programs for culturally diverse female Victorians. The report did not include such data due to issues of data quality and availability. Data for 2014-15 is not comparable with previous years as the target age group changed from 50-69 years to 50-74 years.
7. The proportion of Victorians from NESBs who reported diabetes mellitus decreased slightly from 9.9 per cent in 2015 to 8.2 per cent in 2016. The proportion of Victorians from ESBs was lower, at 6.2 per cent in 2015 and 6.3 per cent in 2016.
8. The proportion of Victorians from NESBs who reported ‘insufficient’ physical activity decreased from 57.8 per cent in 2015 to 56.0 per cent in 2016. The proportion of Victorians from ESBs decreased from 49.1 per cent to 45.4 per cent in the same period.
9. The proportion of Victorians from NESBs with high or very high levels of psychological distress decreased from 18.0 per cent in 2015 to 17.3 per cent in 2016. The proportion of Victorians from ESBs decreased from 17.1 per cent to 14.3 per cent in the same period.
- 10.(a) and (b) For 2016-17, this measure has been changed to report only on people aged under 65 years as data collection for the older cohort has been transferred from DHHS to the Commonwealth. The data shows that NMESC-born HACC clients aged under 65 years as a percentage of total clients was 14.7 per cent, compared to 23.9 per cent of NMESC population as percentage of total population aged under 65 years.
11. The number of service users per 1,000 population for NESB Victorians accessing National Disability Agreement’s accommodation support, community support and respite care services was lower than that of ESB Victorians, although the gap has narrowed between 2014-15 and 2015-16. It is only for community access that the number for NESB Victorians was higher, at 4.7, compared to 1.6 for ESB Victorians.
12. The proportion of Victorian clients from NMESCs whose needs were met at specialist homelessness services decreased from 95.1 per cent in 2015-16 to 93.9 per cent in 2016-17. The proportion of all Victorian clients decreased from 94.9 per cent to 93.1 per cent in the same period.
13. The percentage increase in government expenditure on translating and interpreting services was 4.8 per cent in 2016-17, compared to 7.8 per cent in 2015-16.
14. Expenditure on multicultural media campaigns as a percentage of total media campaign expenditure was 5.2 per cent in 2016-17, compared to 6.0 per cent in 2015-16. The minimum target is 5.0 per cent.

#### C1 Number of Victorian children from a non-English-speaking background enrolled in kindergarten.

DET, Kindergarten Census Collection. The data is collected annually.

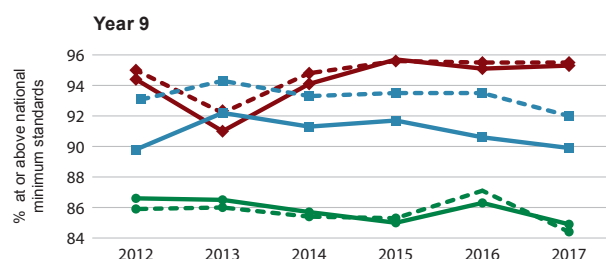
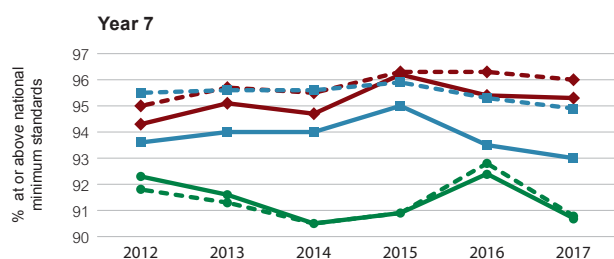
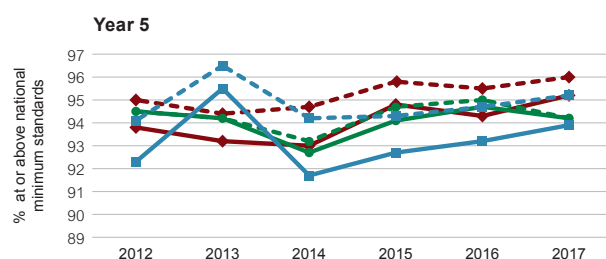
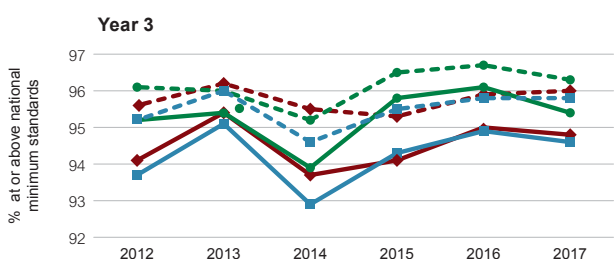
Year	NESB children enrolled in kindergarten
2017	16,741
2016	14,044
2015	11,657
2014	9,904
2013	9,437
2012	10,229
2011	9,790
2010	11,467



## C2 Proportion of Victorian children and young people from language backgrounds other than English 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-level 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>						
2017	94.6%	95.8%	95.4%	96.3%	94.8%	96.0%
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>						
2017	93.3%	95.2%	94.2%	94.2%	95.2%	96.0%
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>						
2017	93.0%	94.9%	90.7%	90.8%	95.3%	96.0%
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>						
2017	89.9%	92.0%	84.9%	84.4%	95.3%	95.5%
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%

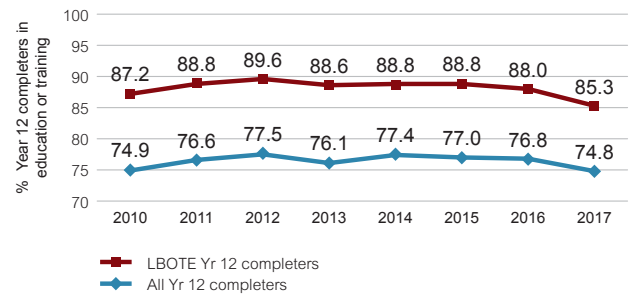




**C3 Proportion of Year 12 completers from language backgrounds other than English participating in education or training six months after leaving school, compared with all Year 12 completers surveyed in Victoria.**

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

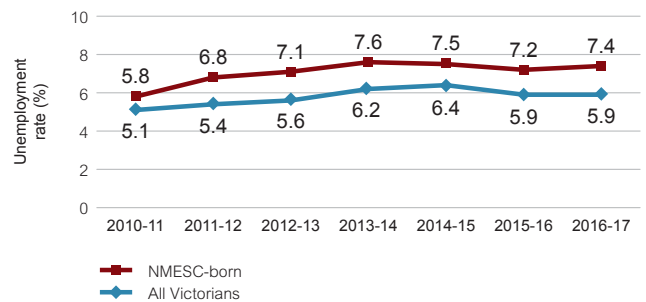
Year of survey	In education or training	
	% of LBOTE completers	% of all Year 12 completers
2017	85.3%	74.8%
2016	88.0%	76.8%
2015	88.8%	77.0%
2014	88.8%	77.4%
2013	88.6%	76.1%
2012	89.6%	77.5%
2011	88.8%	76.6%
2010	87.2%	74.9%



**C4 Unemployment rate of Victorians born in non-main English-speaking countries 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.

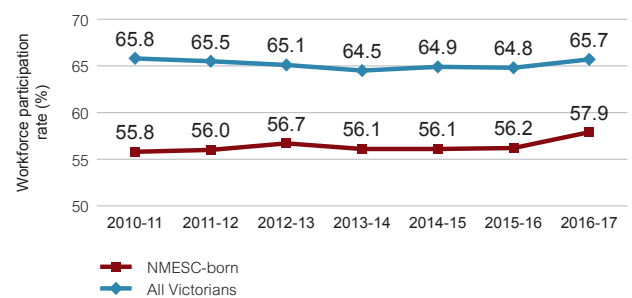
Year	NMESC-born	All Victorians
2016-17	7.4%	5.9%
2015-16	7.2%	5.9%
2014-15	7.5%	6.4%
2013-14	7.6%	6.2%
2012-13	7.1%	5.6%
2011-12	6.8%	5.4%
2010-11	5.8%	5.1%



**C5 Workforce participation rate of Victorians born in non-main English-speaking countries 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.

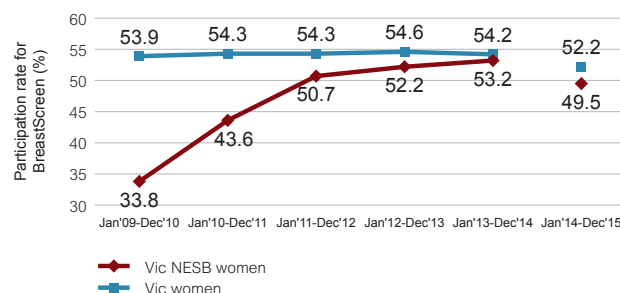
Year	NMESC-born	All Victorians
2016-17	57.9%	65.7%
2015-16	56.2%	64.8%
2014-15	56.1%	64.9%
2013-14	56.1%	64.5%
2012-13	56.7%	65.1%
2011-12	56.0%	65.5%
2010-11	55.8%	65.8%



### C6 BreastScreen Australia Program participation rate of NESB Victorian women aged 50-69 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.

Two-year period	Vic NESB women	Victorian women
Jan 2015-Dec 2016	n.a.	n.a.
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%

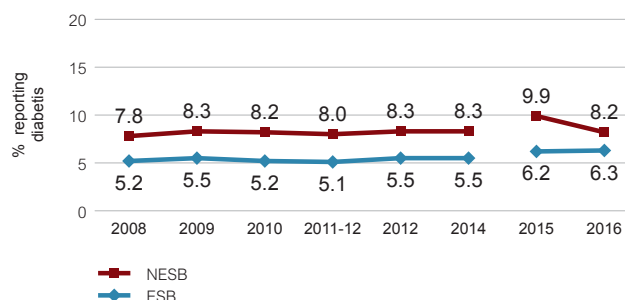


**Note:** Data for 2014-15 is not comparable with previous years as the target age group changed from 50-69 years to 50-74 years. Data is also not available for 2015-16 as the latest 2018 RoGS Report did not include BreastScreen Australia data for NESB women due to issues of data quality and availability.

### C7 Proportion of Victorians from non-English-speaking backgrounds, compared to English-speaking only, who report doctor-diagnosed diabetes mellitus.

DHHS, Victorian Population Health Survey. Annual survey.

Year	NESB	ESB
2016	8.2%	6.3%
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%

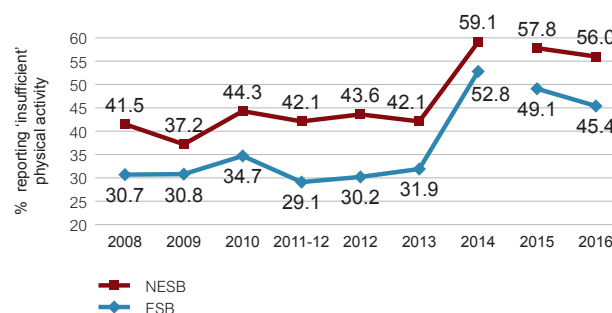


**Note:** No data was available for 2013. Refers to Type 1 and 2 (excluding gestational) diabetes. Data from 2015 onwards cannot be compared to previous years due to a change in survey methods.

### C8 Proportion of Victorians from non-English-speaking backgrounds who report 'insufficient' physical activity during the week before the survey.

DHHS, Victorian Population Health Survey. Annual survey.

Year	NESB	ESB
2016	56.0%	45.4%
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%
2010	44.3%	34.7%
2009	37.2%	30.8%
2008	41.5%	30.7%

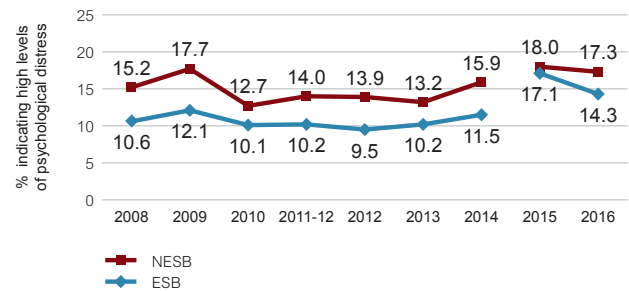


**Note:** Data from 2015 onwards cannot be compared to previous years due to a change in survey methods.

**C9 Proportion of Victorians from non-English-speaking backgrounds with high or very high levels of psychological distress.**

DHHS, Victorian Population Health Survey. Annual survey.

Year	NESB	ESB
2016	17.3%	14.3%
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%



**Note:** Data from 2015 onwards cannot be compared to previous years due to a change in the survey methods.

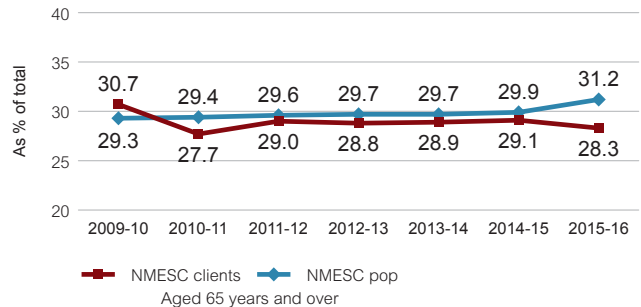
**C10 (a) Proportion of Victorian Home and Community Care (HACC) clients aged 65 years and over born in a non-main English-speaking country (NMESC), compared to the proportion of all 65 years old and over Victorians born in a NMESC.**

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 every five years.

The VIF population projections are revised following each national Census.

Year of survey	Aged 65 and over	
	NMESC clients as % of total clients	NMESC pop. as % of total pop.
2016-17	n.a.	n.a.
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%



**Note:** This indicator was published in the previous Victorian Government Report in Multicultural Affairs 2015-16 and is being replaced by C10 (b) below.

**C10 (b) Proportion of Victorian Home and Community Care (HACC) clients aged under 65 years born in a non-main English-speaking country (NMESC), compared to the proportion of all Victorians aged under 65 years born in 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 every five years.

The VIF population projections are revised following each national Census.

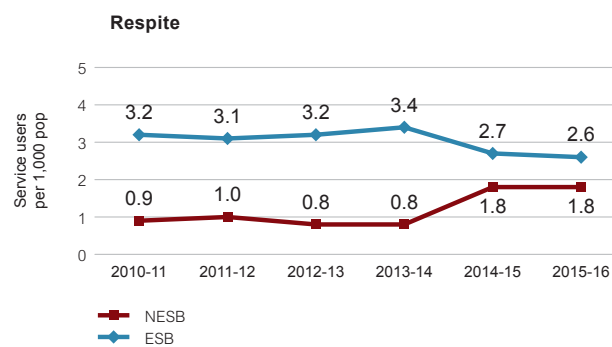
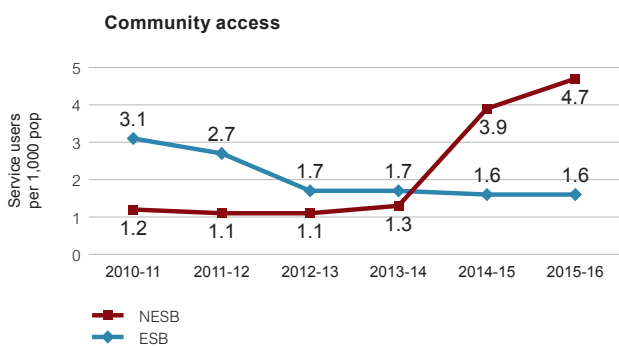
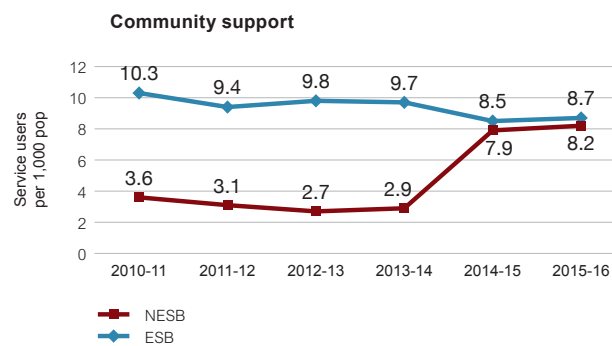
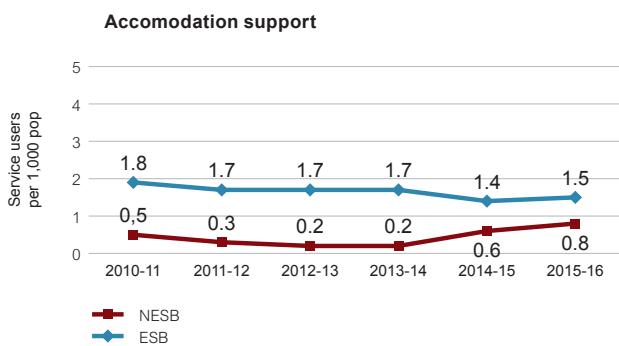
Year of survey	Aged under 65 years	
	NMESC clients as % of total clients	NMESC pop. as % of total pop.
2016-17	14.7%	23.9%

**Note:** On 1 July 2016, responsibility for clients aged over 65 year was transferred from Victoria to the Commonwealth. Accordingly, this measure has been changed to report only on people aged under 65 years as data for the older cohort is no longer collected via DHHS's HACC MDS. This indicator will replace C10 (a) in future reports.

**C11 National Disability Agreement non-English-speaking background service users per 1,000 population, compared with English-speaking background 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.

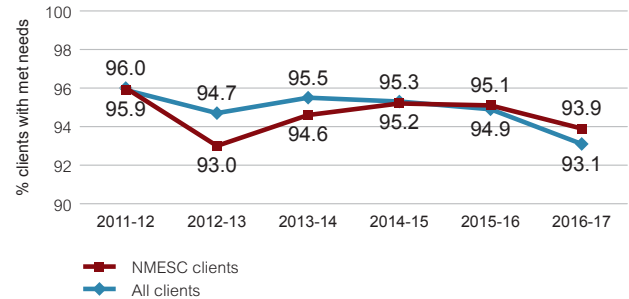
Type of Service	2010-11		2011-12		2012-13		2013-14		2014-15		2015-16	
	NESB	ESB	NESB	ESB	NESB	ESB	NESB	ESB	NESB	ESB	NESB	ESB
Accommodation support	0.5	1.9	0.3	1.7	0.2	1.7	0.2	1.7	0.6	1.4	0.8	1.5
Community support	3.6	10.3	3.1	9.4	2.7	9.8	2.9	9.7	7.9	8.5	8.2	8.7
Community access	1.2	3.1	1.1	2.7	1.1	1.7	1.3	1.7	3.9	1.6	4.7	1.6
Respite	0.9	3.2	1.0	3.1	0.8	3.2	0.8	3.4	1.8	2.7	1.8	2.6



**C12 Proportion of Victorian clients from non-main English-speaking countries 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
2016-17	93.9%	93.1%
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
2016-17	4.8%
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
2016-17	5.2%
2015-16	6.0%
2014-15	5.5%
2013-14	5.8%
2012-13	5.0%
2011-12	3.7%
2010-11	3.7%









**VICTORIA**  
State  
Government

© The State of Victoria Department of Premier and Cabinet 2018  
ISSN 2205-8265 (PDF/Online)

**Accessibility**

If you would like to receive this publication in an alternative format, such as large print or audio, email the Multicultural Affairs and Social Cohesion Division on [multicultural@dpc.vic.gov.au](mailto:multicultural@dpc.vic.gov.au).

This document is also available as a print copy upon request.

