

VICTORIAN GOVERNMENT REPORT IN MULTICULTURAL AFFAIRS

2012–13





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Message from the Minister for Multicultural Affairs and Citizenship

Victoria is home to one of the most culturally diverse and cohesive societies in the world. Our state was built on the strength of our rich and multifaceted cultural heritage. It is up to us, as a society, to recognise and preserve this legacy. We should value and celebrate our diversity, for it is an asset—no less significant than a great monument or a prized natural resource. Just as successive waves of migration helped found the state we are proud to call home today, so too will cultural, linguistic and religious diversity influence the shape of our future.

Victoria is already diverse. How Victorians engage with each other, and with the rest of the world, will help to determine our future experiences. Diversity is central to this equation. We are all positioned to create and experience huge social and economic benefits from the dynamic global environment we live in today. Our diversity offers us unique, cosmopolitan insights that can help us to better understand and respond to global issues and trends. Cultural, linguistic and religious diversity improves our ability to see and connect with the world around us.

To garner and maximise the benefits of our diversity, governments need to respond to and support the needs of all Victorians. The Victorian Government's approach is embedded within a whole-of-community and whole-of-government framework, which can most effectively meet the needs of one of the most culturally, linguistically and religiously diverse societies in the world.

This report outlines some of the initiatives the Victorian Government undertook during 2012-13 to support and promote cultural diversity in this state. For the first time, this report includes a range of indicators as committed to in the Victorian Government's new multicultural policy framework, *Victoria's Advantage*. These measures will provide trend analysis, allowing us to more easily evaluate the responsiveness of Victorian Government services when it comes to supporting our culturally and linguistically diverse (CALD) communities over time.

The Victorian Government will continue to work closely with all levels of government to ensure that national policies and funding, as well as local services, deliver the best possible outcomes for CALD communities, including newly-arrived migrants and refugees. We believe that if cultural diversity is nurtured, harnessed and respected, it can engender a more creative, productive and cohesive society.

A handwritten signature in black ink, appearing to read 'Matthew Guy', followed by two dots. The signature is stylized and cursive.

The Hon. Matthew Guy MLC
Minister for Multicultural Affairs and Citizenship

Summary



Reporting on departmental initiatives

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 Citizenship and to Parliament on their achievements in multicultural affairs over the previous financial year.

As emphasised in the Victorian Government's new policy framework for multicultural affairs and citizenship, *Victoria's Advantage: Unity, Diversity, Opportunity* (March 2014), the report reflects the government's efforts to:

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

The report outlines key activities and achievements in multicultural affairs from 1 July 2012 to 30 June 2013 across Victorian Government departments. The initiatives, including programs and projects, have been grouped under the three themes identified in *Victoria's Advantage*, namely, Maximising the Benefits of Our Diversity; Citizenship, Participation and Social Cohesion; and Accessible and Responsive Services.

The initiatives under each theme are also categorised as either general initiatives or targeted initiatives focusing on CALD youth, older persons and women, and CALD communities in rural and regional Victoria. The distinction is not absolute as many initiatives are implemented across departments and agencies through partnerships and collaboration.

Additional reporting

In addition to reporting on major improvements and initiatives, Victorian Government departments are required to report on a number of specific activities in multicultural affairs. Examples of these activities from individual departments are provided in the appendices.

Use of interpreting and translating services

Departments made a significant investment in interpreting and translating services to enhance responsiveness to CALD communities. Across government departments and funded agencies, there was a total identified expenditure of \$31,212,190 on these services, representing a 15.5 per cent increase from \$27,021,035 in 2011-12.¹

¹ The expenditure total for the 2011-12 financial year published in the *Victorian Government Initiatives and Reporting in Multicultural Affairs 2011-12* was \$27,263,484, but has been revised to \$27,021,035 since publication.

Victorian Government multilingual publications and resources

The extensive nature of multilingual publications and resources by departments continues to demonstrate the government's commitment to providing information on government programs and services that are accessible to all Victorians in relevant community languages. Many of these publications and resources are available from departmental websites.

Progress and forward initiatives under Cultural Diversity Plans

In 2012-13, all departments have some form of cultural diversity plans (CDPs), policies or strategies in place which are at various stages of finalisation, implementation and monitoring. CDPs aim to enhance the provision of culturally-responsive service delivery to CALD communities as well provide culturally-sensitive working conditions for staff.

CALD representation on government boards, authorities and committees

As at June 2013, 23.0 per cent of total appointees to Victorian Government boards, authorities and committees identified themselves as having a culturally diverse background, compared to 18.0 per cent in the previous year, 2011-12. New appointees in 2012-13 from culturally diverse backgrounds accounted for 24.0 per cent of total new appointees.

Spending on multicultural advertising campaigns

In 2012-13, the Victorian Government, including public entities and statutory authorities, spent 5.0 per cent of total campaign expenditure on CALD media, equal to the minimum CALD media target expenditure. This represents an increase from 3.7 per cent in 2011-12.

Measures to promote human rights

A number of measures were taken across departments in 2012-13 to promote human rights for CALD communities in accordance with the Victorian Charter of Human Rights and Responsibilities.

Reporting on indicators

Victoria's new multicultural affairs and citizenship policy, *Victoria's Advantage*, identified a set of 30 indicators which, together, provide a picture of how Victoria is faring in the support of multiculturalism, citizenship and social cohesion. The lists of indicators, with data tables and charts to show trends over time, have been included in the appendices to this report.

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.

Note on terminology

The term CALD has been used throughout this report as an acronym for *culturally and linguistically diverse*, including religious diversity.

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

Some departments and agencies use the terms NESB to represent non-English speaking background, and ESB as English-speaking background. LBOTE is also used to represent Language Background other than English. LOTE represents Language other than English.

List of Victorian Government departments

- DEECD Department of Education and Early Childhood Development
- DEPI Department of Environment and Primary Industries
- DH Department of Health
- DHS Department of Human Services
- DOJ Department of Justice
- DPC Department of Premier and Cabinet
- DSDBI Department of State Development, Business and Innovation
- DTF Department of Treasury and Finance
- DTPLI Department of Transport, Planning and Local Infrastructure



Introduction



Victoria's growing 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 in Australia. The 2011 Australian Census of Population and Housing shows that of the total Victorian population of 5,354,040 persons:

- 26.2 per cent (1,405,330) were born overseas in over 200 countries (up from 23.8 per cent in 2006);
- 46.8 per cent (2,503,436) were either born overseas or have at least one parent born overseas (up from 43.6 per cent in 2006);
- 23.1 per cent (1,235,436) spoke 260 languages other than English at home (up from 20.4 per cent in 2006); and
- 67.7 per cent (3,623,796) followed more than 130 different faiths (compared to 68.4 per cent in 2006, although there was an increase of 249,096 persons with a faith).

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 as well as by the Victorian community as a whole.

Victoria's whole-of-government approach

Victoria's approach to multicultural affairs is informed by a range of legislative and policy frameworks to guide the planning and delivery of services, maximise the benefits of diversity and promote participation, active citizenship and social cohesion (see Figure 1).

Legislation

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

The Act establishes the Victorian Multicultural Commission (VMC) as a statutory authority to provide independent advice to the Victorian Government on multicultural affairs and citizenship matters. Reporting requirements under the Act, including the development of departmental cultural diversity plans, facilitate more targeted departmental responsiveness to our communities when delivering services and programs.

Other important components in Victoria's legislative framework include the *Racial and Religious Tolerance Act 2001*, enacted to prohibit the vilification of people on the grounds of race or religious belief. There is also the *Equal Opportunity Act 2010* and the *Charter of Human Rights and Responsibilities Act 2006*. These Acts demonstrate that the Victorian Government takes allegations of discrimination and vilification against any Victorian very seriously, and will ensure those responsible are held to account according to the law.

Policy and Strategy

The programs and initiatives in support of our diverse communities that are outlined in this document are grouped under three broad themes, namely, Maximising the Benefits of our Diversity; Citizenship, Participation and Social Cohesion; and Accessible and Responsive Services.

These themes capture the broad scope of programs and initiatives that support Victoria's diverse communities, and reflect the themes established in the government's new policy framework for multicultural affairs and citizenship, *Victoria's Advantage: Unity Diversity Opportunity*, released in March 2014. These themes reflect the government's commitment to foster a fair, inclusive and harmonious multicultural Victoria.

In addition to *Victoria's Advantage*, the government's approach to multicultural affairs and citizenship is informed by a range of policy and planning frameworks that have evolved over decades of bipartisan support.

The *Vision for Languages Education* (2011) and the related implementation plan, *Languages—Expanding your World*, aim to give all students the opportunity to learn another language and continue to improve Victoria's multilingual capacity.

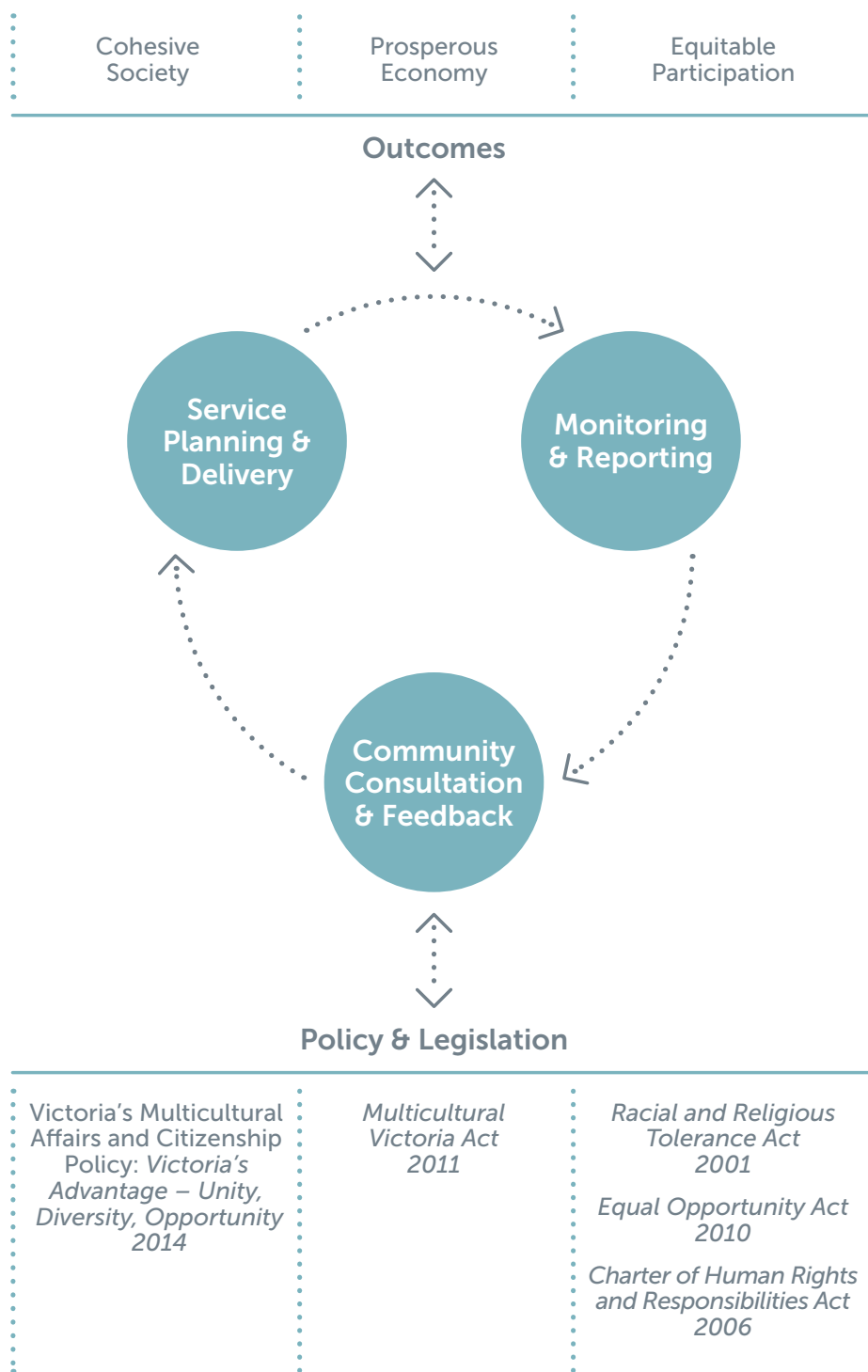
Dynamic financial and trade policies are also in place to secure Victoria's economic future, and engagement with the rest of the world. These are strengthened through language education policies, intercultural education initiatives, supporting international students, promotion of trade and diplomatic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

The government's *Multicultural Communications Policy and Guidelines on Policy and Procedure on Interpreting and Translating* ensure that departments and agencies understand their obligations to provide information to communities in their language and that interpreters and translators are used when required to deliver services.

Through a range of departments and program areas, the government is actively supporting all Victorians to access critical government services, local networks, and social, economic and cultural opportunities.

The reporting required under the *Multicultural Victoria Act 2011* includes progress made under each department's cultural diversity plan for culturally-sensitive service delivery. Cultural diversity plans help departments evaluate programs and services for their effectiveness in meeting the needs of CALD communities. The plans include requirements to train staff to improve cultural competency skills and to ensure that communications are delivered in relevant community languages when necessary.

Figure 1. Victoria's Whole-of-Government Approach



Maximising the Benefits of our Diversity



The vast diversity of skills and experience that migrants bring with them from overseas has helped to lay the foundations of the State of Victoria. Successive waves of migration have enriched our state in many ways.

Today, the international community recognises Victoria as a welcoming place to do business, study, work and live. While our cosmopolitan society has long been recognised as part of Victoria's charm, diversity is also an important part of this state's commercial appeal. Our cultural and linguistic diversity is attractive to business leaders in the international marketplace because cultural links can facilitate commercial partnerships. 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 our diversity through a wide range of initiatives and programs that contribute to Victoria's reputation as a welcoming environment for migrants from all walks of life. These initiatives include fostering international education and engagement; language learning; enhancing cultural precincts and community infrastructure; recognition through multicultural awards of excellence; and reporting on progress and forward initiatives under departmental cultural diversity plans.

Overall initiatives in 2012-13

DEECD Community Languages Schools Program

The Department of Education and Early Childhood Development (DEECD) provides per capita subsidies to accredited not-for-profit community languages schools to support the delivery of out of school hours language programs to school-aged students. In 2012-13, DEECD provided \$6.4 million to 179 accredited community language schools to provide language learning to 36,103 students in 41 community languages.

DEECD community languages initiatives

These include:

- Funding of \$357,500 for Community Languages Australia to provide professional development activities for community languages school teachers, many of whom do not have formal teaching qualifications;
- Funding of \$220,000 for the development of an accredited Certificate IV for community languages school teachers and administrators;
- Development of Rental Framework Agreement and Guidelines to assist community languages schools to access school facilities at fair and reasonable rates; and
- Training and support for teachers and principals at 92 community-based providers of smaller candidature languages to assist them to maintain the registration of their schools as VCE providers of those languages.



Leading 21st Century Schools Victoria: Engage with Asia program

DEECD provided \$104,000, in addition to \$188,000 of Commonwealth funding, for its Leading 21st Century Schools Victoria: Engage with Asia Program. The program included professional development for principals from government, Catholic and independent schools to enable them to lead and implement change and build Asian literacy across the curriculum. Principals and their leadership teams work in geographic networks to plan and implement whole school change strategies. The program also incorporated professional development for teachers to increase their knowledge about Asia and to enable them to design and implement units of work across the curriculum to develop the Asian literacy of their students.

Languages—Expanding Your World (DEECD)

The Victorian Government's *Vision for Languages Education* was launched in 2011 with the objective of extending and improving languages education to build on the linguistic and cultural capital of Victoria's diverse population. During Education Week 2013, the government launched *Languages—expanding your world*, the implementation plan (2013-2025) to support the achievement of the vision.

The implementation plan outlines a range of initiatives, supported by \$7 million funding in 2012-13, to increase the demand for languages education; strengthen and expand the languages workforce; and develop partnerships and resources. These initiatives include the Languages Start Up Grants,

Languages Teaching Scholarships and professional development courses for languages teachers.

These initiatives reflect the government's commitment to improve the quality of languages education and ensure that young people actually have the opportunity to learn and develop language skills with increased 'time on task', better quality teaching and more rigorous assessment.

Provision of English as an Additional Language (EAL)

During Refugee Week 2013, the government launched its *Vision for English as an Additional Language (EAL) in Education and Development Settings*, with the objective of supporting EAL learners to access high quality learning and development in Victorian early childhood services, schools and further education settings. The vision emphasises the important role EAL education plays in ensuring that new arrivals are able to fully participate in the economic, educational and civic life of Victoria. Students learning English under the EAL program make up around 15 per cent of all students in metropolitan schools.

On arrival in Australia, EAL learners are able to access the New Arrivals Program to attend English Language Schools and Centres for between six to twelve months. EAL students are further supported by the provision of EAL index funding in mainstream schools. This funding enables schools to engage EAL teachers and Multicultural Education Aides to provide targeted EAL programs, support students in the classroom and facilitate communication between schools and parents of EAL students.

From boxing to teaching French with the support of a Languages Teaching Scholarship

CASE STUDY

In February 2014, Charles Njock began the first day as a newly qualified French teacher at Kyabram P-12 in regional Victoria. Charles' new career has taken him a long way from his previous career as a champion boxer on the international circuit.

Charles came to Australia to compete as a boxer representing his home country, Cameroon, at the 2006 Commonwealth Games. After the Games, Charles was granted asylum in Australia and began building a new life for himself. He completed university studies in French, a language he learned in his home country. In 2013, Charles was granted a Victorian Government *Languages Teaching Scholarship* to become a qualified teacher of French.

The *Languages Teaching Scholarship* program is a key initiative of the Victorian Government's *Vision for Languages Education* (released in 2011) to improve and extend languages education in Victorian government schools. The aim is that by the year 2025, all government school students from Prep to Year 10 will be learning a language.

The \$6 million Languages Teaching Scholarships program will provide an additional 210 languages teachers over three years by supporting existing teachers and undergraduates with proficiency in a language in addition to English to become qualified language teachers, especially in rural and regional schools in Victoria.

"Having the opportunity to go to university was a really important moment in my life," Charles said. "The Victorian Government's *Language Teaching Scholarship* was a big part in getting me back to study and has allowed me to realise my dream of becoming a teacher ... I am not only looking forward to teaching French and Humanities, I am also planning to be deeply involved in sport activities at the College".

Sister School Grants Program

The Sister School Grants Program was established by the Victorian Government to provide funding to support sister school partnerships across government and non-government schools. The program, administered by DEECD, provided \$70,000 in 2012-13. Meaningful and sustainable sister school relationships provide valuable opportunities for students and teachers to communicate across cultures and contribute to building 21st century skills to equip young people to thrive in a global and multicultural society. Research undertaken by DEECD showed that sister school relationships contribute to intercultural understanding within the school community as well as increased understanding of one's own culture and country.

Victorian Chinese Student Scholarship Program

The Victorian Government supports a reciprocal student scholarship program with China, which is auspiced by a Memorandum of Understanding between DEECD and the Ministry of Education of the People's Republic of China signed in 2011. The program provides for ten Chinese students each year to undertake study in a Victorian Government school, and live with a Victorian family for up to three weeks. The program also enables up to three Victorian students each year to complete a full degree program or a one-year intensive language program at a Chinese university in the year after VCE. The program contributes to building intercultural and language skills and to building people-to-people relationships between Victorian and Chinese students.

International Student Information Days

DSDBI provided a grant of \$40,000 to the Australian Federation of International Students to conduct two free information days for international students, mostly from CALD backgrounds, to provide advice on finding accommodation or employment, immigration matters and accessing available support services. More than 700 students attended.

State Library of Victoria MyLanguage Website

MyLanguage is a collaborative national project supported by six Australian states and territories. The Victorian Government contributed \$24,364 in 2012-13 to support the State Library of Victoria as a project partner to develop the *MyLanguage* website. The website promotes access to information for CALD communities throughout Victoria and nationally through a web portal, using information and communication technologies to develop and strengthen communities and facilitate their participation in the broader Victorian community. The website has six million information links in over 60 languages. The work across 2010-2015 is focused on redeveloping the website to enhance ease of access and increase the quantity of web tools and resources to assist libraries, especially public libraries in Victoria, to serve multicultural communities.

Languages and Multicultural Education Resource Centre (LMERC)

DEECD continued to fund and manage the LMERC (\$55,000), which is located in Carlton, to provide resources and support to teachers of languages, English as an Additional Language (EAL) and multicultural education. In 2012-13, teachers borrowed 15,319 items from LMERC. LMERC staff maintain a wikispace and Pinterest page promoting languages, EAL and global and multicultural education resources. In 2012, LMERC staff delivered presentations to 32 groups of teachers and pre-service teachers and provided seven interactive displays at conferences.

ACMI LOTE Program

The Australian Centre for the Moving Image (ACMI) supports the teaching of languages other than English in schools through opportunities leveraged via ACMI's foreign language film festival partners. Examples include the *Exploring French Animation* project and the screening of the Indonesian film *Bidadari Bidadari Surga* for Indonesian language students, accompanied by classroom resource materials developed by ACMI.

Cultural Precincts Enhancement Fund (CPEF)

The Office of Multicultural Affairs and Citizenship (OMAC) in DPC provided \$775,000 in grants under the CPEF to enhance the infrastructure and community space of three of Melbourne's long established cultural precincts—the Little Bourke Street, Lonsdale Street and Lygon Street precincts. The program is a partnership between the Victorian Government, the City of Melbourne, and the Chinese, Greek and Italian communities. Projects completed to date include traditional archways in Little Bourke Street, a permanent stage and bocce court in the Lygon Street Precinct, and new awnings and glass screens in the Lonsdale Street Precinct.

Cultural Precincts and Community Infrastructure Fund (CPCIF)

OMAC provided \$2.15 million in grants under the CPCIF to support the construction of new development or enhancement of existing community spaces or streetscapes within identified cultural precincts across Victoria. In partnership with Victorian CALD community organisations and local councils, this initiative enhances the short- and long-term viability of Victoria's cultural precincts and important community assets. Projects completed and launched in 2012-13 include the cultural precinct upgrade to Eaton Mall in Oakleigh, the establishment of the African Community Hub in Footscray and twelve smaller building upgrade projects across regional and metropolitan Victoria.

Victorian Government Community Receptions

The Premier hosts a number of receptions each year to honour Victoria's multicultural communities and facilitate community engagement. In 2012-13, four receptions were held to respectively celebrate the Maltese Independence Day and the National Days of the Chilean, Serbian and Greek communities. These receptions were organised by the Department of Premier and Cabinet.

The Government's Vision for Citizenship in a Multicultural Victoria

The Victorian Government released its *Vision for Citizenship in a Multicultural Victoria* in September 2012. This document articulated the government's goal of reconciling diversity with unity by emphasising that society is built on the idea that there are shared rights and responsibilities within a diverse, interdependent and democratic community. The vision statement maintained that promoting civics to new migrants, including refugees and humanitarian entrants, strengthens people's commitment to uphold the state's democratic values and institutions. The document also called for feedback on a number of topics through public submissions, which contributed to the development of Victoria's new multicultural affairs and citizenship policy, *Victoria's Advantage: Unity, Diversity, Opportunity*, released in March 2014.

Multicultural Awards for Excellence

The Victorian Multicultural Commission (VMC) oversees the awards, which have been running since 2002, to recognise and reward the contributions of individuals and organisations from CALD backgrounds who promote the social, economic and cultural benefits of Victoria's multicultural community. The awards were hosted by the Hon. Alex Chernov, Governor of Victoria, at Government House. In total, 109 awards were given out, covering a range of areas and activities, including:

- Meritorious Service to the Community;
- Service Delivery to Multicultural Victoria;
- Local Government;
- Education;
- Police;
- Victorian Multicultural Commission Ambassador;
- Premier's Award for Community Harmony;
- Multicultural Business: Corporate Innovation and Multicultural Marketing;
- Media; and
- Victorian Multicultural Honour Roll.

Multicultural Business Ministerial Council (MBMC)

The MBMC, under the auspices of the Department of State Development, Business and Innovation (DSDBI), is the peak body facilitating the government's interaction with Victoria's multicultural business community. The MBMC's primary objectives are to recommend strategies to increase exports; promote Victoria as a culturally diverse business centre; and aid the development of business opportunities taking advantage of Victoria's linguistic and cultural resources. Achievements in 2012-13 included a joint meeting with the Small Business Ministerial Council on issues affecting regional small businesses, and an event to help international students invest and work as small business entrepreneurs in Victoria.

Eaton Mall upgrades inject new life into precinct

CASE STUDY

The City of Monash is a culturally and linguistically diverse municipality with 44.7 per cent of the population born overseas and 39 per cent born in countries where English is not the national language.

In 2010-11, the City of Monash received a \$1 million grant to revitalise Eaton Mall in Oakleigh under the Cultural Precincts and Community Infrastructure Fund (OMAC). The Eaton Mall enhancement project was completed in March 2013 with the installation of an Agora (public square), street furniture, public art, landscaping and lighting improvements.

This project is a \$2.3 million partnership between the Victorian Government, the City of Monash and Melbourne Water.

Prior to the grant, Eaton Mall had not received an upgrade in thirty years. An evaluation of the project found the grant contributed to increasing the usage and access to the mall. The installation of an Agora (public square) has also enabled community events at the mall, such as the 2013 Glendi Festival.

Tourism Marketing

Tourism Victoria provides funding to support the marketing of a number of festivals and events throughout Victoria.

Examples include:

- the National Celtic Festival in Portarlington and the Beechworth and Echuca-Moama Celtic Festivals which recognise and promote Celtic culture in regional Victoria;
- the Australian Worldwide Music Expo, which promotes local, national and world indigenous music; and
- the Carnivale Festival in Wodonga which aims to break down the barriers facing new migrants, linking them with the community and connecting the community with the region's migrant heritage.

Sponsorship of International Chambers of Commerce and Business Councils

There are a number of support agreements between DSDBI and the International Chambers of Commerce. The agreements provide DSDBI with government representation and opportunities to present at major networking functions; access for non-member Victorian companies to attend events; opportunities to sponsor major business events held by the Chambers in Melbourne; and introductions to companies to facilitate trade and investment. Agreements are in place with the Australia-Malaysia, Australia-China and Australia-India Business Councils, and the Australia-Arab and French Chambers of Commerce.

DSDBI Scholarship Programs

DSDBI funds the following scholarship programs to benefit international students and contribute to the state's knowledge capital, the creation of export income and building Victoria's linkages with governments and research institutes internationally:

- Victoria India Doctoral Scholarships (\$910,000): Ten scholarships were awarded to attract the best and the brightest Indian scholars to Victoria to contribute to global knowledge, enhance the thriving Indian and Victorian economies and societies and help foster closer relationships between India and Victoria.
- Victorian International Research Scholarships (\$360,000): Five scholarships were awarded to promote sustainable growth in the international education sector, particularly postgraduate research education; and to raise awareness of Victoria's internationally competitive research strengths and infrastructure as well as the capabilities of Victoria's universities and research institutions.
- Hamer Scholarships Program (\$265,000): The program provided 27 individual scholarships of up to \$10,000 for Victorians over 21 years of age to undertake an intensive Chinese language course at a university in Jiangsu Province, Victoria's Sister State. In 2013-14, the program has been extended to Indonesia, Japan and South Korea.

Departmental reporting

Cultural Diversity Plans

All departments are required to develop cultural diversity plans and programs to enhance the provision of culturally-sensitive service delivery to all Victorian communities.

Under this commitment, departments are required to:

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

At 30 June 2013, a number of departments were in the process of updating or developing new cultural diversity plans as well as implementing or monitoring existing plans and programs.

Appendix 1 highlights examples of progress, achievements and forward initiatives under various departments. It is not intended to be an exhaustive record of the outputs and outcomes achieved.

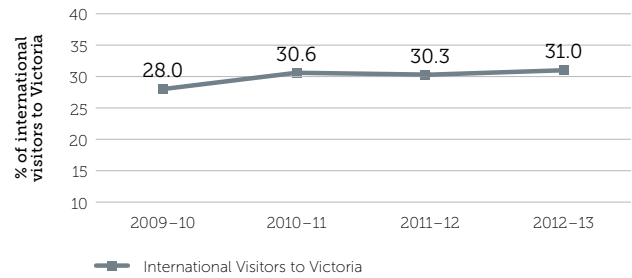
Sample indicators

A sample of four indicators is presented here to illustrate data trends over time relevant to the theme 'Maximising the Benefits of our Diversity'. Appendix 7 provides all the indicators relating to this theme.

Proportion of international visitors who visit Australia with the main purpose of visiting friends and relatives, who stopover in Victoria.

DSDBI, International Visitor Survey, Tourism Research Australia.

The data is collected quarterly.

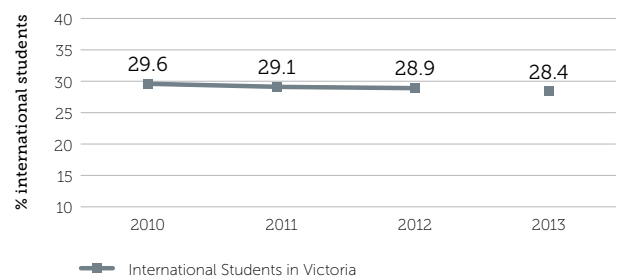


Proportion of international students in Australia studying in Victoria.

DSDBI calculations based on Market Intelligence Package–Australian Educational International (AEI).

The data is collected annually.

Note: At the end of 2013, AEI added a new 'national' category to its data set to capture education providers that operate across multiple States and Territories. This category, which accounted for over 20,000 student enrolments in 2013 (4% of the national total), is not separated by State. As a result of this change, the 2013 reported figure for Victoria may be understated as a significant proportion of 'national' providers enrol international students in campuses located in Victoria.

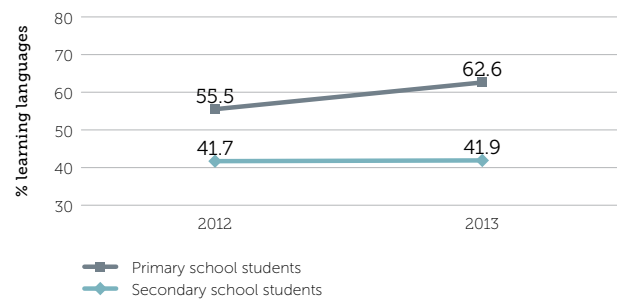


Proportion of students in Victorian government primary and secondary schools learning languages.

DEECD, Languages Report.

The data is collected annually.

Note: Data prior to 2012 has not been included as the definition of a language program was refined to only include programs that would lead to language proficiency.

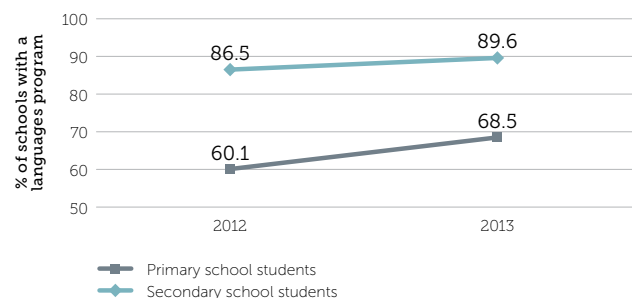


Proportion of Victorian government primary and secondary schools providing a languages program.

DEECD, Annual Languages Report.

The data is collected annually.

Note: Data prior to 2012 has not been included as the definition of a language program was refined to only include programs that would lead to language proficiency.



Citizenship, Participation and Social Cohesion



All Victorians, regardless of their background, are entitled to participate in and contribute to the social, cultural, economic and political life of the state. Participation is not only central to the democratic ideal, but essential to preserving an informed and cohesive society.

Social, cultural and civic participation encourages personal development and community engagement, both of which help to preserve social harmony.

This section highlights initiatives and projects that support civic participation and engagement in local communities across the state. The Victorian Government aims to help all Victorians engage with the broader community. Examples include myriad multicultural festivals, multicultural arts, sports and community events that bring people from all walks of life together to share and celebrate different cultures.

There are also initiatives that promote active citizenship and awareness of rights and responsibilities; increase cross-cultural and multifaith understanding and provide training in community leadership; as well as reporting on CALD representation on government boards and committees and on measures that promote human rights.

The continued success of our multicultural society depends on the ability of all Victorians to actively participate in civic life.

Overall initiatives in 2012-13

Cultural Diversity Week (CDW)

The VMC organised Cultural Diversity Week from 16-24 March 2013. Then in its tenth year, Cultural Diversity Week consists of activities and events to unite Victorians from all backgrounds by providing opportunities for communities to share their culture, faith and language, and celebrate the benefits multiculturalism brings to Victoria.

The VMC organised the Premier's Gala Dinner on 16 March, attended by 1,500 people, and the Viva Victoria Festival on 24 March 2013—a free one-day festival at Federation Square featuring music and dance performances, food from around the world, cultural arts and crafts and cultural workshops, attended by approximately 45,000 people.

Across the state, approximately 300 community events were held by community groups, schools, workplaces and organisations during Cultural Diversity Week. The VMC distributed over 320 free promotional kits to support local events, consisting of posters, stickers, bookmarks, wristbands and lapel ribbons.

VMC Community Grants Program

The VMC Community Grants Program aims to help CALD communities participate in and promote the benefits of Victoria's multicultural society. The grants are designed to provide critical support to the operations and activities of CALD community organisations. The fundamental ethos is to promote social, cultural and economic inclusion for all members of the Victorian community. In 2012-13, approximately 2,400 grants worth \$5.6 million in total, including \$70,000 from DEECD, were awarded to 1,752 multicultural organisations through six grant categories focused on the following:

- Supporting the running costs and activities of multicultural groups;
- Cultural celebrations;
- Projects that bring two or more diverse faith groups together;
- Projects that respond to emerging needs with a priority on activities involving refugees, youth or women;
- Upgrading community-owned facilities, including for safety and disability access; and
- Language education programs.

Promoting Community Harmony Program

The Promoting Community Harmony Program components, which are managed by the Office of Multicultural Affairs and Citizenship in DPC, as well as the VMC, support a range of initiatives that promote respect and shared understanding of different cultures and faiths and seek to enhance community harmony. In 2012-13, the program included the following initiatives:

- The Multifaith/Interfaith Grants (\$400,000): A total of 61 grants were provided to organisations in metropolitan Melbourne and regional Victoria. The grants assisted faith-based and community organisations to come together for activities that promote understanding between these groups and the wider Victorian community. The grants also supported the establishment of new and existing interfaith networks to implement specific projects and initiatives.
- Strategic Partnerships (\$340,000): The central aim of these partnerships is to strengthen cooperative relationships between faith communities and the wider Victorian community. The funding supports the general operations of the partner organisations to increase their capacity to engage more effectively with other faith and cultural organisations and communities, the government, and the wider community. The organisations funded were the Buddhist Council of Victoria, Faith Communities' Council of Victoria, Jewish Christian Muslim Association, Islamic Council of Victoria and the Rabbinical Council of Victoria.

- Youth and Media Mentoring Project (\$50,000): The purpose of the project is to provide mentoring, skills development and technical support to young people aged 16 to 25 years from diverse faith, cultural and linguistic backgrounds, delivered in association with Channel 31. Participants attended a ten-week media skills development training program and produced three documentaries relevant to the interests and priorities of the young people involved. The documentaries were screened on Channel 31.
- Regional Youth Leadership and Participation Project (\$170,000): This initiative targets young people aged 15-25 years from a range of cultural and religious backgrounds living in regional and rural Victoria. In 2012-13, the project was delivered in Gippsland by Gippsland Multicultural Services and the Centre for Multicultural Youth, and in Barwon South West by Diversitat. The project aims to increase participants' confidence and ability to engage with the local community; develop their leadership and decision making skills; create an ongoing dialogue with local decision makers; and build greater understanding and respect for cultural and religious difference. Project activities include work or volunteer placement; mentoring, leadership, decision-making and communication skills development; and the delivery of a youth-led initiative.
- Media and Communications Training (\$35,000): The purpose of the training is to equip emerging and established leaders from CALD backgrounds with the skills and knowledge to constructively engage with local and national media outlets and to effectively represent their respective communities to the media and the wider community.
- The Multifaith Advisory Group (MAG): The MAG is an advisory body which represents the voice of Victoria's faith leaders to the Victorian Government through the Office of Multicultural Affairs and Citizenship. The MAG ensures ongoing dialogue between the Victorian Government and Victoria's faith leaders and communities, and assists the Government to understand and appropriately respond to faith-related issues or concerns. The MAG consists of approximately 25 senior representatives from Victoria's diverse faith communities and meets four times a year or as necessary.
- The Multifaith Multicultural Youth Network (MMYN): The MMYN was established in September 2007 as an advisory body to the Victorian Government (through OMAC). The MMYN, comprising of between 25-30 young people, promotes participation and leadership amongst young people from CALD backgrounds, and provides advice to the government on issues and initiatives that affect young Victorians. Key achievements in 2012-13 include delivery of a faith-based project at a school in regional Victoria; a seminar on interfaith diversity at Victoria University; and musical events during Cultural Diversity Week.

Unity Through Partnerships (UTP) Grants Program

The UTP Grants Program, administered by DPC, provides grants of up to \$100,000 for festivals, events and gatherings undertaken in partnership by two or more of Victoria's diverse ethnic, cultural and religious communities. The program encourages the participation of whole communities to celebrate and value cultural diversity; foster cross cultural exchanges and collaboration; and develop strong, sustainable relationships between partnering organisations. Of the 24 grants (total funding of \$879,000) awarded in 2012-13, 17 were for events in metropolitan Melbourne and seven were for events in regional and rural Victoria.

Building Unity Through Diversity in Knox under the Unity Through Partnerships (UTP) Grants Program

CASE STUDY

On 20 and 21 April 2013, over 6,000 people gathered at the Hungarian Community Centre in Wantirna for two days of multicultural celebration at the inaugural Knox City Multicultural Harmony Festival. Supported through the UTP Grants Program with a \$40,000 grant, the festival brought together diverse communities to celebrate the cultural richness of the area with the wider Victorian community.

The Festival committee comprised representatives from fifteen different ethnic organisations, including the Hungarian Community Co-operative Association, the Eastern District Polish Association Melbourne, the Sant Nankari Mission Melbourne, Knox Interfaith Network, Knox Multicultural Advisory Committee, Centre for Philippine Concerns and Abruzzo and Molise Italian groups. Many local businesses sponsored the event.

The vibrancy of Filipino, Sri Lankan, Scottish, Chilean, Italian, Hungarian, Polish, Greek, El Salvadorian, Indian, Iranian, Chinese, Afghan, Austrian and Egyptian cultures were showcased, with food, dancing, children's activities, music, visual arts and handicrafts. The project focused on engaging young people (particularly those newly-arrived) as volunteers and promoting the acceptance and appreciation of the area's diversity, where about 30 per cent of residents in the City of Knox were born overseas.

Coming together to organise the event allowed new and emerging communities to feel welcomed by more established migrant communities and the wider local community. The cross-cultural partnerships have proved to be meaningful and sustainable, as organisers from different backgrounds now participate in one another's cultural celebrations throughout the year.

Victorian Multicultural Commission Community Consultations

Each year, the VMC holds public consultations to gather feedback from Victoria’s CALD communities, in line with s8(e) of the *Multicultural Victoria Act 2011*. The consultations encourage multicultural service providers, peak bodies, community representatives and other interested parties to provide feedback and input on how the government is meeting the needs of Victorians from diverse cultural, linguistic and religious backgrounds. The key themes raised in the 2012-13 consultations include service delivery, language education, employment, support services and community strengthening.

Rights and Responsibilities Seminar Program (RRSP)

RRSP is a \$200,000 program, which is a suite of free seminars delivered to newly-arrived refugees and asylum seekers across Victoria to provide information on their rights and responsibilities as citizens or permanent residents of the State. Seminar topics cover aspects of law, legal systems, democratic institutions and the importance of participating in Victoria as engaged citizens. Seminars are funded through the Refugee Action Program, and are delivered in partnership with service providers and other government departments and agencies, using a coordinated approach to minimise duplication of effort and build cultural competency and awareness.

Arts Victoria Organisations Support Program

Arts Victoria supports the operations of arts organisations throughout Victoria to enable them to leverage further investment and to generate earned income. This in turn enables them to deliver significant public benefits to the Victorian community by generating new artistic and cultural ideas, activities and services; engaging diverse audiences and participants; furthering Victoria’s national and international cultural profile; and contributing to Victoria’s economy.

Funding for 2012-13 included support for the following organisations to undertake multicultural activities:

- Multicultural Arts Victoria (\$315,810) to advance arts and diversity in Victoria’s cultural landscape, and through a number of national and international activities;
- Footscray Community Arts Centre (\$187,365) to provide artistic programs, including exhibitions, performances and music concerts to the diverse communities of Melbourne’s western region; and
- The Boite (\$121,801) to promote understanding and participation in different cultural approaches to performing arts as a leader in the development of world music in Victoria.

Rights and Responsibilities Seminars—How to Vote

CASE STUDY

The Victorian Government believes that the provision of relevant, centrally coordinated information to migrants and refugees is a vital component of their successful settlement.

The Rights and Responsibilities seminars outline the basic rights and responsibilities of Victorian residents in relation to the rule of law, access to the Australian and Victorian government system, democratic institutions and the importance of participating in our multicultural Victorian community.

The Office of Multicultural Affairs and Citizenship (OMAC) in DPC and Refugee Action Program providers consult with communities about their specific information needs to determine the relevant seminars. Seminar information is tailored according to English and literacy levels and settlement circumstances, and presented in a culturally appropriate manner.

In 2012, OMAC brokered relationships with the Australian Electoral Commission and the Victorian Electoral Commission (VEC) to organise the provision of ten seminars in “how to vote”, as a result of expressed interest from some new and emerging communities to be better informed about the democratic processes within Victoria and Australia.

In the lead up to the 2013 Federal election, communities also requested information on the different political parties and their policies. As a result, all candidates for the seat of Lalor were invited to speak to the communities so they could exercise their right to cast an informed vote. In total, 357 new citizens from Afghanistan, Burma, the Congo, Iraq, South Sudan and Liberia attended the seminars.

Feedback indicated great satisfaction. A South Sudanese woman attendee said *“I already voted four times, but this is the first time that I will vote knowing how to complete the ballot paper, so for the first time my vote will be valid”*.

Another person from Burma said *“I learn about the Australian political parties, now I will walk away thinking what will benefit me in the future”*.

In 2014 OMAC will continue working with the VEC on their Democracy Ambassadors Pilot Project to increase electoral enrolment, political literacy and civic participation among new and emerging communities.

Arts Centre Melbourne – Culturally Diverse Music Program

Arts Centre Melbourne is overseen by Arts Victoria, a division of the Department of Premier and Cabinet. A core purpose of the centre is to enrich the lives of Victorians culturally, educationally, socially and economically. In addition to being a major sponsor of the Australasian Worldwide Music Expo, the centre expended \$342,938 in 2012-13 on a number of programs focusing on multicultural themes and performers, including:

- Music event featuring *I Viaggiatori*, an Australian music group playing Mediterranean folk music, and *Officina Zoe*, an Italian ensemble specialising in contemporary folk music from the region.
- The *Key of Sea* event unifying some of Australia’s finest music icons with musicians from refugee and asylum seeker backgrounds.
- Performance by Mahmoud Ahmed, the US-based Ethiopian singing star, in collaboration with the Ethiopian Australian band, the J Azmaris.
- The sounds of Goran Bregović, the master of modern Gypsy music, backed by a Romanian choir.

Museum Victoria projects

The Melbourne Museum and the Immigration Museum funded three projects with a focus on CALD communities:

- *The Afghanistan Hidden Treasures Community Engagement Plan: The Afghanistan Hidden Treasures from the National Museum of Kabul* exhibition showcased Afghanistan’s rich multicultural heritage. The Melbourne Museum developed a Community Engagement Plan (\$48,800) to attract and enable local Afghan communities to experience the exhibition; contribute to programming; and to discover more about their cultural heritage, especially for younger members of the community.
- *Leaving Dublin*: This exhibition featured photographs of a contemporary generation of Irish emigrants taken by the artist David Monahan. As part of the exhibition the Immigration Museum was funded \$7,200 to research and produce videos in which nine Irish immigrants and travellers reflect on their experiences in Australia since being photographed by David. Visitors to the exhibition could record and share their story within the community access studio.
- The related *Irish Festival* (\$11,000): This brought together an inter-generational community committee to create a festival program featuring local exponents of Irish culture and heritage to create an opportunity for newer and older community members to meet, connect and share experiences.
- *Melt Chocolate Festival*: This festival (\$11,000) held at the Immigration Museum, celebrated chocolate in all its diverse and delicious forms and allowed Belgian, Mexican and Portuguese communities, amongst others, to explore the role of chocolate in cuisine, culture and commerce.

Melbourne Museum, Victoria Community Engagement Program *Afghanistan, Hidden Treasures from the National Museum of Kabul*

CASE STUDY

From March to July 2013, the Melbourne Museum presented the travelling exhibition *Afghanistan, Hidden Treasures from the National Museum of Kabul*, featuring stunning objects that reveal Afghanistan’s rich culture. This significant cultural heritage exhibition with more than 230 priceless treasures, some thousands of years old, offered a rare opportunity to discover the surprising, untold story of the long and extraordinarily rich culture that is Afghanistan.

According to the 2011 Census, there were 9,945 people born in Afghanistan living in Victoria. Most of them have arrived in Australia recently, including refugees and humanitarian entrants.

Bearing this in mind, Melbourne Museum developed a community engagement strategy to attract and enable local Afghan communities to play a role in the exhibition, contribute to programming and become familiar with the museum overall. In particular, the exhibition was an opportunity for the local Afghan community to discover more about their cultural heritage, especially younger members of the community who might not have an opportunity to experience the ancient richness of their own culture.

The outcome of the initiative is best expressed by a participant: *“Thank you very much for the precious day to visit the hidden treasure of Afghanistan. Dear sister, you have changed our minds and hearts for the destroyed land of our forefathers. We feel very proud today that we were not like we are now. Our land once was a land treasure prosper and glory and a rich civilization. We were sad and happy but we left the museum with great feeling of belonging and connectedness with both our lands, Afghanistan and Australia”*.

Fisheries Victoria Division—Resources for CALD Communities

The \$347,000 CALD Engagement and Education Plan at Fisheries Victoria Division, Department of Environment and Primary Industries, funds a number of projects and components in collaboration with other departmental stakeholders and community organisations. The plan is targeted to CALD communities across the state to increase understanding of Victoria’s fish resources and fishing regulations; improve stewardship of fish resources; and increase voluntary compliance with Victoria’s fishing regulations.

Fisheries Victoria has produced a number of resources to engage with CALD communities on sustainable fishing, compliance and recreation. Examples include:

- Teachers’ Resource, English as a Second Language (ESL) (\$6,050): The teaching resource for ESL teachers is distributed to secondary and adult learning centres to provide authentic and relevant materials and experiences on sustainable fishing—including regulations, equipment restrictions, fish size, breeding cycles, fishing safety, etc.—for the CALD community to support English learning and encourage compliance.
- ‘Fishing for Culture’ DVD (\$12,560): This is a 45-minute documentary film about the importance of fishing as part of the culture and identity of diverse communities living in Victoria, featuring participants from Karen, Vietnamese, Arabic, Pacific Islander and Aboriginal groups. The DVD is distributed to media outlets, relevant events and community meetings and used in training programs, and
- Fisheries Compliance education events: 34 events were held across Melbourne targeting CALD communities to deliver key fisheries messages in compliance ‘hot spot’ areas from both an education and enforcement perspective. This work aims to increase voluntary compliance.

Parks Victoria—Programs Encouraging Parks Usage, Activities and Events

Under the banner of ‘Healthy Parks, Healthy People’, Parks Victoria oversees a variety of programs and events to improve the physical and mental wellbeing of communities by increasing their access to and visitation of parks.

A number of programs and projects are targeted at CALD communities across Victoria, including:

- Activity in the Parks, Greater Shepparton: In partnership with the Greater Shepparton City Council, this project delivered 75 events over a six month period with activities to suit all ages.
- Discover Parks: A barrier to park visitation for many CALD communities is access to transport and an awareness of parks. This is a small grants program provided to 14 small community organisations to enable refugees and CALD seniors to participate in recreational and social activities in 24 parks.
- Space for Active Play, Brimbank Park: This project is a partnership with Variety, the People and Parks Foundation and Brimbank City Council to develop a new universal access playground at Brimbank Park. The first phase of the design process has been launched in collaboration with local schools in the Brimbank area. Workshops were held with school groups and the children create artworks to be part of the play space.
- Springvale Community Aid and Advice Bureau (SCAAB) Cultural Diversity Programs in Parks: This is a partnership with SCAAB to introduce new arrivals to Victoria’s parks to experience the health and enjoyment benefits of park visits.
- Cultural Events: Parks Victoria participated in a number of CALD community events to promote the health and wellbeing of park attendance, including Diwali at Federation Square; collaboration with AMES in the *Heartlands* Refugee Art Prize to link the environment with art for refugees and to encourage new groups in parks attendance; and the Werribee Park Kitchen Gardens program involving women from the local Myanmar community.

The Year of the Snake—Fisheries Victoria attends Lunar Festivals

CASE STUDY

The Lunar New Year is celebrated in many Asian countries across the world. The St Albans and Footscray Lunar Festivals were held in January.

Fisheries staff spoke with over 850 people from diverse cultural backgrounds about a range of issues including responsible fishing, inter-tidal zone regulations and abalone open days.

At the Footscray Lunar Festival, Fisheries Officers were joined by DEPI staff from its Biosecurity Division who took the opportunity to discuss water hyacinth—an invasive plant that can choke waterways and has devastating effects on biodiversity. Fisheries Victoria has been working with Biosecurity for the past year to ensure DEPI has a co-ordinated approach to CALD community engagement.

Fisheries Victoria also continues to work with other partnership groups like City West Water, Victoria Police and the Metropolitan Fire Brigade. Delivering services in this multi-agency manner enables each group to provide a more positive community experience.

Victorian Community Road Safety Partnership Program–VicRoads

VicRoads (DTPLI) provided funding of \$125,000 to a number of registered local and state-wide community road safety groups to improve the safety of members of the CALD community. Programs include education sessions on driver road safety, bike riding, drink driving, and passenger and pedestrian safety.

Plan Melbourne Community Engagement

DTPLI undertook a community engagement process to raise awareness of *Plan Melbourne*, which is the Victorian Government’s strategy to address Melbourne’s infrastructure, housing and employment challenges for the city to 2050 through an integrated planning approach. The process provides opportunities for community members to learn about the content of the strategy. Roundtable discussions were held with peak community groups representing newly-arrived as well as more established communities, such as the Ethnic Communities’ Council of Victoria (ECCV), Brotherhood of St Laurence and Victorian Council of Social Services. As part of the engagement process, drop-in sessions were also targeted at CALD participants throughout metropolitan Melbourne.



Targeted initiatives: youth, older persons, women and rural and regional Victoria

Regional Advisory Councils (RACs)

The VMC established eight RACs across the state. Their role is to provide advice on multicultural, settlement and citizenship issues specific to their region, advocate on behalf of local diverse communities and assist the VMC to promote the benefits of diversity at the local level. Each RAC has up to 13 members drawn from within the region, selected for their understanding of multicultural issues and their experience in and commitment to assisting local communities. The eight RAC regions across Victoria are:

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

Community Engagement in Melbourne's North-West

The project is managed within DPC by OMAC with funding of \$140,500 from the Commonwealth Attorney-General's Department. The project is implemented in partnership with the Islamic Council of Victoria with the purpose of encouraging greater participation among Muslim young people based in Melbourne's northern and western suburbs. This is achieved through the provision of financial support for grassroots partnership-based initiatives. Examples are leadership programs for young people of African background living in and around public housing, a tutoring program, legal awareness sessions in mosques and prayer centres and dialogue sessions between secondary students of different religious backgrounds.

Building Inclusive Communities–Vietnamese Carer Support Group

DHS funded the Vietnamese Carer Support Group \$60,846 in 2012-13 to provide Vietnamese carers with support, up to date information on disability services, and opportunities for skill development.

The group encourages carers to learn from each other, share experiences and develop supportive friendships, as well as increasing knowledge about availability and accessibility of disability support services. More broadly, the group works in partnership with other organisations to maximise the use of resources which assist carers and provide opportunities for carers to participate in a variety of activities including workshops, and training and information sessions.

Asylum Seeker/Victims of Human Trafficking Vocational Education and Training Initiative

DEECD has committed funds of \$136,362 per annum until June 2016 to support a capped number of eligible asylum seekers access to vocational training with Registered Training Organisations. DEECD contracts the Asylum Seeker Resource Centre to provide assessment and referral services for asylum seekers who have lodged an application with the Department of Immigration and Border Protection for refugee status recognition but who have not yet received a determination. The contractor assesses the status of asylum seekers for the purposes of exempting them from Victorian Training Guarantee citizenship eligibility requirements and, if eligible, places individuals in a suitable vocational training course. The Australian Red Cross is contracted by DEECD to provide similar services to eligible trafficked persons referred by Australian Federal Police.

Kindergarten Bilingual Support Programs

DEECD funded initiatives to support bilingual kindergarten programs to develop and maintain pre-school children's home language. Examples are:

- Karen Bilingual Kindergarten Program Pilot (\$138,000): the pilot is conducted at Wyndham Park Primary School, which includes a Karen-speaking teacher and multicultural education aide for Year 2 Karen-speaking students in the bilingual program. The multicultural education aide also provides bilingual support to the families and the school community.
- Kindergarten Bilingual Support Program (base funding of \$250,078): the program provides a cultural and bilingual support worker for children from a CALD background attending a state-funded kindergarten to ensure that the children and their families are able to effectively and actively engage and participate in the kindergarten experience.
- Raising Children in More than One Language Seminar (\$5,000): the annual seminar is aimed at supporting bilingual parents of pre-school children to understand the importance of maintaining their children's home language.

Kindergarten Fee Subsidy for asylum seekers/refugee children

DEECD provided a free kindergarten program for four-year old children on humanitarian and temporary protection visas and for refugee and asylum seeker children, for up to 15 hours per week. Approximate expenditure for calendar year 2012 was \$20,587, increasing to \$159,100 for calendar year 2013.

Values Education—Courage to Care Program

DEECD supported civics, citizenship and multicultural education by providing \$45,000 to B'nai B'rith Victoria in 2012-13 to deliver the Courage to Care program. The program consists of exhibitions and incursions across the state, using stories from the Holocaust to provide students with an opportunity to explore the impact of discrimination on everyday lives, at home, at school, in the playground, in the community and in society.

Civics and Citizenship and Student Voice Programs

DEECD provided \$50,000 for a range of initiatives for students from all sectors to come together to debate contemporary global/local issues and develop intercultural literacy, and provide professional development to teachers on how to include these activities as part of their civics and citizenship curriculum. Activities include a State Schools' Constitutional Convention and a State Junior School Council Congress.

Arts Victoria Projects

Arts Victoria, within DPC, advises on and implements the Victorian Government's arts policy. Arts Victoria encourages innovation and diversity, values Indigenous culture, and believes that arts play a vital role in strengthening communities.

In 2012-13, Arts Victoria supported a number of projects focusing on young people from CALD communities across both metropolitan and regional Victoria. Examples include:

- *Cha Cha Sam's Postcards from Nana*—a touring show about cultural diversity and valuing difference and reconciliation for pre-school and primary school aged children. The projects also received funding through VicHealth's Arts About Us program.
- *Rights at the Round Table Forum*—delivered by Multicultural Arts Victoria with help from the Castanet Network, where young people from all cultures and backgrounds discuss issues of human rights and culture.
- *Connect Youth*—a cultural mentoring and youth empowerment arts program for CALD young people in the process of resettlement and advancement in the community.
- *ReDefiant*—funded under the Community Partnerships Program, consisting of six to eight weeks of theatre workshops delivered through Northern Melbourne Institute of TAFE's Young Migrant Education Course for students from asylum seeker, refugee and migrant background to assist them with the challenges of transitional settlement.
- *Rites of Passage*—Sonia Tomassielo was supported under the Community Partnerships Program for a project that involves the creation of a suitcase artwork by refugee women and their adolescent daughters.

Participation for CALD Seniors Program

The Department of Health (DH) provided \$400,000 in 2012-13 for initiatives that included:

- A small grants program for community organisations to run projects that create or expand social participation opportunities for socially isolated people aged over 60 years from CALD backgrounds;
- Support for research into the needs of CALD seniors in regional Victoria; and
- Increasing the availability of telephone interpreting services for older people seeking information.

Civic participation for CALD seniors

DH's Victorian Senior of the Year Awards include a category to acknowledge work done for the promotion of multiculturalism. In addition, three individuals from CALD backgrounds have been appointed as members of the Ministerial Advisory Committee for Senior Victorians.

Centre for Multicultural Youth Core Funding and Regional Presence Project

DHS provides \$257,000 per annum in core funding to the CMY to conduct a number of programs which provide:

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

In addition, the CMY received \$450,000 in 2012-13 to set up two regional offices in Morwell and Ballarat to assist multicultural youth and their families to build connections with their families and navigate education and employment pathways.

National Youth Week—CALD/refugee young people

National Youth Week is an annual celebration of young people in Victoria. DHS provides local grants (\$20,000) to support activities and events run by and for CALD/refugee young people. Grants were provided to local government and community organisations to deliver events and activities specifically targeting CALD and recently arrived refugees.

DHS's Engage!

The Engage! Program consists of a number of projects across Victoria delivered by youth services, local councils and not-for-profit organisations to provide early support to young people aged 12-25 years to participate in and benefit from civic, economic and social activities in their community. Within the broader program, 14 projects received total funding of \$545,000 in 2012-13, focusing on CALD specific activities. Examples include:

- *Into the Mix* projects delivered by AMES to engage with newly-arrived youth in Greater Dandenong and Maribyrnong;
- *Phoenix Rising*, a capacity-building project for Vietnamese youths delivered by the Australian Vietnamese Women's Association Inc.;
- *Engaging at Risk Refugee Young Men* from the Ethnic Council of Shepparton and District Inc.;
- *COS Youth Can* by Colac Area Health; and
- *Peers Supporting Peers* at the City of Greater Dandenong.

Victorian Disability Advocacy Program

DHS funds two organisations—the Migrant Resource Centre North West (\$170,521) and the Action on Disability within Ethnic Communities (\$133,220)—to provide individual advocacy support to CALD people with a disability and their families and carers where appropriate.

Regional Interpreter Training Project

The Regional Interpreter Training Program was a new initiative (\$89,780 in 2012-13) from OMAC to increase the regional supply of interpreters. The program extends the existing Interpreter Scholarship Program to regional Victoria, for specific towns with an identified language service need. The Diploma of Interpreting has been adapted for online and distance delivery by RMIT University. OMAC provided scholarships to 14 students to undertake the program and engaged Goulburn Ovens TAFE to provide additional support including access to computer and classroom facilities.

Refugee Youth Project

The Department of Justice (DOJ) provided funding of \$333,514 in 2012-13 for the Refugee Youth Project which gives young refugees mainly aged 18-24 years the opportunity to improve access to legal protection and information about rights and responsibilities, and to learn how the justice system works in their new country. The program curriculum ranges from interpersonal skills, problem solving, negotiation and conflict resolution, through to job search training, justice training and personal development. Other elements of the training involve presentations from DOJ staff and site visits including the Neighbourhood Justice Centre and the HM Prison Barwon.

Diversity 'n' Disability Self-Advocacy Group, Migrant Resource Centre North West

CASE STUDY

The Victorian Government recognises that people from CALD backgrounds with a disability can face additional barriers to participation and inclusion, such as those created by language and cultural factors as well as community attitudes.

Eight years since its establishment, the Diversity 'n' Disability self-advocacy group has worked to expand the civic participation of people with a disability from CALD communities. In 2012-13 the group provided support to 129 new clients and 439 clients on an ongoing basis. A key marker of success has been the extent to which the group has assisted individuals to overcome isolation and further enhance their capacity to live independent lives.

Highlights from 2012-13 include:

- supporting a self-advocacy group called Disability, Self-Advocacy and Independence: Your Life, Your Way, in partnership with the City of Greater Geelong and the Department of Human Services; and
- establishment of a Diversity 'n' Disability Women's Support Group, which has increased the capacity of women with a disability from CALD backgrounds to develop their leadership skills and extend their capacity for self-improvement.

"I have been involved with the Diversity 'n' Disability program for seven years. This has made me a stronger person to be able to speak for myself. When my husband was in the nursing home DnD gave me the strength and ideas to act as a self-advocate. I have also developed my professional career and now work at Action on Disability within Ethnic Communities where I am employed to run self-advocacy groups. It is good to work together with DnD". Effie Meehan, participant.

Refugee Youth Diversion Pilot Program

The Refugee Youth Diversion Pilot Program, with funding of \$137,500 from DOJ, is governed by section 59 of the *Criminal Procedure Act 2009*. The program provides mainly first-time offenders from refugee backgrounds with early intervention through diversion services to avoid a criminal record by undertaking conditions that will benefit the offender, victim and community as a whole.

Multicultural Water Safety Program

Police and Emergency Management in DOJ provided \$316,000 for the program aimed at educating people from CALD backgrounds about water safety. The program utilises various strategies to achieve its goals, including:

- ‘Meet a Lifeguard’, ‘Resuscitate a Mate’ and other general beach programs;
- Recruitment of multicultural lifeguards and volunteer members into Life Saving clubs and the aquatic industry;
- Providing learn-to-swim and club swimming opportunities for CALD members;
- Distribution of ‘Play it Safe by the Water’ messages across multicultural education programs, events and media;
- Promotion of cultural diversity workshops and information sessions at participating pools and Life Saving clubs; and
- Strengthening relationships with multicultural community partners and stakeholders.

Expansion of the Anti-hate Campaign

The Victorian Equal Opportunity and Human Rights Commission’s Anti-Hate Campaign aims to give people a way of reporting racism or other types of discrimination, or to report behaviour that they have witnessed. It also provides a forum for people to share stories of how they have stood up to hate, and to share ideas that others can use to take a stand against discrimination. Expansion of the campaign (\$110,800) included the following initiatives:

- Launch of the website www.antihate.vic.gov.au;
- State-wide and local media coverage of the campaign and promotion on public transport;
- Development of a phone-app to allow people to report instances of racism on line;
- Development of school curriculum based on anti-hate education; and
- Distribution of anti-hate information packs to schools and community organisations.



Victoria Police Multicultural Liaison Officer (MLO) Network and New & Emerging Communities Liaison Officer (NECLO) Program

Victoria Police’s Multicultural Liaison Officers and New & Emerging Community Liaison Officers continue to play a key role in building trust, understanding and co-operation between police and Victoria’s multicultural and new and emerging communities. This is achieved through a range of initiatives including youth programs, cross-cultural training, family violence information sessions, sporting programs, festival and information sessions on Victorian laws and the role of police and the justice system.

Country Fire Authority Northern and Western Metropolitan Regions (NWMR) Multicultural Engagement Project

The NWMR region is one of the Country Fire Authority's (CFA) fastest-growing service regions. The Multicultural Engagement Project aims to build links between CALD communities and local brigade representatives to promote fire safety. Activities and initiatives include:

- Delivery of introductory fire safety messaging to newly-arrived migrants at Adult English language classes and the delivery of Fire Safe Kids' classes;
- Fire Ready Victoria meetings and Bushfire Planning workshops for CALD groups;
- Development of a prototype field communication tool and CALD awareness training to a pilot group of brigades;
- CFA's participation in the CALD Emergency Management Network;
- Encouraging CALD communities through Adult English classes to become CFA volunteers;
- Engagement with CALD community members at community events across the region; and
- Creating and maintaining links between CFA Brigades and local CALD networks.

International Student Fire Safety Program, Metropolitan Fire Brigade

The International Student Fire Safety program aims to improve fire safety for international students, particularly from CALD backgrounds, and raise the profile of fire safety with state and federal government agencies and the education industry. Most universities and TAFEs and some private education institutes now include fire safety presentations at student orientations delivered by MFB's Multicultural Liaison Officers.

Pip Wisdom Community Corrections Grants

DOJ funds several Pip Wisdom Community Corrections Grants named in memory of Pip Wisdom, a senior public servant in the corrections system who contributed significantly to the advancement of the role of non-government agencies in providing correctional services in Victoria. The grants are designed to assist in the successful transition of prisoners back into the community following their release from custody. In 2012-13, \$203,000 was expended on grants with a focus on CALD communities, including:

- Muslim Connect, which is a pre- and post-release mentoring program for Muslim prisoners and offenders provided by the Islamic Council of Victoria;
- The African Visitation and Mentoring Program undertaken by Jesuit Social Services, matching prisoners and offenders from African nations with volunteer mentors who provide support both in custody and after release; and
- The Vietnamese Support Program that provides culturally appropriate support to Vietnamese prisoners and their families through prison visits, provision of information, referral to specialist support and family liaison, particularly with families living in Vietnam. This program is undertaken by the Australian Vietnamese Women's Association.

Country Fire Authority (Smeaton)

Approximately three years ago, Unigrain engaged fifteen skilled migrants from the Philippines to work at their mill in Smeaton. Once the skilled migrants arrived in Australia, Unigrain developed a program to support the workers in engaging with their local community. They assisted the employees and their families with accommodation as well as employment options.

CASE STUDY

Part of the program to support engagement was to introduce these new employees to the local CFA brigade. Members of the local brigade employed at Unigrain recognised that the Fire Brigade was a 'hub' within the community and could play an important role in supporting the skilled migrants to become part of their local community.

Many of the new employees took up the opportunity to participate in brigade activities and the Brigade Captain has described it as..."win-win all round, we picked up some young smart members and it gave the guys a chance to be a part of the community". Despite the fact that several of the skilled migrants have now moved to larger regional centres, six or seven remain operationally-active members of the Smeaton Brigade.

This initiative demonstrates the use of local 'bottom up' initiatives to support mutually beneficial outcomes.

Victorian State Emergency Services Community Engagement Activity

Victorian State Emergency Services provided \$240,000 in 2012-13 as part of the National Disaster Resilience Grants Scheme funding to run a range of community engagement activities with CALD groups across the Melbourne metropolitan region. The purpose of the engagement activities is to share emergency preparedness and response information in collaboration with Victoria Police, Country Fire Authority, Neighbourhood Houses and refugee and migrant services agencies. Activities include school functions, festival participation, Open Day attendance and speaking opportunities.

Horn of Africa small business education project

Consumer Affairs Victoria (CAV) provided funding of \$11,000 to the Centre for Culture, Ethnicity and Health to engage with small business owners from the Horn of Africa (Ethiopia, Eritrea, Somalia and Sudan) in Dandenong and Noble Park regarding their obligations and rights under Australian Consumer Law. This included the provision of information in relation to warranties, refund signs and policies, scams aimed at small businesses and resolving disputes with customers. The project used a peer education model where community leaders received education and training from CAV and then distributed the information through their networks.

Creating Community Justice DVD

The Neighbourhood Justice Centre participated in the production of two short films made by young African Australians as part of the African Community Justice Project. The films were formally launched before police, magistrates and representatives from the African Australian community.

Shepparton Irrigation Region Multicultural Facilitator Farm Services Division

Farms Services Division in DEPI employs a Multicultural Facilitator to improve communication and delivery of programs for the diverse CALD farming community in the Shepparton Irrigation Region where 20 per cent of farm families are of a CALD background. The facilitator connects CALD farmers with a wide range of agricultural and catchment management projects and assists in the delivery of outreach services for implementation of sustainable agriculture.

**Corrections Victoria–
Quang Minh
Buddhist Temple–
a long-running
community work site
for Vietnamese
offenders**

CASE STUDY

The partnership between Corrections Victoria’s West Metro Community Work Team (WMCWT) and the Quang Minh Buddhist Temple was established in 1997. The partnership gives Indo-Chinese offenders the opportunity to successfully complete their orders in a familiar environment, while at the same time giving back to the community. The partnership began as a response to the growing Vietnamese population in the western metropolitan region of Melbourne. With the increase in the number of offenders with an Indo-Chinese background entering the criminal justice system, it was crucial that a culturally-specific community work team was established.

The work team operates one day a week and is supervised by a Vietnamese-speaking Field Officer to ensure that everyone on the team can communicate without difficulty. It is vital that all instructions are understood, to ensure that all potential OH&S issues are addressed and correct processes are followed.

At the Quang Minh Buddhist Temple, offenders are given an opportunity to use their existing skills and knowledge, as well as to develop new skills. Work undertaken at the temple includes general maintenance of the grounds, such as painting, plastering, tiling, cleaning, and garden work. The temple is currently running environmental sustainability projects where the offenders take part in using rainwater tanks, managing organic waste and bee keeping. Offenders are also involved in the preparation of a community meal on a weekly basis where they are required to cater for up to 700 members of the community.

The Quang Minh Buddhist Temple work team has proven to be a success over the many years it has operated. The WMCWT will endeavour to continue this partnership into the future, in order to give back to the local community and provide culturally-specific work sites for offenders from CALD backgrounds.

Youth Partnerships Parks Victoria

Parks Victoria partners with the Youth Affairs Council of Victoria to develop opportunities to better meet and engage young people in being active in parks. Two projects arising out of this partnership were:

- Youth Discover Grants provided to small community organisations to engage CALD and disadvantaged youth in parks. Seven grant recipients delivered a variety of activities to 175 youth participants, including canoeing, bushwalking, photography and tree planting; and
- ‘AMES Youth Take 1,000 Steps’ project which introduced 52 newly-arrived students aged 18-25 to Australia’s National Parks to encourage greater understanding of Australian flora and fauna, and to reinforce the value of leisure time spent outdoors. The project also introduced low cost, easily accessible recreation venues for CALD youth and enabled them to practise their English in real life situations.

‘Game On’–Program in Community Sports for CALD Youths

Sports and Recreation Victoria provided \$34,832 to the Centre for Multicultural Youth for the ‘Game On’ program aimed at improving the participation of newly-arrived migrant and refugee young people in community sports across Victoria. The program builds connections and best practice between the sports sector and newly-arrived communities through the Good Practice Multicultural Sports forums. Participants include CALD youths, settlement service agencies, sporting clubs and associations, community organisations and Regional Sports Assemblies. Web-based video resources are produced to share insights and experiences.

Scouts Victoria and Girl Guides Victoria Volunteer Training and Multicultural Inclusion Plans

DHS provided funding of \$40,000 for Scouts Victoria and Girl Guides Victoria to improve the representation of CALD young people in the organisations and to encourage them to become involved in their communities through volunteering and other activities. In addition, Girl Guides Victoria’s Social Inclusion Strategy outlines how the organisation will support people from a diverse range of cultural backgrounds to join the movement and to educate the existing membership to ensure that the organisation is embracing aspirations of a more inclusive movement.

Departmental reporting

CALD representation on government boards, authorities and committees

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

The total number of board members at 30 June 2013 was 3,942, of which 23 per cent (894) were people who identified as being from a culturally diverse background, a significant increase of five percentage points from 18 per cent in 2011-12. This reflects both an actual increase and improved methods of data collection.

Of the 1,559 new appointments in 2012-13, 24 per cent (378) were from culturally diverse backgrounds.

Appendix 2 provides information on how CALD board members are identified, and comparison of CALD appointments by departments.

Measures to promote human rights

Departments took a number of measures in 2012-13 to promote human rights for multicultural communities in accordance with the *Victorian Charter of Human Rights and Responsibilities Act 2006* (the Charter Act).

Appendix 3 includes measures as examples of the work underway across government. They are not intended to be an exhaustive record of the output from Victorian Government departments.

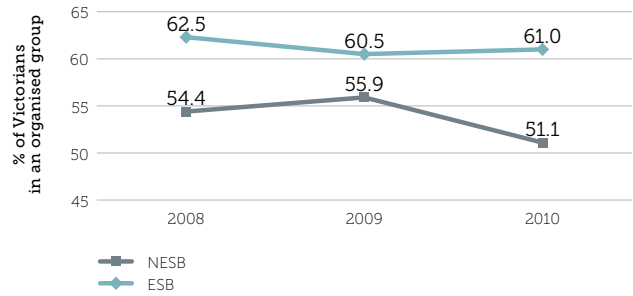
Sample indicators

A sample of four indicators is presented here to illustrate data trends over time relevant to the theme 'Citizenship, Participation and Social Cohesion'. Appendix 7 provides all the indicators relating to this theme.

Proportion of NESB Victorians, compared to English-speaking Victorians, who are members of an organised group.

DH, Victorian Population Health Survey.

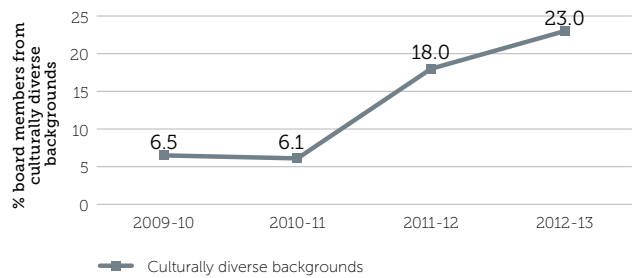
The data is collected annually.



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

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs.

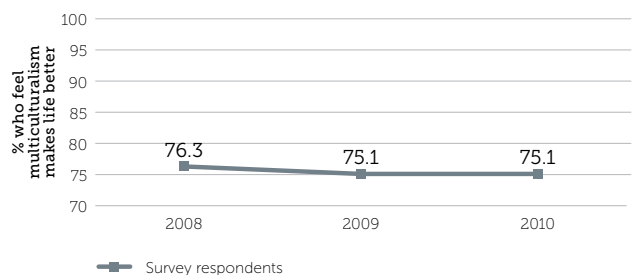
The data is collected annually.



Proportion of Victorians who feel multiculturalism at least sometimes makes life better in their area.

DH, Victorian Population Health Survey

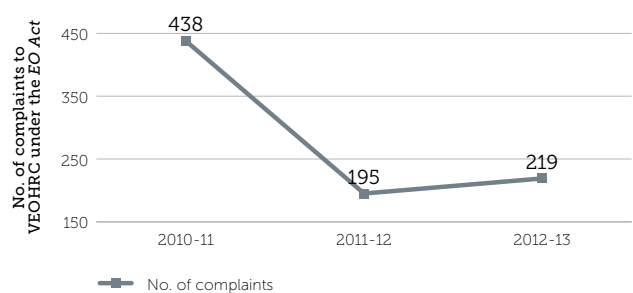
The data is collected annually.



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.



Accessible and Responsive Services



All Victorians, regardless of cultural, linguistic or religious background, should have equitable and easy access to government and community services.

The Victorian Government is committed to providing access to information and services that address the diverse language, cultural and faith needs of the Victorian community; facilitate positive settlement outcomes for our diverse migrant population in areas including health, education and employment; and support the particular needs of newly-arrived communities, young people and older, more established communities.

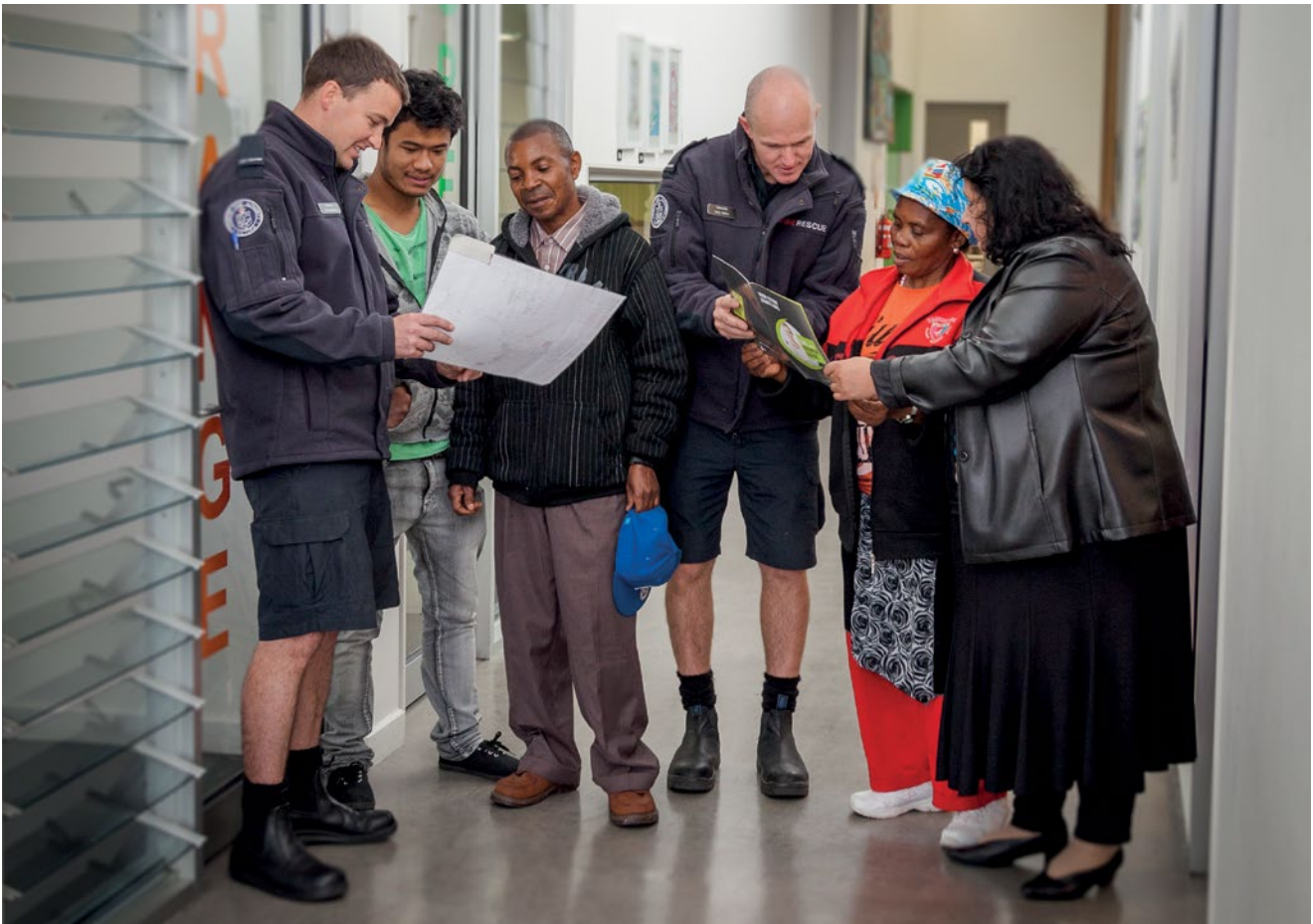
Departments and agencies are continually reviewing the services that they provide and the manner in which they are delivered to ensure that they are responsive to the diversity of their clients. This section outlines a variety of initiatives focusing on communities with special needs and reducing cultural or language barriers that may otherwise limit the reach of services. Reporting is presented on the use of interpreting and translating services, Victorian Government multilingual publications and resources and expenditure on CALD advertising campaigns.

Overall initiatives in 2012-13

Refugee Health Nurse Program

DH provides \$1.9 million in ongoing funding each year for the Refugee Health Nurse Program (RHNP) focusing on early health assessment, referrals and health promotion for refugees. Refugee health nurses link newly-arrived migrants from refugee backgrounds to existing health services and increase the capacity of Community Health Services and General Practitioners to respond to these clients' health and wellbeing. The program continues to provide care to refugee populations in areas of high need and delivered 16,125 service hours in 2012-13.

In addition, non-recurrent one-off funding of \$670,000 was provided to the RHNP for health care services considered critical to the on-arrival health care of refugees and asylum seekers in the months January to June 2013, in areas of greatest settlement.



Refugee Education Support Program (RESP)

DEECD provided funding of \$1.6 million in 2012-13 to the Centre for Multicultural Youth (CMY) and Foundation House to support the RESP, which provides out of school hours learning support programs to refugee students across Victoria, including:

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

Settlement Coordination Unit (SCU)

Funded \$580,000 per annum, the SCU, within the Office of Multicultural Affairs and Citizenship, has been an active contributor in supporting Regional Management Forums (RMFs) to better understand and respond to the service pressures arising from the changing refugee and asylum seeker profile in the regions.

In early 2013, both the North-West and Southern Metropolitan RMFs established refugee and asylum seeker sub-groups to consider impacts across the four pillars of education, employment, housing and health. The local and regional issues being experienced for key stakeholders across the three tiers of government and the non-government sector have been communicated to the Multicultural Services Delivery Inter-Departmental Group for consideration. The SCU draws upon this information to drive a coordinated approach with the Commonwealth, including to develop a National Settlement Framework and strengthen the responsiveness of Commonwealth services to new and emerging communities.

Home and Community Care (HACC) Diversity Planning and Practice

The Department of Health HACC program funds agencies to provide services to support frail older people and younger people with disabilities, as well as their carers, to stay at home and be more independent in the community.

As part of the implementation of HACC diversity planning (\$600,000 funding), all DH regions and HACC-funded agencies that work with clients were required to submit diversity plans for the period July 2012 to June 2015, and to submit annual diversity plan reviews.

Out of School Hours Learning Support Program

CASE STUDY

The Out of School Hours Learning Support Program (also known as homework clubs) is coordinated by the Centre for Multicultural Youth (CMY) in partnership with the Department of Education and Early Childhood Development. The program, which operates across Melbourne and regional Victoria, aims to improve newly-arrived migrant and refugee students' school connectedness and engagement with education.

The program at a Gleneagles Secondary College in Melbourne's outer east began in 2010, and is one of the highest attended homework clubs in Victoria, catering to well over 130 students. Approximately 45 per cent of participating students have a migrant or refugee background.

The program provides the environment and expertise to assist many students who face significant educational barriers. For example, some students from a refugee background may have had little or disrupted education prior to arrival in Australia. Additionally, some parents may not have the knowledge or capacity to help their children complete homework, while access to resources and computers or quiet study spaces may be limited or unavailable in the student's home.

The benefits of this program include:

- Newly-arrived student engagement and connectedness with their learning and schooling;
- The engagement of the Southern Migrant and Refugee Centre (MRC) and community service organisations as partners bring enrichment and support to the program and has led to replication of the model in other sites across Victoria.

A collaborative partnership model has developed between the MRC, the College, the City of Casey and the Smith Family. This model has been replicated in three other homework clubs.

The MRC has allocated a coordinator to support the development of homework clubs in the region, while the City of Casey's Multicultural Youth Development Officer also plays a key role in providing access to other programs, initiatives and opportunities such as youth camps and leadership training.

Of the agencies that transitioned to the new HACC Access and Support activity, twenty HACC-funded agencies have CALD communities as their focus while a further nine agencies nominated a focus on all HACC special needs groups which included CALD communities. In addition, new Access and Support Worker positions were created to support CALD clients with complex needs to access a wider range of services.

Healthy Mothers Healthy Babies

This program was funded by DH with \$2.33 million in 2012-13 to provide non-clinical support to maximise the health and wellbeing of vulnerable pregnant women and their babies during the ante-natal period. The program operates across Local Government Areas on the metropolitan fringe of Melbourne. Refugee mothers are among the target groups.

Victorian Refugee and Asylum Seeker Health Action Plan

DH is developing a Victorian Refugee and Asylum Seeker Health Action Plan focusing on key health and mental health issues for people from refugee backgrounds across Victoria to ensure that they can achieve health outcomes comparable to the broader population. A findings document was released for consultation by DH in 2012, and ongoing consultations with service providers will guide implementation of an action plan in 2014.

Refugee Health Fellows

Ongoing funding is provided for two Refugee Health Fellow positions in hospitals to support the development of links between primary health care and specialist health services through capacity building, including education programs and consultancy services. Non-recurrent funding of \$70,000 was provided in 2012-13 to establish a third Refugee Health Fellowship position at Monash Health.

HIV/BBV Peer Education Program for CALD communities

DH provided \$147,878 for an initiative that aims to develop and implement a sexual health and viral hepatitis peer education program for CALD communities with a particular focus on Sub-Saharan African and South East Asian peoples to address stigma and discrimination. This initiative focused on the Ethiopian and Burmese communities in 2012-13, and includes a peer education project to support individuals and families and assist them in accessing health services for information, testing and treatment.

The Victorian Foundation for Survivors of Torture (Foundation House) and Victorian Transcultural Mental Health

DH funded Foundation House (\$1.6 million) to provide a range of health services and support to survivors of torture and trauma. This includes health promotion and funding for mental health services and the operation of mental health clinics.

In addition, DH funded the Victorian Transcultural Mental Health organisation (\$1.189 million) to provide local mental health and psychiatric disability support services and training in working with CALD consumers and carers throughout the state.

Spectrum Migrant Resource Centre

DHS provides recurrent funding of \$452,000 to the Spectrum Migrant Resource Centre to provide CALD-specific individual support packages and community-based respite services to service users within the department’s North division.

Lead poisoning from imported Ayurvedic medicine—an example of culturally competent communication

CASE STUDY

High lead levels in the blood can result in lead poisoning and can seriously affect health. In August 2011, DH was notified of three cases of elevated blood lead levels due to patients taking traditional Ayurvedic medicines imported from India containing high amounts of lead. As imported medicines may not be manufactured to the same quality and standards as medicines regulated in Australia, it was important to warn the Indian community of the risks of taking such medicines.

The communications strategy included engagement with the Indian media, community leaders and health professionals; translation and dissemination of information advising of the risks of lead; and encouraging those with symptoms of lead poisoning to contact their doctor for testing. Only one further case was notified after this strategy was implemented.

Professional Development Program for Translators and Interpreters and Interpreter Scholarship Program

The Professional Development Program is a partnership project between DPC and DH, and is a component of OMAC's Multicultural Language Services Program. The project received funding of \$112,000 in 2012-13, of which \$50,000 was provided by DH.

The professional development modules were designed and delivered by Monash University for practising interpreters and translators who wish to gain specialised expertise in specific sectors, including healthcare, mental health, legal and community interpreting, and translation and technology. The curriculum was developed in consultation with relevant Victorian Government departments and agencies and other key stakeholders to ensure consistency with government policy and relevance to service providers.

Interpreter Scholarship Program

This program is a component of the Multicultural Language Services Program of OMAC, which aims to increase the supply and quality of interpreters in Victoria. In 2012-13, \$2,000 scholarships were awarded to 31 students enrolled in the RMIT Diploma of Interpreting in two key new and emerging languages. A total of 25 students subsequently attained accreditation with the National Accreditation Authority for Translators and Interpreters.

OMAC 2011 Census Publications Series

OMAC produced a number of publications based on the 2011 Census, comparing cultural and language diversity data—including country of birth, languages spoken at home and religion—with a range of socio-economic variables such as education, qualifications, employment and income. Such data will assist government departments, agencies and service providers in policy planning and program delivery for Victoria's multicultural communities. They are also useful for community organisations and researchers in understanding the multicultural dimensions of our population and implications for social cohesion and community harmony. The following publications are available for free download from the website www.multicultural.vic.gov.au:

- Report on 'Population Diversity 2011 Census: Local Government Areas';
- Brochure on 'Victoria's Population Diversity: 2011 Census'; and
- Community Fact Sheets and Community Profiles with statistics from the 2011 Census for the top 100 birthplace groups in Victoria.

International Student Care Service (ISCS)

DSDBI provided funding of \$850,645 to ISCS in 2012-13. The ISCS is a free and confidential support and welfare service for international students studying in Victoria who may be experiencing difficulties. It provides a single point of contact where qualified staff can be reached on a 24-hour phone line for advice and support, or by visiting the office during business hours.

ISCS services include crisis intervention and support in emergency situations and information on:

- accommodation and housing providers;
- legal services;
- health services; and
- other specialist support services.

Refugee Health Clinical Hub

The Clinical Hub, delivered by Melbourne Health in collaboration with health service and commercial partners, received funding of \$89,600 in 2012-13 as part of DSDBI's Broadband Enabled Innovation Program. The project consists of a web-based Clinical Hub to create a path of efficient hospital-primary care communication that is secure, sustainable and supported by clinical stakeholders across the sector.

The Clinical Hub provides immediate access to specialist care summaries and patient-controlled records, with the long-term intent of developing a portal for patients to access health information and generate primary health care plans. The hub also provides high resolution and low latency videoconferencing for case conferences and for real-time tele-health specialist support for GPs. The project has approximately 500 refugee patients registered to date.

Mental Health and Support Service (MHSS)

DH provided \$306,772 to three MHSS projects to support viral hepatitis prevention, care and support for CALD communities and Blood Born Virus and Sexually Transmitted Infections education for CALD men and women in custodial settings.

On-arrival health care for refugee and asylum seekers

DH provided one-off additional funding of \$670,000 in 2012-13 for additional short-term capacity for health services in the areas of the state experiencing the highest demand from increased settlement by refugees and asylum seekers in the Southern and the North and West Metropolitan Regions of Victoria.

Targeted initiatives: youth, older persons, women and rural and regional Victoria

Integrated family violence initiatives

Initiatives from DHS include:

- \$1.129 million allocated for case management support for CALD women and their children experiencing family violence to access services such as expanded family violence counselling, intensive case management and sexual assault counselling;
- \$782,000 allocated for intensive case management for women from CALD backgrounds and women with a disability experiencing family violence; and
- \$62,668 for the Community Family Violence Engagement Project, specific to the Karen and Karenni communities in the Geelong and Barwon areas. The project includes the development of a multi-faceted and collaborative model of family violence intervention and education tools.

Cultural Support Workers in the Youth Justice Custodial Service

DHS provided funding of \$160,000 for two cultural workers to support young people in custody—one worker for those who come from a range of CALD backgrounds and one for those from Maori and Pacific Island backgrounds. The cultural support workers assess the cultural needs of young people entering custody and plan for these needs to be met through case planning processes.

Stronger Futures for Refugee Youth and Refugee Minor Program

DHS provided funding of \$915,000 in 2012-13 to the Stronger Futures for Refugee Youth Program which addresses the settlement and support needs of some of the most vulnerable unaccompanied refugee minors. Refugee minors transitioning to independent living receive support to access services such as sustainable accommodation, education and employment.

An additional \$78,563 was provided to the Refugee Minor Program to assist 'unaccompanied' young people and children, up to the age of 18 years, with their settlement and establishment into life in their new community through a casework-based approach.

webWise—'Staying Safe in Cyber Space'

The DHS *webWise* initiative engages young peer leaders in community environments to deliver cyber safety education and training to young people at risk of bullying, identity theft and unsafe online behaviour. The Centre for Multicultural Youth (CMY) received funding of \$200,000 for a *webWise* project targeting CALD young people. The project facilitated by CMY is called 'Staying Safe in Cyber Space' and aims to inform and equip young people and their parents from newly arrived and refugee backgrounds regarding the safe use of the internet and/or mobile phones. Peer educators are trained for four to six weeks to enable them to design and deliver workshops on cyber safety to their peers and parents.

FReeZA—Cultural Infusion

FReeZA is an innovative youth development program that enables young people to enjoy music, cultural, artistic and recreational events across Victoria. In 2012-13, DHS funding was provided to run hip-hop workshops, competitions and events specifically targeting young people from CALD backgrounds who are living in housing estates in Richmond, Fitzroy and Collingwood.

COMPASS Database

The COMPASS database is a DHS information system which supports the provision of Disability Client Services. It provides a channel to communicate the department's policy and directions for sector workers engaging with CALD groups, as well as process guidance for person-centred practice based on individualised planning and empowerment principles. COMPASS also provides links to resources that support culturally-sensitive practice, including service information translated into languages other than English.

Refugee Minor Program (RMP) Greater Geelong

CASE STUDY

George (not his real name) is a 17 year-old who came to Australia as an asylum seeker in 2011 without any family.

DHS's Refugee Minor Program supports young people who are in George's situation. When DHS first started working with George, he exhibited classic signs of trauma and this was affecting his school attendance and mental health. It was thought George would benefit from work with a local Client Support team.

Client Support is part of the new Services Connect model which identifies families or individuals who need assistance, develops a targeted and coordinated response, and collaborates with other services and the client in a way that focuses on client needs.

Since engaging with the local Client Support team, George is now living with older shared-housemates and his emotional health is markedly improved. He has reported a far more positive and realistic view of his own future and has also enrolled in a program for refugees that provides opportunities for him to develop strong relationships with positive peers from similar backgrounds, as well as a mentor to assist with his understanding of Australian culture.

Making the Australian Experience Project-employment support

The project was funded \$28,000 under DHS's Employment Support Initiative to provide targeted employment and training advice to overseas qualified professionals of Somali and Middle Eastern background in the Heidelberg West area of Melbourne, who were not working in their profession. The project was undertaken by E-focus, an employment service, in partnership with the Northern Metropolitan Institute of Technology (as training provider) and the Somali Australian Council of Victoria.

Talking Disability Roundtable Project

This is a consultative partnership project between the Ethnic Communities' Council of Victoria (ECCV) and DHS that aims to improve access, cultural relevance and participation in disability support services for people from CALD backgrounds. The ECCV provided a report and recommendations to the department.

Refugee Action Program (RAP)

The RAP, administered within DPC by OMAC, provides \$1 million of ongoing funding to support local partnerships between refugee communities and service providers. The objectives of the program are to ensure that new arrivals can more fully participate in and engage with their local communities and access existing services; enable program partners to identify local issues and concerns and plan tailored, community-owned responses; and enhance local capacity and improve settlement outcomes.

In 2012-13, ten service providers were contracted to work with more than 30 distinct refugee community groups across metropolitan Melbourne, as well as in Bendigo, Geelong, Mildura, Shepparton, Swan Hill and Gippsland. The RAP delivered projects and initiatives that facilitated access to employment and training opportunities, alleviated social isolation and increased participation and engagement between refugees and local communities.

Asylum Seeker Support Program (ASSP)

The ASSP is managed within DPC by OMAC with funding of \$300,000 in 2012-13. The program assisted key asylum seeker support agencies to provide community-based asylum seekers with access to essential support services seven days a week. Services include case work, housing, employment, English language tuition, computer literacy classes, material aid (including school books and clothing), transport (Myki cards), social and recreational activities and food programs. The program aims to alleviate social isolation amongst asylum seekers and prepare them for successful settlement upon resolution of their status.

Croydon Hills Baptist Church Men's Shed for Karen People

CASE STUDY

The Croydon Hills Baptist Church had over 300 Karen people, including refugees, attending in 2012. The community identified that men, in particular, were experiencing issues such as difficulty in learning English, limited opportunities for employment due to minimal formal education, lack of confidence resulting in increased passivity. They also possessed untapped abilities and skills, such as furniture-making.

To address these issues, the church community appointed a Burmese pastor and, together with the Burmese people and community partners, undertook to establish a Men's Shed on the church grounds as an important venue where men could come together, learn, share new experiences and develop confidence and skills in a safe and supportive environment.

Establishment of the shed is the result of a close partnership with Burmese communities, mainly the Karen, Chin and Zomi peoples, and other community partners including the Migrant Information Centre. DHS provided a grant of \$50,000 for the construction of the Shed and the church was able to raise financial and in-kind contributions totalling \$236,600 to support the ongoing operations of the shed.

The shed provides additional support to the local Burmese community with space for students from a local secondary college to assist the weekly Homework Club for Burmese students. The Burmese women have a separate space in the shed to develop their weaving enterprise activities. The church also employs a Karen support worker to assist new families with settling in their new country, and with other community organisations, provides advocacy support.

African Leadership Development Program (ALDP)

This initiative, administered within DPC by OMAC, aims to assist African-Australian communities to develop leadership capacity across Victoria’s diverse African communities. The program (\$50,000 in 2012-13) incorporates a series of seminars for potential leaders focusing on project management, conflict resolution, team leadership, managing volunteers, financial management and governance, working with the media and professional networking. The African Think Tank (ATT) managed the Program in partnership with other community organisations and service providers, including AMES and Leadership Victoria.

Whittlesea CALD Communities Family Violence Project

Funding was provided by Victoria Legal Aid (\$67,653) to support Whittlesea Community Connections (Whittlesea Community Legal Service) to deliver legal education, awareness raising, specific individual and group services and integrated partnership work to address family violence in recently arrived communities.

Victorian Multicultural Gambler’s Help Program, Centre for Culture, Ethnicity and Health

The Responsible Gambling Foundation provided \$602,782 to the Centre for Culture, Ethnicity and Health (CEH) to build the capacity of CALD communities in relation to problem gambling. CEH delivers the Victorian Multicultural Gambler’s Help Program and works closely with the Gambler’s Help service sector and CALD community organisations to improve problem gambling responses among CALD communities across Victoria. CEH coordinates and delivers planned community development activities and strategies aimed at increasing CALD uptake of Gambler’s Help services and knowledge of problem gambling issues.

Pathways to Career Opportunities Program

DTPLI provided funding of \$36,319 for a ‘Pathways to Career Opportunities’ program in collaboration with the Asylum Seeker Resource Centre. The program for asylum seekers includes a 16-week placement in the department to gain experience working in the Victorian Public Service. Some participants were able to find employment outside of the department after successfully completing the program.



Departmental reporting

Use of interpreting and translating services

The Victorian Government ensures that agencies and staff offer culturally responsive services by providing people with low English proficiency levels access to professional language services, including interpreters and translators.

Total identified expenditure for interpreting and translating services in 2012-13, including expenditure through funded agencies, was \$31,212,190, representing a 15.5 per cent increase from the 2011-12 expenditure of \$27,021,035.²

Appendix 4 provides a more detailed list of expenditure items for language services in 2012-13. It is not intended to be an exhaustive record of the output from Victorian Government departments.

Victorian Government multilingual publications and resources

The Victorian Government also provides a range of translated materials and resources across many areas in various community languages to improve access by CALD population to government programs and services.

Appendix 5 provides examples of publications and resources from departments and they are not intended to be an exhaustive record of the output available. A number of items have been selected from departments to demonstrate the work underway in developing multilingual publications. Many of these publications and resources are available from department websites.

Expenditure on CALD advertising campaigns

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

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

In 2012-13, the Victorian Government (including public bodies) spent 5.0 per cent of campaign media expenditure with multicultural media. This represents an increase from 3.7 per cent in 2011-12.

Appendix 6 provides examples of expenditure on CALD media advertising and promotion activities by departments for 2012-13, and is not meant to be exhaustive. Percentage figures on expenditure for CALD advertising campaigns over the years and by departments are also presented.

² The expenditure total for the 2011-12 financial year published in the Victorian Government Initiatives and Reporting in Multicultural Affairs 2011-12 was \$27,263,484, but has been revised to \$27,021,035 since publication.



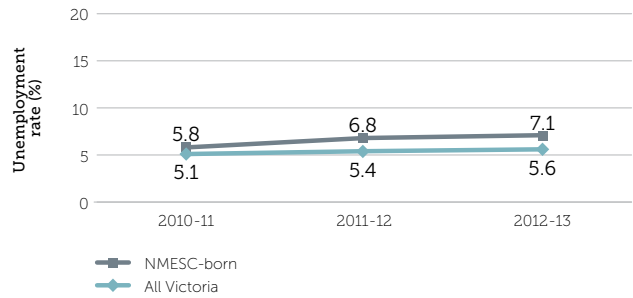
Sample indicators

A sample of four indicators is presented here to illustrate data trends over time relevant to the theme 'Accessible and Responsive Services'. Appendix 7 provides all the indicators relating to this theme.

Unemployment rate of CALD Victorians compared to the unemployment rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey.

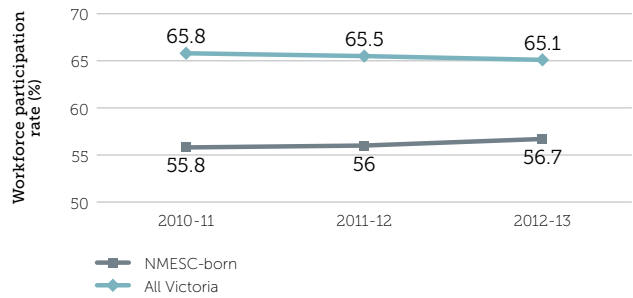
The data is collected monthly, quarterly and for each financial year.



Workforce participation rate of CALD Victorians compared to the workforce participation rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey.

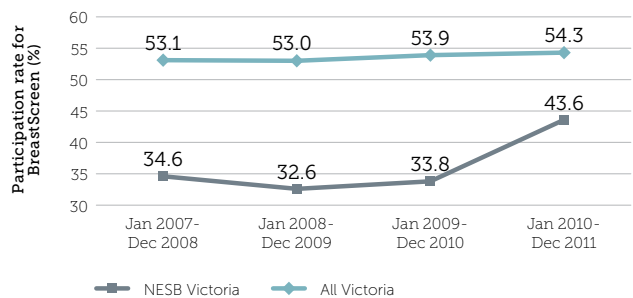
The data is collected monthly, quarterly and for each financial year.



Participation rate for women from a NESB background aged 50-69 years, compared to all Victorian women aged 50-69 years, in BreastScreen Australia program (24 month period) in Victoria and Australia.

Productivity Commission, Reports on Government Services (RoGS).

The reports are published annually.



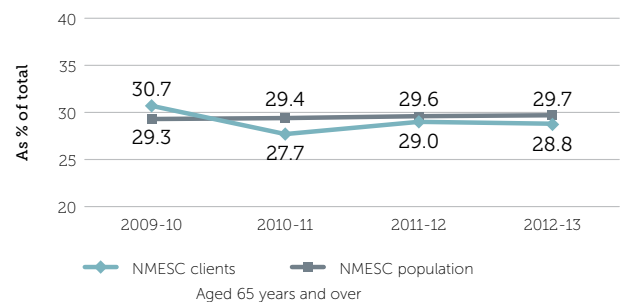
Proportion of Victorian Home and Community Care (HACC) clients aged 65 years and over born in a non-Main English-speaking country (NMEC), compared to the proportion of all 65 years old and over Victorians who are from a NMEC.

DH HACC 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.



Appendices



Appendix 1: Cultural Diversity Plans—progress and forward initiatives

All departments are required to develop cultural diversity plans and programs to enhance the provision of culturally sensitive service delivery to all Victorian communities.

Under this commitment, departments are required to:

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

At 30 June 2013, a number of departments were in the process of updating or developing new cultural diversity plans as well as implementing or monitoring existing plans and programs.

The following highlights examples of progress, achievements and forward initiatives under various departments. They are not intended to be an exhaustive record of the outputs and outcomes achieved.

Department	Cultural diversity plans, progress and initiatives
Department of Education and Early Childhood Development	<p>DEECD does not currently have a department-wide Cultural Diversity Plan. DEECD’s cultural diversity strategies have been incorporated into plans and initiatives across the department for reporting purposes.</p> <p><i>Unity Through Diversity</i>, the Victorian Government’s vision for civics, citizenship and multicultural education, was developed in draft form in close consultation with stakeholders, including the Ministerial Advisory Council for a Multilingual and Multicultural Victoria (MAC-MMV).</p>
Department of Environment and Primary Industries	<p>DEPI is in the process of developing its departmental Diversity and Inclusion Strategy and accompanying Action Plan, to be completed in 2014.</p> <p>Parks Victoria has an Equity and Diversity Management Plan which aims to:</p> <ul style="list-style-type: none"> – run effective and consistent equity and diversity practices and programs across work centres; – continue meeting legislative requirements and increase awareness; – significantly improve diversity in recruitment and career progression; – meet the growing needs of employees; and – ensure that behaviours compromising equity and diversity principles are prevented, thereby creating a healthy and safe work environment.
Department of Health	<p>The requirements of cultural diversity plans to address provision for culturally sensitive service delivery are incorporated under the following initiatives:</p> <p>Cultural Responsiveness Framework: Guidelines for Victorian Health Services. The framework specifies six standards for culturally responsive health care. Health services have reported on their achievements against all six standards through their Quality of Care reports.</p> <p>Cultural competence education for health professionals: The Cochrane Systematic Review investigated the effect of cultural competence education interventions for health professionals on improving health outcomes in CALD patient groups. Following from this review, an education framework will be developed and piloted for Victorian health services.</p> <p>World Health Organisation (WHO) Health Promoting Hospitals Task Force on Migrant Friendly and Culturally Competent Healthcare—Equity Standards Project: The task force finalised a standards framework to measure performance in equity in healthcare for migrants and other vulnerable groups.</p> <p>Improving access and responsiveness in alcohol and drugs and mental health services: This initiative includes the implementation of workforce development frameworks and strategies to enhance cultural competencies and training for health care professionals working with CALD communities.</p>

Department	Cultural diversity plans, progress and initiatives
Department of Human Services	<p>DHS's Access and Equity Framework—2013-17, <i>Delivering for All</i>, provides the strategic roadmap for cultural diversity planning in human services. A comprehensive implementation plan was developed in 2012-13 which details specific actions and timeframes for four key focus areas:</p> <ul style="list-style-type: none"> — embedding good practice in new ways of working; — building DHS's understanding of organisational diversity and better identifying discrimination; — improving organisational diversity competency and practice; and — ensuring services meet diverse needs.
Department of Justice	<p>DOJ launched its third <i>Cultural Diversity Plan (CDP) for 2012-16</i>. The CDP presents goals and priorities for the department in the delivery of accessible justice services to Victoria's CALD and newly-arrived communities. The goals, to be achieved through a detailed implementation plan, include:</p> <ul style="list-style-type: none"> — a strong foundation for learning, and obtaining and maintaining employment; — protecting rights and promoting full participation; — access to justice information, goods, services, programs and facilities; and — inclusive and responsive justice systems. <p>DOJ's department-wide Respect in the Workplace Policy is intended to raise awareness and provide guidance on expected behaviours of departmental staff. It includes content relating to expectations in the respectful engagement of all people of all cultures, religions and backgrounds.</p> <p>Corrections Victoria's (CV) <i>Cultural Diversity Plan (2011-13)</i> focused on the provision of inclusive and accessible programs and services for CALD prisoners and offenders. The plan incorporates standards, policies and procedures for CV, including:</p> <ul style="list-style-type: none"> — continued learning and improvement in services through reliable and regular data collection, research and reporting; — improving workforce capacity to effectively manage issues of cultural diversity by developing skills in cultural awareness and how to access language services; and — promoting improved partnerships with stakeholders by establishing a variety of consultative mechanisms through which CV engages regularly with stakeholders. <p>The Country Fire Authority's (CFA) diversity policy ensures that fire safety messages, programs and services are accessible to people who speak languages other than English. CFA's approach to cultural diversity within the organisation is to promote and encourage engagement, awareness and inclusiveness by providing tools to support brigades in identifying local priority areas, as well as activities that will promote engagement between a brigade and the local diverse community. This will result in better service delivery outcomes for those communities and, in the longer term, a more diverse CFA workforce.</p> <p>The Office of the Public Advocate's CALD Strategy identifies a range of priorities that include increasing community education through targeting a different CALD community each year with an information and awareness campaign; working with peak ethnic organisations to improve record keeping on a CALD client database to support service improvement; and providing cultural competency training for staff.</p>

	<p>Consumer Affairs Victoria pursues the cultural diversity policy and principles of the department through a variety of measures:</p> <ul style="list-style-type: none"> – publishing clear guidelines for all staff on the provision of interpreters and translators and continuing to incorporate advice on translation services in written correspondence to consumers; – ensuring that CALD communities can access information on justice services in compliance with its language services policy and that services are delivered in a culturally sensitive manner, facilitated by CAV’s newly-established Information and Dispute Services Centre; – promoting cultural and language awareness training for staff Personal Development Plans and incorporating a CALD component into induction training; and – consulting regularly with CALD community organisations, service providers and other CALD stakeholders through the Working Together Forum to form the basis of its planning.
<p>Department of Premier and Cabinet</p>	<p>Work is progressing on the development of DPC’s cultural diversity plan which will be ready for implementation in 2014.</p> <p>Arts Victoria’s Cultural Diversity Action Plan (CDAP) 2011-2020 was launched publicly in April 2012. All staff cultural competency training sessions have been completed. ‘Director’s Conversations’ are being developed through the Youth Arts Reference Group and the Policy and Research Unit. The CDAP Implementation Plan progress report is under preparation.</p> <p>Arts Victoria provided training to ethnic community groups to document and preserve their immigration and settlement history under the <i>Victorian Collections</i> project, which is a strategic plan for the storage and maintenance of the state’s diverse cultural assets in community collections.</p> <p>The State Library of Victoria delivered cultural awareness training to all front-of-house staff to raise awareness of the cultural differences and expectations of CALD members of the public accessing library services and spaces.</p>
<p>Department of State Development, Business and Innovation</p>	<p>The Department’s Cultural Diversity Plan 2009-2012 has concluded and work has begun on developing DSDBI’s next Cultural Diversity Plan.</p> <p>DSDBI promotes regular briefings from overseas Victorian Government Business Offices and client managers with cultural knowledge of Victoria’s key markets to enhance greater awareness of different cultural business practices.</p> <p>DSDBI works closely with and supports international students and their representative groups in the development of policy and programs, e.g. through the Study Melbourne website.</p> <p>DSDBI’s International Education Unit explores ways to further promote the contributions made by international students to the wider community, e.g. through the Victorian International Research Scholarship program.</p>

Department	Cultural diversity plans, progress and initiatives
Department of Treasury and Finance	<p>DTF's <i>Working Together: 2011-2013 Diversity Action Plan</i> is a demonstration of the department's commitment to reduce barriers for persons from CALD backgrounds. The plan was evaluated on its completion. Some key achievements include:</p> <ul style="list-style-type: none"> – ensuring that DTF's Communications Access policy continues to make available departmental communications in alternative formats and LOTE upon request; – continuous monitoring of DTF's policies and guides to ensure they are responsive to issues for CALD communities; – launch of the 'Managing and Valuing Diversity' Treasury Net pages; and – encouraging staff to utilise volunteering leave to engage with groups supporting persons, including those from CALD backgrounds with a disability, or people from CALD backgrounds.
Department of Transport Planning and Local Infrastructure	<p>As a newly-formed department, DTPLI is currently developing its Diversity Strategy for completion in 2014. The strategy will create the foundation for a positive culture of inclusion and human rights both within DTPLI and in interactions with clients, stakeholders and communities. The strategy addresses how services, policies and programs will be delivered in a way that is inclusive of all population groups, in particular CALD communities, Aboriginal and Torres Straight Islanders, people with a disability and lesbian, gay, bisexual, transgender and intersex people.</p> <p>Under DTPLI's Learning and Development program, diversity and equal opportunity training will be provided to all new starters.</p>

Appendix 2: CALD representation on government boards, authorities and committees

Since July 2009, the *Guidelines for the Appointment and Remuneration of Part-Time Non-Executive Directors of State Government Boards and Members of Statutory Bodies and Advisory Committees* now ask appointees three CALD-related questions to generate more accurate data on CALD representation on boards and committees.

Questions relate to:

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

The 2012-13 figures are calculated on the basis of an appointee answering yes to at least one of these questions. Previously, an appointee was counted as being from a CALD background if they answered yes to the third question only.

The total number of board members at 30 June 2013 was 3,942, of which 23 per cent (894) were from culturally diverse backgrounds (Table 1). This represents a significant five percentage point increase from 18 per cent in 2011-12.

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

Of the 1,559 new appointments to government boards, authorities and committees in 2012-13, 24 per cent (378) were from culturally diverse backgrounds (Table 2).

Table 3 shows that the proportion of new and total appointments of CALD members varied across departments. The Department of Premier and Cabinet has the largest proportion of new appointments from culturally diverse backgrounds for 2012-13 as well as the largest proportion of total board members from culturally diverse backgrounds.

Table 1. Composition of all boards as at 30 June 2013

Number of Boards etc.	Total appointments	Culturally diverse backgrounds	
		Number	%
418	3,942	894	23

Table 2. New appointments (including re-appointments) 2012-13

Number of Boards etc.	Total appointments	Culturally diverse backgrounds	
		Number	%
308	1,559	378	24

Table 3. CALD members on Government boards, authorities and committees 2011-12 and 2012-13

Department	New appointments		All boards etc.	
	%		%	
	2011-12	2012-13	2011-12	2012-13
Business and Innovation	29	17	18	21
Education and Early Childhood Development	16	8	10	11
Health	21	30	17	23
Human Services	28	19	19	23
Justice	22	25	22	26
Planning and Community Development	25	27	22	26
Premier and Cabinet	48	33	33	41
Primary Industries	32	31	32	36
Sustainability and Environment	21	25	17	20
Transport	5	6	7	12
Treasury and Finance	11	4	4	6
Overall	23	24	18	23

Note: The data excludes School Councils, Crown Land Management and Cemeteries.

In April 2013, machinery of government changes led to some departments being renamed, and some departmental divisions moved across departments. The data in these tables reflect departmental names and structures before the changes.

Appendix 3: Measures to promote human rights

Departments took a number of measures in 2012-13 to promote human rights for multicultural communities in accordance with the *Victorian Charter of Human Rights and Responsibilities Act 2006* (the Charter Act).

The following initiatives provide examples of the work underway across government and are not intended to be an exhaustive record of the output from Victorian government departments.

Department	Initiatives
Department of Education and Early Childhood Development	DEECD encourages new and current staff to access its online Charter of Human Rights Training Module. The module assists DEECD staff in understanding their responsibilities and rights under the Charter, including the right to equality, freedom of religion, and cultural rights.
Department of Health	DH's Australian Charter of Healthcare Rights in Victoria is congruent with the Victorian Charter of Human Rights and Responsibilities. The former is utilised in the accreditation process for health services. It is published in 25 community languages as well as audio and Braille. The Family and Reproductive Rights Education Program (FARREP) was established to support the prevention of Female Genital Mutilation (FGM). This is achieved through changing attitudes and beliefs, increasing access to appropriate sexual and reproductive health services for groups at risk, and building the capacity and expertise of health service personnel to deal with groups affected by FGM.
Department of Human Services	DHS' framework, <i>Delivering for All</i> , consolidates work done to implement the Charter Act and ensure continuous improvement in the department's commitment to protecting human rights. The framework builds on existing web based resource and training materials by embedding good practice in new ways of working, for example, working with the Victorian Equal Opportunity and Human Rights Commission to ensure that Services Connect practices are consistent with positive duty obligations. The framework also expands existing references to the Charter Act in staff performance, progression and development plans to include access, equity and positive duty principles.
Department of Justice	Under VEOHRC's Training and Education program, CALD community organisations are equipped to advocate for the rights of people who experience discrimination or racism. VEOHRC has partnered with Victoria Legal Aid and the Muslim Legal Network to deliver a series of human rights information sessions in metropolitan and suburban mosques. The training focuses on all charter rights but in particular, Section 8 – Recognition and equality before the law; Section 14- Freedom of thought, conscience, religion and belief; and Section 19- Cultural rights. Victoria Police established a Human Rights Committee to assist them to apply and promote sound human rights practice to meet its human rights obligations. The committee also provides governance for the Community Consultation Process. Victoria Police's Multicultural Liaison Officers make regular presentations on Safety Conduct/ Safety Security to international students in inner Melbourne, incorporating cultural rights and rights in criminal proceedings in the information.
Department of Premier and Cabinet	A suite of Rights and Responsibilities Seminars were delivered to refugees and asylum seekers throughout metropolitan and regional Victoria on Australian and Victorian laws, legal systems and democratic institutions and the importance of participating in multicultural Victoria as engaged citizens.
Department of Treasury and Finance	DTF graduate recruits attend compulsory Human Rights Charter training developed by the Department of Justice. This is to ensure that DTF staff engaged in the drafting of legislation and policy are aware of legislative processes and obligations under the Charter Act.
Department of Transport Planning and Local Infrastructure	DTPLI's People and Workplace Services policies are monitored to ensure that any changes are aligned with legislation, including the Charter Act and the <i>Equal Opportunity Act 2010</i> (Vic).

Appendix 4: Use of interpreting and translating services

The following list provides an indication of expenditure on language services in 2012-13. It is not intended to be an exhaustive record of the output from Victorian Government departments.

Total identified expenditure for interpreting and translating services in 2012-13, including expenditure through funded agencies, was \$31,212,190, representing a 15.5 per cent increase from the 2011-12 expenditure of \$27,021,035.³

Department of Education and Early Childhood Development

Service	Expenditure	Description/Outcome
Parents/guardians and school communities– interpreting and translating usage	\$1.10 million	The program provides support for parents and guardians for whom English is an additional language to facilitate communication and learning for school communities. Services include onsite and telephone interpreting and translating services.
Early Childhood Services telephone and on-site interpreting	\$1.80 million	This initiative enables CALD families to provide and receive information relevant to their child's health and development from early childhood services, including Maternal and Child Health Services, Kindergarten and Early Childhood Intervention Services.
International Student Program in Victorian Government Schools	\$19,567	International students and their parents are provided with translating and interpreting services to support access to DEECD services relating to the International Student Program.

Department of Environment and Primary Industries

Service	Expenditure	Description/Outcome
Fisheries Victoria–Compliance	\$3,852	Fisheries Officers use interpreting and translating services in their field compliance duties to convey information about fishers' rights when their client's first language is not English.

Department of Health

Service	Expenditure	Description/Outcome
DH Credit Line	\$1.18 million	The credit line system is a centrally funded and administered contract for language services. Particular program areas allocate an annual budget for their credit line/s and this pool of funds is used to provide language services to DH-funded agencies that are considered 'smaller users' of language services. DHS managed the credit line on behalf of DH in 2012-13.
Expenditure reported by Victorian health services on language services	\$13.10 million	Language services are funded as part of activity-based funding arrangements for Victorian health services and hospitals. Health services report to DH on expenditure on language services.

³ The expenditure total for the 2011-12 financial year published in the Victorian Government Initiatives and Reporting in Multicultural Affairs 2011-12 was \$27,263,484, but has been revised to \$27,021,035 since publication.

Direct funding to community health services for language services	\$2.36 million	Direct funding is provided to community health services that are large users of language services. The funding supports the use by community health services of language services for interpreting, translation and delivery of care to people from non-English speaking backgrounds. Services not receiving direct funding have access to the DH credit line.
Direct funding to dental health services for language services	\$818,200	Direct funding is provided for interpreting services to the Royal Dental Hospital and public dental services.
Direct funding to the Commonwealth and State funded Home and Community Care Program (HACC)	\$128,624	Direct funding is provided to the Commonwealth and State funded HACC to provide linguistically appropriate information, care and service delivery to clients from CALD backgrounds.

Department of Human Services

Service	Expenditure	Description/Outcome
Language Services Credit Line and other Interpreting and Translating Services	\$1.87 million	DHS provides a wide range of interpreting and translating services to funded agencies to assist clients, families and carers where English is not their first language. Services include a housing call centre and access to the Language Link telephone information service.
Video Relay Interpreting service	\$268,855	Video Relay Interpreting service aims to increase access to information and services for the deaf and people from multicultural backgrounds.
Language Allowance Program	\$25,978	Department employees with skills in languages other than English (LOTE) are encouraged to seek accreditation. Bilingual employees can access a language allowance if they use a LOTE in their day-to-day work with the Victorian public.

Department of Justice

Service	Expenditure	Description/Outcome
Interpreting services for various courts	\$1.91 million	Provision of interpreting services for various courts' proceedings, including Magistrates' Court, Children's Court, Supreme Court of Victoria and County Court.
Consumer Affairs Victoria (CAV) Call Centre	\$60,132	CAV maintains a telephone enquiry service to provide information to Victorian consumers in relation to rights and entitlements, including the CAV Chinese Helpline.
Interpreting and translating services engaged by Victoria Police	\$2.89 million	Interpreting services are provided to facilitate the delivery of policing services to all non-English speaking members of the community. Publication of Victoria Police information and resources in the major languages spoken promotes inclusion and messages of public safety.
Interpreting for Triple Zero	\$258,218	Provision of interpreting services to provide people who have difficulty communicating in English to access emergency assistance.
Registry of Births, Deaths and Marriages	\$19,479	Provision of interpreter services through both the customer services centre and telephone enquiries.
Interpreting Services at Victorian Civil and Administrative Tribunal (VCAT)	\$216,620	Interpreter services are provided at all VCAT locations across Victoria to assist CALD users with improved access to VCAT.

Appendix 4: Use of interpreting and translating services

Corrections Victoria (CV) Interpreting and Translating Services	\$235,859	CV provides interpreting services to CALD prisoners and offenders state-wide, to ensure that they understand their legal obligations and rights and available services within the correctional system.
Country Fire Authority (CFA)	\$2,000	CALD spokespeople were engaged for local CALD community events to raise fire safety awareness, or at CFA Fire Ready Victoria (FRV). Special Interest Group meetings targeted at CALD communities living in high bushfire risk areas.
Dispute Settlement Centre of Victoria (DSCV) –Dispute Resolution Services	\$22,603	DSCV provides interpreting services in 25 languages for CALD Victorians regarding DSCV’s dispute resolution services, including practical strategies, mediation services and education programs.
Office of the Public Advocate	\$11,568	Interpreting services ensure that guardianship, advocacy and investigation services are provided in a language understood by the represented person and their family.
Office of Public Prosecutions	\$377,029	Interpreting services ensure that witnesses and victims of crime with language difficulties and from diverse groups and nationalities are supported and assisted in their understanding of court processes when attending and participating in court matters.
Victorian Electoral Commission (VEC) interpreting services	\$81,286	VEC provides interpreting services to CALD callers, meeting accessibility requirements and providing voter information for people from non-English-speaking backgrounds. The 2012 council elections accounted for the largest use of this strongly promoted service.
Neighbourhood Justice Centre (NJC), Collingwood	\$12,600	The Collingwood NJC provides CALD clients with a range of language services and support, including bookings for onsite Vietnamese interpreters and Dinka interpreters on Children’s Court days; provision of interpreters for NJC community events; and arrangement of Working with Interpreters training for staff as required.
Office of Liquor, Gaming and Racing interpreter and translation services	\$8,181	Onsite and telephone interpreters and limited translation services are available to clients of Gamblers’ Help services, with the aim of extending the reach of support services to problem gamblers.
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	\$13,800	The Dispute Resolution Unit at VEOHRC provides complainants and parties with interpreters and translation services where required. VEOHRC also provides an interpreter line service.
Victoria Legal Aid (VLA) interpreting and translating usage	\$280,281	VLA direct expenditure on translating and interpreting services across the organisation, including legal help phone line translating services and on site interpreting services.
Interpreting services for Community Legal Centres (CLC)	\$100,000	CLCs have access to funding for interpreters and translators. This is administered by the Federation of Community Legal Centres.
Victoria Legal Aid (VLA) Bi-lingual Legal Help Officers	Funding from VLA human resources	Eight Legal Help language lines were available to provide legal triage (an assessment of legal and non-legal need) and appropriate referral, information or advice in the caller’s own language.

Department of Premier and Cabinet

Service	Expenditure	Description/Outcome
Fire Services Property Levy (FSPL)	\$22,825	This service involves a translation of information for all Victorian property owners regarding the change from insurance to a property-based fire levy. Information was translated into the most frequently spoken languages and communicated through CALD media (press), local government communication channels and the FSPL website.
Australian Centre for the Moving Image (ACMI)	Built-in cost, overall cost structure	ACMI has the systems and processes in place to engage interpreting and translating services when required for particular group bookings and opening events.

Department of State Development, Business and Innovation

Service	Expenditure	Description/Outcome
Tourism Victoria foreign language guides	\$27,375	Tourism Victoria engages locally-based tourist guides with language skills in Chinese, Japanese, Korean and Italian as language escorts for its Familiarisation Program which hosts participants from key media and travel trade partners.
Business Victoria Contact Centre (BVCC)	\$2,320	Callers from CALD communities can access translating and interpreting support during their calls to the BVCC, which is a component of Business Victoria Online's services.
Victorian Small Business Commissioner (VSBC) interpreting services	\$3,708	Interpreting services are provided to CALD clients for phone enquiries about rights and responsibilities under relevant legislation to assist businesses in preventing disputes from arising or resolving existing disputes, as well as during mediations arranged by VSBC.

Department of Treasury and Finance

Service	Expenditure	Description/Outcome
State Revenue Office Translating and Interpreting services	\$8,349	All SRO staff have access to interpreters internally and externally when required by customers. SRO also maintains an internal database of staff with skills in languages other than English to enable clients to discuss taxation queries in their first language wherever possible.

Department of Transport Planning and Local Infrastructure

Service	Expenditure	Description/Outcome
Language allowance for staff speaking languages other than English	\$11,302	DTPLI provided a staff language allowance payment for five community languages in 2012-13.
VicRoads interpreter assisted learner permits and tests	\$1.80 million	People from non-English speaking backgrounds can receive VicRoads funded interpreter assistance for a learner permit or licence test, as well as boat operator tests. Interpreter assistance is provided for more than 100 languages, including new and emerging languages and dialects.
VicRoads interpreter assisted telephone customer service	\$100,000	VicRoads Call Centre offers interpreter assistance for customers from non-English speaking backgrounds.
Public Transport Victoria press translations and call centre interpreter services	\$31,352	Press translations are available in several languages about public transport services, fares and tickets. The call centre also assists customers from non-English speaking backgrounds to access such information.
Taxi Services Commission call centre	\$5,901	Interpreter assistance enables people from CALD backgrounds to communicate with the Commission.
Regional Rail Link document translation and phone interpretation	\$7,685	Key information for major rail line works were translated into key community languages; with the option for a phone interpreter service.
Linking Melbourne Authority, East-West Link planning process	\$16,641	Translated information and interpreters are provided at community information sessions and meetings and on request to ensure that CALD groups are informed and consulted about the project.

Appendix 5: Victorian Government multilingual publications and resources

The following list of publications and resources is not intended to be an exhaustive record of the output from the Victorian Government Departments. A number of items have been selected to demonstrate the work underway in developing multilingual publications. Many of these publications are available on the Departments' websites.

Department of Education and Early Childhood Development

Publication/Resource	Description	Languages other than English
DEECD website translations	The web pages provide links to all translations of departmental material and information for parents of children in early years settings and schools. It is possible to access documents relating to financial assistance, kindergarten, health issues and bullying, in a range of different languages. In addition, schools and early childhood services are able to have other documents, such as school notices, translated into a range of languages.	38 languages.
Victorian Curriculum Assessment Authority (VCAA) publications and resources	Translated resources include: <ul style="list-style-type: none"> – Brochures on the National Assessment Program— Literacy and Numeracy (NAPLAN) test provided to parents in 15 languages; – Victorian Certificate of Applied Learning (VCAL) information booklets in 23 languages for students and parents on senior secondary courses; and – Training modules for early childhood professionals working with children and families from CALD backgrounds. 	Some or all of the following languages: Amharic, Arabic, Burmese, Cambodian, Chinese, Croatian, Filipino, Greek, Hakha Chin, Hindi, Indonesian, Japanese, Karen, Macedonian, Persian, Russian, Samoan, Serbian, Sinhala, Somali, Spanish, Turkish, Vietnamese.
Kindergarten brochures and resources	These include a range of translated brochures to improve access to appropriate information for parents from CALD backgrounds about the benefits of kindergarten, how to enrol, and fee subsidy. Titles include: <ul style="list-style-type: none"> – Getting started in your local kindergarten; – Free or low cost kindergarten; – Join a kindergarten community; – I love kindergarten DVD; and – Helping asylum seeker and refugee children and their families reach their goals. 	In some of the following languages: Arabic, Chin, Chinese, Dari, Dinka, Hakka Chin, Chinese, Hindi, Indonesian, Karen, Burmese, Khmer, Nuer, Pashtu, Punjabi, Sinhalese, Spanish, Somali, Tagalog, Tamil, Turkish, Vietnamese.
Maternal and Child Health (MCH) publications	DEECD arranges the translating, printing and distribution of resources for a variety of information brochures, booklets, tip sheets, posters and response forms to support CALD communities in accessing MCH services.	Several languages.

Department of Environment and Primary Industries

Publication/Resource	Description	Languages other than English
Living Victoria Water Rebate Program Fact Sheets	Fact sheets on Home and Garden rebates and Small Business rebates are available in LOTE via the DEPI website and distributed to the community via key stakeholders such as water corporations and Local Government Authorities.	Available in the 10 most widely spoken CALD languages.
Recreational Fishing tackle box stickers	Tackle box stickers are provided in various languages stating legal lengths and catch limits.	Several languages.
Biosecurity Division resources and publications	Water Hyacinth Project—a range of resources to provide information about the State's prohibited weed, water hyacinth, to CALD communities, including an illustrated storyboard, video and bilingual fact sheets in LOTE. National Livestock Identification System—brochures, videos and DVDs on the National Livestock Identification System (NLIS). Information Sheets on the risks and potential fines for supplying prohibited food wastes to pig farmers.	Several languages including Indonesian, Mandarin, Vietnamese, Thai, Laotian, Burmese, Khmer, Japanese, Korean and Arabic.
'Improved decision-making by LOTE growers-the next step' project	DEPI collaborated with the Rural Industries Research and Development Corporation to engage mainly Asian vegetable growers in the Geelong region in farm decision making. The range of resources available included the use of specialist interpreters, translated publications and demonstration of management techniques.	Mainly Vietnamese, Cambodian, Greek and Italian.

Department of Health

Publication/Resource	Description	Languages other than English
Savvy Savings for Seniors	The publication includes tips for reducing living expenses in and out of the home.	'Contact Us' page information translated into 14 languages.
Multiple consumer resources containing public health messaging	These resources consist of translated materials to enable targeted communities to respond to public health matters such as regulation compliance and public safety, e.g. food safety laws and health immunisation.	Resources, including brochures and web-based information, are translated into languages relevant to the target audience issues addressed.
Australian Charter of Patient Healthcare Rights in Victoria	The Charter promotes health care rights information to CALD communities through health service agencies and healthcare organisations.	The Charter is printed in 25 community languages and Easy English, as well as in Audio and Braille form.
Victorian Healthcare Survey and Victorian Patient Satisfaction Monitor	The Survey and Monitor enable more CALD users of health services to provide feedback on their care experience. The instruments include specific questions on access to interpreters.	The Survey and Monitor are distributed in 17 community languages including English.

Department of Human Services

Publication/Resource	Description	Languages other than English
Victorian State Disability Plan 2013-16	The plan provides a framework to support disability services delivery across Victoria, and work with the broader community to break down barriers faced by people with a disability.	The plan is translated into nine most commonly requested languages.
Refugee Minor Program website	A departmental website has been developed for unaccompanied refugee young people, to be launched in early 2014. The website will provide better access to information, such as individual stories and fact sheets, for the Refugee Minor Program clients and carers with limited English or limited literacy in any language.	Information is provided in six languages and audio files in multiple languages.
<i>Carers Recognition Act 2012</i>	Information materials about the Act, including services for carers, have been translated into languages other than English and made available on DHS website related to the Act.	A variety of information and publications relating to the Act have been translated into more than 20 languages.

Department of Justice

Publication/Resource	Description	Languages other than English
Use of Twitter in consumer messaging	Consumer Affairs Victoria (CAV) uses Twitter to raise awareness of its activities and resources for multicultural consumers. Most tweets point to CAV's web content. Using this technology, CAV reaches audiences that would otherwise not hear about the ways multicultural consumers and businesses are able to be supported, through re-tweets by others and audience specific hashtags. In 2012-2013, CAV published 102 tweets specifically for multicultural audiences.	Several languages.
DOJ brochures, pamphlets website information, audio-visual materials in Languages other than English	DOJ produces a variety of print and website resources to support CALD communities across Victoria. Examples include information on emergency services, Working with Children Checks and problem gambling initiatives. Information is produced across a wide range of justice related issues in a variety of community languages.	Several languages.
Victoria Police Community Consultations publication	The publication comprised an invitation to the general public to comment on current Victoria Police practices in relation to the recording of field contacts, and delivery of cross-cultural training.	Eight community languages including Arabic, Amharic, Tigrinya, Somali, Dinka and Persian (Farsi).
Metropolitan Fire Brigade and Country Fire Authority Home Fire Safety Booklet	The Home Fire Safety Booklet is available in basic English and has specific inserts in 21 languages. The booklet, as well as the Aged and Disability Insert (in English and 21 other languages), have been promoted and is available to community, aged and disability providers free of charge for distribution to their clients, including CALD clients.	Arabic, Cantonese, Croatian, Dinka, German, Greek, Italian, Japanese, Khmer, Korean, Macedonian, Maltese, Mandarin, Polish, Russian, Serbian, Somali, Spanish, Turkish, Urdu and Vietnamese.

Country Fire Authority (CFA) publications	<p>CFA publications include the following:</p> <ul style="list-style-type: none"> – <i>Can I, Can't I?</i>, which is about key legislation pertaining to activity restrictions during fire danger and fire ban periods; – CFA Fire Ratings brochure; – Bushfire Alert Messaging and Warnings; and – Translated audio segments and interview recordings of key bushfire safety messages. 	Several languages.
Other DOJ agency translated information resources	The Victorian Electoral Commission produced information for the Lyndhurst by-election. Rights and responsibilities information was produced by the Victorian Equal Opportunity and Human Rights Commission, and Victoria Legal Aid distributed Legal Help cards. The Victorian State Emergency Services produced flood and storm safety messages in key community languages in written, pictographic and audio formats.	Several languages.

Department of Premier and Cabinet

Publication/Resource	Description	Languages other than English
Public Record Office of Victoria	Web pages in Italian and German introduce readers to Public Record Office Victoria and the resources it has to offer.	Italian and German.
National Gallery of Victoria (NGV)	<p>Translated resources include:</p> <ul style="list-style-type: none"> – A 20-page printed limited edition tour guide focussed on works in the NGV Collection related to the theme of Myth, Magic and Mystery; – An online resource providing eight thematic language, art and cultural activities for primary age students, focussed on the work and life of Claude Monet; and – Production of NGV brochures in several languages for various exhibitions and events. 	<p>German, Italian, Spanish.</p> <p>French.</p> <p>Including Mandarin, Japanese, Italian, French, Spanish, Arabic, German.</p>
Fire Services Property Levy (FSPL)	<p>FSPL information flyer, fact sheets and FAQs were produced in a variety of languages.</p> <p>The information campaign included advertising on television (SBS and Channel 31) and in CALD newspapers.</p>	Several languages.

Department of State Development, Business and Innovation

Publication/Resource	Description	Languages other than English
Invest Victoria website translations	The Invest Victoria website provides information to current and potential investors about investing in Victoria. News stories and events are updated regularly.	Japanese, German, French, Arabic, Spanish, Portuguese and Chinese.
Language variants of Tourism Victoria's consumer websites	The websites market the whole state of Victoria to a global CALD audience. The websites provide a medium to ensure destination promotional materials are accessible to a greater range of consumers and businesses from CALD communities.	Chinese (traditional and simplified), Japanese, Korean, French, Spanish and Italian variants, including the launch of a redeveloped German website.
Smart Meters Switch On website	The Switch On campaign and website provide practical information about energy to help Victorians manage their energy bills and energy usage. LOTE resources include translated website information and fact sheets, and translation services made available for the Smart Meter Call Centre.	Several languages.
Study Melbourne website	The Study Melbourne website includes information about studying in Melbourne for international students, and a section to meet students from around the world and listen to their stories about living in Melbourne.	Korean, Spanish, Vietnamese, Japanese, Portuguese, Chinese, Arabic, Indonesian and Hindi.
Victorian Small Business Commissioner (VSBC) articles	The Commissioner contributes articles and editorials to ethnic newspapers, and provides interviews on ethnic radios to inform businesses from different ethnic backgrounds about VSBC services.	Chinese and Indian.

Department of Transport Planning and Local Infrastructure

Publication/Resource	Description	Languages other than English
VicRoads Family Guide to Bike Education ('Bike Ed')	The 'Family Guide to Bike Ed' provides information for parents on supporting their child's riding skills development, on the need for correct riding gear and a safe bike, and safer places to ride.	Mandarin, Arabic, Somali, Turkish and Vietnamese.
VicRoads–Starting Out Safely child restraint information sessions	VicRoads funds Early Learning Association Australia to deliver child restraint information sessions to CALD communities, including Victoria's child restraint road rules and the importance of children travelling in appropriate restraints.	Only offered in English. However, interpreters are offered for languages other than English.
VicRoads–Road to Solo Driving Handbook	A handbook designed to help drivers understand the road rules, know their legal responsibilities and prepare for the challenges of driving.	Arabic, Mandarin, Turkish and Vietnamese.
VicRoads–Learner and probationary driver kits	Information for probationary drivers.	Arabic, Chinese, Turkish and Vietnamese.
VicRoads–Are you ready for the drive test? Checklist	Checklist for learner drivers to ensure they are ready for their driving test.	Amharic, Arabic, Sudanese, Burmese, Chin, Chinese, Dari, Hindi, Karen, Punjabi, Somali, Tamil, Thai, Tigrigna, Turkish and Vietnamese.
VicRoads –Older Driver handbook	The handbook aims to help older drivers to continue driving safely and to alert them to changing personal factors that may make it unsafe to continue driving.	Summaries available in Arabic, Chinese, Croatian, Greek, Italian, Maltese, Polish, Russian, Serbian, Somali, Spanish and Vietnamese.
Online Public Transport Victoria videos	The Public Transport Victoria website provides online videos in several languages. The videos provide general information about public transport services in Victoria, including service times, how to use Myki, concession cards and contacts for further information.	Turkish, Spanish, Arabic and Mandarin.
Miscellaneous	<ul style="list-style-type: none"> – Print materials for the Regional Rail Link travel information; – Plan Melbourne–key concept plan summary brochure; – Public Transport Victoria, online videos for travel information and services; and – Public consultation materials for the review of public libraries–Tomorrow's Library. 	Several languages.

Appendix 6: Expenditure on CALD advertising campaigns

Multicultural Communications Policy

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

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

In 2012-13, the Victorian Government (including public bodies) spent 5.0 per cent of campaign media expenditure on multicultural media. This represents an increase from 3.7 per cent in 2011-12.

Table 4 shows percentage of total expenditure on CALD media advertising and promotion activities by the Victorian Government (departments and entities) from 2005-06 to 2012-13.

Table 5 shows percentage of total expenditure on CALD advertising campaigns by departments alone (excluding entities) over the same period.

Table 4. Percentage of total expenditure on CALD advertising campaigns by the Victorian Government (departments and entities), 2005-06 to 2012-13

Financial Year	(per cent)
2005-2006	3.1
2006-2007	3.3
2007-2008	3.5
2008-2009	3.2
2009-2010	3.5
2010-2011	3.7
2011-2012	3.7
2012-2013	5.0

Table 5. Percentage of total expenditure on CALD advertising campaigns by departments (excluding entities) in 2011-12 and 2012-13

Department (excludes entities)*	2011-12 (per cent)	2012-13 (per cent)
Department of Education and Early Childhood Development	6.7	7.1
Department of Human Services	2.7	4.1**
Department of Health	7.4	4.6**
Department of Business and Innovation	1.3	1.1***
Department of Justice	6.6	6.5
Department of Planning and Community Development	3.6	4.8
Department of Premier and Cabinet	1.7	5.3
Department of Primary Industries	5.2	9.8
Department of Sustainability and Environment	6.4	8.5
Department of Transport	3.5	4.2**
Department of Treasury and Finance	nil	nil

Note: Percentages are total multicultural campaign advertising expenditure as a proportion of total campaign advertising expenditure.

* In April 2013, machinery of government changes led to some departments being renamed, and some departmental divisions moved across departments. The data in these tables reflect departmental names and structures before the changes.

** These departments primarily delivered small, highly targeted campaigns, which did not always include expenditure on multicultural media.

*** Tourism Victoria, which was part of the Department of Business and Innovation, primarily targets audiences in interstate and international markets.

The following describes media and advertising campaigns and promotion activities by departments for CALD communities.

Department	Description
Department of Education and Early Childhood Development	<p>DEECD advertisement and campaigns include:</p> <ul style="list-style-type: none"> – Celebrate Children’s Week for CALD newspapers; – Healthy Kids Check campaign for print and radio; – Bully Stoppers campaign for radio; – Education Week, including distribution of Education Week pack to CALD media, print articles in several languages, and radio items on SBS; – Premiers’ Reading Challenge, including promotional items for distribution; and – Victorian State Schools Spectacular performance, including promotion on TV and radio spots, print advertising and Facebook page.
Department of Environment and Primary Industries	<p>DEPI ran a series of press and radio campaigns in several languages to raise awareness of a variety of issues, including:</p> <ul style="list-style-type: none"> – Planned burning: how to find out when and where it is happening and precautions to minimise impacts of smoke on health; – Water hyacinth: to raise awareness of this prohibited weed and to prevent the informal trading of water hyacinth among CALD communities; and – Farm debt mediation: to raise awareness of this service, which is offered by banks and other creditors before commencing debt recovery proceedings on farm mortgages.
Department of Health	<p>DH ran awareness campaigns through ethnic media in metropolitan and regional Victoria throughout 2012-13 to ensure key messages reached a wide range of CALD audiences.</p>
Department of Human Services	<p>DHS undertook radio advertising in a number of languages as part of its campaign to raise the profile of bushfire planning for ‘higher risk’ people in bushfire prone areas, including older people and their carers from CALD backgrounds.</p>
Department of Justice	<p>DOJ conducts a wide variety of media campaigns—radio, television and press—in LOTE across a broad range of DOJ functions and services. Examples include:</p> <ul style="list-style-type: none"> – the <i>Play it Safe by the Water</i> and Summer Fire campaigns; – CFA’s Winter Home Fire Safety campaign; – the Victoria State Emergency Services’ Flood-Safe and Storm-Safe campaigns; – the Emergency Alert Location Based Capability warning system; – CALD radio advertising on the road safety benefits of speed cameras; and – Consumer Affairs Victoria’s campaign to highlight misconceptions about buying into retirement villages. <p>The Victorian Responsible Gambling Foundation undertook a number of radio campaigns in up to nine community languages to: raise awareness of the risks of gambling including online gambling; increase uptake of Gamblers’ Help services by gamblers and their significant others; and prevent problem gambling relapse.</p> <p>Victoria Police promoted the Crime-Stoppers Multilingual Program and Multicultural Liaison Officers to the Sri Lankan community and the community consultation process and submissions; and ran the <i>Meet the Police</i> radio program on police services via SBS Arabic broadcast.</p> <p>Victoria Police’s Protective Services Officer (PSO) recruitment campaign included a broad mix of radio, press and television advertising aimed at attracting suitable applicants from various CALD language groups, including Arabic, Cantonese, Croatian, Greek, Hindi, Italian, Lebanese, Mandarin, Punjabi, Serbian, Spanish, Sudanese, Turkish and Vietnamese.</p>

Department of Premier and Cabinet

The Australian Centre for the Moving Image (ACMI) has screened a wide variety of international films in LOTE. These events are publicised throughout various CALD newspapers, radio stations and community networks depending on the target audience. In addition, the marketing material on site is provided in LOTE.

The information campaign on the Fire Services Property Levy (FSPL) from DPC included advertising on television (SBS and Channel 31) and in CALD newspapers.

Representatives of multicultural media outlets and organisations were invited to three conferences hosted by the Minister for Multicultural Affairs and Citizenship to ask questions of senior Victorian Government Ministers, including the Premier, on a range of issues of interest to CALD communities.

National Gallery of Victoria (NGV) promoted its exhibitions, public programs and events to broader audiences, including CALD, through community radio, SBS, and LOTE magazines.

DPC promoted key events in the multicultural print media in a variety of languages to the Victorian community, including state funeral notices, Australia Day events, the Olympic welcome home event and other key public events.

The Victorian Multicultural Commission (VMC) placed advertisements in multicultural media in a range of languages to celebrate cultural events, including a celebratory Ramadan message in *Al Wasat* to reach Victorian Muslims and season's greetings in Arabic in *El Telegraph*. In addition, all media releases and statements were sent to a range of multicultural media outlets, including print, Channel 31 and radio. Many of these were translated for publication by the media outlets.

Department of State Development, Business and Innovation

The Good Move Regional Marketing Campaign aimed to attract people and skills to regional and rural Victoria and included radio advertisements in several languages other than English.

The campaign also included the Regional Victoria Living Expo, a three-day event to promote regional and rural Victoria by bringing together exhibitors on jobs, housing, education, health and lifestyle opportunities.

DSDBI runs the Victorian Small Business Festival each year to encourage small business owners and potential owners to access government services, grants and information. The events are promoted through ethnic media across Victoria, including Ballarat, Geelong, Bendigo and Gippsland. DSDBI is working to include more CALD events in the festival in the future.

Department of Transport Planning and Local Infrastructure

VicRoads mounted a communications campaign to increase awareness of school speed limit information that included multicultural press advertisements. VicRoads also ran operational advertising on radio, supported by translated website material, advising CALD drivers of freeway closures and traffic impacts from the M80 Ring Road upgrade.

Linking Melbourne Authority ran a functional campaign to introduce the East West Link via ethnic press, SBS radio and community radio in nine languages, encouraging people to attend community information sessions where interpreters were made available.

Other DTPLI activities included:

- CALD component of print advertising for the Regional Rail Link project in several languages;
 - Plan Melbourne Phase 1 Discussion Paper and Phase 2 Draft Strategy radio campaigns; and
 - Public Transport Victoria advertisements in several multicultural newspapers for information on services, including weekend and free travels and Myki use on buses.
-

Appendix 7: Indicators

A. Maximising the Benefits of our Diversity

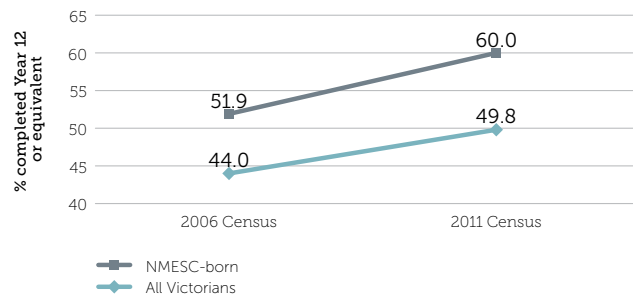
When compared to the overall Victorian population, people from non-main English-speaking countries (NMESC) are more likely to have completed Year 12 or an equivalent qualification. Around one-third of all NMESC students are attending a university or other tertiary institution. Victoria is attracting a slightly higher proportion of international visitors to Australia.

The proportion of NMESC-born people who are self-employed has declined, but is still comparable to the overall Victorian rate. The proportion of skilled migrants working in their nominated fields has increased.

1. Proportion of CALD Victorians, compared to all Victorians, having completed Year 12 or equivalent qualification.

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

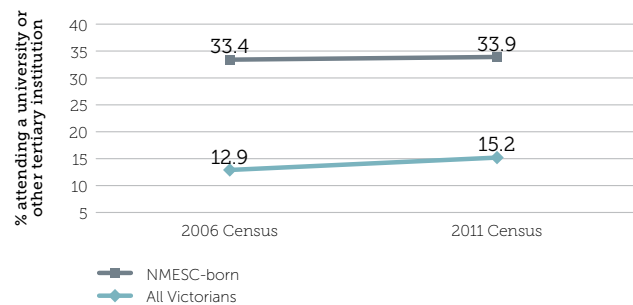
Census	NMESC-born	All Victorians
2011	60.0%	49.8%
2006	51.9%	44.0%



2. Proportion of CALD Victorians attending an educational institution who were at a university or other tertiary institution, compared to the proportion of all Victorians attending an educational institution who were at a university or other tertiary institution.

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

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

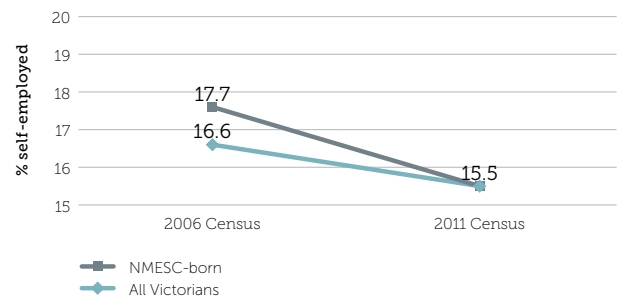


Note: The data includes international students who have stated an intention to reside in Victoria/Australia for 12 months or more, and are therefore counted in the Census as usual residents and not as overseas visitors.

3. Proportion of CALD Victorians who are self-employed, compared to all Victorians.

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

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



4. Proportion of international visitors who visit Australia with the main purpose of visiting friends and relatives, who stopover in Victoria.

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

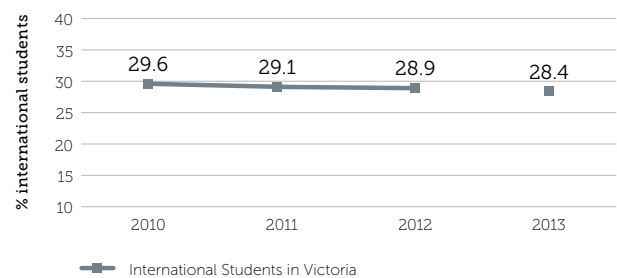
Financial Year	International visitors to Victoria
2012-13	31.0%
2011-12	30.3%
2010-11	30.6%
2009-10	28.0%



5. Proportion of international students in Australia studying in Victoria.

DSDBI calculations based on Market Intelligence Package–Australian Educational International (AEI). The data is collected annually.

Year	International students
2013	28.4%
2012	28.9%
2011	29.1%
2010	29.6%

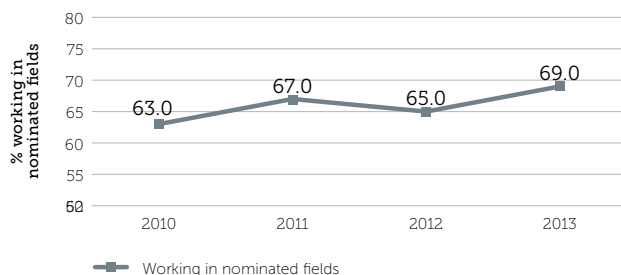


Note: At the end of 2013, AEI added a new 'national' category to its data set to capture education providers that operate across multiple States and Territories. This category, which accounted for over 20,000 student enrolments in 2013 (4% of the national total), is not separated by State. As a result of this change, the 2013 reported figure for Victoria may be understated as a significant proportion of 'national' providers enrol international students in campuses located in Victoria.

6. Proportion of (State-nominated) skilled migrants working in nominated fields.

DSDBI, Resolve Database. The data is collected annually.

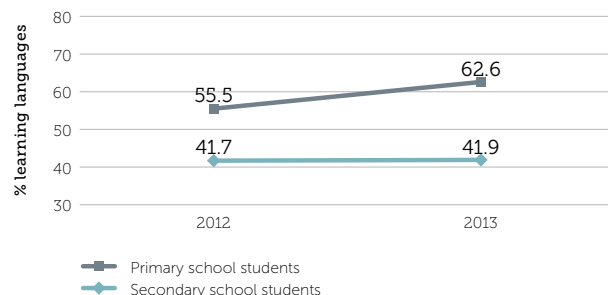
Year	Working in nominated fields
2013	69%
2012	65%
2011	67%
2010	63%



7. Proportion of students in Victorian government primary and secondary schools learning languages.

DEECD, Languages Report. The data is collected annually.

Year	Primary school students	Secondary school students
2013	62.6%	41.9%
2012	55.5%	41.7%

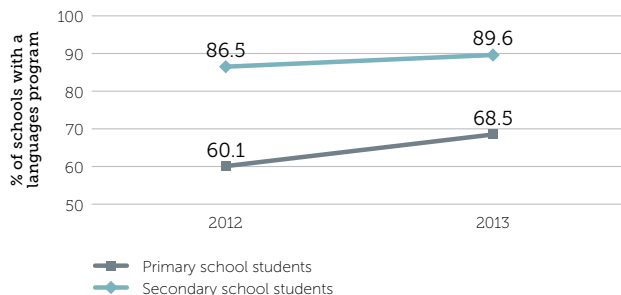


Note: Data prior to 2012 has not been included as the definition of a language program was refined to only include programs that would lead to language proficiency.

8. Proportion of Victorian government primary and secondary schools providing a languages program.

DEECD, Languages Report. The data is collected annually.

Year	Primary school students	Secondary school students
2013	68.5%	89.6%
2012	60.1%	86.5%



Note: Data prior to 2012 has not been included as the definition of a language program was refined to only include programs that would lead to language proficiency.

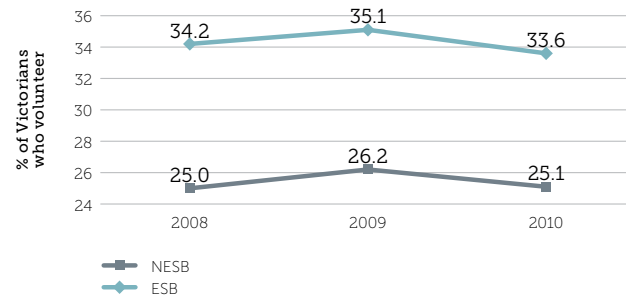
B. Citizenship, Participation and Social Cohesion

Rates of volunteering and membership of an organised group are lower for non-English-speaking Victorians than their English-speaking counterparts, while CALD representation on government boards, authorities and committees rose to 23 per cent. Victorians remain largely positive about multiculturalism and the positive contribution of migrants, however, complaints to the Victorian Equal Opportunity and Human Rights Commission have increased.

1. Proportion of NESB Victorians, compared to English-speaking Victorians, who report that they sometimes or definitely helped out local groups as a volunteer.

DH, Victorian Population Health Survey. The data is collected annually.

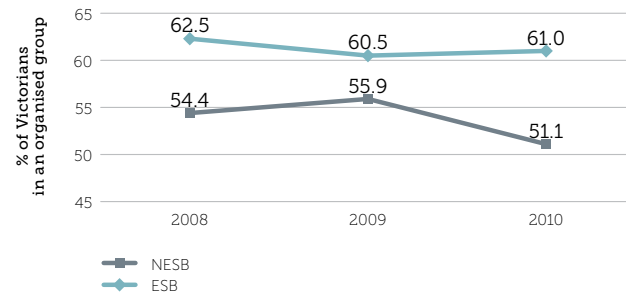
Year	NESB	ESB
2010	25.1%	33.6%
2009	26.2%	35.1%
2008	25.0%	34.2%



2. Proportion of NESB Victorians, compared to English-speaking Victorians, who are members of an organised group.

DH, Victorian Population Health Survey. The data is collected annually.

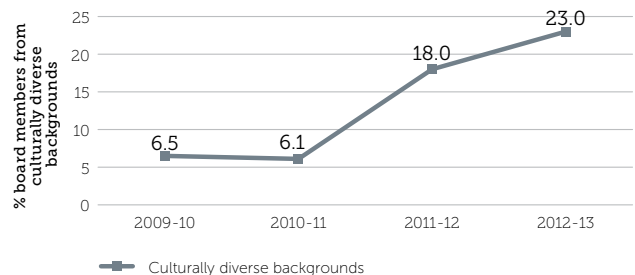
Year	NESB	ESB
2010	51.1%	61.0%
2009	55.9%	60.5%
2008	54.4%	62.5%



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

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs. The data is collected annually.

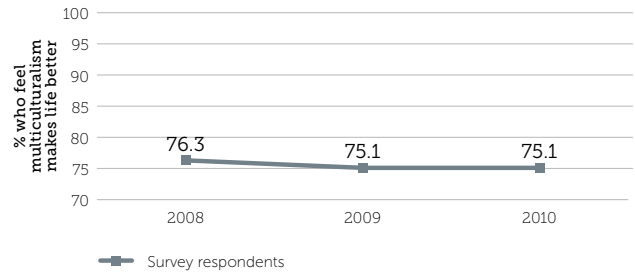
Year	Culturally diverse backgrounds
2012-13	23.0%
2011-12	18.0%
2010-11	6.1%
2009-10	6.5%



4. Proportion of Victorians who feel multiculturalism at least sometimes makes life better in their area.

DH, Victorian Population Health Survey. The data is collected annually.

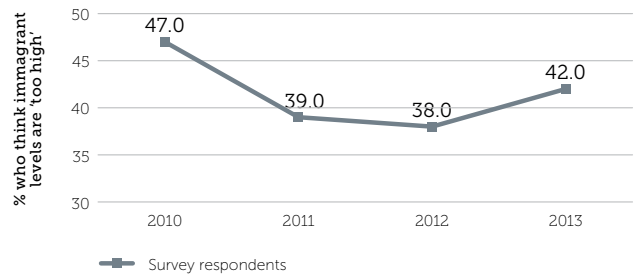
Year	Survey respondents
2010	75.1%
2009	75.1%
2008	76.3%



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

Scanlon Foundation's Mapping Social Cohesion Survey Reports. The surveys are conducted annually.

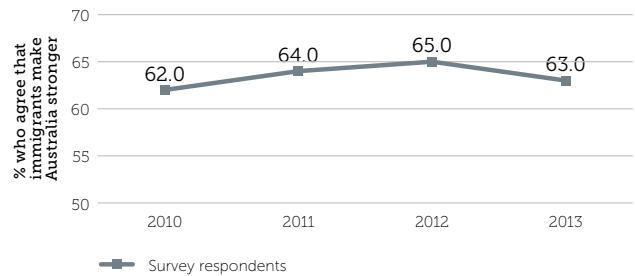
Year	Survey respondents
2013	42.0%
2012	38.0%
2011	39.0%
2010	47.0%



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

Scanlon Foundation's Mapping Social Cohesion Survey Reports. The surveys are conducted annually.

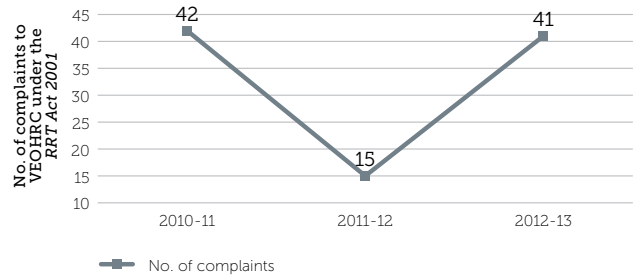
Year	Survey respondents
2013	63.0%
2012	65.0%
2011	64.0%
2010	62.0%



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

Victorian Equal Opportunity and Human Rights Commission (VEOHRC) Annual Reports. The data is collected annually.

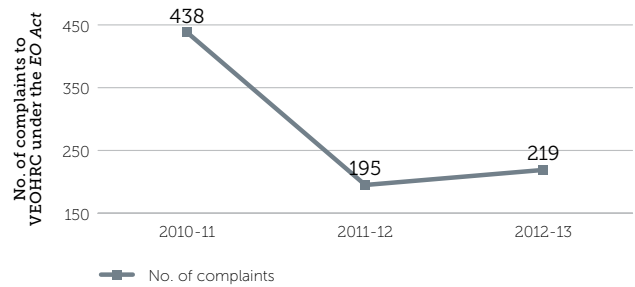
Year	Number of complaints
2012-13	41
2011-12	15
2010-11	42



8. 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
2012-13	219
2011-12	195
2010-11	438



C. Accessible and Responsive Services

Students from language backgrounds other than English (LBOTE) are realising levels of achievement similar to the overall Victorian standards. Victorians from LBOTE backgrounds have significantly higher participation in education or employment after completing Year 12. Unemployment rates for CALD Victorians are higher than for all Victorians while CALD workforce participation rates are lower than for all Victorians. While several health indicators are of concern, good progress was seen in increasing participation in breast screening programs.

Victorians from NESB are not accessing disability support at the same level as their ESB counterparts; homelessness services are accessed at the same rate for NESB and ESB clients. Government expenditure on translating and interpreting services increased by 15.5 per cent over the year, while the target of directing five per cent of total government expenditure on advertising campaigns to multicultural media was achieved.

1. Proportion of NESB Victorian children, compared to all Victorian children, attending pre-school.

DEECD, Kindergarten Confirmed Enrolments Data Collection. The data is collected yearly.

Numbers enrolled represent those who indicated that they speak another main language at home other than English.

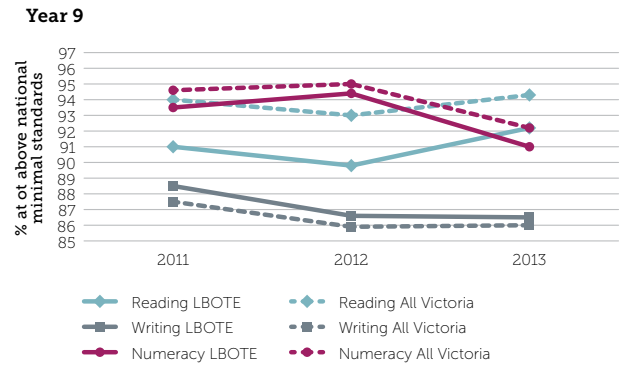
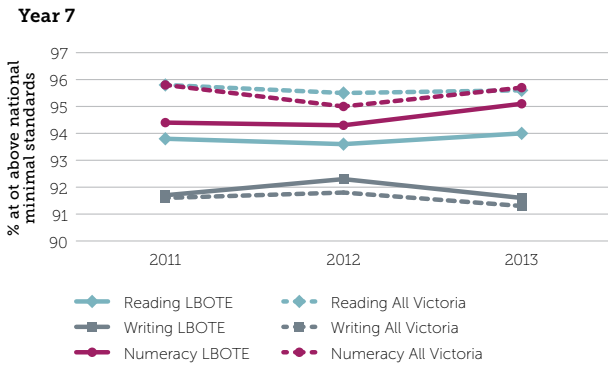
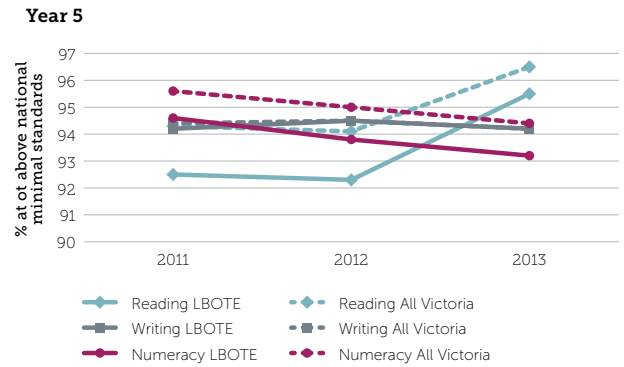
Year	NESB children enrolled in kindergarten
2013	9,437
2012	10,229
2011	9,790
2010	11,467

Note: Due to data incompatibility, it is not appropriate at this time to compare the proportion of NESB Victorian children attending pre-school with the overall Victorian rate of attendance. DEECD is reviewing future data collection in order to provide such comparisons.

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

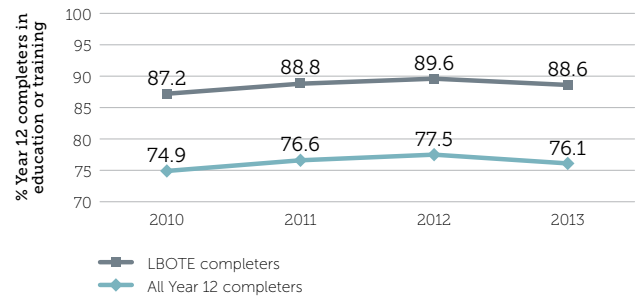
National Assessment Program–Literacy and Numeracy National Reports. The data is collected yearly.

Year of study	Percentage of students at or above minimum standards					
	Reading LBOTE	Reading All Victoria	Writing LBOTE	Writing All Victoria	Numeracy LBOTE	Numeracy All Victoria
Year 3						
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
2011	94.4	95.3	95.6	96.2	95.0	96.2
Year 5						
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
2011	92.5	94.3	94.2	94.4	94.6	95.6
Year 7						
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
2011	93.8	95.8	91.7	91.6	94.4	95.8
Year 9						
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
2011	91.0	94.0	88.5	87.5	93.5	94.6



3. Proportion of Year 12 completers from language backgrounds other than English (LBOTE) participating in education and training six months after school, compared with all Year 12 completers surveyed in Victoria. DEECD, On Track annual survey. The data is collected yearly.

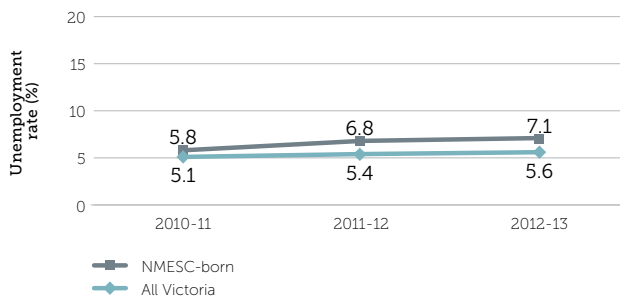
Year of Survey	Year 12 completers	
	LBOTE completers	All Year 12 completers
2013	88.6%	76.1%
2012	89.6%	77.5%
2011	88.8%	76.6%
2010	87.2%	74.9%



4. Unemployment rate of CALD Victorians compared to the unemployment rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey. The data is collected monthly, quarterly and for each financial year.

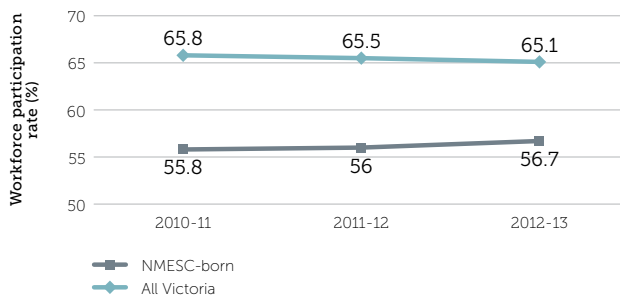
Financial year	NMESC-born	All Victoria
2012-13	7.1%	5.6%
2011-12	6.8%	5.4%
2010-11	5.8%	5.1%



5. Workforce participation rate of CALD Victorians compared to the workforce participation rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey. The data is collected monthly, quarterly and for each financial year.

Financial year	NMESC-born	All Victoria
2012-13	56.7%	65.1%
2011-12	56.0%	65.5%
2010-11	55.8%	65.8%



6. Participation rate for women from a NESB background aged 50-69 years, compared to all Victorian women aged 50-69 years, in BreastScreen Australia program (24 month period) in Victoria and Australia.

Productivity Commission, Reports on Government Services (RoGS). The reports are published annually.

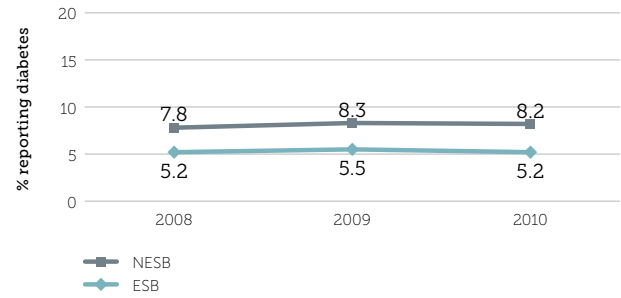
Two-year period	NESB Victoria	All Victoria
Jan 2010- Dec 2011	43.6%	54.3%
Jan 2009- Dec 2010	33.8%	53.9%
Jan 2008- Dec 2009	32.6%	53.0%
Jan 2007- Dec 2008	34.6%	53.1%



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

DH, Victorian Population Health Survey. The data is collected annually.

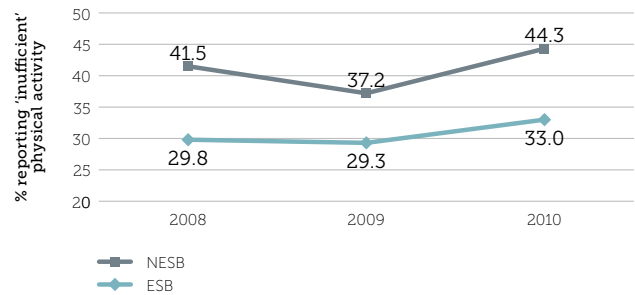
Year	NESB	ESB
2010	8.2%	5.2%
2009	8.3%	5.5%
2008	7.8%	5.2%



8. Proportion of NESB Victorians, compared to English-speaking only, who report 'insufficient' physical activity during the week before the survey.

DH, Victorian Population Health Survey. The data is collected annually.

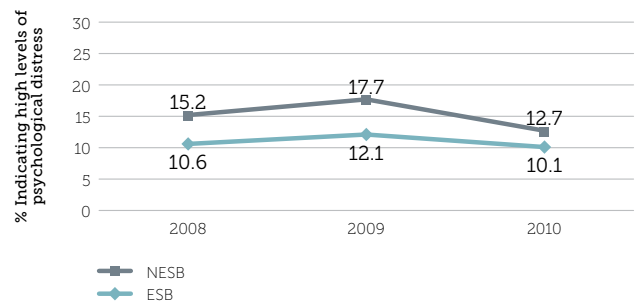
Year	NESB	ESB
2010	44.3%	33.0%
2009	37.2%	29.3%
2008	41.5%	29.8%



9. Proportion of NESB Victorians, compared to English-speaking only, indicating high or very high levels of psychological distress.

DH, Victorian Population Health Survey. The data is collected annually.

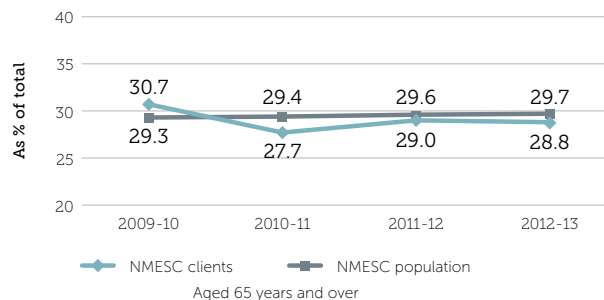
Year	NESB	ESB
2010	12.7%	10.1%
2009	17.7%	12.1%
2008	15.2%	10.6%



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

DH 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	Aged 65 years and over	
	NMESC clients as % of total clients	NMESC pop. as % of total pop.
2012-13	28.8%	29.7%
2011-12	29.0%	29.6%
2010-11	27.7%	29.4%
2009-10	30.7%	29.3%

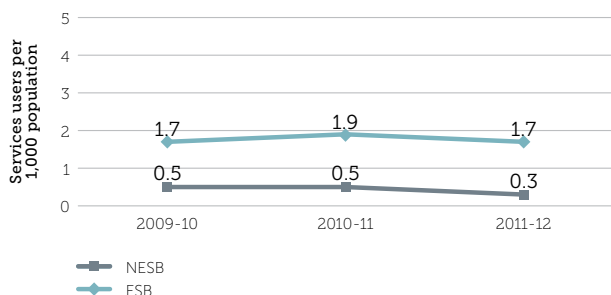


11. National Disability Agreement (NDA) NESB service users per 1,000 population, compared with ESB service users per 1,000 population.

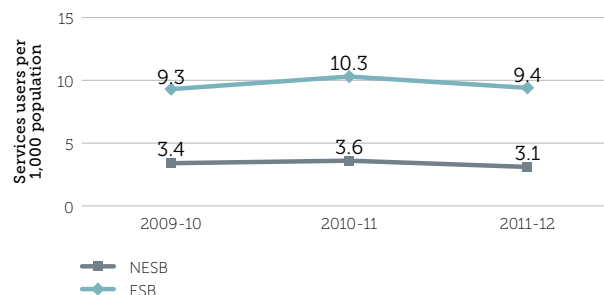
Productivity Commission, Reports on Government Services (RoGS). The reports are published annually.

Type of service	2009-10		2010-11		2011-12	
	NESB	ESB	NESB	ESB	NESB	ESB
Accommodation support	0.5	1.7	0.5	1.9	0.3	1.7
Community support	3.4	9.3	3.6	10.3	3.1	9.4
Community access	1.2	2.8	1.2	2.8	1.1	2.7
Respite	1.1	2.9	0.9	3.0	1.0	2.9

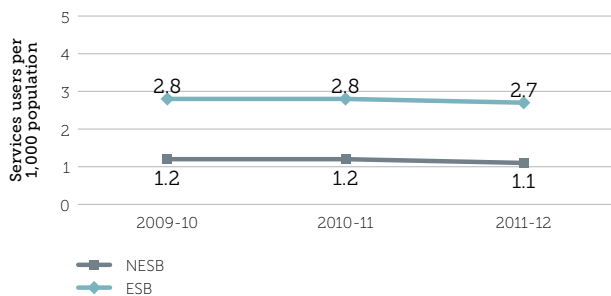
Accommodation support



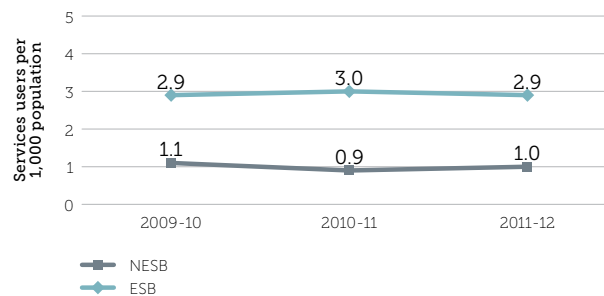
Community support



Community access



Respite



12. Proportion of Victorian clients from a Non-English Speaking Background (NESB) whose needs were met at specialist homelessness services, compared to all Victorian clients.

2009-10 & 2010-11: Australian Institute of Health and Welfare, Supported Accommodation Assistance Program (SAAP) National Data Collection (NDC).

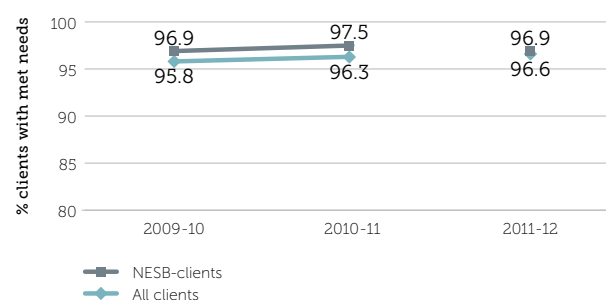
2011-12: Australian Institute of Health and Welfare, Specialist Homelessness Services Collection (SHSC).

Both the SAAP NDC and the SHSC are annual collections. The SAAP NDC ceased in June 2011 and was replaced with the SHSC which has reported data from 2011-12 onwards.

Year	NESB clients	All clients
2011-12*	96.9%	96.6%
2010-11**	97.5%	96.5%
2009-10**	96.9%	95.8%

* SHSC-data

** SAAP NDC-data

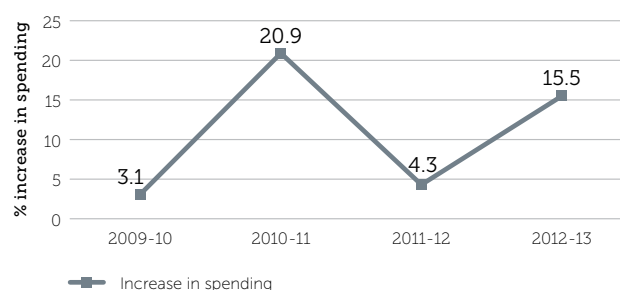


Note: Data reported through the SHSC in 2011-12 is not directly comparable to 2009-10 and 2010-11 data reported through the SAAP NDC.

13. 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.

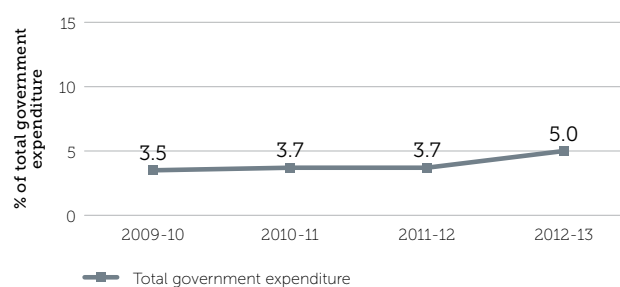
Year	Increase in spending
2012-13	15.5%
2011-12	4.3%
2010-11	20.9%
2009-10	3.1%

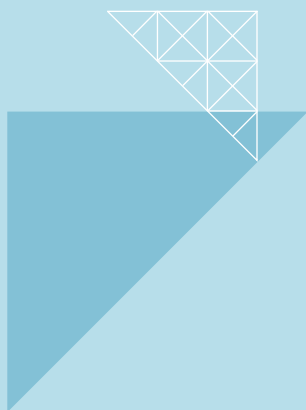


14. Percentage of total government expenditure on advertising campaigns in multicultural media against a target of five per cent.

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs. The data is collected annually.

Year	Total government expenditure
2012-13	5.0%
2011-12	3.7%
2010-11	3.7%
2009-10	3.5%





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