



VICTORIAN GOVERNMENT REPORT IN MULTICULTURAL AFFAIRS

2013–14

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ISBN 978-1-922222-63-3 (pdf)

MESSAGE FROM THE MINISTER



Victoria is a proudly multicultural, multilingual and multifaith society. Our multiculturalism is a global success story, and Victoria is a place where cultural and religious diversity is valued and cherished. The diversity brought to our state by successive waves of migrants has built on the vibrancy of the aboriginal cultures and traditions that first flourished in our country. The multiculturalism that we enjoy today has a long tradition and, by continuing to respect our differences and cultivate our cohesiveness, Victoria's diversity will continue to be its greatest asset into the future.

With our diversity comes the responsibility to make sure that community members from culturally and linguistically diverse (CALD) backgrounds, as well as people from all faiths, are meaningfully included in all aspects of our society. We understand the barriers faced by CALD communities as they seek to engage with society and government, in particular, and we are committed to ongoing consultations to ensure that their voices are heard. Ensuring that our migrant communities can contribute to, and shape, the future of the state is crucial to its social, cultural and economic success.

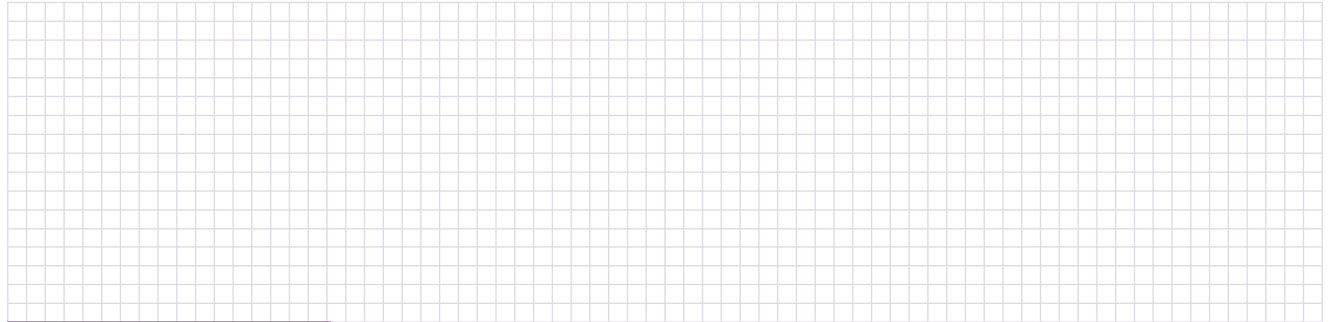
In this regard, Victorians from CALD backgrounds deserve equitable access to government services. We can achieve this through cultural diversity planning and actively engaging with these communities on the issues that they face. The Victorian Government has a renewed commitment to cultural diversity plans and the inherent focus of providing government services that are responsive to the needs of CALD Victorians.

This report showcases the work that Victorian Government departments and agencies undertook during 2013-14 to support and engage with CALD communities. It provides a useful overview of the many ongoing and new initiatives that have been carried out, and the successes achieved. It also shows that there is scope for departments and agencies to strengthen their cultural diversity plans into the future and thereby improve their service delivery.

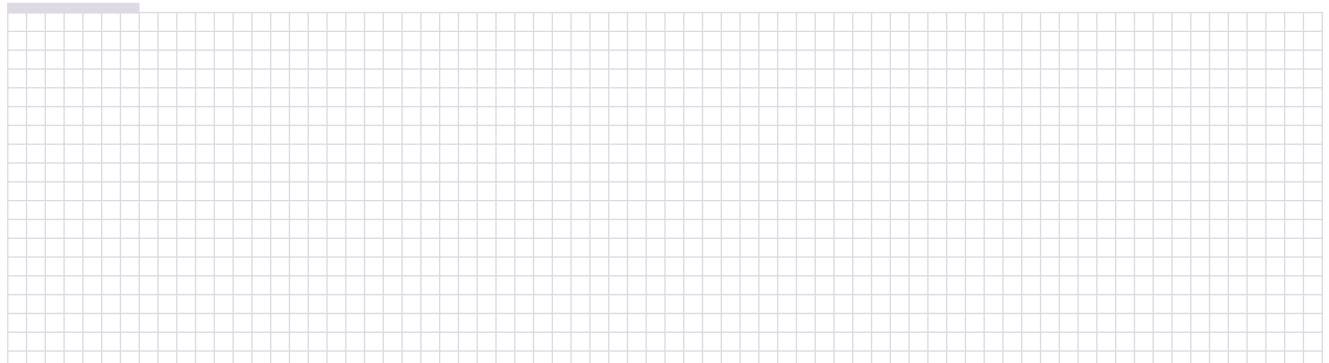
The Victorian Government is committed to continuing its strong relationship with CALD communities. We look forward to drawing on existing relationships and creating new links to further the discussion to achieve better outcomes for a culturally diverse and cohesive Victoria.

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

Robin Scott MP
Minister for Multicultural Affairs
Minister for Finance



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

The report reflects 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 2013 to 30 June 2014 across Victorian Government departments. The report does not intend to capture the full range of activities undertaken by departments and portfolio agencies.

The initiatives, including programs and projects, have been grouped under the three themes of: 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 overall or general initiatives or targeted initiatives focusing on CALD youth, older persons and women and CALD communities in regional Victoria. The distinction is not absolute as many initiatives are implemented across departments and agencies and through partnerships; and delivered across the whole state.

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

Reporting on cultural diversity planning

This year's report also highlights the emphasis placed on cultural diversity planning and cultural competence training across departments. This is in response to a recommendation of the Victorian Auditor-General's Office Report (May 2014) on *Accessibility of Government Services for Migrants, Refugees and Asylum Seekers*, which seeks to improve cultural diversity planning to enhance the delivery of accessible and responsive services to CALD communities.

Departments reported on progress towards the development, implementation or review of their respective cultural diversity plans (CDPs) or equivalent; on the status of cultural competence training; and on data use and program evaluation in these areas.

Additional reporting

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

CALD representation on government boards, authorities and committees

As at June 2014, 23 per cent of total appointees to Victorian Government boards, authorities and committees identified themselves as having a culturally diverse background, similar to the proportion in the previous year, 2012-13. New appointees, including re-appointees, in 2013-14 from culturally diverse backgrounds accounted for 24 per cent of total new appointees, similar to that of 2012-13.

Use of interpreting and translating services

Departments made a significant investment in interpreting and translating (I and T) services to enable those with low English proficiency to better access government programs and services. There was a total identified expenditure of \$33,172,455 on interpreting and translating services across departments and funded agencies, representing a 6.3 per cent increase from \$31,212,190 in 2012-13.

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.

CALD media and advertising campaigns

In 2013-14, the Victorian Government, including public entities and statutory authorities, spent 5.8 per cent of total campaign expenditure on CALD media, which was higher than the minimum target of 5.0 per cent, achieved in 2012-13.

Measures to promote human rights

A number of measures were taken across departments in 2013-14 to promote human rights for CALD communities in accordance with the Victorian *Charter of Human Rights and Responsibilities Act 2006* (The Charter).

Reporting on indicators

Last year's report included a set of 30 indicators which provided a picture of how Victoria is faring in the support of multiculturalism, citizenship and social cohesion. The data tables and charts for the indicators have been updated to show changes over time.

As with programs and initiatives, the indicators are also categorised under the three themes of: Maximising the Benefits of Our Diversity; Citizenship, Participation and Social Cohesion; and Accessible and Responsive Services. The indicators cover the broad areas of educational attainment, language learning, employment, social participation, sense of belonging, experiences of racism and discrimination, and access to education, health and language services.

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

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 stands for Language Background other than English while LOTE is for Language other than English.

List of Victorian Government departments

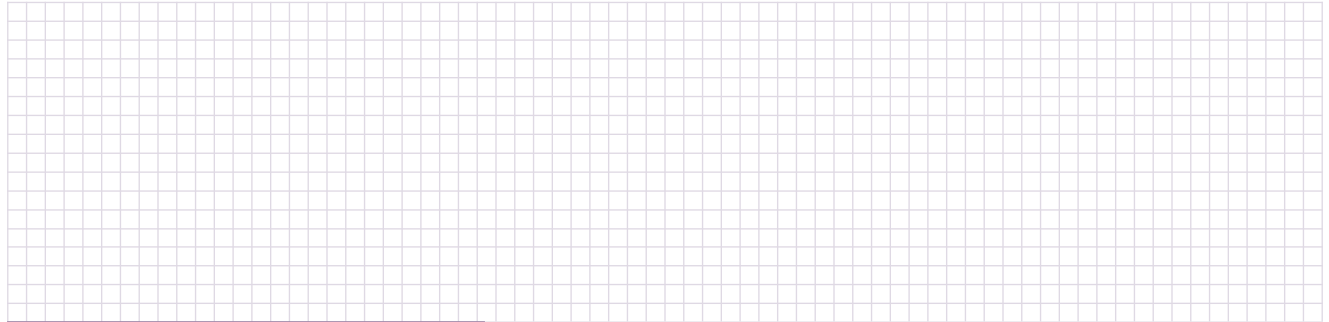
DEECD	Department of Education and Early Childhood Development
DEPI	Department of Environment and Primary Industries
DH	Department of Health
DHS	Department of Human Services
DOJ	Department of Justice
DPC	Department of Premier and Cabinet

DSDBI	Department of State Development, Business and Innovation
DTF	Department of Treasury and Finance
DTPLI	Department of Transport, Planning and Local Infrastructure

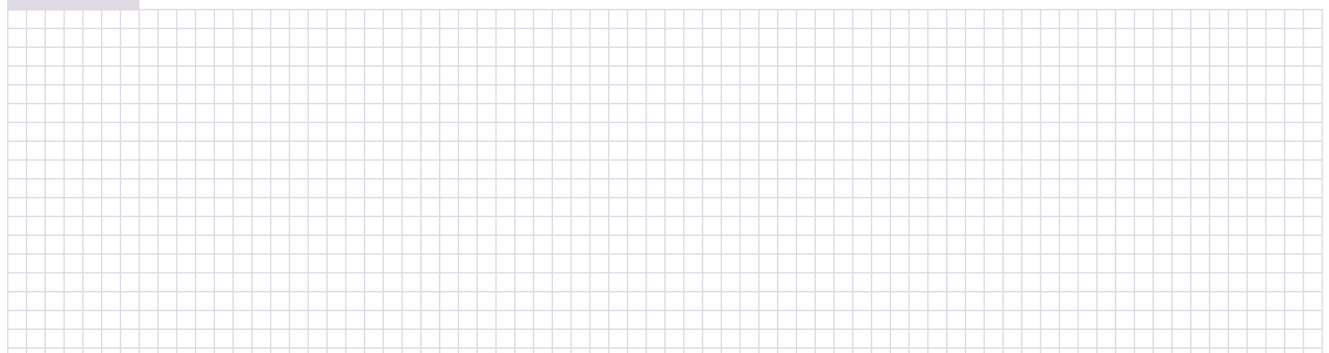
Department names applicable to the reporting year 2013-14 have been retained. Machinery of government changes since November 2014 have resulted in some departmental realignments, including name changes and some portfolios being transferred into new departments. Creative Victoria has replaced Arts Victoria.

List of abbreviations

CALD	Culturally and linguistically diverse
CDP/s	Cultural diversity plan/s
EEO 2010	<i>Equal Opportunity Act 2010</i>
ESB	English-speaking background
HACC	Home and Community Care
I and T	interpreting and translating
LOTE	Language other than English
LBOTE	Language Background other than English
MESC	Main English-speaking countries
MLCG	Multicultural Leadership and Coordination Group
MVA 2011	<i>Multicultural Victoria Act 2011</i>
NMESC	Non main English-speaking countries
NESB	Non English-speaking background
OH&S	Occupational Health and Safety
OMAC	Office of Multicultural Affairs and Citizenship
RMF/s	Regional Management Forum/s
RRT 2001	<i>Racial and Religious Tolerance Act 2001</i>
The Charter	<i>Victorian Charter of Human Rights and Responsibilities Act 2006</i>
VAGO	Victorian Attorney-General's Office
VEOHRC	Victorian Equal Opportunity and Human Rights Commission
VicPol	Victoria Police
VLA	Victoria Legal Aid
VMC	Victorian Multicultural Commission



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 state in Australia. The 2011 Australian Census of Population and Housing shows that of the total Victorian population (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's population is projected to increase to 10 million in 2051. Natural increase will account for 1.8 million of this increase (40 per cent), while net migration will account for 2.7 million (60 per cent).

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

Victoria's 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). This includes ongoing consultations with CALD communities, undertaken by the Victorian Multicultural Commission (VMC) and by government departments and agencies, to obtain feedback on the changing needs of different sectors of our CALD population, and how best to collaborate on service planning and delivery to meet those needs.

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 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 CDPs, 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 2014 policy framework for multicultural affairs and citizenship, *Victoria's Advantage: Unity Diversity Opportunity*. The themes reflect the commitment to foster a fair, inclusive and harmonious multicultural Victoria.

In addition, 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.

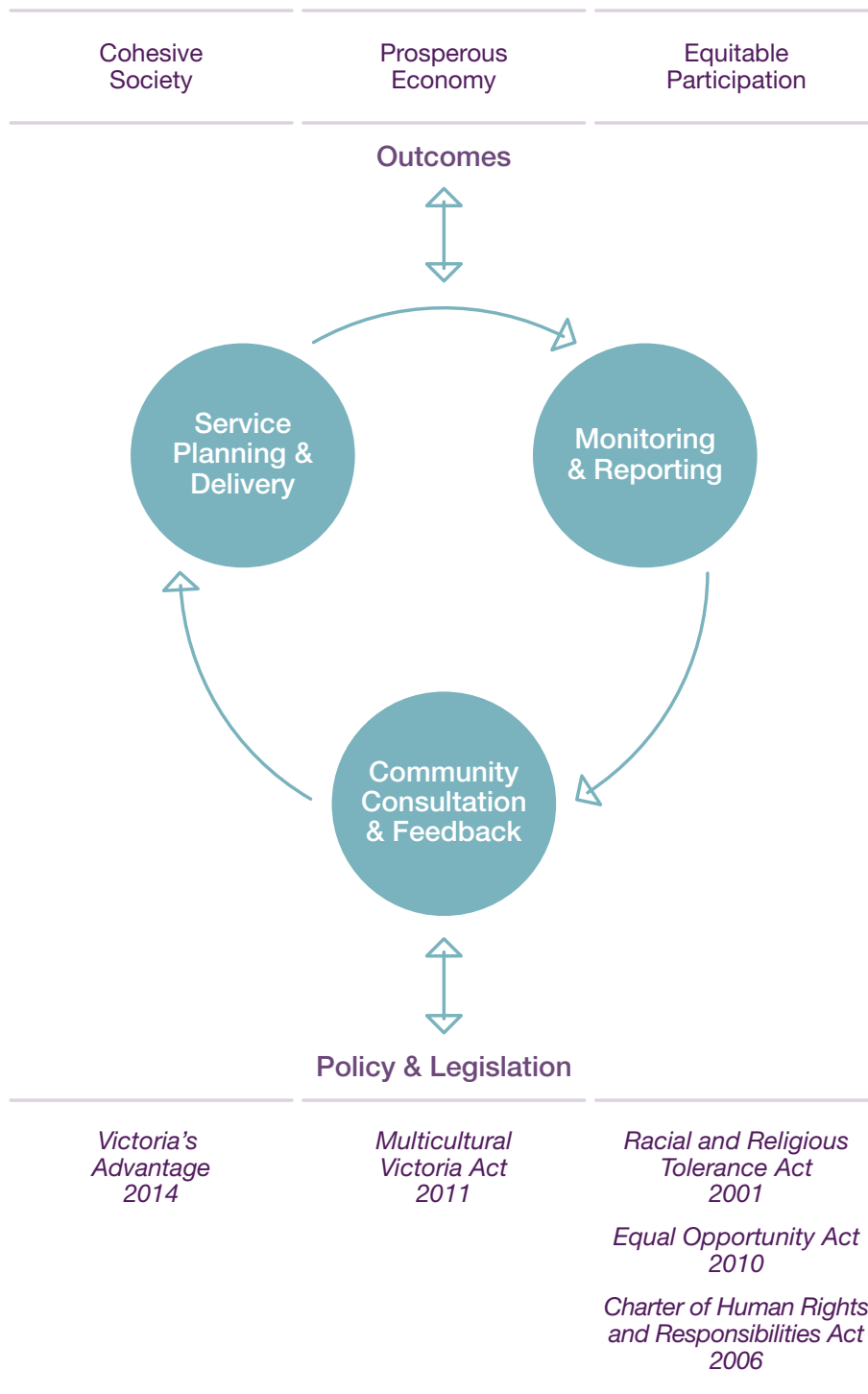
Dynamic financial and trade policies are in place to secure Victoria's economic future, and engagement with the rest of the world. These are strengthened through language education policies, intercultural education initiatives, supporting international students, promotion of trade and diplomatic ties,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

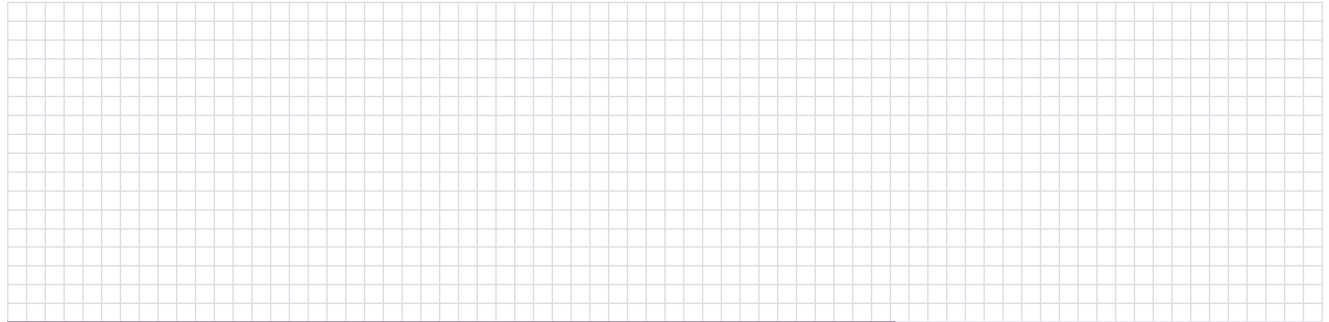
The Vision for Languages Education (2011) and the related implementation plan, *Languages—Expanding your World*, aim to give all students the opportunity to learn another language and continue to improve Victoria's multilingual capacity.

The government's Multicultural Communication 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.

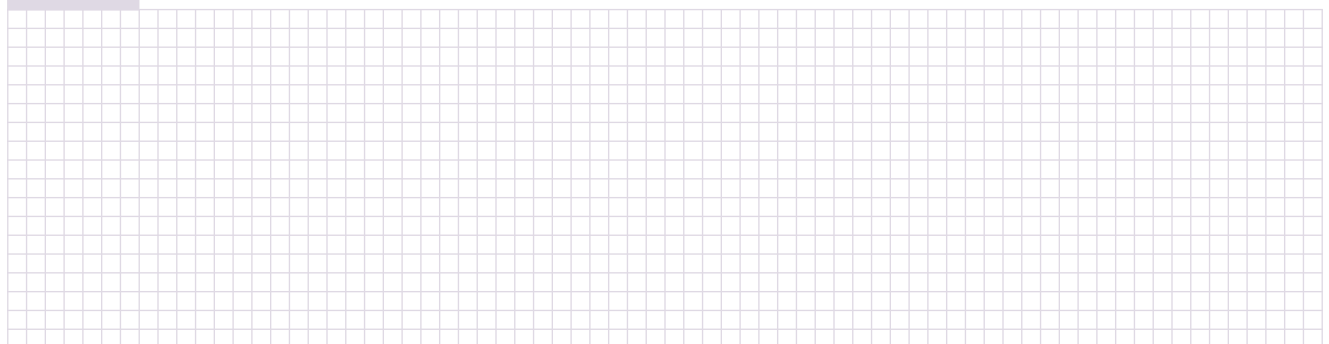
Through a range of departments and program areas, the government is actively supporting all Victorians to access critical government services, local networks, and social, economic and cultural opportunities.

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





CULTURAL DIVERSITY PLANS



Background

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

In 2013-14, the Victorian Auditor-General's Office (VAGO) reviewed the accessibility of government services for migrants, refugees and asylum seekers by auditing the then Department of Health (DH), Department of Human Services (DHS), Department of Education and Early Childhood Development (DEECD); the Office of Multicultural Affairs and Citizenship (OMAC) within the Department of Premier and Cabinet (DPC) and the Victorian Multicultural Commission (VMC).

The subsequent report on *Access to Services for Migrants, Refugees and Asylum Seekers* (VAGO Report, May 2014) recommended a more consistent, coordinated and efficient approach to service planning and provision across departments and agencies. This includes:

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

VAGO also observed that a more systematic and integrated approach to cultural diversity planning will enhance opportunities and better leverage resources to improve outcomes. The inter-departmental Multicultural Leadership and Coordination Group (MLCG), supported by OMAC, will contribute to this process by providing advice and support on the implementation of the VAGO report's recommendations, including the development, monitoring and evaluation of CDPs and cultural competence training.

In 2014, the MLCG endorsed a set of Cultural Diversity Planning Guiding Principles to strengthen the whole-of-government approach to cultural diversity planning in Victoria. The principles outline the core components of a comprehensive CDP to reflect VAGO's recommendations as well as best practice.

Cultural diversity plans: objectives and status

In 2013-14, departments reported on:

- » development of CDPs, objectives and status;
- » how cultural competence training for staff has been incorporated into the delivery of services for CALD communities;
- » how information and data has been used to increase accessibility of services; and
- » how the effectiveness of service delivery to CALD communities is an integral part of program evaluation.

Initiatives and actions for reporting include governance structures; workforce diversity and planning; data collection and analysis; community consultation; and the provision of accessible information, including multilingual information.

At 30 June 2014, a number of departments were in the process of updating or developing new CDPs as well as implementing or monitoring existing plans and programs.

The following 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.

Department of Education and Early Childhood Development

In 2013-14, DEECD committed to developing a comprehensive CDP by June 2015. The plan will:

- » include cultural competence training for particular staffing groups across the department, identified as areas of focus for the department, or areas of collaboration between departments;
- » incorporate more effective data collection and analysis into service provision to CALD communities to ensure that the department has a clear understanding of their needs and the effectiveness of services in meeting such needs; and
- » incorporate the delivery of services to CALD communities within program evaluation.

DEECD also committed to establish a Cultural Diversity Project Board to oversee the development and implementation of its CDP, and to monitor progress against the VAGO report's recommendations.

Department of Environment and Primary Industries

DEPI reported on its Workplace Diversity Strategy 2014-16, which is being used to inform the development of a more comprehensive CDP. The strategy aims to:

- » build and maintain a diverse workforce that represents the diversity of the communities it serves and reflects DEPI values of inclusion and participation;
- » improve the capabilities of individuals and teams to operate successfully in the wider community; and
- » reduce barriers to obtaining and maintaining employment in DEPI.

Parks Victoria developed its own Workforce Strategy (2013-17) to support a workforce that represents the diversity of the customers and the communities in which it operates. The strategy includes training for staff to build awareness and understanding of cultural diversity, and action planning for greater engagement with CALD communities so as to increase their use of parks.

Department of Health

DH had committed to establish a departmental-level CDP by June 2015 to complement existing frameworks and strategies already in use by the department.

DH's Cultural Responsiveness Framework: Guidelines for Victorian Health Services specifies six standards for culturally-responsive healthcare to be achieved by Victorian health services, as demonstrated by key performance measures and sub-measures. These guidelines can be tailored to the needs of individual health services and the communities they serve.

The actions arising from the framework are integrated into Health Service Annual Community Participation Plans. Victorian health services report against the standards in their annual Quality of Care reports.

In addition to the framework, DH's service branches have in place a number of cultural diversity-related plans, including:

- » The WHO Health Promoting Hospitals Task Force on Migrant Friendly and Culturally Competent Healthcare—Equity Standards Project. Victorian health services participated in this international project which developed and pilot-tested five preliminary standards for healthcare organisations to measure performance in equity in healthcare for migrants and other vulnerable groups.
- » Victoria's Mental Health and Alcohol and Drug Workforce Capability Framework (in development) articulates the knowledge, skills, values and attitudes required of workers to deliver effective, high quality services that are responsive to diversity. There are several domains within the framework that specifically address and define cultural competencies at various proficiency levels, including consumer centred care and cultural safety.

- » The Commonwealth and State-funded Home and Community Care Program (HACC) Diversity Planning and Practice Plans focus on groups with special needs, as defined by the HACC program, to include Aboriginal, CALD, people with dementia, the financially disadvantaged and people who live in remote or isolated places.

Department of Human Services

DHS had committed to develop a CDP by June 2015 in response to VAGO's recommendations. The plan will incorporate:

- » cultural competence training for focus areas within the department, identified during a training needs assessment carried out in 2014;
- » more effective data collection and analysis of service provision to CALD communities to ensure that the department has a clear understanding of their needs and of the effectiveness of services in meeting such needs; and
- » program evaluation.

DHS's Cultural Diversity Guide supports staff and funded agencies to provide safe and culturally appropriate services to CALD communities. The guide:

- » identifies available strategies to improve cultural responsiveness and effective cultural change in service delivery;
- » raises awareness of access and equity and good practice to improve staff competencies in responding to diversity to provide services that best support client needs; and
- » supports the human services system to meet whole-of-government reporting obligations on cultural diversity.

DHS's Access and Equity Framework 2013-17—Delivering for All aims to:

- » consolidate work done to implement the *Charter of Human Rights and Responsibilities Act 2006* (the Charter);
- » ensure continuous improvement in the department's commitment to protecting human rights; and
- » expand existing references to the Charter in staff performance, progression and development plans to include access, equity and positive duty principles.

DHS's Client Support Practice Framework—Building Cultural Competence outlines the development of cultural competence skills. The framework provides a principles and practice approach for key workers delivering planning and support services for clients.

Other department branch plans that support service delivery across diverse communities include:

- » Beginning Practice in Child Protection;
- » Youth Justice Beginning Practice;
- » Client Support Practice Framework; and
- » Disability Support.

Department of Justice

DOJ's department-wide Cultural Diversity Plan–2012-16, ensures that mainstream services are accessible to individuals and communities from CALD backgrounds.

The CDP features four major goals:

- » creating a strong foundation for learning, obtaining and maintaining employment;
- » protecting rights and promoting full participation;
- » improving access to justice information, goods, services, programs and facilities; and
- » upholding inclusive and responsive justice systems.

The CDP is supported by an implementation plan that includes cultural competence training; accessing strategic data to inform policy and program planning; and a mid-term review for the evaluation of impacts and outcomes.

Major statutory bodies under DOJ have developed CDPs specific to their needs:

- » Victoria Police (VicPol) Equity and Diversity Action Plan 2012-2015. The plan supports VicPol to build a workforce that reflects the diversity of the community it serves, and one that values, respects and supports the individuality of VicPol's employees. Initiatives undertaken in 2013-14 include:
 - targeted marketing and recruitment information sessions during the Protective Service Officer (PSO) recruitment drive, and engagement of VicPol regional community liaison officers to promote careers at VicPol;
 - New and Emerging Communities' Recruitment and Mentoring Program, which attracted six new recruits;
 - celebration of cultural diversity events during the year; and
 - allocation of advertising budget to focus on CALD communities.
- » Office of the Public Advocate (OPA) Cultural Diversity Strategic Plan 2011-2014. The plan aims to support OPA in providing a culturally and linguistically appropriate service through community education, community engagement, understanding of cultural profiles, and CALD-specific training and recruitment.

- » Victorian Electoral Commission's CALD Plan. The plan aims to provide ongoing responsive and tailored electoral education and engagement programs to CALD communities. This will be achieved through:
 - cultural competence training for staff;
 - building the capacity of carers and community workers to deliver electoral information;
 - recruitment of election officials to reflect the CALD demographics of communities;
 - promoting positive attitudes to diversity in the workplace; and
 - developing and fostering key partnerships with peak bodies, key stakeholders and community groups.

Department of Premier and Cabinet

DPC's Cultural Diversity Inclusion Strategy 2015-18 will be developed by June 2015 and will seek to embed cultural competence within the department's policies, programs and procedures to ensure that its services are accessible and responsive to CALD Victorians.

Arts Victoria has a number of specific cultural diversity policies and plans in place, including the Melbourne Recital Centre Cultural Diversity Framework, the Geelong Performing Arts Centre's Access and Participation Strategy, and the Arts Victoria-Melbourne University Research Project–Multiculturalism and Governance: Evaluating Arts Policies and Engaging Citizenship. Museum Victoria and the Australian Centre for the Moving Image are in the process of developing CDPs to be finalised in 2014-15.

Veterans' Affairs, in planning and organising the Anzac Centenary commemorations, ensures that Victorians of all backgrounds are engaged to understand their connections with World War I, and to celebrate the diversity of those connections. Events are designed to highlight diverse perspectives of the war through innovative and educational approaches. For example, theatrical events incorporate the Turkish experience, with words spoken in Turkish, French and German to suggest similarities of experience. In addition, the 80 school students and 18 chaperones selected to participate in the Gallipoli 2015 Student Experience to commemorate ANZAC Day 2015 will include representatives from a diverse range of cultural backgrounds.

The government is committed to supporting Victoria's multicultural communities. OMAC consults regularly with all government departments, including across DPC, to highlight Victoria's increasing diversity, the importance of cultural diversity planning and the provision of responsive services and programs.

DPC has engaged multicultural media to better inform communities of government services and programs. Media campaigns were translated into community languages and advertised in multicultural media. Information on the Fire Services Property Levy, which was DPC's largest campaign, was translated into 13 languages and was featured in 11 multicultural media outlets.

DPC strengthened governance structures to promote an improved whole-of-government approach to cultural diversity planning by revising the terms of reference for the Multicultural Leadership and Coordination Group (MLCG), which includes representatives from all departments. The MLCG has an explicit focus on the coordination of cultural competence and cultural diversity planning across departments, in addition to its role in settlement issues and engagement with the Commonwealth on asylum seeker matters.

Department of State Development, Business and Innovation

DSDBI is developing a Cultural Diversity Plan for 2014-17 which is near completion. The plan is being revised to ensure it incorporates the components recommended by VAGO.

Department of Transport, Planning and Local Infrastructure

DTPLI is developing a CDP at departmental level to incorporate cultural competence training for staff; information dissemination to CALD communities; and program evaluation for the effectiveness of service delivery to CALD communities.

DTPLI is finalising its Diversity and Inclusion Framework, which aims to:

- » embrace and celebrate Victoria's multicultural communities;
- » build the department's understanding of, and capacity to deal with multicultural issues in relation to transport, planning and local infrastructure; and
- » ensure that transport, planning and local infrastructure proposals and services are accessible and responsive to the needs of Victoria's diverse communities.

Department of Treasury and Finance

DTF's Working Together: 2013-2015 Diversity Action Plan is a demonstration of the department's commitment to reduce barriers for people from CALD backgrounds. The plan will be evaluated on completion. Some key achievements to date include:

- » ensuring that DTF's Communication Access Policy continues to make available departmental communications in alternative formats as well as Language other than English upon request;
- » continuous monitoring of DTF's policies and guides to ensure they are responsive to issues affecting CALD communities; and
- » encouraging staff to use volunteering leave to engage with groups supporting people with a disability or from CALD backgrounds.

Cultural competence training

OMAC is establishing a panel of cultural competence training service providers in consultation with VAGO-audited departments (DEECD, DH, DHS, OMAC, VMC). The panel will support a whole-of-government approach to cultural competence training by enabling departments and funded agencies to more readily identify and engage training providers, and to achieve consistency and quality in training outcomes. The existence of the panel will also help raise the profile of cultural competence training across the Victorian Public Sector.

Department of Education and Early Childhood Development

DEECD is establishing a Cultural Diversity Project Board to oversee the development and implementation of the Cultural Diversity Plan and to ensure that:

- » appropriate training and priority considerations are provided to staffing groups in high-need program areas such as Maternal and Child Health;
- » outcomes from the training are reflected in improved service outcomes for CALD communities accessing these services;
- » staff supporting these services, e.g. from communications and human resources divisions, are also trained to support staff working with CALD communities; and
- » training programs to be coordinated across DEECD, DHS and DH to determine areas where combined department training will improve service outcomes for communities.

Department of Environment and Primary Industries

Parks Victoria's Our Communities training has been delivered to 47 staff in 2013-14. The training aims to build awareness and understanding of cultural diversity, and includes action planning for greater engagement with CALD communities.

Department of Health

DH is in the process of identifying focus areas within the department and is holding discussions with OMAC regarding the provision of ongoing cultural competence training for staff.

DH's 2014 Competency Framework for the Alcohol and other Drugs and Mental Health Sectors defines the necessary skills, knowledge, values, attitudes and cultural competencies required of the workforce. A cultural competence learning and development program is being designed to enhance the knowledge, awareness and capability of staff to provide culturally appropriate and safe treatment and care for CALD people.

The WHO Health Promoting Hospitals Task Force on Migrant Friendly and Culturally Competent Healthcare Equity Standards Project identified five key standards in healthcare: Equity in Policy; Equitable Access and Utilisation; Equitable Quality of Care; Equity in Participation; and Promoting Equity. These guidelines and standards, including those relating to alcohol and drug use and mental health services, help to ensure that culturally appropriate and safe treatment and care is provided to CALD communities.

Department of Human Services

In 2014, DHS commenced discussions with OMAC regarding future opportunities for cultural competence training for staff and funded community service organisations.

Under DHS's Client Support Practice Framework, a learning program on client support highlighting cultural competence as an important practice principle, is made available for staff working in integrated service delivery lead sites. The learning program examines cultural issues and ways to support client groups, including those from CALD communities.

DHS's Client Engagement Framework embeds service expectations and practice requirements for improved client engagement in all service settings. The requirements include:

- » culturally-appropriate safety measures in service environments;
- » culturally-responsive service delivery for local communities;
- » provision of information and advice in appropriate languages; and
- » evaluation to be measured by demonstrated improved client experience.

DHS staff are encouraged to build relationships with support networks to enable them to provide more tailored service and practice approaches. Support workers in the disability area, in child protection and youth justice are also required to undergo training in working effectively with CALD clients.

The use of the fictional case studies are integrated throughout the child protection practitioner training program, providing real life situations specifically focussed on awareness of CALD community needs.



Department of Justice

DOJ offers a suite of training programs to provide staff with greater awareness of cultural differences and practical guidance when dealing with diversity. Cultural Awareness and Respect for the Workplace training is delivered centrally via the recruitment process or as part of program-related activity.

VicPol provides a number of training sessions consistent with the principles in their Equality is not the Same Action Plan, including:

- » Introduction to Diversity, focussing on exploring stereotypes and professional considerations in policing;
- » Multicultural People and Policing, providing an overview of multicultural communities in Victoria and issues relevant to effective service delivery;
- » Community Encounters, enabling Police and PSO recruits to meet with community volunteers as a means of enhancing their perspectives of identity, community issues and needs; and
- » VicPol eReferral System Workshop, providing an introduction to social and support services for those who come into contact with VicPol at the local level.

Training sessions also focus on identifying and understanding the effect of prejudice-motivated crime and decision-making during critical incidents involving a range of community cohorts.

Department of Premier and Cabinet

As part of DPC's forthcoming Cultural Diversity Inclusion Strategy 2015-18, DPC will identify priority areas for cultural competence training. Where appropriate, training will bring DPC together with other relevant departments to focus on common priorities, including employment of and economic development for culturally diverse communities.

During the reporting period, DPC commenced discussions with training providers to deliver cultural awareness training for all staff, initially focussed on Aboriginal cultural awareness. Training programs are intended to enhance awareness of cultural differences and provide practical guidance for staff on interacting with communities.

DPC also promoted staff participation in numerous general skills training programs that allow staff to build their cultural competence and capabilities to engage with contemporary Asian societies and business cultures. These programs develop high level cultural intelligence skills to manage the complexity of Australia-Asia relations and connect with Asia specialists across government, corporate and community sectors. Program topics included:

- » Working Inside the Public Service;
- » When China Rules the World;
- » Public Policy in the Asia Century: Advancing Opportunities, Meeting Challenges, Preparing for Change;
- » Spectres of Evaluation: Rethinking Art/Community/Value; and
- » Navigating Asia.



Data use and program evaluation to enhance service access

OMAC is facilitating interdepartmental collaboration and coordination on data issues and program evaluation, with an initial focus on sharing existing agency and administrative data collection regarding CALD communities, refugees and asylum seekers.

Department of Education and Early Childhood Development

DEECD's Cultural Diversity Project Board will oversee data collection and evaluation to ensure that comprehensive information about service accessibility and outcomes will contribute to ongoing service improvement. The specific methodology for this process will be built into DEECD's CDP.

Department of Environment and Primary Industries

DEPI has created specific opportunities for CALD communities to increase their enjoyment and participation in the natural environment and promote responsible resource use through the identification of cultural barriers and better understanding of their needs.

DEPI undertakes regular evaluation of departmental activities each year as part of whole-of-government reporting responsibilities, reporting against the Workplace Diversity Strategy and against identified program and project objectives.

Department of Health

The actions arising from DH's Cultural Responsiveness Framework have been integrated into the department's Health Service Annual Community Participation Plans. Victorian health services are currently completing the Equity Standards Project's self-assessment questionnaire on performance indicators. DH will use the project findings to develop a new departmental policy to include equity, cultural responsiveness, consumer participation and health literacy.

DH is undertaking a review of Home and Community Care (HACC) diversity planning and practice. Data on HACC CALD service usage are provided to regions and agencies to inform planning for service needs.

Department of Human Services

Under DHS's Client Support Practice Framework, data reflecting increased accessibility for CALD communities and Aboriginal people are currently being recorded in the department's internal client relationship information system. DHS plans to undertake more comprehensive analysis and evaluation of such data to improve service accessibility and client-focussed outcomes.

DHS has also developed new data collection channels, including internet-based options, to simplify performance and compliance monitoring for service providers.

The *Disability Act 2006* mandates the development of individualised support plans for residents, which take into consideration the cultural values to which the resident relates. The development of these plans represents a key performance indicator for the department.

The Youth Justice Program has adopted client assessment and planning as a key performance indicator, particularly with reference to clients' cultural backgrounds.

Department of Justice

DOJ uses information and data to inform its policy and program development in several ways, including:

- » the use of annual CALD demographic data to identify areas of diversity within regions for targeted engagement strategies and prioritisation of partnerships;
- » consultation with data sources such as the Crime Statistics Agency to access strategic data to inform policy direction; and
- » the use of the department's People Matter staff survey to identify staff concerns in relation to equal opportunity matters.

VicPol has released the report from the 2013 inquiry into racial profiling and has launched a three-year action plan to address community concerns about discriminatory policing and racial profiling. The action plan includes:

- » Australia's first trial of stop and search receipting;
- » a data collection and monitoring program;
- » policy reforms concerning police field contacts; and
- » substantial reform of cross cultural training provided within VicPol.

DOJ branches are using data and information to increase accessibility of services to CALD communities.

Examples include:

- » Victoria State Emergency Service conducts community engagement activities with CALD groups in metro areas to share emergency preparedness and response information;
- » Life Saving Victoria's (LSV) CALD department maintains a complete database of contacts for partnering CALD groups to enable quick dissemination of information about its services;
- » LSV has its own trained CALD team to deliver most of its activities to CALD communities. As a result, a significant number of the 12,000 annual participants in LSV programs are recruited by returnee CALD agencies;
- » Dispute Settlement Centre of Victoria (DSCV) uses feedback from workshops and profile data from cases to inform review and planning of the following year's business plan and communication strategy;
- » DSCV evaluates the effectiveness of service delivery through a series of anonymous surveys, and offers interpreter assistance for their completion.
- » Office of Public Advocate will use 2014 CALD data from their advice service to inform future planning and program development;
- » Victorian Electoral Commission provides State Election Officers with detailed CALD community profiles relevant to the location of voting centres; and the recruitment of election officials is managed strategically to reflect the CALD demographics of the community;
- » Victoria Legal Aid found that lawyers who attended cultural diversity training and working with interpreters workshops were better informed and have an increased level of confidence when servicing CALD communities;
- » Cultural awareness training sessions provided by Court Services Victoria were found to increase staff awareness and understanding in relation to the respectful engagement of all CALD people when they came into contact with the courts;
- » VicPol advertises PSO roles in ethnic newspapers to encourage people from CALD backgrounds to apply for these positions, with the aim of increasing the diversity and inclusiveness of the workforce; and
- » VicPol's Equality is Not the Same action plan consults a multicultural portfolio reference group of representatives from peak and ethno-specific organisations in the design, implementation and monitoring of program initiatives.

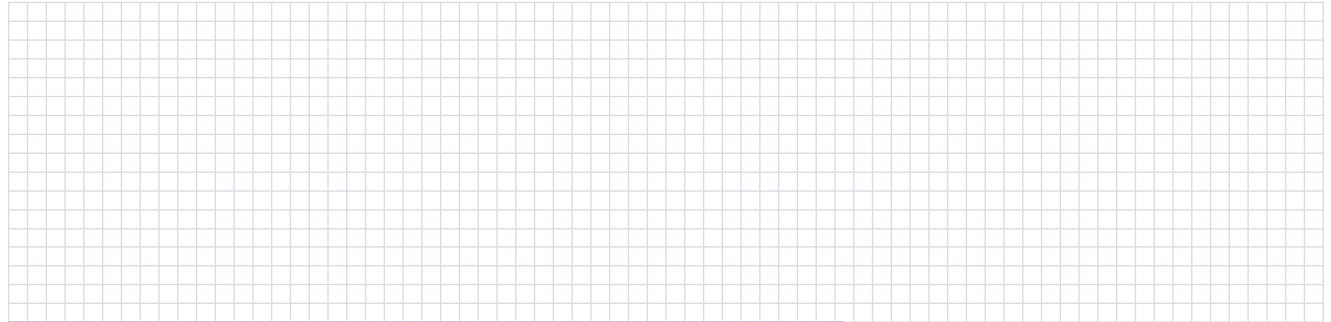
Department of Premier and Cabinet

During the reporting period, DPC engaged and consulted with communities to better inform its programs and services. Two of the Regional Management Forums (RMFs), with secretariat support provided by DPC, focussed on issues related to CALD communities.

The Southern Metropolitan and the Northern and Western Metropolitan RMFs established refugee and asylum seeker sub-groups to better understand regional service pressures arising from an increased number of asylum seekers settling across Melbourne. The sub-groups identified collaborative responses across the four key areas of health, housing, education, and economic participation and employment.

The Northern and Western Metropolitan RMF also focused on meaningful engagement and volunteering. Over a series of working group meetings and regional forums, the sub-groups were able to address and progress a number of actions relating to the refugee and asylum seeker population across Melbourne.

OMAC continued to consult with community leaders, service providers and across the three levels of government on policies and strategies to support our multicultural population, e.g. through the Multifaith Advisory Group, the Multifaith Multicultural Youth Network, and with interpreting and translating service providers and accreditation bodies. The Settlement Coordination Unit within OMAC has advocated to the Commonwealth Government on better data coordination and dissemination for refugees and asylum seekers.



MAXIMISING THE BENEFITS OF OUR DIVERSITY



Introduction

Migration will continue to play a strong role in the development of Victoria. Migration, including through family reunion, skilled migration and humanitarian programs, has brought valuable skills, business and investment to Victoria, aiding in the creation of an innovative and dynamic workforce. By investing in diversity we will continue to encourage creativity and innovation to grow our economy and to strengthen our multicultural society.

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

Overall initiatives

Provision of English as an Additional Language

Victoria has made a strong commitment to English language learning for English as an Additional Language (EAL) learners, including new arrivals, as outlined in the Vision for English as an Additional Language in Education and Development Settings. In 2013-14, more than \$103 million was allocated to Victorian Government schools to provide targeted support to more than 55,000 EAL students. This included 6,294 newly-arrived EAL students in the 2013 school year from 123 countries, and more than 48,000 post-new arrival students.

EAL students in mainstream schools are provided with specialist EAL support in EAL index funded programs. EAL index funding enables schools to employ specialist EAL teachers and multicultural education aides to provide targeted EAL programs, and to facilitate communication between schools and the parents of EAL learners.

Faith Fashion Fusion: Muslim women's style in Australia (Museum Victoria)

CASE STUDY

The Faith Fashion Fusion exhibition at the Immigration Museum (October 2013 to July 2014) brought together more than 50 Muslim women in Victoria to promote their identities, talents and entrepreneurialism. The exhibition was initiated by the Powerhouse Museum in Sydney and further developed to include Victorian women's stories and voices.

The project facilitated participation by Victoria's Muslim communities to showcase the development of their modest fashion industry; address perceptions and stereotyping of Muslims in the community; and explore the experiences and achievements of Muslim women in Victoria.

Community leader Tasneem Chopra was engaged to create the Victorian component of the project, together with a reference committee comprising women from diverse Muslim communities, to ensure strong community collaboration and participation. The Islamic Museum of Australia and Islamic Council of Victoria also contributed to program development, marketing and communication activities.

The collaborative partnership model resulted in museum staff and visitors gaining knowledge and understanding of Muslim communities in Victoria and the traditions and customs of Islam.

51,851 visitors attended the exhibition and/or participated in education programs and events, including the Islamic Arts Festival. The project received extensive media coverage across Victoria through radio, television, press and social media.

Faith Fashion Fusion: Muslim Women's Style in Australia broke down barriers and provided insight into a community that is often misrepresented and misunderstood. One of many visitor comments captures the impact of the exhibition—“Just spent some time looking around your exhibits, including the Muslim fashion and fusion one (and I'm an English bloke! Aussie permanent resident). All very interesting, well put together, informative and thought-provoking.”

View the digital case study at <http://www.education.vic.gov.au/school/principals/management/Pages/bendigoteamchina.aspx>

Community Languages Schools program

DEECD provided per capita subsidies to accredited not-for-profit community-based organisations to support the delivery of out-of-school-hours language programs to school-aged students. The Community Languages Schools program enables students to maintain their mother tongue or heritage language.

In 2013-14, DEECD funded 172 accredited community languages schools with a total of \$6.2 million to provide language programs to 34,830 students in 40 community languages, at a per capita rate of \$190.

One Team, One Goal–Celebrating Diversity competition

The One Team, One Goal–Celebrating Diversity competition was funded \$50,000 and run in partnership with DEECD and the Australian Football League. The competition encouraged school students to appreciate and understand different cultures, and engage in respectful and positive discussions about diversity through artwork that represented their ideas on the benefits of diversity.

The department received 757 entries to the competition from primary and secondary students in 90 schools across Victoria. Prizes awarded include special edition footballs and tickets to the AFL Multicultural Round, as well as grants to support intercultural understanding activities in schools.

The competition also encouraged students to access relevant online resources, and directed teachers and schools to curriculum resources developed by DEECD and the AFL. There were 5,435 visits to the department’s One Team, One Goal page at the www.education.vic.gov.au/oneteam website.

Victorian Young Leaders to China Program

The Victorian Young Leaders to China Program is a five-year program (2014-18) with \$13 million in funding to provide students, teachers and school leaders with the opportunity to increase their knowledge and understanding of Chinese culture and language. A total of 1,500 Year 9 students will travel to and study in China–25 per cent of participants will be from lower socio-economic backgrounds and will be fully funded, while the rest will participate under a shared funding arrangement.

Students benefit from a six-week immersion program in China to improve their Mandarin language proficiency and develop leadership skills, global knowledge and intercultural understanding.

As at June 2014, 68 students and their nine accompanying teachers from government and Catholic schools had participated in the first round of the program at schools in Beijing, Shanghai and Nanjing.

A whole school approach to multicultural education at Dandenong High School (DEECD)

CASE STUDY

Dandenong High School is one of the largest and most culturally diverse secondary schools in Victoria. Students come from 77 countries and speak 83 languages, many from asylum seeker or refugee backgrounds. The school is proud of its multicultural makeup and has taken active steps to embrace its cultural, linguistic and religious diversity, ensuring that all of its students have a deep sense of belonging and connectedness to the school.

Dandenong High School clustered with Dandenong Primary School, Dandenong South Primary School, Dandenong West Primary School, Noble Park Primary School, Lyndale High School and Doveton P-10 College to participate in the Refugee Education Support Program (RESP) from January 2013 to June 2014. RESP is a partnership between DEECD, Foundation House and the Centre for Multicultural Youth, in collaboration with the Catholic Education Commission of Victoria and Independent Schools Victoria.

The school has adopted a whole school approach to multicultural education to carry out initiatives that include learning and teaching; professional development for staff; the recruitment and training of seven Refugee Liaison teachers; the provision of high-quality EAL programs; a transition program for EAL students; and a student Harmony Ambassador Program.

The school focuses on supporting the settlement of recently-arrived families as well as creating a supportive and inclusive school environment for all. It is continuously looking for ways to enhance and strengthen the support for students from migrant and refugee backgrounds and their families, and is committed to improving the educational outcomes and wellbeing of all students.

Sister School Grants program

The Sister School Grants program, with a budget of \$300,000 from 2012-13 to 2014-15, aims to strengthen sister school partnerships between Victorian schools and those interstate or overseas. The 2013-14 grants were designed to capture best practice and to share them more broadly.

Grants of \$5,000 each were provided to 13 winning schools to develop digital case studies about their successful sister school partnerships. These case studies were included in the newly-published online resource for sister schools housed on the DEECD website.

Cultural Precincts and Community Infrastructure Fund

Under OMAC, the Cultural Precincts and Community Infrastructure Fund supports the construction of new, or the enhancement of existing community space or streetscapes within identified cultural precincts across Victoria. In partnership with Victorian CALD communities and local councils, this initiative will boost the viability and secure the sustainability of Victoria's cultural precincts and important community assets.

Total grants funding of \$498,000 has been allocated to ten applications in the 2013-14 CPCIF round for community infrastructure upgrades, leveraging a total of \$1.8 million in additional funding from partner organisations.

The following projects completed with previous years' funding were launched in 2013-14:

- » cultural precinct upgrade in Dandenong and Victoria Street, Richmond;
- » the establishment of Australia's first Islamic Museum in Thornbury; and
- » a number of smaller building upgrades across 11 projects in metropolitan Melbourne, including the installation or upgrade of kitchens and access improvements such as lifts and disabled toilets.

Victorian Government Community Receptions

The Premier hosts a number of receptions each year to honour Victoria's multicultural communities and facilitate community engagement. In 2013-14, three receptions were held to honour the Greek, Turkish and Albanian communities, averaging 200 guests for each function.

Bendigo Team China Sister Schools Project (DEECD)

CASE STUDY

In 2010, an alliance of 14 primary and secondary schools in Bendigo entered into a unique arrangement for them to partner with schools in the Suzhou Industrial Park in China.

This networked partnership allows the smaller regional Victorian schools with limited cultural diversity to experience another culture. It has had a significant impact on students' language learning, teacher capacity building and whole-of-school curriculum by involving the entire school community.

Under the partnership, reciprocal student visits have taken place. The visits and homestay experience provided the opportunity for students to develop new friendships and generated considerable demand and enthusiasm for learning the Chinese language. Most schools in Bendigo Team China have introduced Chinese language and are sharing and maximising local resources, including the Confucius Classroom—an initiative by the Chinese Government to stimulate and support innovative teaching and learning of Chinese language and culture.

Led by the principals of each school, the partnership has provided an impetus to embed Chinese and Asia literacy in curriculum and professional teacher learning. An engaging digital learning curriculum is currently under development to support language learning through prep to senior school.

Teacher exchanges are being planned. Work with the local secondary schools is also in progress to support student language transition. A unified team of principals, school councils and school communities are working together to ensure the initiative is a high priority and supported by school budgets and policies.

By accessing the global interconnectedness of the Asian Century, Bendigo Team China students are not only citizens of regional Australia, but citizens of the world.

View the digital case study at <http://www.education.vic.gov.au/school/principals/management/Pages/bendigoteamchina.aspx>

Multicultural Awards for Excellence

The awards have been running since 2002, to recognise and reward the contributions of individuals and organisations from CALD backgrounds in promoting 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, with 100 awards given out. Award categories include:

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

Multicultural Business Ministerial Council

The Multicultural Business Ministerial Council (MBMC) under DSDBI is the peak body facilitating the government's interaction with Victoria's multicultural business community. Its primary objectives are to recommend strategies to increase exports, promote Victoria as a culturally diverse business centre, and assist in the development of business opportunities that take advantage of Victoria's linguistic and cultural resources.

MBMC working groups have facilitated a joint meeting with the Small Business Ministerial Council to consider issues of regional small businesses; and organised an event to help multicultural international students invest and work as small business entrepreneurs in Victoria.

Sponsorship of International Chambers of Commerce and Business Councils

DSDBI sponsors a number of business councils and chambers of commerce which offer advice and networking services to businesses looking to export and import, as well as to provide introductions to companies to facilitate trade and investment. The organisations include:

- » Australia China Business Council;
- » Japanese Chamber of Commerce and Industry;
- » German Australian Chamber of Commerce;
- » Australian Arab Chamber of Commerce;
- » Australian American Chamber of Commerce;
- » Australian Israel Chamber of Commerce;
- » French Australian Chamber of Commerce; and
- » subscription to Asialink.

There are a number of support agreements and memberships between international chambers of commerce and business councils. These gave DSDBI the status of government supporter to enable government representatives to present at major networking functions; to provide access for non-member companies to attend events; and to sponsor major business events in Melbourne, including speaking opportunities.

Opening of Australia's first Islamic Museum (DPC)

CASE STUDY

The Islamic Museum of Australia located in Thornbury opened in February 2014. It is the first of its kind in the country showcasing the rich artistic heritage and historical contributions of Muslims in Australia and abroad through the display of various artworks and historical artefacts.

Funding of \$500,000 for the museum was provided by OMAC under the Cultural Precincts and Community Infrastructure Fund. The former federal government also allocated \$1.5 million to the project. The remainder of the funding was derived from private donors, community organisations and corporate support. The museum encompasses five permanent gallery spaces—Islamic Faith, Islamic Art, Islamic Contribution to Civilisation, Islamic Architecture, and Australian Muslim History—as well as an exhibition centre hosting national and international exhibitions, educational resources and a café.

The museum aims to enhance Victoria's cultural landscape, strengthening our international reputation as the nation's cultural capital, and home to a diverse and harmonious society. Since opening, the museum has played a significant role in building understanding about Islam throughout the Victorian community, offering visitors a unique opportunity to gain first-hand exposure to the contemporary and historical heritage of the Islamic faith.

DSDBI Scholarship Programs

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

- » Victoria India Doctoral Scholarships (\$340,000): Three 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 (\$300,000): 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 (\$680,000): The program was established in 2012 to provide up to \$10,000 in funding for Victorians above the age of 21 to undertake an intensive Chinese language course at a university in Jiangsu Province, Victoria's Sister State. In 2013, the program was expanded to Japan, Korea and Indonesia. In 2013-14, a total of 61 scholarships were awarded—41 to China, six to Indonesia, six to Japan and eight to Korea.

Places Victoria cultural precinct projects

Places Victoria has funded several multicultural groups to improve building infrastructure for CALD communities in 2013-14, including:

- » assisting the Federation of Indian Associations of Victoria to set up their Little India Cultural Museum and head offices in Dandenong with rent concessions; and
- » assisting the Greater Shepparton City Council with partial funding to upgrade the Philippines House facility in Shepparton for the Filipina Australia Friends' Association.

Victorian Chinese Student Scholarship Program (DEECD)

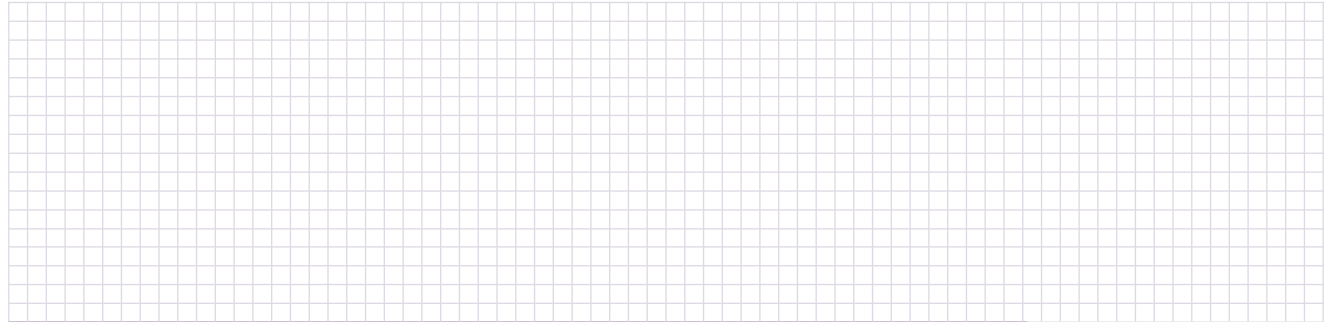
CASE STUDY

Zach Eggleston had barely finished his last VCE exam at Northcote High School when he started preparing for life's next challenge—a 12-month Chinese Ministry of Education scholarship to China. "Coming straight out of high school, it was a bit daunting stepping into the chaos that is Shanghai, but I can honestly say that I feel so comfortable here now," Zach said.

One year on, Zach is again in exam mode, about to put his newfound Mandarin skills to the test at Shanghai International Studies University. "My Chinese has progressed immensely. Studying Mandarin in China is so much more effective than in an English-speaking country," Zach said. "I will be continuing my Chinese studies at La Trobe University in March and I really hope to get an exchange to come back here, maybe to Beijing next time. It's been an amazing year for me. I've learnt so much about life and the world; as well as being independent and how to get by in this new and amazing culture."

Zach was one of two Victorian students in China as part of an agreement signed between the department and the Chinese Ministry of Education in 2011. Caitlin Slater, formerly of Kurnai College in Morwell, was also in her final months in China.

As part of the agreement, up to three Victorian Year 12 students are supported to complete either a full degree program or a one-year intensive language program at a Chinese university immediately following VCE. In return, 10 Chinese secondary school students spend three weeks living with local families and studying in Victorian Government schools each year. The agreement is designed to strengthen ties between China and Victoria by deepening intercultural understanding among young people.



CITIZENSHIP, PARTICIPATION AND SOCIAL COHESION



Introduction

The continued success of our multicultural society depends on the ability of all Victorians to actively exercise their rights and responsibilities as citizens and to participate in civic life. 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 to benefit our broader society.

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 multicultural festivals, multicultural arts, sports and community events that bring people from all walks of life together to share and celebrate diversity.

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

Overall initiatives

Cultural Diversity Week

The tenth annual Cultural Diversity Week (CDW) consisted of activities and events to unite Victorians from all backgrounds by providing opportunities for communities to share their cultures, faiths and languages, and celebrate the benefits multiculturalism brings to Victoria.

From 15 to 23 March 2014, communities held a variety of events across Victoria as part of CDW. CDW also marked the United Nations International Day for the Elimination of Racial Discrimination on 21 March, which reaffirms our belief in the right of all Victorians to live freely without fear of discrimination and vilification.

VMC-run CDW events included the Premier's Gala Dinner (15 March), a night of multicultural dance, music and entertainment attended by 1,500 guests; and Viva Victoria Festival (23 March), a free one-day festival at Federation Square attended by more than 45,000 people, featuring music and dance performances, food from around the world, cultural arts, crafts and workshops.

Community groups organised more than 300 community events over the week across Victoria. VMC distributed over 320 free promotional kits to support local events, consisting of posters, stickers, bookmarks, wristbands and lapel ribbons.

Werribee Park Kitchen Gardens and Working Beyond Boundaries Program (DEPI)

CASE STUDY

The program started in 2012 from a Healthy Parks Healthy People initiative in partnership with AMES and the Brotherhood of St Laurence. It was originally aimed at addressing isolation issues among women from new and emerging communities, mostly Karen refugees from Burma, in the rapidly growing western Melbourne region.

Modelled on similar programs in New York, Toronto and Kew Gardens in the UK, the program began with the Kitchen Gardens Project, and was then extended to the Working Beyond Boundaries Program, quickly becoming a revolution in community horticulture. Sub-programs running mainly in the grounds of the Werribee Mansion include activity groups for the formal gardens and river park, and traineeships in horticulture and conservation and land management. The latter were targeted at younger community members who have left school and were unable to gain employment mainly due to limited language skills.

The program provides benefits to both the park and its neighbouring community by bringing together much needed volunteers to assist with everything from planting and weeding to propagation and plant production. The program's strong social and educational components make it quite unique.

Benefits include:

- a fresh approach to community engagement in western Melbourne's rapidly urbanising community;
- an innovative program that improves community health and wellbeing, as well as educational outcomes;
- recognition of volunteers' contribution and the role of government; and
- a new approach for government, volunteers and private enterprise to work together.

View the digital case study at <http://www.education.vic.gov.au/school/principals/management/Pages/bendigoteamchina.aspx>

VMC also placed a strong emphasis on connecting with youth and schools during CDW. The Teachers' Resource Kit provided both primary and secondary school teachers with inspiration for excursions, activities, and lesson planning around the theme, as well as a list of text, online and video resources. VMC also held a CDW Primary School Art Competition.

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. In 2013-14, approximately 2,300 grants worth \$5.55 million in total, including \$70,000 from DEECD, were awarded to 1,681 multicultural organisations in six grant categories:

- » supporting the running costs and activities of multicultural groups;
- » cultural celebrations;
- » projects that bring two or more diverse faith groups together;
- » projects that respond to emerging needs, with a priority on activities involving refugee, youth or women;
- » upgrading community-owned facilities, including for safety and disability access; and
- » language education programs.

Victorian Multicultural Commission Community Consultations

Each year, VMC holds public consultations across the state, as set out under section 8(e) of the Multicultural Victoria Act. The purpose of the consultations is to 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.

Key themes emerging from the 2013 VMC community consultations included employment, discrimination/racism, access to and coordination of services, family violence, mental health, aged care and education.

Feedback gathered at these consultations is reported to the government and service providers to identify systematic and community-wide settlement and service issues, and to guide departments in policy development and program planning for CALD communities.

Adult Community and Further Education Board pre-accredited training

In 2013, the Adult Community and Further Education Board (ACFEB) allocated \$14 million for pre-accredited training to 6,782 CALD participants through 199 training providers from community-based organisations, including AMES and other ethno-specific community organisations. Pre-accredited training delivery addresses basic education and skills deficits for adults who are not ready for accredited training. Training includes basic language, literacy, numeracy and employability skills programs that will support them to participate in society; identify pathways into accredited further education qualifications; and secure and maintain employment.

Fisheries Education and Engagement

DEPI provided \$354,000 to engage and educate newly-arrived refugee and migrant communities and some established CALD communities in fishery rules and responsible fishing in order to increase voluntary compliance. These communities have a higher risk of offending due to different understanding and practices in their home countries. This initiative has a number of components:

- » profile-raising at community level: Fisheries Victoria attends community festivals to promote a positive friendly image of Fisheries Officers and to inform the community about the existence of fishing rules;
- » educating school-aged children from at-risk communities, particularly CALD communities, about fisheries rules and regulations. Fisheries Education's school program is linked to the Victorian curriculum and contains key fisheries messages;
- » building capacity of active fishers to fish responsibly. Fisheries Victoria conducted 15 community responsible fishing days with active anglers from migrant communities;
- » inclusion of education information in compliance operations targeting the illegal collection of fisheries resources, and the consequences of breaking fisheries rules;
- » cultural diversity engagement and education training for Fisheries Officers; and
- » developing strategic relationships with migrant and settlement services providers to increase the reach of the key fisheries messages.

Improving parks visitation programs

Parks Victoria has a number of programs aimed at improving park visitation by communities under-represented in parks usage, including new migrants and those from CALD communities. Programs include:

- » the Our Communities staff capacity-building program, which provides Parks Victoria staff with cultural awareness and communications skills when engaging with CALD communities and persons with a disability. This is to enable Parks Victoria to broaden its visitor base into the future in line with the changing demographics of Victoria.
- » the Discover Parks Program, which encourages diverse groups to gain health benefits by actively participating in parks, including people from CALD communities, people with a disability, the aged, youth and children, those from a low socio-economic background or a combination of these. Parks Victoria provided non-profit organisations, schools, council bodies and community groups with small grants that enable them to conduct activities in parks, e.g. a first time camping trip to Little Desert National Park for migrant families from Oasis Wimmera in Horsham.
- » the Heartlands Refugee Art Prize is a collaboration between Multicultural Arts Victoria and AMES. It provides a platform for both professional and emerging artists from Victoria's refugee communities to showcase their works in a professional environment; and to provide pathways for them to work in the arts space and to explore their talents. In 2013, Parks Victoria offered the prize winner an artist-in-residence opportunity at Wilson's Promontory National Park, followed by a solo exhibition at Point Nepean National Park.

Improved decision-making by LOTE vegetable growers

The three-year project (2012-13 to 2013-14), Improved Decision-making by LOTE Growers: the Next Step, is jointly funded by the Victorian Government and the Rural Industry Research & Development Corporation (\$200,000). The project provided a group of Asian vegetable growers based around Lara, west of Melbourne, with technical information on integrated pest management; better management of chemicals and farm safety; and marketing for improved productivity and profitability.

The project involved a series of on-farm demonstrations; translations of technical information in other languages; and connected the target groups to a range of service providers that offer the latest available technology. At the completion of the project, the group established the Western Victorian Vegetable Association, a self-managed association with a strategic plan and local leadership.

Centre for Multicultural Youth core funding

DHS provided core funding of \$271,352 to the Centre for Multicultural Youth (CMY) to support the economic, education and community participation of young people (12-25 years) from CALD and refugee backgrounds. Key outcomes for 2013-14 include:

- » engaging young people in programs that support their participation in local decision-making;
- » delivering training programs and forums to support organisations that assist multicultural and refugee young people; and
- » developing policy on issues affecting multicultural and refugee young people.

Fishing for compliance—growing capability in multicultural communities (DEPI)

CASE STUDY

The Karen community first settled in Bendigo in 2007. Most Karen refugees came to Australia from small mountain villages in Burma where they were subsistence farmers growing food and raising animals. The Karen people were displaced from their homes by ongoing military offensives along the Thai-Burma border. Many Karen people have strong ties to the aquatic environment because fish was an important food in their home country.

In 2009, Fisheries Victoria's education staff began working with the Bendigo Karen community to help them understand and comply with Victoria's fisheries regulations. One of our first initiatives was to develop a range of fisheries education materials written in the Karen language. These materials assisted the community to understand the importance of size and bag limits in ensuring we have fish now and into the future.

Over the past four years, this relationship has continued to grow. Fisheries Victoria's worked with Year 12 and VCAL students to develop an education video for their community to reinforce the responsible fishing message. Fisheries Victoria staff took the students fishing so they could capture some great footage to put the final touches on the video.

The lasting benefit of this project is that young Karen students have become passionate advocates and are working in partnership with Fisheries Victoria to show their families and community how to be responsible fishers.

Centre for Multicultural Youth regional presence project

CMY is funded \$1.8 million over four years (2011-15) to open offices in Ballarat and Gippsland to support newly-arrived and CALD young people in regional locations to engage with work, school, family and community. Key outcomes for 2013-14 in these two regional locations include the development of strategic partnerships and programs; increased participation and leadership programs; and increased capacity of services to respond to the needs of CALD and refugee young people in regional areas.

Strengthening Men's Sheds program

In 2013-14, DHS provided total funding of \$112,552 to the following:

- » Dandenong West Community Castle Men's Shed, located in Dandenong West Primary School: to refurbish the existing shed and meet OH&S requirements. The project aims to engage parents of the children attending the school who originate from over 50 different language groups and cultural backgrounds, including newly-arrived refugees and asylum seekers;
- » Springvale Multicultural Men's Shed: to install heating and cooling and meet OH&S requirements. Members of the shed are from CALD communities, including Cambodian, South Sudanese, Vietnamese, Afghanistan, Burmese, Sri Lankan, Indian and Pacific Islanders;
- » Morton Men's Shed at Taylor's Hill, Melton: to build a new men's shed for a growing community, including newly-arrived and CALD community members; and
- » Queenscliff and District Men's Shed: to extend the bike maintenance workshop in the shed, which collects and restores donated bikes for newly-arrived migrants.

DOJ's Regional Service Network

DOJ's Regional Service Network provides information and administrative support or funding to several CALD communities, including refugee young people and asylum seekers. Activities include:

- » The West Metro Asylum Seeker Housing Initiative to support the housing needs of asylum seekers by providing a forum for improved linkages, shared information and referral mechanisms between service providers. The initiative includes a project to collect and analyse data on homelessness and risk of homelessness to influence policies around housing stock availability for asylum seekers;
- » DOJ partners with the West Welcome Wagon community group, which provides food, clothing and furniture, together with other support services, to asylum seekers. The group has received a custom-built trailer from the Metropolitan Remand Centre. Asylum seekers have also received refurbished bikes through the region's Fix the Cycle program;
- » DOJ places a Community Corrections work team, primarily from Indochinese background, at the Quang Minh Buddhist Temple in Braybrook. The purpose is to assist them in completing their community service hours in a supportive and understanding environment; and
- » Consumer Affairs Victoria (CAV) and the Centre for Culture, Ethnicity and Health have developed a community education campaign for Vietnamese traders in the City of Brimbank regarding Australian Consumer Law (ACL). CAV recruited and trained Vietnamese-speaking peer educators to visit traders in the Sunshine and St Albans shopping areas to inform them about ACL and to conduct a trader education session.

Talking Difference in Schools (Immigration Museum)

CASE STUDY

Talking Difference In Schools (\$50,000 funding) is a collaboration between the Immigration Museum, VicHealth, DEECD and selected schools experiencing high levels of disadvantage within the growth corridors of Brimbank, Casey, Hume and Melton.

The museum works with school communities to provide a forum and studio to tell their story as well as respond to questions about displacement, isolation, racism and disadvantage. These stories are recorded using several multimedia platforms including film, audio, art and text. The content is uploaded onto the museum website and is also incorporated into the Identity: Yours, Mine and Ours exhibition. A creative fellowship is awarded to an emerging artist to work with students.

More than 2,000 students and approximately 200 teachers participated in various components of this project. Many schools align the program to their existing curriculum designs or use the studio or the multimedia platforms as a means to support extra-curricular activities like Harmony Day, Literacy Week, and Anti-Bullying Week. Talking Difference is a recent recipient of a 2013 Creative Partnerships Best Practice award.

Multicultural and New and Emerging Liaison Officers Network

VicPol's Multicultural Liaison Officers and New and Emerging Communities Liaison Officers Network provides a proactive approach to engage CALD communities across Victoria to develop pathways to enhance access to police services. Programs include:

- » Police Leadership Program conducted in partnership with the South East Antiochian Church to provide leadership skills to Arab youth aged between 12 and 25 years;
- » South Sudanese, Afghan, and Pasifika Southern Metropolitan Region Management Reference Groups made up of respected community and cultural organisation leaders as a mechanism for information exchange and for collaborative solution-based responses to issues of the day;
- » Get Involved Project, a program for CALD young people to facilitate enhanced learning about emergency services and volunteering in the City of Casey;
- » Crime and Safety presentations, particularly focused on the needs of international students from a range of tertiary campuses;
- » participation by VicPol in regional CALD Advisory Committees with other justice-based and local government agencies to enhance settlement approaches for new refugee and humanitarian entrants, including approaches to addressing family violence; and
- » engagement with the Karen community in Nhill through information sessions, in partnership with magistrates and municipal representatives, to enhance their knowledge of the legal system.

Victoria Police Multifaith Council

The VicPol Multifaith Council has completed its tenth year of operation, with representatives from Christian, Jewish, Muslim, Hindu, Buddhist and Sikh backgrounds. The Council meets quarterly to provide advice on all issues relating to policing and faith.

Corrections Victoria Vietnamese Prisoner Support Program

In conjunction with the Australian Vietnamese Women's Association, Corrections Victoria provided funding of \$69,605 to deliver the Vietnamese Prisoner Support Program. The program provides general counselling and a culturally appropriate transitional support service to Vietnamese prisoners and their relatives.

Country Fire Authority's Engaging Diverse Communities Project

The Engaging Diverse Communities Project, funded with \$80,000 under Victoria's Volunteer Support Program, aims to provide Country Fire Authority (CFA) volunteers with the necessary tools, resources and support to work with CALD communities. The following outcomes were achieved:

- » links were established between multicultural agencies and the CFA through the formation of the Diversity Network and the online Engaging Diverse Communities Hub;
- » a suite of tools were developed, including community and country profiles, to assist in cultural awareness training;
- » direct support was provided to brigades to engage people from CALD backgrounds with the appointment of a volunteer Cultural Engagement Officer;
- » information and education sessions and translation of key CFA documents into various languages were provided to CALD communities;
- » brigades were supported to recruit people from CALD backgrounds and to provide tailored training for new CALD recruits; and
- » CFA partnered with the Australian Football League to promote multicultural engagement.

Victoria State Emergency Service CALD Engagement Strategy

The Victoria State Emergency Service (VICSES) developed a CALD Engagement Strategy 2013-16 to enhance the ability of CALD communities to identify risks and take appropriate action. The aim was to build VICSES's capacity with volunteer CALD community members and for VICSES to respond to whole-of-community expectations.

This has been achieved through community engagement programs, including community education facilitator training and assessment workshops, in raising cultural awareness for both VICSES volunteers and the community; and through building the competencies of volunteers to increase resilience within local communities.

VICSES has also introduced a number of engagement tools to support CALD communities in need, including the translation of flood and storm brochures into 34 languages, and the development of community profiles and language identification cards.

Life Saving Victoria Multicultural Water Safety Program

LSV's Multicultural Water Safety Program was funded \$316,000 to educate CALD communities about general water safety. Activities include:

- » recruitment of multicultural volunteer members into lifesaving clubs and the aquatics industry through training courses and employment pathways, e.g. as pool lifeguard, first-aiders and swim teachers;
- » provision of learn-to-swim and swimming club opportunities;
- » provision of Play it Safe by the Water messages across multicultural education programs, events and media activities;
- » delivering cultural diversity workshops and information sessions at participating pools and lifesaving clubs; and
- » developing and strengthening relationships with multicultural community partners and stakeholders.

In addition, LSV received \$156,639 from the VicHealth-State Sporting Association Participation Project to increase participation, settlement and inclusion opportunities for CALD communities through policy review, educational activities and the training of CALD role models.

Peak Multicultural Organisations Grants Program

OMAC allocated funding of \$1.5 million over two years (2013-14 to 2014-15) to the Peak Multicultural Organisations (PMO) Grants Program to support PMOs across Victoria to undertake strategic planning, core operations, program development and implementation. Funding has been provided to 11 organisations, predominantly regional ethnic community councils and those delivering programs within a Melbourne Growth Area, namely:

- » Ballarat Regional Multicultural Council;
- » Ethnic Council of Shepparton and District;
- » Geelong Ethnic Communities' Council (Diversitat);
- » Gippsland Ethnic Communities' Council (Morwell);
- » Loddon Campaspe Multicultural Services (Bendigo);
- » North East Multicultural Association (Wangaratta);
- » Sunraysia Mallee Ethnic Communities' Council (Mildura);
- » Wodonga City Council (in partnership with the ECCV);
- » Humanitarian Crisis Hub (Melbourne);
- » Refugee Council of Australia (Melbourne); and
- » Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG).

Multifaith Multicultural Youth Network workshops on interfaith understanding (DPC)

CASE STUDY

In 2013-2014, the MMYN conducted a series of workshops to develop interfaith understanding among regional and metropolitan young Victorians.

MMYN members visited Geelong, Traralgon and Shepparton, leading young people from these regions in insightful discussions of faiths in Victoria, what it means to be a young person growing up in a diverse community, and how leadership potential can be nurtured. These workshops were delivered in collaboration with the Regional Youth Leadership Program (also an OMAC-funded initiative).

MMYN members facilitated workshops for groups of up to 30 young people aged 16 to 25 years from newly-arrived communities, including Afghani, Sudanese, Congolese, Bhutanese, Karen and Burmese communities. Through interactive activities, MMYN presenters explored ideas around diversity and identity, as well as sharing personal experiences about being a young person in Victoria. MMYN members honed their presentation skills and became adept public speakers who were comfortable in sharing their stories in order to motivate and inspire.

Feedback from an MMYN member who participated in the Traralgon workshop highlights the benefits for both presenters and participants:

"That trip was the highlight of my involvement with the MMYN... What was good: everyone was involved, really passionate of their beliefs and faith and this made them much more confident speakers. You could see how interested and keen they are to learn more about our faiths. Everybody will have a different story, with a different background, and yet we can all share a meal together! Sounds clichéd but it was a great night for multiculturalism in 'tarararalgon'."

In the metropolitan region, the MMYN was invited to Victoria University to present similar workshops to students undertaking a social work degree, and studying a unit dealing with working with diverse young people. Feedback from the lecturers was highly positive and the MMYN has been invited back to continue with the presentations.

Refugee Action Program

The Refugee Action Program (RAP) is administered by OMAC with ongoing funding of \$1 million per annum. It is a community capacity building program to assist newly-arrived refugees to better access services and engage with their local communities through the implementation of community-driven solutions.

In 2013-14, the RAP funded 10 community-based organisations across metropolitan Melbourne and regional Victoria to enable refugees and asylum seekers to undertake activities that facilitate access to existing services such as employment and training opportunities; and to increase their participation and engagement with local communities to reduce social isolation. Over 30 distinct refugee community groups benefitted from the program.

Asylum Seeker Support Program

OMAC provided \$300,000 under the Asylum Seeker Support Program (ASSP) to four key asylum seeker support agencies to support community-based asylum seekers with access to services such as case work, housing, employment, English language tuition, computer literacy classes, material aid (including school books, clothing), transport, social and recreational activities and food programs. Program outcomes include:

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

Rights and Responsibilities Seminar Program

The Rights and Responsibilities Seminar Program (RRSP) with OMAC funding of \$200,000 per annum over 2011-15, is a suite of free seminars delivered to refugees and asylum seekers across Victoria to provide information on our laws, legal systems, democratic institutions and the importance of participating in multicultural Victoria as engaged citizens.

Seminars are delivered in partnership with RAP providers and other government departments and agencies using a coordinated approach to minimise duplication of effort and to build cultural competence and awareness.

The Promoting Community Harmony Program

The Promoting Community Harmony Program (\$2 million) comprises a suite of projects, managed by OMAC, to promote community understanding of and respect for different cultures and faiths. In 2013-14, the program included the following initiatives:

- » Strategic Partnerships: The funding supports the general operations of partner organisations to increase their capacity to engage more effectively with other faith and cultural organisations and communities, the government and the wider community. Organisations funded include the Buddhist Council of Victoria, Faith Communities' Council of Victoria, Jewish Christian Muslim Association, Islamic Council of Victoria and the Rabbinical Council of Victoria;
- » The Multifaith Advisory Group (MAG): The MAG is an advisory body designed to ensure ongoing dialogue between the Victorian Government (through OMAC) and Victoria's faith leaders and communities. The MAG consists of approximately 20 senior representatives from diverse faith communities and meets four times a year, or as necessary;
- » The Multifaith Multicultural Youth Network (MMYN): The MMYN is an advisory group to the Victorian Government (through OMAC), comprising between 20–25 young people from CALD backgrounds. It promotes participation and leadership and provides advice to the government on issues and initiatives affecting young CALD Victorians;
- » Regional Youth Leadership and Participation (RYLP): The initiative delivered a number of projects targeting young people from CALD backgrounds living in the Hume and Grampians regions, with the aim of increasing their leadership and communication skills, community connections, confidence to participate in community life, and respect for cultural and religious diversity;
- » Youth and Media Mentoring Project: The project provided young people aged 16–25 years from diverse backgrounds with the opportunity to collaborate across differences, represent themselves to the broader community, and gain communication skills and technical experience in documentary filmmaking. Delivered in partnership with Channel 31, participants attended a 10-week media training program and produced three documentaries to reflect the experiences and perspectives of the young people involved. The documentaries were screened on Channel 31; and
- » Media and Communications Training: The project provided training to established and emerging leaders from Victoria's diverse faith and cultural communities. The training aimed to equip participants with the skills and knowledge to constructively engage media outlets and effectively represent their communities to the media and the wider community.

In addition, program funding enabled the VMC to:

- » deliver the Multifaith/Interfaith Grants Program: 43 grants totalling \$357,185 were provided to organisations across Victoria to support new and existing interfaith networks and multifaith projects. The projects bring faith and community organisations together to undertake activities that promote understanding between faith groups and the wider Victorian community; and
- » support Cultural Diversity Week activities.

Unity Through Partnership Grants Program

The program, administered by OMAC, provided grants of up to \$100,000 for festivals, events and gatherings undertaken in partnership between two or more of Victoria's diverse ethnic, cultural and religious communities. The program encouraged 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 37 grants (total funding of \$1,373,850) awarded in 2013-14, 27 were for events in metropolitan Melbourne and 10 were for events in regional and rural Victoria.

African Leadership Development Program

The Ubuntu African Leadership Program (\$50,000), administered by OMAC, aims to assist African-Australian communities to develop leadership capacity across Victoria's diverse African communities. The program incorporates a series of seminars for potential leaders focusing on ethical leadership, communication, working with the media, project management, building organisational capacity, negotiation and professional networking. The African Think Tank manages the program and partners with Leadership Victoria in program delivery.

Social Cohesion Program for vulnerable new arrivals

OMAC provided funding of \$205,000 under the Social Cohesion Program to community-based service agencies to provide additional support for vulnerable new arrivals across the Southern and North West Metropolitan regions, with the aim of building their capacity to participate more effectively and meaningfully in Victorian society. Funded service providers include:

- » The Australian Red Cross (\$135,000): to undertake five programs, including English language classes, community gardening, meaningful engagement activities, training to be volunteers and opportunities to volunteer in retail positions at Red Cross stores;
- » AMES (\$10,000): the Mums and Bubs program is a cross-cultural program targeting families from Afghanistan, Iran, Iraq, Sri Lanka and Burma, designed to create pathways to mainstream services and to connect newly-arrived families with their local community;
- » VICSEG (\$20,000): to support playgroup and family mentoring programs for vulnerable new arrivals in Moreland/Darebin, Brimbank, Maribyrnong and Wyndham;
- » New Hope Foundation (\$10,000): to support a flexible choices subsidy program for vulnerable new arrivals to access a variety of short courses or sporting activities; and to support a meaningful engagement planning group to organise monthly social or recreational activities; and
- » Dandenong Neighbourhood House (\$30,000): Creating My Future is a needs-based program offering an opportunity for social engagement through the development of basic living and English language skills. The program comprises group activities focused on understanding Australian culture.



VicArts Grants

The VicArts Grants program aims to develop a strong, innovative and diverse independent arts sector in Victoria. The program is opened to Victorian professional artists as well as arts and community organisations, and includes a commitment to reflect the diversity inherent in the state by supporting emerging artists, projects in regional Victoria, and artists or communities who are indigenous, CALD or living with disability.

In 2013-14, VicArts Grants with a total of over \$500,000 supported 23 projects focusing on people from CALD communities across both metropolitan and regional Victoria.

Arts Victoria Organisations Investment Program funding

Investment in the operation of arts organisations has a significant and sustained impact on their ability to leverage further investment and to generate earned income. This in turn enables organisations to deliver significant public benefits to the Victorian community by generating new artistic and cultural ideas, activities and services, and by engaging diverse audiences and participants. In 2013-14, several organisations targeting CALD communities were funded, including:

- » Multicultural Arts Victoria (MAV) Inc., South Melbourne (\$320,000): MAV is Victoria's peak arts organisation for the promotion of cultural diversity in the arts. It represents artists and communities from CALD backgrounds and collaborates with a range of key arts organisations in the state to take a leadership role for the advancement of multicultural arts at the local, national and international levels;
- » Big West Festival, Footscray (\$130,000): The festival is a biennial event based in Melbourne's West, which provides quality arts and cultural experiences and community participation opportunities;
- » The Boîte (Victoria) Inc., Fitzroy (\$122,000): The Boîte supports cultural diversity through the sharing of music, dance and storytelling from diverse traditions;
- » Chinese Museum, Melbourne (\$102,000). The Museum of Chinese Australian History (Chinese Museum) is a community-run national institution established by the Chinese Australian community. Its purpose is to document, preserve, collect and research the history and culture of Chinese people and their descendants in Australia. The museum also aims to showcase Chinese arts and culture and explore the relationships between Australia and China;
- » Footscray Community Arts Centre, Footscray (\$220,000): The centre provides artistic programs and experiences to the diverse communities of Melbourne's western region, including exhibitions, performances, music concerts and one-off events, and a comprehensive workshop program in performing and visual arts;
- » Jewish Museum of Australia, St Kilda (\$69,600): The museum manages a program of exhibitions and educational programs that explore and share the Jewish experience in Australia;
- » Westside Circus, Brunswick (\$50,000): Westside Circus is a community arts organisation that aspires to make a positive difference to the lives of young people aged 3-25 years from diverse social, economic and cultural backgrounds through a range of circus art workshops and development programs; and
- » Hellenic Museum, Melbourne (\$240,000): The museum is dedicated to the celebration of the heritage of ancient and modern Greece. Its most recent exhibition, Gods Myths and Mortals, will run for 10 years and is a collaboration between the Hellenic Museum and the world renowned Benaki Museum in Greece.

Fire Safety Awareness in Public Housing (DHS)

CASE STUDY

Southern Melbourne Area Tenancy and Property worked with DHS' Fire Risk Management to create a fire awareness initiative information session delivered at a Springvale elderly persons' estate with predominantly Vietnamese-speaking tenants. Incense and candle lighting is strongly embedded within Vietnamese culture.

The event was planned to raise awareness and safety following a fire on the Erickson Gardens Estate where a tenant died, and included the distribution of translated brochures on fire safety and display boards on the estate. Interpreters were used to communicate safety messages and information, and Vietnamese housing staff were active in conversations with tenants.

The event was attended by 90 per cent of the estate's residents, who showed much appreciation for the event and for access to translated information. Translated counselling services were also offered but not taken up in this instance. Re-tenancing pending completion of repairs was in progress, with translated information about fire safety being provided to the new tenants.

Community Hall at Melbourne Now Exhibition

Community Hall was a component of Arts Victoria's Melbourne Now Exhibition (November 2013 to March 2014). Community Hall was a flexible multi-use space which served as a meeting room, stage, performance platform and catwalk, hosting over 44,500 people who attended the 205 rotating programs.

The diversity of Melbourne and Victorian communities was celebrated through programs involving artist-run initiatives, art collectives, musicians, performers, food producers, local journals and publications. Program highlights include:

- » Social Studio's TSS Chai, a runway show of cutting-edge fashion presented by young people from Melbourne's refugee communities;
- » Cool Japan, a day dedicated to sharing the arts and culture of Japan through calligraphy demonstrations, Koto performances, food tastings, films and talks;
- » performance by Crooked Rib Art—a collective of Muslim female artists;
- » musician Amadou Kalissa exploring traditional music of West Africa;
- » contemporary Japanese Butoh dance and live Ikabana demonstrations;
- » Indonesian Day of Dance by Perwira Indonesian Society of Victoria;
- » Japanese women's community choir Yukari Echo;
- » performance by Asanti Dance Theatre with artists from Ghana and Slovakia;
- » celebration of Chinese New Year with a wishing tree and dragon dance performance;
- » Nanna to Nonna, sharing Italian heritage and families; and
- » Open Table, bringing different cultures and communities together and looking at food waste and community giving.

Indian Film Festival of Melbourne

The Victorian Government, through DSDBI, has allocated \$650,000 for the Indian Film Festival of Melbourne to run four festivals from 2012 to 2015 (\$150,000 spent in 2013-14), including program evaluation. The festival brings the best of Indian cinema to Victorian audiences and screen practitioners and aims to strengthen cultural and trading ties between Victoria and India, and to develop a greater mutual understanding of both screen industries. Over the last three years, the festival has screened more than 140 films in 20 languages from five countries—India, Nepal, Bangladesh, Sri Lanka and Pakistan.

Game on—Sport and Recreation Victoria

Sport and Recreation Victoria (SRV) provided three-years' (2012-15) funding of \$95,405 to the Centre for Multicultural Youth's sports program. The aim is to create a more inclusive and responsive sports sector attuned to the needs of refugee and migrant young people, as well as increase their access and participation in sport and recreation, through:

- » establishing good practice multicultural sports forums for settlement service providers, sporting clubs and associations and community organisations;
- » developing an online cultural awareness training package called Game Plan for sports clubs and other organisations; and
- » producing website video resources to share insights and experiences.

Starting Out Safely—VicRoads

VicRoads provided funding of \$105,000 over three years (2011-14) to the Early Learning Association Australia to deliver child restraint information sessions to CALD communities, including information about Victoria's child restraint road rules and the importance of children travelling in appropriate restraints.

In 2013-2014, 52 sessions were delivered to 1,000 participants from CALD communities, including the Chinese, Karen, Sudanese, Burmese, Afghan and Swahili communities.

Victorian Electoral Commission's Democracy Ambassador program

The Victorian Electoral Commission (VEC)'s Democracy Ambassador (DA) program is a three-phase pilot project that aims to increase electoral enrolment, political literacy and civic participation among Victoria's CALD communities.

In 2013-14, the program was funded at \$81,000. Community education training was provided to a number of African community members from diverse gender and age groups and faith backgrounds to deliver electoral education sessions to their communities in both their own languages and in English, and with the use of translated information. In addition, a VEC CALD Outreach and Engagement Officer also delivered electoral education sessions to other CALD communities in Victoria.

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

Regional Advisory Councils

VMC established eight Regional Advisory Councils (RACs) across Victoria to provide advice on multicultural, settlement and citizenship issues specific to their regions; advocate on behalf of local CALD communities, including the needs of older persons, new arrivals, women and youth; and assist VMC to promote the benefits of diversity at the local level.

Each RAC is chaired by a VMC Commissioner and has up to 13 members—residents, service providers, business and local government representatives—drawn from within the region, selected for their understanding of multicultural issues and their experience and commitment in assisting local communities. The eight RACs are:

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

Participation for CALD Seniors Program

DH allocated funding of \$1.6 million over four years (2011-12 to 2014-15) to the program to enhance the social inclusion of CALD older people by expanding the range of appropriate opportunities for their participation in the community. The program also supports the delivery of improved information provision for CALD seniors and research into the needs of CALD seniors in regional Victoria.

In 2013-14, 54 small grants were provided to community organisations to run projects that create or expand social participation opportunities for socially-isolated people from CALD backgrounds.

Scouts and Guides Victoria

Scouts Victoria and Girl Guides Victoria are each funded \$200,000 over four years (2011-2015) to encourage greater participation in scouting and guiding by multicultural communities. Girl Guides Victoria launched the Girl Guides Multicultural Strategy in October 2013. Stage Two actions that were implemented include:

- » multicultural awareness training for members of the guides boards and group leaders;
- » partnerships in Springvale with the local learning and activity centre, as well as gaining the support of the local Vietnamese community; and
- » a Welcome to Girl Guides brochure developed in eight languages, and updating the Guides Victoria website to include introductory information in multiple languages.

Scouts Victoria has established a new Muslim Scout Group in Fawkner, a scout group for hearing impaired young people in Inner Melbourne and a Chinese group in Box Hill.

Vertech Hume and Wyndham Community and Education Centre—winner of the Learn Local for Business Award (DEECD)

CASE STUDY

Vertech Hume is a small business based in the City of Wyndham that manufactures and supplies concrete poles to leading power suppliers. Wyndham has become home to a large population of refugees, including a strong community of people from Burmese and Karen backgrounds. Vertech Hume currently employs 14 workers, the majority of them Burmese or Karen people.

The company recognised that the key to a productive and participatory workforce is education and training. Wyndham Community and Education Centre (WCEC) was approached to deliver a specially tailored, structured training program at the workplace, enabling the teacher to develop a greater understanding of specific workplace and employee needs. This partnership between Vertech Hume and WCEC won the 2013 Learn Local for Business Award.

As well as improved workplace communication and safety, improved English skills allow workers to be more involved in community life and to better understand personal needs as well as their civic duties and responsibilities.

Managing Director Tamas Hume feels that the most obvious benefit has been the lift in his employees' confidence. He says that this is directly related to their ability to communicate their thoughts. They can now raise questions about various aspects of their employment and contribute ideas to improve their workplace and production performance. They are now more able to take instructions and to develop their skills sets, leading to more complex and challenging tasks, including knowledge of OH&S issues. View the digital case study at <http://www.education.vic.gov.au/school/principals/management/Pages/bendigoteamchina.aspx>



ACCESSIBLE AND RESPONSIVE SERVICES



Introduction

As the diversity of our population continues to increase, our services need to be accessible and responsive to the community. All Victorians, regardless of their cultural, linguistic or religious backgrounds, should have equitable and easy access to government and community services. The Victorian Government is committed to facilitating positive settlement outcomes for our diverse migrant population in areas including health, education and employment; and to support the specific 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 specific needs and reducing cultural or language barriers that may otherwise limit their access to services.

Overall initiatives

CALD Communities Drug and Alcohol Project

The project received annual funding of \$300,000 (2013-14 to 2014-15) from DH to support Victorian drug treatment services to improve outcomes for individuals and families in CALD communities who are affected by harmful alcohol and other drug use. The aim is to improve access to culturally appropriate drug and alcohol information and services, and to improve the cultural competence of staff in alcohol and drug treatment services to enable them to work more effectively in cross-cultural situations.

Low literacy resources for heart patients

DH provided a total of \$321,371 for the production of easy English versions of resources for heart patients. The first project was based on the My Heart, My Life resource to convey essential information on how to better manage their heart conditions after heart attacks. The second project involved the production of an evidence-based heart failure resource that meets the needs of patients with low health literacy, and enables them to better manage their heart failure.

Both resources use pictures and diagrams and simple language to convey the information. The resources were developed in consultation with patients, cardiac rehabilitation coordinators and carers.

HIV and BBV Peer Education Program for CALD Communities

DH provided funding of \$155,572 towards the Multicultural Health and Support Service of the Centre for Culture, Ethnicity and Health, to create a peer-led blood borne virus and sexually transmissible infection (BBV and STI) education program targeting priority CALD communities, including those from Sub-Saharan Africa and Southeast Asia.

Between 2011 and October 2014, the project provided training to peer educators from the Karen, Liberian Ethiopian (Amharic & Tigrigna) and Chin communities to enable them to design and deliver BBV and STI education programs to their respective communities.

Home and Community Care Diversity Planning and Practice

In 2013-14, ongoing Commonwealth and State funding of \$6.2 million was allocated to the Home and Community Care (HACC) program for the employment of Access and Support (A&S) workers in HACC-funded organisations. These workers aim to deliver an improved client focus for people with complex needs due to diversity, and to help them access a wider range of services.

Culturally Responsive Palliative Care Project

The Culturally Responsive Palliative Care Project is part of a wider Victorian Government strategy to address the low utilisation rates of palliative care services by CALD communities through practical community engagement, peer education, and tailored ethnic media and communications strategies.

DH provided \$100,000 to Palliative Care Victoria to partner with the Ethnic Communities' Council of Victoria and the Multicultural Centre for Women's Health to raise awareness among the Chinese, Italian, Maltese, Turkish and Vietnamese communities about palliative care services and how they can be accessed.

CALD Disability Case Management

DHS provides funding of \$104,278 each year to Dianella Community Health to deliver the CALD Disability Case Management program to CALD clients under the age of 65 with a disability, residing in the Hume and Moreland local government areas.

The program assists clients to manage their disability needs, including raising the awareness of clients' rights to services within the local community, linking them into ethnic or mainstream community programs and working together with clients, caregivers, service providers and government departments to achieve the clients' goals and fulfil their needs.

Victorian Disability Advocacy Program

DHS funds two organisations—the Migrant Resource Centre North West and the Action on Disability within Ethnic Communities—with recurrent funding of \$182,440 and \$145,426 per annum, respectively, to provide individual advocacy support and self-advocacy support to CALD people with a disability as well as to their families and carers where appropriate.

Pip Wisdom Community Corrections Grants

DOJ funded several Pip Wisdom Community Corrections Grants which are designed to assist the successful transition of prisoners back into the community following their release from custody. Grants provided on a three-yearly basis (2013-2016) with a focus on CALD communities include:

- » Muslim Connect (\$60,000) is a pre and post-release mentoring program for male Muslim prisoners and offenders. The Islamic Council of Victoria provides this service to participants in a number of prison locations with personal, cultural and spiritual support in the final stages of their sentences and for up to two years in the community;
- » the Genesis Reintegration Program (\$48,950), delivered by Bridging Worx Incorporated, provides culturally specific pre and post-release support to male Pacific Islander and Maori prisoners, focusing on a holistic model of reintegration planning and using the identified support system of the prisoner; and
- » the African Visitation and Mentoring Program (\$56,478) is conducted in several prison locations by Jesuit Social Services. The program matches prisoners and offenders from African nations with volunteer mentors who provide support both in custody and after release.

Victoria Legal Aid Family Violence Prevention projects

VLA funded or supported a number of projects in family violence prevention for CALD women and their families, including:

- » \$66,660 to support the InTouch Multicultural Centre Against Family Violence to assist women from CALD backgrounds who are experiencing family violence, relationship breakdown and family law problems in culturally appropriate and effective ways;
- » \$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; and
- » The Settled and Safe training program for settlement workers to deliver legal information about legal rights and responsibilities around family relationships to prevent family violence in newly-emerging CALD communities.

Dispute Settlement Centre of Victoria Community Engagement Program

The Dispute Settlement Centre of Victoria conducted over 30 information sessions or workshops for a variety of agencies who work with CALD communities to increase their awareness of mediation services. Topics included: Neighbours, the Law and You; Tenancy Laws and You; Difficult Conversations with Neighbours; Conflict Management at Home (positive parenting); and Understanding Road Rage.

Bendigo Refugee Settlement program (DH)

CASE STUDY

Bendigo Community Health Services (BCHS) has implemented a refugee settlement program to assist with integrating Karen and Afghani refugee and asylum seekers into the mainstream Bendigo community.

Funding for the program comes from both state and federal departments including DH's Refugee Health Nurse Program, DEECD, Foundation House, VMC and the Commonwealth Department of Social Services.

Bendigo has a Karen community of between 800 and 900 members and an Afghan community of between 150 and 200 members. Common needs among the population groups include health, education, employment, English language skills, housing and friends and family wellbeing.

BCHS has found that finding employment for refugee and asylum seekers is one of the biggest issues to overcome. Strong partnerships have been formed between BCHS and local stakeholders, including Bendigo Bank, VicPol and local businesses to help address these needs. BCHS reports that providing integrated services in a mainstream setting has achieved many benefits including increased health and wellbeing outcomes, education, relationship building and cultural understanding.

Many activities were undertaken and a multicultural soccer match, introduced as part of the program, has now become an integral part of BCHS's Men's Health Week activities.



Victorian Equal Opportunity and Human Rights Commission

VEOHRC funded a number of programs to reduce racism and racial prejudice in a range of environments. Programs included:

- » Expansion of the Anti-hate Campaign (\$40,000), which aims to give people a way of reporting racism (or other types of discrimination) that they have been exposed to, 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 hateful behaviour;
- » Creating Healthy Workplaces (\$38,000) is a research project undertaken in partnership with VicHealth, AMES and Insight SRC. The project aims to test, document and make available best practice interventions, frameworks and evaluation methods to reduce race-based discrimination and improve diversity and employee wellbeing in two Victorian workplaces; and
- » Cultural Awareness and Inclusion aka Racism: It Stops with Me training packages (\$54,000) based on VEOHRC's integrated package developed for the VicHealth-led LEAD (Localities Embracing and Accepting Diversity) Project. Training has been delivered to councils, public authorities, corporate groups, community and sporting organisations and groups in tertiary education.

Settlement Coordination Unit

The Settlement Coordination Unit (SCU) was established within OMAC to drive and support collaborative approaches across all levels of government and the community sector, and to plan for and respond to settlement issues for newly-arrived refugees and asylum seekers in Victoria.

This includes engagement with the Commonwealth and managing the delivery of capacity-building settlement programs. In 2013-14, the SCU:

- » supported Victorian Government negotiations with the Commonwealth on cost-recovery for services for community-based asylum seekers;
- » established the interdepartmental Multicultural Leadership Coordination Group;
- » coordinated cross-government input and agreement to the Commonwealth's National Settlement Framework;
- » facilitated regular meetings with Victorian Government, Commonwealth Government and external stakeholders to inform and respond to policy development and issues, including representing Victoria on the national Senior Officials Settlement Outcomes Group;
- » performed a significant program management role with oversight of the Refugee Action Program, Rights and Responsibilities Program, Asylum Seeker Support Program, African Leadership Development Program, New and Emerging Community Leadership Program, Peak Multicultural Organisation grants and social cohesion initiatives for vulnerable new arrivals.

Multicultural Leadership and Coordination Group

In mid-2014, the MLCG was established to replace the Multicultural Services Delivery Senior Officers Inter-departmental Group. This was in response to the group's internal review, as well as the recommendations in the VAGO report (May 2014) on Access to Services for Migrants, Refugees and Asylum Seekers. The objectives of the MLCG are to:

- » improve whole-of-government structural alignment and communication on multicultural affairs;
- » provide advice and support on the implementation of the Victorian Government's cultural competence and diversity planning approach; and
- » inform a coordinated Victorian Government position and engagement approach with the Commonwealth Government on issues impacting Victorian CALD communities, including asylum seekers.

In 2013-14, the MLCG:

- » endorsed a coordinated Victorian strategy to engage with the Commonwealth on asylum seeker matters, including the provision of more timely data and policy updates; and
- » enhanced cooperation across departments on major policy developments for refugee and asylum seekers, and for departmental input into Victoria's multicultural policy, Victoria's Advantage, as well as the National Settlement Framework.

Professional Development Program for translators and interpreters

OMAC funded Monash University (\$47,969) to deliver the Professional Development Program to meet the training needs of the interpreting sector in health, mental health and legal settings. These settings require interpreters to use specialised terminology and acquire strong contextual knowledge about how services are delivered. In 2013-14, the program provided 230 hours of professional development across 11 courses delivered in Melbourne, Mildura and Shepparton. Bursaries for course fees were provided to a number of attendees.

Interpreter Scholarship Program

The OMAC-funded program (\$50,778) aims to increase the supply and quality of interpreters in particular languages and regions in Victoria. In 2013-14, 28 scholarships were awarded to students enrolled in the RMIT Diploma of Interpreting in Punjabi and Karen languages. Twelve students subsequently attained accreditation with the National Accreditation Authority for Translators and Interpreters (NAATI).

Regional Interpreter Training Project

The 2013-14 Regional Interpreter Training Project (\$70,899) was delivered by RMIT University in Shepparton and Bendigo to support the language needs of CALD communities settling in regional Victoria. Scholarships were provided to train Dari and Karen-speaking interpreters, working in partnership with local TAFE providers which provided local teacher support and access to computer and classroom facilities, augmented by the use of online technology and video conferencing.

Refugee Education Support Program

DEECD provided \$1.6 million in funding to the Refugee Education Support Program (RESP) in 2013-14. The RESP is a partnership between the department, Foundation House and the CMY, in collaboration with the Catholic Education Commission of Victoria and Independent Schools Victoria. Commencing in 2012, the program assists schools to identify and implement strategies to support the engagement, wellbeing and achievement of students from refugee backgrounds.

Strategies implemented through the RESP in 2013-14 included:

- » 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.

Asylum Seeker Assistance Initiative

DEECD provided \$136,362 to support 174 asylum seekers to participate in 210 government-subsidised accredited vocational courses to equip them with essential skills that provide a pathway to further education and employment.

Disability Client Services—linking CALD clients and their families or carers (DHS)

CASE STUDY

DHS' Disability Client Services (DCS) provides an information kit, designed to meet requirements of the *Disability Act 2006*, to clients who have requested disability case management in the local government areas of Greater Dandenong, Casey and Cardinia. The kit has information on complaints process, advocacy services, Client Services Charter (What Disability Client Services does), rights and responsibilities, and contact details.

In working with clients, an allocated DCS worker determines the cultural background and language preference of the client or family for translating services. This is done on a needs basis as the kit is stored electronically and continuously being improved to allow individually targeted printing of information as required. The allocated worker then discusses the content of the kit with the client or family using an interpreter, or family members if preferred, to act as the interpreter. DCS clients also participate in a plan development which includes goals, strategies and timelines to achieve desired outcomes.

This plan becomes an agreement with the client or family and is then translated as appropriate to the preferred language. All correspondence with the client or family is also provided in their preferred language.

To cater for CALD clients with low literacy skills in their first language, an easy English version with pictures can be used for both information kit and plans.

Translation and support is helping to create a shared understanding between workers and clients in the articulation of person-centred goals. Working together, clients are being more effectively supported to access health, recreation, accommodation and day placement services, and to achieve other outcomes.

Victorian Refugee and Asylum Seeker Health Action Plan 2014-2018

In June 2014, the Victorian Refugee and Asylum Seeker Health Action Plan 2014-2018 was publicly launched. The plan outlines Victoria's long-term strategic vision for the health system to best meet the health and wellbeing needs of people from refugee backgrounds and asylum seekers. It articulates a new model of refugee and asylum seeker health care for Victoria and will guide the implementation of additional ongoing funding of \$22.2 million (over four years) announced in the 2013-14 State Budget.

The plan has been developed in partnership with the Victorian Refugee Health Network and in close consultation with the refugee health and community sector and community members. It is built around five priority areas for action: accessibility, expertise in refugee health, service coordination, cultural responsiveness and health literacy and communication.

Refugee Health Program

The RHP, formerly known as the Refugee Health Nurse Program, received ongoing funding of \$4.6 million in 2013-14. The RHP focuses on early health assessment, referrals and health promotion, and links refugees to existing health services, such as community health services and general practitioners, to meet their health and wellbeing needs.

The emphasis in 2013-14 was to increase the capacity for community health in the refugee health nursing program through allied health and allied health assistants and bicultural health workers. The program also aimed to enhance language services, nurse training and statewide refugee health nurse program facilitation. The program delivered 33,288 service hours in 2013-14.

Refugee Health Fellows Program

The program received a total of \$562,860 from DH to support the development of links between primary health care and specialist health services and capacity building in both sectors. The program includes:

- » recurrent funding for three refugee health fellow positions based at the Royal Children's Hospital, Melbourne Health and Monash Health;
- » establishment of a new position at Monash Health based at Dandenong;
- » establishment of a specialist refugee/immigrant clinic in Mildura supported by telehealth;
- » consultancy services to health service providers and clients, including telephone consultancies and specialist clinics;
- » delivery of education programs and training materials to build capacity in refugee health; and
- » establishment of a clinical hub to streamline service provision and data capture with additional one-off funding of \$150,000.

Sainab Sheikh— community leader in Kensington (DHS)

CASE STUDY

DHS contracts Urban Communities Limited (UCL) to provide place management services, including management of public housing, in Kensington. UCL works with key partners and local residents such as Kensington community leader, Sainab Sheikh, to improve life in housing estates. Wyndham has become home to a large population of refugees, including a strong community of people from Burmese and Karen backgrounds. Vertech Hume currently employs 14 workers, the majority of them Burmese or Karen people.

Sainab came to Australia as a 16-year old refugee in 2001 after being displaced from her home and family in Somalia during the Civil War. Today, Sainab is a female leader within the Horn of African community and recently completed a university double degree in social work and community development. She is the Chair of the Somali Women's Development Association (SWDA), which under her leadership, has become integral in providing a range of community programs to meet the needs of the local Horn of African community, focusing on children, young people and women.

Sainab is a member of Kensington's Study Support Partnership for secondary school-aged students, brought together by UCL, SWDA and the Kensington Neighbourhood House. She is also a key member of the Kensington Girls Let's Dive In—a UCL/SWDA/Kensington Community Recreation Centre partnership project developed in response to a local need among girls and young women from CALD communities for culturally-sensitive, structured recreation programs. The program is a pathway for young women to develop skills and gain employment as lifeguards, and provides mentoring for young, emerging community leaders.

Sainab also helps to organise the annual Kensington Multicultural Community Festival, which, in partnership with the Australian Federal Police and Australian Football League Unity Cup, engages CALD communities as part of Cultural Diversity Week.

As a result of Sainab's work, and the work of many other community leaders like her, Kensington is a strong, diverse, community that provides opportunities for its local residents to connect and engage.

The Victorian Foundation for Survivors of Torture

DH funded the Victorian Foundation for Survivors of Torture (Foundation House) \$1.9 million to provide a range of health services and support to survivors of torture and trauma, such as community health funding for activities around health promotion, and funding for mental health services, including the operation of mental health clinics.

Integrated Family Services

DHS's Integrated Family Services delivered a number of projects which focused on CALD communities, including:

- » \$104,278 for case management and family violence services, focusing on the Turkish and Muslim communities, to support women and children at risk of violence, and to protect and empower women and children to rebuild their lives after experiencing violence. Initiatives include expanded family violence counselling, intensive case management and sexual assault counselling, and establishment of a social enterprise catering service to employ Turkish and Muslim women who have experienced abuse;
- » \$81,039 provided to MonashLink Chinese Family Services to improve access to ChildFIRST and Integrated Family Services for Chinese families in the City of Monash, and to increase awareness of Chinese cultural requirements within the family services sector; and
- » \$76,500 provided to Connections Uniting Care in partnership with the Southern Migrant Resource Centre and the Springvale Indo-Chinese Mutual Assistance Association to provide culturally-sensitive family support services for vulnerable children and their families from CALD backgrounds.

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

Stronger Futures for Refugee Youth program

DHS provided funding of \$990,000 to the Stronger Futures for Refugee Youth program to address the settlement needs of some of the most vulnerable unaccompanied refugee minors, and to support refugee minors transitioning to independent living to access sustainable accommodation, education and employment. Initiatives include:

- » the Refugee Minor Employment Program (RMEP) that aims to train, transport and support participants in undertaking individually tailored pre-employment program, job placement and mentoring schemes;
- » support for refugee youths to access education, vocational or training opportunities;
- » the Transition to Independent Living program to assist refugee youths to transition into independent living on an ongoing and maintainable basis; and
- » the Cultural and Community Connections program for refugee youths to participate in activities during out-of-school or work hours to strengthen links with their cultural groups and local communities and with other young people.

CALD Disability Case Management (DHS)

CASE STUDY

May is an 11 year-old young Muslim woman diagnosed with down syndrome at birth. May has an intellectual disability and weak muscles but has overcome speech impairment. Rather than continuing her studies within a special development school, May's family felt that it was important and more culturally appropriate for her to attend a local college with her siblings.

Through the assistance of her CALD disability case manager, May has been supported to study in a faith-specific cultural college (Muslim faith) which is inclusive, and adopts a whole school approach to embrace May as the first student with down syndrome. To support May with her transition to the new school, her family, school and case manager explored down syndrome educational resources and integrated these tools into her classroom.

May's case manager was instrumental in sourcing funds to purchase much needed IT equipment and other educational supports, including an iPad from local community networks; and advocating for May's family to care for her in the new school.

DHS's CALD Disability Case Management program provides one-to-one assistance of a case manager to individual clients and their families, using a person-centred and family-orientated approach. The purpose of case management is to raise awareness of services within the local community; link clients into ethnic or mainstream community programs; and work together with clients, caregivers, service providers and government departments in order to achieve the clients' goals and to fulfil their needs.

Refugee Youth Project

DOJ funded iEmpower \$2.31 million (from 2008-9 to 2013-14) to undertake the Refugee Youth Project, which targets disengaged young people from refugee communities aged 18-27 years who are at risk of coming into negative contact with the criminal justice system. The project aims to change the way they perceive their place in their own community and in the broader Victorian community, and change the way they interact with the justice system.

iEmpower works closely with justice agencies and VicPol to conduct a series of interactive sessions about the justice system and the community; provide participants with skills in problem-solving and conflict resolution; and assist participants to access education and employment opportunities.

Trauma counselling for refugees in regional Victoria

DH allocated funding of \$4 million from 2013-14 to 2016-17 to Foundation House for counselling or advocacy services in regional Victoria. Based in Geelong, Shepparton and Mildura, trauma counsellors undertake community engagement to build understanding of mental health and wellbeing, and to increase the capacity of health services to respond to the mental health needs of refugee communities.

The project has been extended to the fringe metropolitan areas of high refugee settlement in Greater Dandenong, Brimbank, Hume, Casey and Wyndham.

Support CALD Women to leave the sex industry

DHS provided funding of \$200,000 to a community-based organisation, Project Respect, to support women from CALD backgrounds working in the sex industry. A CALD project worker provides outreach to licensed brothels; meets women who work in the sex industry; and develops trusting relationships with them, explaining the possible exit options for women who may want to leave the industry.

Elder abuse prevention and response guidelines for action 2012-14

In 2012, DH launched the Elder Abuse Prevention and Response Guidelines for Action 2012-14 to support organisations and services working with older people to strengthen their capacity to promote community awareness and address elder abuse. The strategic outcomes are:

- » increased community awareness of elder abuse;
- » empowerment of older people through increased awareness of their legal, financial and societal rights, and the provision of avenues for advice and support;
- » active engagement by professionals through increased ability to identify and respond to elder abuse; and
- » provision of coordinated, multi-agency support by relevant services to older people who experience elder abuse.

DH also funded the Ethnic Communities' Council of Victoria (\$79,226) to develop a project, in partnership with Seniors Rights Victoria, to raise awareness of elder abuse in six targeted ethnic communities across Victoria. The project included the production of a community awareness-raising DVD.

The Regional Interpreter Scholarship Program (OMAC)

CASE STUDY

After being forced to flee Afghanistan via Indonesia and spending three years in detention in Nauru, Mohammad arrived in Australia as a 13-year-old, having had no primary school education. After living in Dandenong for a year his family moved to Shepparton.

Today, Mohammad is a third-year business and law student at Victoria University. In 2013, he participated in the Regional Interpreter Training program, which addresses the undersupply of interpreters in particular languages, and often exacerbated in regional areas.

In 2013, OMAC engaged RMIT University to deliver the Diploma of Interpreting in the Dari language in Shepparton. Mohammad enrolled. "The number one thing it provided me was to understand the ethical standards interpreters must uphold. Learning about confidentiality was one of the most important parts of training."

He also learnt specialist terminology. "There were some words I had no idea about in English, or perhaps there was no equivalent in Dari. Through doing the course I learnt more about medical and legal terminology and how I could interpret words and concepts accurately."

The Regional Interpreter Training Program also provides scholarships to assist students with their fees. "I wouldn't have done the course without the scholarship. There is a lot of disadvantage in Shepparton so the scholarships really help people to qualify, and then they can contribute to their community."

Whilst he is now studying business and law, he continues to use his interpreting skills. "Working in law, it's a good tool if I can assist clients in their first language, saves a lot of time." Mohammad also believes it's good for business. "Having another language you can attract clients who will be more comfortable speaking in their first language."



Immunisation programs for CALD communities

DH funded several initiatives (total of \$113,000) to improve immunisation coverage for CALD communities, particularly for refugees and asylum seekers and CALD students.

Initiatives include:

- » completion of a statewide scoping exercise of the complexity and longstanding issues regarding eligibility and access to immunisation services for refugees and asylum seekers;
- » needs assessment study in Greater Dandenong to identify barriers to immunising CALD secondary students and to identify strategies to increase school-based immunisation; and
- » funding to Greater Dandenong to provide catch-up immunisation to refugees and asylum seeker students at the Noble Park English Language School.

Flemington Neighbourhood Renewal– 360 Turn Around project

The 360 Turn Around project is funded \$85,000 over two years (2013-15) by Moonee Valley City Council and DHS. The project is based at the Flemington Housing Estate and responds to violence against women, working predominately with communities from the Horn of Africa. Led by the Flemington Neighbourhood Renewal unit of Moonee Valley City Council and a number of partner agencies, the project encompasses a community development framework with strong community engagement and capacity building, and works within a human rights perspective. The project's key areas include community leadership and gender equity training, focusing on working with men, women and young people.

Integrated family violence initiatives

DH provides ongoing funding of \$1.261 million for case management support for women from CALD communities experiencing family violence. Funding is provided to inTouch Multicultural Centre Against Family Violence, which is a statewide specialist provider of CALD family violence services.

Initiatives to support women and children at risk of violence and to protect and empower women and children to rebuild their lives after experiencing violence include expanded counselling, intensive case management and sexual assault counselling. The target is to assist 700 women per annum.

Rags2Riches Program (DOJ)

CASE STUDY

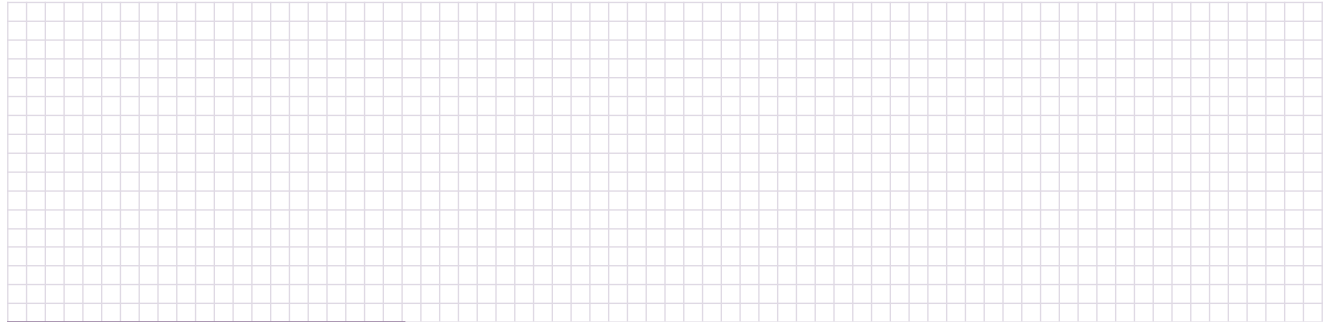
The Rags2Riches program is a DOJ-North Metropolitan Region initiative designed to benefit refugee communities by providing them with good quality second-hand clothing to enable them to successfully take part in self-sustaining activities, including employment.

At the same time, the program provides people on Community Corrections Orders, or prisoners, with meaningful skill-based activity to complete their order. The clothes are collected, cleaned and distributed by prisoners, who also gain valuable experience in the administration of the program to increase their employability, as part of their transition back into the community.

The program evolved through a conversation at an Eid al-Fitr dinner between female staff from DOJ and the Victorian Arabic Social Services agency (VASS). Led by VASS as DOJ's primary community partner, the program involves over 50 partner organisations—community service agencies, private companies, medical practitioners and local councils—as well as state government agencies, including the Judy Lazarus Transition Centre, Consumer Affairs Victoria, Community Correctional Services and the Regional Justice Reference Group.

To date, the program has helped over 100 families and passed on over 50,000 items of clothing. Success has resulted in further identification of support needs within refugee communities who arrive with few possessions or resources to establish a home. The Rags2Riches program has allowed the region to build the knowledge, skills and experience necessary to further develop the program.

More importantly, the program has improved the trust between DOJ and refugee communities who are often reluctant to trust such agencies because of their historical experiences. DOJ consequently is now being actively sought out to provide advice and support about other justice program areas that help facilitate community immersion and connection, such as the Victims Support Agency, Sheriff's operations, Consumer Affairs and Births, Deaths and Marriages.



APPENDICES



Appendix 1: 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 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 CALD figures are calculated on the basis of an appointee answering yes to at least one of these questions.

Due to the limited data that is available for certain types of board, the following estimates of CALD representation do not include school councils, committees of Crown land management and cemetery trust boards, which account for approximately 86 per cent of board members. In addition, the CALD profile may be further under-reported as the figures rely on self-reporting.

At June 2014, 23 per cent of board members (918 persons) identified themselves as CALD (Table 1). This is a slight increase in numbers from June 2013 when 894 board members identified as CALD, although the percentage proportion remains similar.

Of the 1,549 new appointments (including re-appointments) to government boards in 2013-14, 24 per cent (368 persons) were from CALD backgrounds (Table 2). Again the percentage proportion is similar to that of 2012-13.

Table 3 shows the proportion of total board members with CALD backgrounds as at 30 June 2013 and 30 June 2014, compared by departments. Departments with higher proportions of CALD board members as at June 2014 were DHS, DSDBI (at 31 per cent each) and DOJ and DPC (at 30 per cent each). Departments with lower proportions of CALD board members were DTF (4 per cent) and DEECD (10 per cent).

Table 1 Composition of boards as at 30 June 2014 (excluding school councils, committees of Crown land management and cemetery trust boards)

Total number of boards as at June 2014	Total board members	CALD board members	CALD %
436	4,003	918	23%

Table 2 Appointments to boards, including re-appointments, in 2013-14 (excluding school councils, committees of Crown land management and cemetery trust boards)

Number of boards with new appointments or re-appointments in 2013-14	Total new appointments or re-appointments	CALD appointments or re-appointments	CALD %
304	1,549	368	24%

Table 3 Board members with CALD backgrounds as proportion of total appointments, by departments for 2012-13 and 2013-14 (excluding school councils, committee of Crown land management and cemetery trust boards)

Department	Proportion of total board members with CALD backgrounds	
	As at 30 June 13	As at 30 June 14
Department of Education and Early Childhood Development	11%	10%
Department of Environment and Primary Industries	25%	25%
Department of Health	23%	26%
Department of Human Services	23%	31%
Department of Justice	26%	30%
Department of Premier and Cabinet	30%	30%
Department of State Development, Business and Innovation	37%	31%
Department of Transport, Planning and Local Infrastructure	24%	20%
Department of Treasury and Finance	5%	4%
Total	23%	23%

Appendix 2: Use of interpreting and translating services

The Victorian Government is committed to addressing language and literacy needs not only through English language tuition, but also through interpreting and translating (I and T) services to ensure access to, and effective delivery of government services. This appendix provides a description of the types of I and T services and associated expenditure incurred by departments in 2013-14.

Total identified expenditure for I and T services in 2013-14, including expenditure through funded agencies, was \$33,320,977, representing a 6.8 per cent (\$2,108,787) increase from the 2012-13 expenditure of \$31,212,190.

Department of Education and Early Childhood Development

Service	Expenditure \$	Description/Outcome
Early Childhood Services telephone and on-site interpreting	1,800,000	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.
Parents/guardians and school communities I and T usage	1,580,000	On-site and telephone I and T services are provided to facilitate parents and guardians with limited English proficiency to communicate with school communities.
International Student Program in Victorian Government Schools	19,756	International students and their parents are provided with I and T services to support access to DEECD services relating to the International Student Program.

Department of Environment and Primary Industries

Service	Expenditure \$	Description/Outcome
DEPI Customer Service Centre	1,187	I and T Services to assist telephone customers seeking information or advice about DEPI services, including the Bushfire Information Line.
Fisheries Compliance– interpretation services	7,500	Provides support to fishers who are LOTE speakers, helping them to understand their rights and to improve communication with officers when being questioned about an alleged fisheries offence.

Department of Health

Service	Expenditure \$	Description/Outcome
Reported expenditure by Victorian health services on language services	14,895,676	Languages services are funded as part of activity- based funding arrangements for Victorian health services and hospitals.
Direct funding to community health services for language services	2,591,069	Direct funding is provided to community health services that are large users of I and T services to support the delivery of care to people from non English-speaking backgrounds.
DH Language Services Credit Line	1,197,000	The DH 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 to DH-funded agencies considered as smaller users of language services.
Direct funding to dental health services for language services	834,600	Direct funding is provided for interpreting services to the Royal Dental Hospital and public dental services for clients from CALD and/or refugee backgrounds.

Appendix 2: Use of interpreting and translating services

Direct funding to other services: the Commonwealth and State-funded Home and Community Care (HACC) Program	128,624	Direct funding is provided to the Commonwealth and State-funded Home and Community Care (HACC) Program to provide linguistically appropriate information, care and service delivery to CALD clients.
NURSE-ON-CALL (NOC)	Not applicable (within program budget)	Callers to NURSE-ON-CALL may ask for an interpreter. Nurses can also initiate engagement of an interpreter if they feel that this will improve the quality and safety of the call.
Tobacco Information Line	Not applicable (within program budget)	Provision of I and T services to callers to the Tobacco Information Line.
Services for seniors—language service provision	Not applicable (within program budget)	Provision of interpreting services for callers inquiring about the Companion Card program and Seniors Card issues; and translation of the 2012-14 Seniors Card Tourism, Leisure and Recreation Directory into 14 languages.

Department of Human Services

Service	Expenditure \$	Description/Outcome
Language Allowance Program (LAP)	20,999	23 DHS staff provided language services to departmental clients as NAATI-accredited Language Aides (22) and Paraprofessional Interpreters (1), in 11 languages.
DHS Language Services Credit Line, I and T	1,727,000	DHS provides I and T and Auslan services to funded agencies to assist in service provision to clients and their carers; and to housing tenants and applicants seeking assistance from central and regional offices, the housing call centre and the housing appeals area.
Good Money retail stores	21,848	The stores offer safe, affordable and responsible financial services for people on low incomes. Stores in Dandenong, Collingwood and Geelong purchase language services through operational budgets to support their CALD clients.

Department of Justice

Service	Expenditure \$	Description/Outcome
Working With Children Check Customer Support Line	5,333	The customer support team contacts TIS for an interpreter to assist CALD callers. In 2013-14, callers were assisted in 33 languages.
Office of Public Prosecutions (OPP) court process and Witness Assistance Service	5,982	Translation of two OPP publications into six languages on the court process for participants—Arabic, Chinese (Mandarin), Hindi, Somali, Turkish and Vietnamese.
Office of Public Prosecutions interpreting services	441,202	Interpreting services are provided to support and assist witnesses and victims of crime to understand court processes when attending and participating in court matters.
Regional Service Network	218,447	Community Correctional Services in various regions of Victoria provide a range of I and T services to CALD clients in different settings, including review and assessment, various court procedures and counselling.

Triple Zero (Emergency Services Telecommunications Authority)	295,009	Provision of interpreting services is a function of the Triple Zero service to enable people with difficulty communicating in English to access emergency assistance.
VicPol Interpreter expenditure	1,333,000	I and T services incurred by VicPol's General Policing Services.
VicPol staff interpreters	145,168	For interpreters operating within Crime Command.
VicPol a language Allowance recipients	73,155	There are 75 personnel in VicPol with qualifications as a language aid, paraprofessional, or interpreter.
Corrections Victoria financial management I and T services	15,082	I and T services are available to ensure that prisoners and offenders understand their legal obligations and rights and available services within the correctional system.
Country Fire Authority (CFA) I and T services	46,349	CFA conducted an extensive review of translated publications examining design, composition and content to improve readability and useability, resulting in the translation of Your Guide to Survival and other fire safety factsheets.
Consumer Affairs Victoria (CAV) I and T services	80,698	CAV maintains a telephone inquiry service to provide information to consumers on rights and entitlements, including a call centre Chinese helpline.
Court Services Victoria I and T services	2,407,879	Provision of I and T services to the Magistrates' Court, Children's Court and Coroner's Court.
Victorian Civil and Administrative Tribunal (VCAT) I and T services	300,286	VCAT provides on-going onsite and telephone I and T services to diverse non main English-speaking clients.
Registry of Births, Deaths and Marriages I and T usage	27,895	The Registry engages the services of I and T providers to facilitate communication between the Registry and the CALD community.
Victoria Legal Aid (VLA) interpreter services	353,000	VLA offers I and T services extensively in the delivery of direct client services and community legal education sessions to CALD communities, and through Community Legal Centres. It has also translated legal help cards and posters.
Victorian Electoral Commission (VEC) VITS onsite interpreter services	36,560	The VEC onsite interpreter service provides up front pre-recorded messages offering 20 language lines, and provided Unicode and audio files on their website for information on the November 2014 state elections.
Dispute Settlement Centre of Victoria (DSCV) I and T services	38,831	I and T services are provided to CALD clients for services that include coaching, mediation and facilitated meetings for matters relating to neighbourhood, organisational, workplace, share housing and extended families.
Office of the Public Advocate (OPA) telephone and interpreting services	10,819	OPA engaged telephone interpreting services, primarily from On-call Language Services and VITS.
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	12,647	The Dispute Resolution Unit of VEOHRC enables complainants and parties to access I and T services through an interpreter line; and provides translated material to support its Creating Healthy Workplaces project.
Independent Broad-based Anti-corruption Commission (IBAC) I and T services	46,357	Services include translation of complaints, requests for further information and formal outcome correspondence, as well as key information documents into 20 community languages.

Appendix 2: Use of interpreting and translating services

Department of Premier and Cabinet

Service	Expenditure \$	Description/Outcome
National Gallery of Victoria (NGV) participation in Victorian Government Trade Mission to China; and Melbourne Recital Centre (MRC)	2,370	NGV undertook translation of proposals and business cards; MRC translated presentations into Mandarin and provided translation and interpretation services at meetings in China.
Museum Victoria Visitor Guides	4,900	Visitor Guides for Melbourne Museum and Immigration Museum translated into Italian, French, German, Japanese and simplified Chinese.

Department of State Development, Business and Innovation

Service	Expenditure \$	Description/Outcome
Victorian Small Business Commissioner (VSBC) dispute resolution service	4,853	VSBC provides interpreting services to CALD clients when making phone enquiries about rights and responsibilities under relevant legislation, or when attending mediations arranged by VSBC.
Switch On and My Power Planner information and call centre	28,721	Includes translation of information on the Switch On website into 8 languages and provision of interpreting service from smart meter call centres.
DSDBI Inbound Delegations and Visiting Journalist Programs and the Invest Victoria website	7,000	To promote Victoria as a premium investment location, inbound delegations and visiting journalists from abroad are hosted by the Office of State Development. Translated information is provided on region-specific pages of the website.
Australian Automotive Trade Week 2014	3,398	— interpreting service provided to international delegates;
Hamer Scholarships Program		— advertisements for the Hamer Scholarships Program placed in the Chinese Weekly;
Information service to employers and employees under the <i>Long Service Leave Act 1992</i>		— I and T services provided to inquirers regarding rights and entitlements.
Interpreters for inbound and outbound business delegations	85,000	Interpreters were engaged for multiple inbound and outbound business delegations to generate trade opportunities, including a Super Trade Mission to China, International Food and Beverage Week and delegations to and from South America.

Department of Treasury and Finance

Service	Expenditure \$	Description/Outcome
State Revenue Office (SRO) I and T services	6,884	SRO customers are able to access telephone interpretation as well as translation services for written materials and electronic forms. It also maintains an internal database of staff with LOTE skills to enable CALD clients to discuss taxation queries.

Department of Transport, Planning and Local Infrastructure

Service	Expenditure \$	Description/Outcome
VicRoads marine licence testing service—interpreter provision	3,217	— individuals with LOTE can request interpreter support;
Regional Rail Link Authority, VITS translation services		— telephone translation services available;
Local Government and Compliance Inspectorate I and T service,		— interpreter services provided during interviews and investigation reports can be translated;
Places Victoria Harbour Esplanade translations		— translation services were provided during the community engagement process, and a translated questionnaire survey was undertaken.
Public Transport Victoria call centre interpreter services	16,352	LOTE customers can access information on public transport services, fares and initiatives in a variety of languages.
VicRoads interpreter assisted learner permits	2,140,000	People from non English-speaking backgrounds can receive VicRoads-funded interpreter assistance for a learner permit or licence test.
VicRoads interpreter assisted telephone customer service	148,000	Customers from non English-speaking backgrounds are provided with interpreter assistance for information they need when calling VicRoads.
Victorian Building Authority (VBA) customer service	2,792	VBA provides I and T services for customer support as well as translated information about its services on their website.

Total for all departments: \$33,172,455, compared to \$31,212,190 in 2012-13, or 6.3% increase (\$1,960,265).

Appendix 3: Multilingual publications and resources

Apart from the provision of I and T services, departments and agencies provide a range of publications and resources in several languages other than English to ensure that various CALD communities can access information related to

government programs and services, most of which are available from departmental websites.

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

Department of Education and Early Childhood Development

Publication/resource	Description	Languages other than English
Maternal and Child Health (MCH) publications	Translated resources from MCH's Key Ages and Stages Health Promotion packs include Parent Information Caterpillar Card, 10 Key Ages and Stages Visits, Kids Talk Poster, PEDS Response Forms and Nutritional Fact Sheets. The MCH webpage also includes resources translated by external stakeholders that appear in these promotion packs.	Several languages including: Arabic, Chinese, Chin, Dari, Dinka, Karen, Khmer, Korean, Mandarin, Punjabi, Somali, Spanish, Turkish, Vietnamese.
	DEECD commissioned the Royal Children's Hospital to update four message sheets on feeding and active play for babies and young children.	Several languages including: Arabic, Vietnamese, Khmer, Mandarin.
SAFEMinds parent information sheets	As part of the DEECD-headspace partnership program SAFEMinds: Schools and Families Enhancing Minds, two tip sheets for parents were developed to enable them to take notice of and inquire appropriately about potential mental health issues their children may be experiencing.	Arabic, Burmese, Dari, Hazaragi, Hindi, Persian, Samoan, simplified Chinese, Sinhalese, traditional Chinese, Turkish, Vietnamese.
Every Day Counts—Parent Brochures: attendance at primary and secondary schools	The parent advice brochures promote full attendance, covering information such as: <ul style="list-style-type: none"> — importance of attendance to achievement and outcomes; — inappropriate reasons to be absent; — working with your child's school to improve attendance; and — working with your child's school around cultural observance that may mean absence. 	Arabic, simplified Chinese, traditional Chinese, Dari, Tagalog, Turkish, Vietnamese, Dinka, Somali, Russian, Korean, Sinhalese, Karen.
Translated material on the department's website	DEECD website provides links to translated information for parents with young children and children at school, including documents on financial assistance, kindergarten, health issues and bullying.	Albanian, Amharic, Arabic, Bosnian, Burmese, Cambodian, Chin, Chinese, Croatian, Dari, Dinka, Farsi, Filipino, French, Greek, Hindi, Indonesian Bahasa, Italian, Japanese, Karen, Khmer, Korean, Macedonian, Nuer, Pashto, Persian, Polish, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tamil, Thai, Tigrinya, Tongan, Turkish, Vietnamese.
Transition: A Positive Start to School initiative—information for families	Translated resources for families to support children's transition to school are available on the department's website.	Albanian, Arabic, Auslan (videos only), Bengali, Burmese, Cantonese, Chin, Dari, Dinka, Gujarati, Hindi, Karen, Khmer, Korean, Macedonian, Malayalam, Mandarin, Nuer, Persian, Punjabi, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tamil, Telugu, Thai, Turkish, Urdu and Vietnamese.

Kindergarten brochures and resources	<p>Translated brochures provide information for parents about the benefits of kindergarten programs, how to enrol and the kindergarten fee subsidy, including:</p> <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. 	<p>In some of the following languages: Arabic, Chin, Dari, Dinka, Hindi, Indonesian, Karen, Khmer, Pashtu, Punjabi, Sinhalese, Somali, Tagalog, Tamil, Turkish, Vietnamese, Cantonese, Mandarin, Nuer, Somali, Spanish, Vietnamese, Burmese and Hakka Chin.</p>
Victorian Certificate of Applied learning (VCAL) information booklets	<p>Translated booklets provide information to students and parents on the VCAL study option for Year 11 and 12 students.</p>	<p>Amharic, Arabic, Burmese, Cambodian, Chinese, Chin Hakha, Croatian, Dari, Dinka, Greek, Hindi, Indonesian, Japanese, Karen, Macedonian, Persian, Russian, Serbian, Somali, Spanish, Tigrinya, Turkish, Vietnamese.</p>
Where to now– Victorian Certificate of Education (VCE) and Vocational Education in Schools (VES) information booklet.	<p>Translated leaflets provide information to students and parents on the VCE and VES programs.</p>	<p>Amharic, Arabic, Burmese, Cambodian, Chinese (both simplified and traditional characters), Japanese, Karen, Macedonian, Persian, Russian, Serbian, Somali, Spanish, Turkish, Vietnamese.</p>
Return to Study	<p>This leaflet contains information for students over 18 years of age who wish to return to complete their senior secondary studies.</p>	<p>Arabic, Cambodian, Chinese, Croatian, Hindi, Indonesian, Persian, Samoan, Sinhalese, Serbian, Somali, Spanish, Tagalog, Turkish, Vietnamese.</p>
Bushido: Way of the Samurai, Language resource for students of Japanese	<p>NGV, in collaboration with DEECD, developed an online resource to prepare teachers and students of Japanese language for a visit to the exhibition Bushido, to improve Japanese language skills while learning about samurai Japan. The resource includes teacher notes and activity sheets for 4 themes–golden screens, wood-block prints, suit of armour and Noh theatre costumes.</p>	<p>Japanese.</p>

Department of Health

Publication/resource	Description	Languages other than English
Australian Charter of Patient Healthcare Rights in Victoria	The charter describes the rights of patients, consumers and other people using the Australian healthcare system, to ensure that healthcare, whenever and wherever provided, is of high quality and is safe.	English, Arabic, Bosnian, Burmese, Chinese simplified, Croatian, German, Greek, Hindi, Hungarian, Italian, Khmer, Macedonian, Maltese, Polish, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tagalog, Turkish, Vietnamese.
Smoking bans in children's recreational areas—fact sheets	Fact sheets to educate the public about the recent smoking bans in certain children's recreational areas.	Arabic, Dari, Karen, Simplified Chinese, Vietnamese.
Eye health multimedia resource for CALD groups	Six short videos to explain the role of eye health professionals and the importance of regular eye examinations.	Italian, Greek, Arabic, Vietnamese, Mandarin, or Cantonese.
Life! participation booklets	A number of Life! participation booklets to help people prevent diabetes, heart disease and stroke.	Vietnamese, Chinese.
Advance care planning Have the Conversation info-clip	DH is finalising translations into 9 community languages of the info-clip developed to facilitate advance care planning conversations.	Italian, Greek, Arabic, simplified Chinese, traditional Chinese, Vietnamese, Macedonian, Turkish, Croatian.
Public health messaging	DH has produced a range of printed and online translated resources covering health information; immunisation; regulation compliance and public safety across communicable diseases; and environmental health and food safety.	Primary languages of the target groups.

Department of Human Services

Publication/resource	Description	Languages other than English
Client Services Charter brochure	The charter spells out respectful relationships between departmental staff and clients and embeds a culture that respects and values what people have to say about the services they receive and how they can be improved.	Arabic, Chinese (modern and traditional), Dinka, Greek, Russian, Somali, Turkish, Vietnamese.
Emergency relief and recovery information for Victoria's key CALD groups	Health and Human Services Emergency Management commenced a pilot project with OMAC to produce new emergency relief and recovery information for key CALD groups in a variety of languages on the website www.recovery.vic.gov.au .	Arabic, Auslan, Burmese, Simplified Chinese, Croatian, Dari, Greek, Italian, Khmer, Macedonian, Persian, Karen (S'gaw), Turkish, Vietnamese and Auslan video. Six more languages in development.
DHS's website	The website contains links displayed in 28 languages on each page that allow CALD communities to access a range of information and contacts.	Including Arabic, Chinese, Greek, Italian, Macedonian, Maltese, Vietnamese.

Department of Justice

Publication/resource	Description	Languages other than English
Regional Service Network	Various entities across the DOJ Regional Service Network produce a variety of translated materials, including documents, brochures, pamphlets and forms for the community and justice system users.	Various community languages.
VicPol recruitment information packs	VicPol administers a dedicated recruitment site to provide extensive information for prospective VicPol members, Protective Service Officers and the Victorian Public Service Sector at www.policecareer.vic.gov.au .	Arabic, Cantonese, Mandarin, Hindi, Dinka, Somali, Turkish, Greek, Italian, Macedonian, Sudanese, Serbian, Vietnamese, Spanish, Singhalese, Croatian, Punjabi and Tamil.
VicPol Community Consultation Factsheet and Booklet	These publications seek community feedback on field contact policy and cross-cultural training. Input provided by stakeholders assisted with the development of the Equality is not the Same report.	Amharic, Persian, Mandarin, Arabic, Dinka, Vietnamese, Somali and Tigrinya.
VicPol Community Evacuation Information Sheet	This publication provides information on how to respond to emergencies that could include fire, flood, storms, landslides, chemical spills and hazards.	Dari, Vietnamese, Turkish, Swahili, Spanish, Somali, Croatian, Greek, Farsi, Khmer, Russian, Macedonian, Italian, simplified Chinese, Burmese and Arabic.
Metropolitan Fire Brigade internal refit of SmokeBuster	SmokeBuster is a community engagement vehicle which travels to events and locations within the Metropolitan District. Visitors pass through the interior of SmokeBuster fitted out like the inside of a home to indicate where fire risks are and the corresponding recommended safe practices. In the redesign/refit process, language accessibility will be increased to 13 other languages.	Arabic, Dinka, Greek, Italian, Japanese, Khmer, Korean, simplified Chinese, Somali, traditional Chinese, Turkish, Urdu and Vietnamese.
Country Fire Authority (CFA) publications	A range of community information publications, documents and fact sheets promote awareness of fire safety to CALD communities, including: <ul style="list-style-type: none"> – Your guide to survival—providing key bushfire safety information; – Bushfire warnings and alerts; – Can I, Can't I? about legal restrictions in force during the Fire Danger Period and on Total Fire Ban days; – Understanding the Fire Danger Ratings fact sheet; – Early Fire Safe—on fire safety and children; – Home Fire Safety—on fire prevention in the home; and – Fire Orders fact sheet describing procedures during fire emergency in a building. 	Arabic, Burmese, Khmer, Chin Hakha, simplified and traditional Chinese, Croatian, Dari, Dinka, French, Greek, Hindi, Indonesian, Italian, Japanese, Karen, Korean, Macedonian, Malay, Maltese, Persian, Polish, Punjabi, Russian, Serbian, Sinhalese, Somali, Spanish, Swahili, Turkish and Vietnamese.
CFA audio messages and radio scripts	CFA has placed a series of fire safety audio recordings on the website, including: <ul style="list-style-type: none"> – Warnings and Information; – Fire Danger Ratings; – Total Fire bans; – Home Bushfire Advice Service; and – free bushfire sessions for clubs or groups. <p>These are picked up and played on multicultural radio stations such as 3ZZZ over the summer season.</p>	Arabic, Cantonese, Mandarin, Greek, Italian, Vietnamese.

Appendix 3: Multilingual publications and resources

Victoria State Emergency Service (VICSES) FloodSafe and StormSafe fact sheets and campaigns	VICSES publications provide key safety and preparedness messages in the event of a storm or flood, in written, pictographic and audio formats, targeted at CALD communities.	33 languages.
Life Saving Victoria (LSV) Multicultural Water Safety Program	LSV undertook a radio-based communications initiative to raise awareness and provide knowledge and skills on how to be safe in and around water via the Play it Safe by the Water campaign.	Arabic, Assyrian, Bosnian, Burmese, Cantonese, Dari, Indigenous, Khmer, Mandarin, Serbian, Sinhalese, Somali, Spanish, Sudanese, Turkish Vietnamese, Croatian, Hindi, Macedonian and Korean communities.
Working With Children (WWC) Check renewals	Publications that provide information and FAQs about WWC Check renewal to reflect changes to the renewal process.	Amharic, Arabic, Chinese, Dari, Dinka, Hindi, Karen, Khmer, Pashto, Sinhalese, Somali, Spanish, Turkish, Urdu and Vietnamese.
Office of Public Prosecutions (OPP) brochures	OPP's Now You are a Witness and Witness Assistance Service brochures provide information and support to victims and witnesses.	Arabic, Chinese (Mandarin), Hindi, Somali, Turkish and Vietnamese.
Speed Camera Urban Myths Campaign 2014–radio advertising on foreign language stations	DOJ ran the Speed Camera Urban Myths campaign regarding Victoria's road safety camera network. The campaign also aims to change the perception of speed cameras among young males. The radio component of the campaign included advertisements aired on foreign language radio through Leba Ethnic Media and SBS Radio.	Arabic, Cantonese, Croatian, Greek, Hindi, Lebanese, Macedonian, Mandarin, Punjabi, Sinhalese, Sri Lankan, Turkish and Vietnamese.
Victoria Legal Aid (VLA) Legal Help Cards	VLA has produced a suite of wallet-sized Legal Help cards and larger posters in 25 languages to promote its Legal Help bilingual phone service.	Farsi, Dinka, Dari, Italian, Greek, traditional and simplified Chinese, Vietnamese, Arabic, Turkish, Spanish, Tamil, Khmer, Croatian, Macedonian, Polish, Serbian, Korean, Burmese, Amharic, Oromo, Tigrinya, Somali, Khmer and Nuer.
VLA family law fact sheets	Four translated fact sheets have been updated to provide information on legal matters concerning separation and divorce, including arrangements for children and their future, court attendance and property division.	Vietnamese, Arabic and Chinese.
VLA Safe at Home booklet	Safe at Home is an updated free booklet for people who are experiencing family violence, with information about steps to take to make sure they and their children are safe in the family and where to get help.	Chinese, Arabic and Vietnamese.
Corrections Victoria, prisoner survey	The survey focuses on prisoners' perceptions of how well the prison is performing in the four areas of healthy prison principles– safety, respect, constructive activity, and family and community support.	Chinese, Vietnamese and Arabic.

Corrections Victoria, Administrative Review Hearing, What to Expect fact sheet	The fact sheet provides information to Community Correctional Services offenders and clients regarding the Administrative Review Hearing.	Vietnamese, Turkish, Somali, Serbian, Mandarin, Greek, Dinka, Croatian, Traditional Chinese and Arabic.
Consumer Affairs Victoria (CAV) resources	CAV has a variety of translated resources—provided through the internet, radio campaigns and media releases—on shopping, renting, door-to-door sales, buying a car, incorporated associations, avoiding scams and travelling con-men.	23 languages.
Court Services Victoria (CAV) resources	CSV provides a variety of translated materials across a range of functions, including court process pamphlets, Client Service Charter, Neighbourhood Justice Centre (NJC) fact sheet and applications for family violence intervention orders.	Arabic, Chinese, Croatian, Greek, Hindi, Italian, Khmer, Macedonian, Polish, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese.
Dispute Settlement Centre of Victoria (DSCV) brochures	Brochures about DSCV services are available in LOTE via the DSCV website as well as distributed to the community via key local government authorities.	Amharic, Arabic, Assyrian, Bosnian, Burmese, Chinese, Greek, Croatian, Dinka, Indonesian, Italian, Karen, Khmer, Macedonian, Nepalese, Samoan, Serbian, Somali, Spanish, Tagalog, Thai, Turkish, Urdu and Vietnamese.
Office of Public Advocate (OPA) resources	OPA has produced seven translated fact sheets about powers of attorney and administration and consent for medical treatment.	Arabic, Chinese (Cantonese), Croatian, Greek, Italian, Macedonian, Polish, Russian, Serbian, Spanish, Turkish, Vietnamese.
Independent Broad-based Anti-corruption Commission (IBAC) documents	IBAC produced a number of translated documents and brochures for the CALD community, including facts about IBAC and making a complaint or a protected disclosure.	Arabic, Chin, Croatian, Dari, Greek, Italian, Karen, Khmer, Korean, Macedonian, Polish, Punjabi, Russian, simplified Chinese, Serbian, Sinhalese, Spanish, traditional Chinese, Turkish and Vietnamese.
Office of the Commissioner for Privacy and Data Collection	You have Privacy Rights provides general information on the Victorian <i>Privacy and Data Protection Act 2014</i> outlining what the Act covers and the rights it gives people.	Available in the 26 most widely spoken CALD languages.
Victorian Electoral Commission (VEC) translated enrolment forms	VEC produces a series of translated electoral enrolment forms, servicing Victorians from CALD and newly-arrived backgrounds.	Amharic, Arabic, Bosnian, Cantonese, Croatian, Dari, Dinka, English, Greek, Italian, Khmer, Korean, Macedonian, Mandarin, Persian, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese.
Victorian Equal Opportunity and Human Rights Commission	Translation of survey modules for the Creating Healthy Workplaces project.	Mandarin and Nepalese.

Department of Premier and Cabinet

Publication/resource	Description	Languages other than English
DPC Fire Services Property Levy	Press advertising providing information on the Fire Services Property Levy appeared in 11 CALD publications. Translated flyers and fact sheets were made available on the Fire Services Levy website.	Singhalese, Mandarin, Cantonese, Punjabi, Hindi, Vietnamese, Arabic, Greek, Korean, Italian, Macedonian, Spanish and Turkish.
DPC Fire Volunteers Thank You	A thank you message for the 2013-14 summer fire season volunteers who delivered recovery and relief efforts across Victoria was placed in 10 CALD publications.	Arabic, Chinese, Greek, Italian, Macedonian, Spanish, Turkish, Vietnamese.
National Gallery of Victoria (NGV) public programs and events promotion	Major NGV events were promoted through translated Melbourne visitor guides and NGV brochures, and through the Trip Advisor Network in the Chinese and Southeast Asian markets. Events included Monet's Garden, Melbourne Now, Italian Masterpieces (also in Il Globo newspaper) and the Fashion World of Jean Paul Gaultier.	Languages include Mandarin, French, Italian, Arabic, German, Spanish and Japanese.
Immigration Museum and Melbourne Museum visitor maps	Translation of visitor maps for Melbourne Museum and Immigration Museum.	Italian, French, German, Japanese and simplified Chinese.

Department of State Development, Business and Innovation

Publication/resource	Description	Languages other than English
Switch On website (http://switchon.vic.gov.au/electricity-users-like-you/information-in-other-languages)	Translated fact sheets include Switch On, My Power Planner, Flexible Pricing, and Most Commonly Asked Questions.	Arabic, Greek, Italian, Mandarin, Macedonian, Spanish (Castellano), Turkish and Vietnamese.
Small Business Festival and Support Small Business Day—multilingual marketing campaign	DSDBI produced translated marketing materials to promote the annual Small Business Festival, which provides ideas and information to start, run or build a business; and to promote the Support Small Business Day to raise the profile of, and create a stronger position for small businesses in the retail sector.	Mandarin, Cantonese, Vietnamese, Arabic, Italian, Korean, Greek and Turkish.
Language variants of Tourism Victoria's consumer websites	The websites market Victoria to a global audience and ensure that destination promotional materials are accessible to a greater range of consumers and businesses from CALD communities.	Chinese (traditional and simplified), Japanese, Korean, German, French, Spanish and Italian.
Promotional brochures, mission directories, fact sheets and other marketing collateral	A range of collateral is produced to support DSDBI divisions, international Victorian Government Business Offices (VGBOs), inbound and outbound investment and trade missions and delegations.	Mainly Chinese, Japanese and Korean.
Study Melbourne website and brochure	The website includes information about studying in Melbourne for international students and a section on their stories about living in Melbourne. The brochure promotes Victoria as a leading international education destination with information on various education offerings and services.	Website in Korean, Spanish, Vietnamese, Japanese, Portuguese, Chinese, Arabic, Indonesian and Hindi. Brochures in Japanese, Korean and Chinese.

Welcome to Melbourne investor and business migrant information suite	Welcome to Melbourne is a suite of materials—brochures, video, web content, fact sheets and a relocation guide—for prospective high net worth business and investor migrants and their influencers to provide information about Victoria's lifestyle, investment offerings and business and investment migration pathways.	Mandarin.
Translated marketing collateral supporting trade missions	Translated materials to support trade mission activities targeting prospective buyers in priority markets abroad include booklets, business cards, banners and invitations. Interpreters are also used during the trade missions.	Mandarin, Arabic, Turkish, Spanish and Burmese.

Department of Treasury and Finance

Publication/resource	Description	Languages other than English
State Revenue Office land tax brochure	A brochure regarding land tax 2015 was distributed to 300,000 people or businesses, with a paragraph advising that translation in four languages is available if they require assistance with the information contained in the brochure or with assessment.	Arabic, Chinese, Greek, Italian.

Department of Transport, Planning and Local Infrastructure

Publication/resource	Description	Languages other than English
Public Transport Victoria myki basics guide	Translated guides assist LOTE customers to understand how to use the myki ticketing system on Victoria's public transport services.	10 languages.
VicRoads Family Guide to Bike Ed	Bike Ed is a program designed for children aged 9-13 years to learn how to ride a bicycle safely on paths and on the road. The guide provides information for parents on supporting their child's riding skills development; the need for correct riding gear and a safe bike; and safer places to ride.	Mandarin, Arabic, Somali, Turkish and Vietnamese.
VicRoads Older Driver handbook	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.	Arabic, Chinese, Croatian, Greek, Italian, Maltese, Polish, Russian, Serbian, Somali, Spanish and Vietnamese.

Appendix 4: CALD media and advertising campaigns

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

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

The following tables show the percentage of media expenditure spent on CALD media and advertising campaigns over time and compared across departments (all figures refer to net campaign media expenditure exclusive of GST). Examples of campaigns are provided to illustrate how departments are reaching out to multicultural communities to promote inclusion and participation.

Table 4 shows CALD media expenditure (including advertising in print, radio, TV and digital) as a percentage of total media expenditure for all government departments and entities from 2005-06 to 2013-14. The proportion spent in 2013-14 was 5.8 per cent, an increase from 5.0 per cent in 2012-13.

Table 5 shows CALD campaign media expenditure as a percentage of total campaign media expenditure compared by departments (excluding entities).

Table 4 CALD campaign media expenditure as percentage of total campaign media expenditure for departments and entities, 2005-06 to 2013-14

Financial Year	CALD expenditure as % of total expenditure
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
2013-2014	5.8

Table 5 CALD campaign media expenditure as percentage of total campaign media expenditure by departments (excluding entities) in 2012-13 and 2013-14.

Department (excluding entities)	CALD expenditure as % of total expenditure	
	2012-13	2013-14
Department of Education and Early Childhood Development	7.1	2.0*
Department of Human Services	4.1*	5.0
Department of Health	4.6*	4.4*
Department of Justice	6.5	7.2
Department of Premier and Cabinet	5.3	6.4
Department of Treasury and Finance	Nil**	Nil**
Department of Business and Innovation	1.1	N/A
Department of Planning and Community Development	4.8	N/A
Department of Primary Industries	9.8	N/A
Department of Sustainability and Environment	8.5	N/A
Department of Transport	4.2	N/A
Department of Transport, Planning and Local Infrastructure	N/A	5.1
Department of Environment and Primary Industries	N/A	4.3*
Department of State Development, Business and Innovation	N/A	5.4

Notes

Machinery of government changes in financial years 2012-13 and 2013-14 have resulted in some departmental realignments, including name changes and some portfolios being transferred into new departments. The data in Table 5 reflect departmental names and structures in place during these two years. The notation N/A indicates where a department did not exist in that year for the purposes of reporting advertising expenditure. (Note that further departmental name changes have occurred in 2014-15).

* These departments delivered campaigns that communicated with CALD audiences through activities in addition to commercial paid media reportable under the Multicultural Communications Policy. These activities included direct community engagement, use of stakeholder channels or community media, use of owned media and the provision of translated materials.

** The Department of Treasury and Finance did not deliver any advertising campaigns in 2012-13 and 2013-14.

Examples of CALD media and advertising campaigns by departments

Department of Education and Early Childhood Development

Campaign	Description	In what languages
Children's Week 2013	The annual Children's Week was held in the fourth week in October 2013 to coincide with Universal Children's Day. Advertisements were placed in the Metropolitan Press, Regional Press, CALD Press, Metropolitan radio, Regional Radio and online, pointing to the website where the free calendar of events was listed. CALD language advertisements were placed in the 21st Century Chinese News, An Nahar and Ti Vi Tuan San.	Arabic, Chinese, Vietnamese.
Kids in Hot Cars 2014, in partnership with KidSafe	An integrated communications campaign—No exceptions. No excuses—ran in February 2014 to raise awareness of the dangers associated with leaving children in cars on hot days. Print, radio and digital advertising was also directed at CALD communities.	Arabic, Chinese, Croatian, Greek, Italian, Hebrew, Macedonian, Spanish, Serbian, Russian.

Department of Environment and Primary Industries

Campaign	Description	In what languages
Right Water behaviour change program	The program was launched in February 2014, with a campaign to encourage householders to use alternative water sources around the home and garden for non-drinking purposes. Campaign advertising included CALD regional radio and print materials.	Arabic, Chinese, Vietnamese languages; and also targeting Filipino, Greek, Indian, Italian, Macedonian and Turkish communities.
Planned Burning autumn campaign	Planned Burning was a statewide radio campaign to inform Victorians how to find out when and where planned burning was happening and to take precautions to minimise impacts of smoke on health.	Arabic, Chinese, Croatian, Filipino, German, Greek, Italian, Mandarin, Turkish, Dutch.

Department of Human Services

Campaign	Description	In what languages
Carer Card program	The Carer Card program recognises the significant contribution that carers make to the lives of others. Businesses, community organisations and councils support the program by offering a range of benefits and discounts to carers who subscribe to the program. The program was advertised in CALD media to increase uptake by carers and to attract additional businesses to support the program.	Arabic, Chinese, Greek, Italian, Macedonian, Maltese, Vietnamese.
2014 Victorian Honour Roll of Women	The annual Honour Roll recognises and celebrates the outstanding achievements of 20 women who have made an exceptional contribution in a diverse range of fields. The call for nominations was advertised in CALD media and translated into 13 community languages.	Including Arabic, Chinese, Croatian, Greek, Italian, Hebrew, Macedonian, Spanish, Serbian, Russian.

Department of Justice

Campaign	Description	In what languages
Consumer Affairs Victoria (CAV) campaigns	<p>MyConsumerRights is a national project for CALD communities to raise awareness about shopping rights and responsibilities under the Australian Consumer Law (ACL), and to promote the role of consumer protection agencies across Australia. The educational resource kit includes animated videos in seven languages.</p> <p>CAV provides online content in 23 languages to assist CALD consumers to learn about common scams and to protect themselves against scams.</p>	<p>MyConsumerRights: Arabic, Dinka, English, Farsi, Karen, Nepalese and Tamil.</p> <p>Scams: Amharic, Arabic, Burmese, traditional Chinese, Chin Haka, Croatian, Dari, Dinka, Farsi, Greek, Hindi, Italian, Karen, Korean, Macedonian, Maltese, Nuer, Russian, Somali, Spanish, Swahili, Turkish, Vietnamese.</p>
Metropolitan Fire Brigade (MFB) Seniors Fire Safety Program advertising	MFB Community Resilience conducted the program utilising retired fire fighters to deliver home fire safety information to active older seniors living in the community. Program advertisements have been extended to target specific CALD groups via newspapers.	Greek, simple and traditional Chinese, Turkish, Vietnamese and Italian.
Life Saving Victoria (LSV) campaigns	<p>The three-year Rock Fishing Safety Campaign via press and radio aims to raise awareness around rock fishing safety among Chinese and Vietnamese communities who are more at risk of rock fishing drowning accidents.</p> <p>LSV's Multicultural Water Safety Program included a radio communications component targeted at CALD and indigenous communities to increase awareness, knowledge and skills on how to be safe in and around water.</p>	<p>Press: Mandarin, Cantonese, Vietnamese.</p> <p>Radio: Arabic, Assyrian, Bosnian, Burmese, Cantonese, Dari, Indigenous, Khmer, Mandarin, Serbian, Sinhalese, Somali, Spanish, Sudanese, Turkish Vietnamese, Croatian, Hindi, Macedonian and Korean communities.</p>
Play It Safe By The Water	DOJ, in partnership with LSV and aquatic industry agencies, delivered an annual water safety advertising campaign via radio/TV to address the number of fatal and non-fatal drownings.	<p>Radio/TV: Arabic, Cantonese, Khmer, Mandarin, Turkish, Vietnamese.</p> <p>Radio: Dari, Assyrian, Bosnian, Burmese, Serbian, Sinhalese, Somali, Spanish, Sudanese.</p>
Summer Fires	<p>The annual summer fire campaign is an integrated education and awareness campaign across Victoria comprising of advertising, media, partnerships, events, local engagement and social media.</p> <p>The campaign helps to raise awareness of the risk of fire amongst high-risk fire communities and stay or leave choices.</p> <p>The campaign was co-ordinated by DOJ and conducted in conjunction with CFA, Emergency Management Victoria, DPC, MFB, DEPI, DH, Municipal Association of Victoria and Tourism Victoria.</p>	<p>Print/radio: Arabic, Greek, Punjabi, Italian, Macedonian, Serbian, Spanish, Sudanese, Turkish and Vietnamese.</p> <p>Radio: Cantonese, Croatian, Hindi, Mandarin, Sinhala, Somali and Sri Lankan.</p> <p>Print: Chinese.</p>

Appendix 4: CALD media and advertising campaigns

Department of Premier and Cabinet

Campaign	Description	In what languages
Viva Victoria Festival	VMC ran a press advertising campaign to encourage attendance at the festival and to raise awareness of and participation in Cultural Diversity Week.	Arabic, Chinese, Indian, Sri Lankan, Macedonian, Vietnamese.
Multicultural Community Infrastructure Fund (MCIF)	OMAC placed notices in 14 CALD publications for expressions of interest for the MCIF to support the restoration or construction of community facilities or to enhance streetscapes in cultural precincts.	Arabic, Hebrew, Indian, Turkish, Vietnamese, Spanish.
Premier's Chinese New Year message	Message from the Premier wishing families a Happy Year of the Horse was published in over 10 Chinese publications and broadcast on a Mandarin radio channel.	Chinese.
Premier's festive season message	Message from the Premier wishing Victorians a safe and happy festive season was announced in eight CALD publications.	Italian, Arabic, Hebrew, Spanish, Greek, Serbian, Vietnamese, Croatian.
Fire Volunteers Thank You	A thank you campaign for volunteers who delivered recovery and relief efforts across Victoria in the summer season was published in 10 CALD publications.	Arabic, Chinese, Greek, Italian, Macedonian, Spanish, Turkish, Vietnamese.
Melbourne Recital Centre advertisements	Recital Centre performers participated in interviews on SBS radio in several languages.	Hindi, French, Spanish, Arabic, German, Russian.

Department of State Development and Business Innovation

Campaign	Description	In what languages
Good Move regional marketing campaign	The campaign involved print advertising aimed at CALD communities to attract people and skills to regional and rural Victoria. The advertising showcased families who have made the move and have addressed potential barriers.	Arabic, Chinese, Indian, Indonesian, Korean, Sri Lankan, Thai and Vietnamese.
2014 Regional Victoria Living Expo	Advertisements were placed in the CALD press for the three-day Expo at the Melbourne Convention and Exhibition Centre, bringing together exhibitors promoting the key drivers to relocation—jobs, housing, education, health and lifestyle opportunities.	Arabic, Chinese, Indian, Indonesian, Korean, Sri Lankan and Vietnamese.
Investing in Manufacturing Technology (IMT) and Manufacturing Productivity Network programs	Newspaper articles advertising the two programs were published in <i>Il Globo</i> (Italian), <i>TiVi Tuan-San</i> and <i>Viet Times</i> (Vietnamese) and <i>21st Century Chinese News</i> .	Italian, Greek, Vietnamese, Chinese.

Department of Treasury and Finance

Campaign	Description	In what languages
Essential Services Commission Your Choice energy advertising campaign	The campaign ran in six non-English print publications and on ethnic radio, to advise people with electricity and gas billing issues on their rights and responsibilities, and how they may more easily speak to their energy retailers.	Arabic, Greek, Turkish, Vietnamese, Traditional Chinese, Italian.

Department of Transport, Planning and Local Infrastructure

Campaign	Description	In what languages
V/Line advertisements in multicultural media	V/Line advertised travel information in a number of multicultural media outlets, including Il Globo (Italian), Ta Nea (Greek), An Nahar (Arabic), TiVi Tuan-San (Vietnamese) and 21st Century Chinese News.	Italian, Greek, Arabic, Vietnamese, Chinese.
Public Transport Victoria (PTV) information in multicultural media	PTA information was advertised in the following multicultural media outlets: Il Globo (Italian), Ta Nea and Neos Kosmos (Greek), An Nahar, Future and El Telegraph (Arabic), Viet Times and TiVi Tuan San (Vietnamese), Turkish Report and Milliyet (Turkish), Indus Age (Indian), Chinese Melbourne Daily and Pacific Times.	Italian, Greek, Arabic, Vietnamese, Turkish, Indian, Chinese.
PTV press translations	Press translations are aimed at assisting LOTE customers to access information on public transport services, fares and tickets.	Arabic, Mandarin, Vietnamese, Italian, Greek, Turkish, Indian and Cantonese.

Appendix 5: Measures to promote human rights

Departments took a number of measures in 2013-14 to promote human rights for multicultural communities in accordance with the Victorian *Charter of Human Rights and Responsibilities Act 2006* (the Charter). The following initiatives provide examples of the work underway across

government and are not intended to be an exhaustive record of the output from Victorian government departments. Initiatives include training for staff on understanding of their responsibilities and obligations towards clients and stakeholders, and on protecting human rights.

Department of Education and Early Childhood Development

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

Department of Environment and Primary Industries

Name of initiative	Description of initiative and outcomes
Appropriate Workplace Behaviour Training	735 DEPI staff attended this training in 2013-14. The course provides an overview of appropriate behaviour expected of all DEPI employees. It uses real case studies to discuss workplace expectations and issues. Contents include ethics, conflict of interest, code of conduct, bullying, discrimination and other workplace legislation. DEPI also reviewed their document, Managing Inappropriate Workplace Behaviour and Human Rights Business Rule.

Department of Health

Name of initiative	Description of initiative and outcomes
Australian Charter of Patient Healthcare Rights in Victoria	The charter was developed by the Australian Commission on Safety and Quality in Healthcare in consultation with the health sector, government and health consumer groups; and was adopted by federal and state Health Ministers in July 2008. The charter describes the rights of patients, consumers and other people using the Australian healthcare system to ensure that healthcare, whenever and wherever provided, is of high quality and safe. The Charter is printed in 25 community languages and in Easy English.
The Family and Reproductive Rights Education Program (FARREP)	The 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

Name of initiative	Description of initiative and outcomes
Access and Equity Framework 2013-17– Delivering for All	The framework consolidates work done to implement the Charter, and to ensure continuous improvement in the department's commitment to principles of access and equity, with a focus on: <ul style="list-style-type: none"> — embedding good practice in new ways of working; — building on the department's understanding of organisational diversity and to better identify discrimination; — improving organisational diversity competency and practice; and — ensuring services delivered meet diverse needs.

Department of Justice

Name of initiative	Description of initiative and outcomes
North West Metro Region prisons' cultural observances	Prisons in the North West Metro Region, including the Dame Phyllis Frost Centre, the Melbourne Assessment Prison and the Metropolitan Remand Centre, acknowledge the right of prisoners in their care to observe a range of significant cultural days and festivals, including (but not limited to) Ramadan, Chinese New Year, Mid-Autumn Full Moon Festival, Eid al-Fitr celebrations, Passover and Waitangi Day.
VicPol Chief Commissioner's Human Rights Strategic Advisory Committee	The committee was established in June 2014 with representation from a range of stakeholders, including those from CALD communities, to ensure that the views of priority communities are taken into consideration in police policies, procedures and education.
VLA information sessions	<p>In collaboration with the Muslim Legal Network, VEOHRC and the Human Rights Commission, three Connect Mosque sessions were held in Sunshine, Shepparton and Dallas on discrimination and vilification laws and avenues of seeking legal advice.</p> <p>Under VLA's Equality Law Program, five information sessions were held across metro Melbourne and Ballarat for those working with people who have experienced discrimination, sexual harassment, vilification or victimisation, in areas such as education, employment, receiving goods or services, clubs and sporting activities.</p> <p>VLA also delivered six sessions across Melbourne to asylum seekers on the code of behaviour policy and law issued by the Department of Immigration and Border Protection.</p>
VEOHRC's statutory interventions under the Charter	Under s40 of the Charter, VEOHRC may intervene in any proceeding in which a question of law arises in relation to the application of the Charter or to the interpretation of a statutory provision in accordance with the Charter. In 2013-14, VEOHRC intervened in several matters to make submissions on cultural rights, the right to equality in relation to race, and religious freedom, and to clarify the scope and operation of the Charter.
Human Rights training and education programs for multicultural communities	<p>VEOHRC partnered with VLA to provide:</p> <ul style="list-style-type: none"> — information sessions to Islamic communities in mosques in Shepparton, Keysborough and Sunshine; — Charter-based human rights training to counteract racism and discrimination to a CALD audience at Women's Health West; — Equal Opportunity and Human Rights training to CALD participants at the Multicultural Centre for Women's Health; and — Equal Opportunity and Human Rights information sessions to CALD skilled migrants in the overseas professionals course.

Department of Premier and Cabinet

Name of initiative	Description of initiative and outcomes
Victorian Government submission to the Commonwealth's Proposed Amendments to the <i>Racial Discrimination Act 1975</i> (Cth)	The Victorian Government made a submission to the Commonwealth Government opposing proposed amendments to the <i>Racial Discrimination Act 1975</i> (Cth) (RDA). The proposed amendments would have repealed s18B to s18E of the RDA and replaced them with new provisions. The submission emphasised the practical and symbolic importance of the RDA provisions, particularly to Victoria's Aboriginal, multicultural and multifaith communities, and called for the Commonwealth not to weaken the protections in place against racial discrimination or vilification.
Human Rights and Arts Film Festival	Each year, ACMI plays host to the film festival which presents a variety of international works dealing with human rights, and includes guest speakers and discussions.

Department of Treasury and Finance

Name of initiative	Description of initiative and outcomes
DTF and Essential Services Commission graduates' Human Rights Charter training	All graduate recruits are required to attend human rights training developed by DOJ and the Office of Chief Parliamentary Council, to ensure that VPS staff engaged in the drafting of legislation and policy are aware of their obligations under the Charter, and are skilled to design legislation and policy consistent with the Charter.

Department of Transport, Planning and Local Infrastructure

Name of initiative	Description of initiative and outcomes
DTPLI people and workplace services policy updates	Departmental human resource policies are monitored to ensure ongoing alignment with legislation, including the Charter and the EEO, and that any changes to policies will maintain correct reference to the Charter and relevant legislation.
VicRoads Charter of Human Rights and Responsibilities program E-Learning module	Every VicRoads staff member is required to complete the E-Learning staff compliance module which explains the Charter, rights, responsibilities and general understandings. Staff are also required to undertake a refresher module every 2 years.

Appendix 6: Indicators

A. Maximising the Benefits of our Diversity

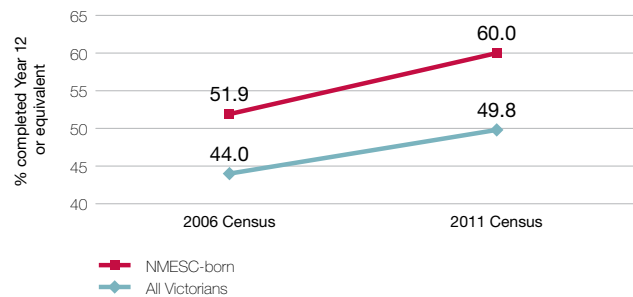
Highlights:

- » The proportion of Victorians from non-main English-speaking countries (NMESC) who completed Year 12 or an equivalent qualification is 60 per cent, compared to 49.8 per cent of all Victorians.
- » Around one-third (33.9 per cent) of all NMESC students are attending a university or other tertiary institution, compared to 15.2 per cent of all Victorians.
- » The proportion of NMESC-born people who are self-employed is 15.5 per cent at the 2011 Census, similar to the overall Victorian rate.
- » The proportion of international visitors to Australia who stop over in Victoria has increased slightly to 32.4 per cent in 2013-14, while that of international students to Australia studying in Victoria has also increased slightly to 29.8 per cent.
- » Skilled migrants working in their nominated fields have increased to 73 per cent of total.
- » The proportion of primary school students learning languages continue to increase to 68.1 per cent, while the proportion of secondary school students has declined slightly to 41.5 per cent.
- » Secondary schools have fared better in providing a languages program (88.2 per cent) compared to primary schools (73.5 per cent), although primary schools have shown higher increases in the previous two years.

A1 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.

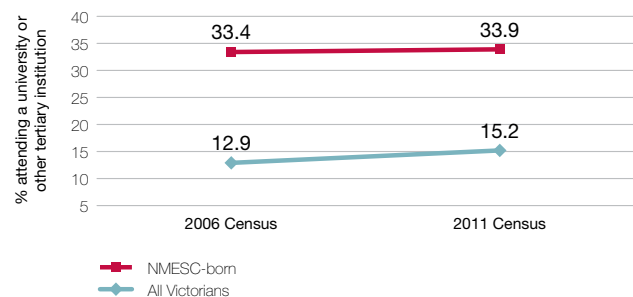
Census	NMESC-born	All Victorians
2011	60.0%	49.8%
2006	51.9%	44.0%



A2 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.

A3 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%



A4 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.

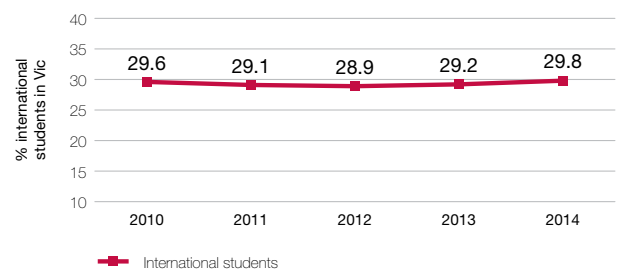
Financial Year	International visitors to Victoria
2013-14	32.4%
2012-13	31.0%
2011-12	30.0%
2010-11	30.4%
2009-10	27.9%



A5 Proportion of international students in Australia studying in Victoria.

International Student Data, Department of Education / Austrade Market Information Package. The data is collected monthly.

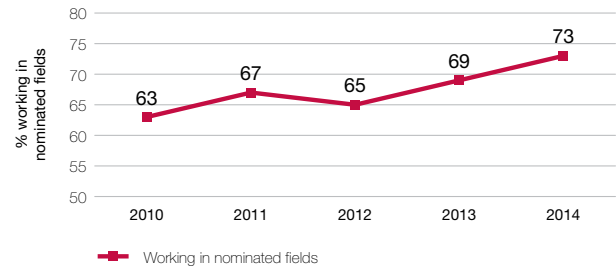
Year	% of International students in Victoria
2014	29.8%
2013	29.2%
2012	28.9%
2011	29.1%
2010	29.6%



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

DSDBI, Resolve Database. The data is collected annually.

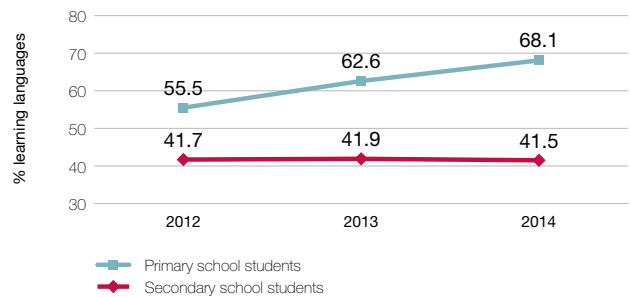
Year	Working in nominated fields
2014	73%
2013	69%
2012	65%
2011	67%
2010	63%



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

DEECD, Languages Report. The data is collected annually.

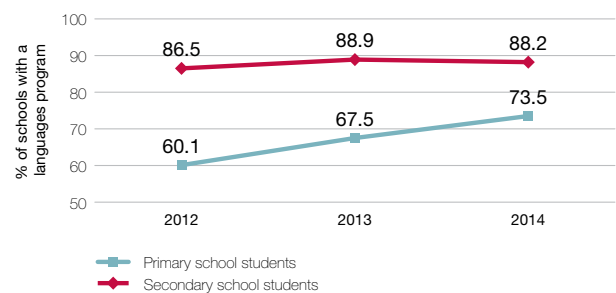
Year	Primary school students	Secondary school students
2014	68.1%	41.5%
2013	62.6%	41.9%
2012	55.5%	41.7%



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

DEECD, Languages Report. The data is collected annually.

Year	Primary school	Secondary school
2014	73.5%	88.2%
2013	67.5%	88.9%
2012	60.1%	86.5%



B. Citizenship, participation and social cohesion

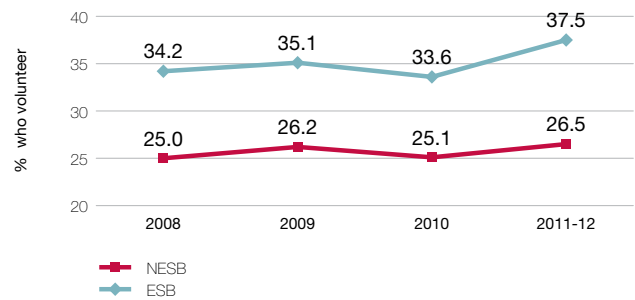
Highlights:

- » The proportion of NESB Victorians who are volunteers or members of an organised group is lower compared to ESB Victorians.
- » CALD representation on government boards, authorities and committees remains steady at 23 per cent.
- » The proportion of NESB Victorians (57 per cent) who are positive about multiculturalism is higher than that of ESB Victorians (48.7 per cent).
- » The proportion of people who think the number of immigrants is too high has declined to 35 per cent, while those who agree that immigrants make Australia stronger have increased slightly to 64 per cent.
- » The number of complaints to VEOHRC under the *Racial and Religious Tolerance Act* has decreased, while complaints made under the *Equal Opportunity Act* have increased.

B1 Proportion of Victorians from Non-English Speaking Background (NESB), 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
2011-12	26.5%	37.5%
2010	25.1%	33.6%
2009	26.2%	35.1%
2008	25.0%	34.2%

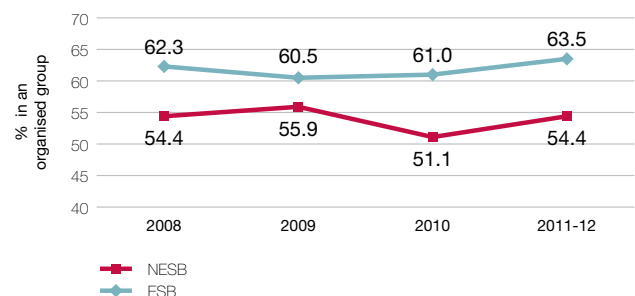


Note: The latest published Survey data available at time of report writing is for the year 2011-12.

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

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

Year	NESB	ESB
2011-12	54.4%	63.5%
2010	51.1%	61.0%
2009	55.9%	60.5%
2008	54.4%	62.3%



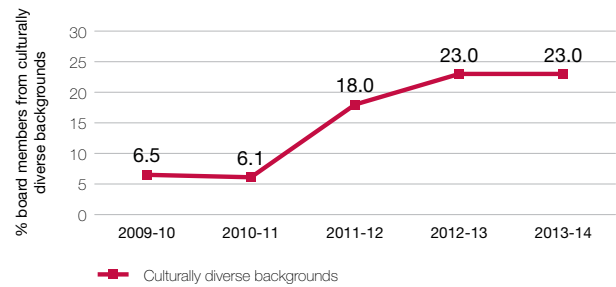
Note: The latest published Survey data available at time of report writing is for the year 2011-12.

B3 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

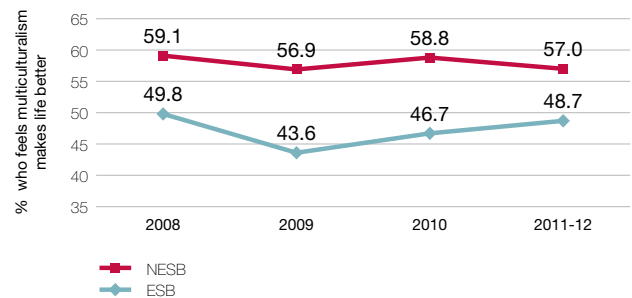
Year	Culturally diverse backgrounds
2013-14	23.0%
2012-13	23.0%
2011-12	18.0%
2010-11	6.1%
2009-10	6.5%



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

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

Year	NESB	ESB
2011-12	57.0%	48.7%
2010	58.8%	46.7%
2009	56.9%	43.6%
2008	59.1%	49.8%



Note: The latest published Survey data available at time of report writing is for the year 2011-12.

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

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

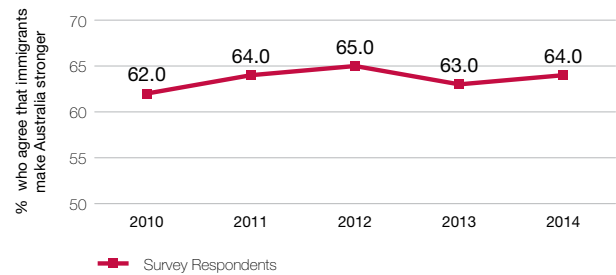
Year	Survey respondents
2014	35%
2013	42%
2012	38%
2011	39%
2010	47%



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

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

Year	Survey respondents
2014	64%
2013	63%
2012	65%
2011	64%
2010	62%



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

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

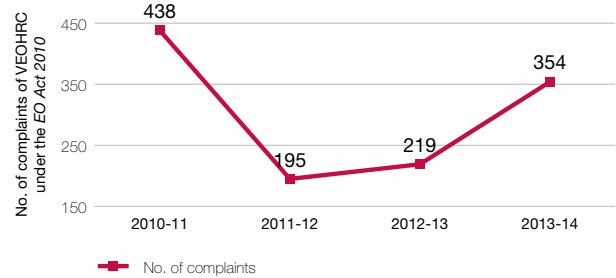
Year	Number of complaints
2013-14	25
2012-13	41
2011-12	15
2010-11	42



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

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

Year	Number of complaints
2013-14	354
2012-13	219
2011-12	195
2010-11	438



C. Accessible and responsive services

Highlights:

- » The proportion of students from language backgrounds other than English (LBOTE) at or above minimum national assessment standards are generally slightly lower for reading, writing and numeracy across all years, compared to all Victorian students.
- » Year 12 completers from LBOTE backgrounds show higher participation rates in education or employment compared to all Year 12 completers.
- » The unemployment rate for CALD Victorians is slightly higher for all Victorians while CALD workforce participation rate is lower than for all Victorians.
- » CALD Victorians show slightly lower levels of performance for several health indicators, although participation in breast screening programs has increased significantly.
- » The proportion of NESB Victorians accessing HACC, disability or homelessness services is slightly lower than those of ESB Victorians.
- » Government expenditure on translating and interpreting services increased by 6.3 per cent, compared to 15.5 per cent increase for the previous year.
- » Government expenditure on advertising campaigns in multicultural media is 5.8 per cent of total expenditure, increasing from 5 per cent in the previous year.

C1 Proportion of NESB Victorian children, compared to all Victorian children, attending pre-school.

DEECD, Kindergarten Census Collection. The data is collected yearly.

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

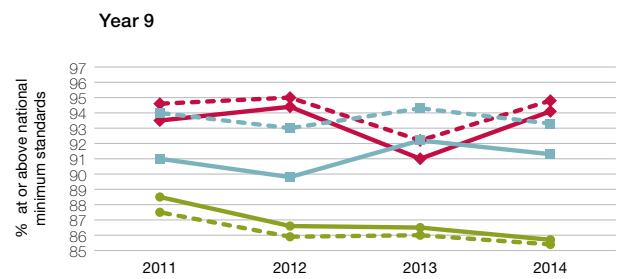
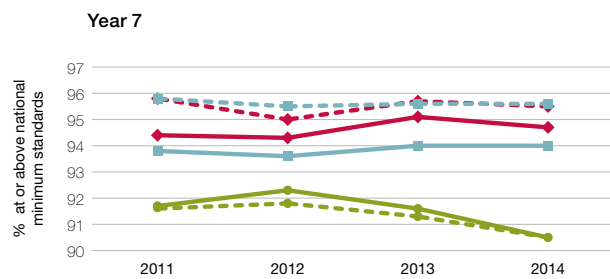
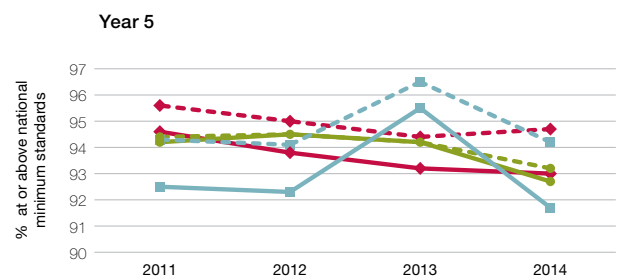
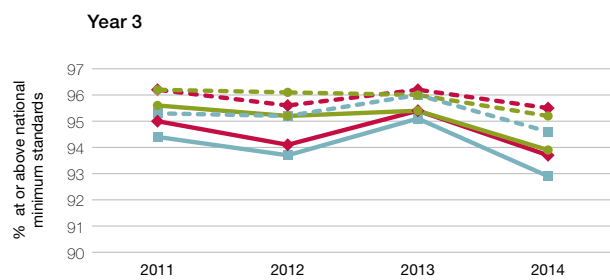
Year	NESB children enrolled in kindergarten
2014	9,904
2013	9,437
2012	10,229
2011	9,790
2010	11,467

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. The department is reviewing future data collection in order to provide such comparisons.

C2 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.

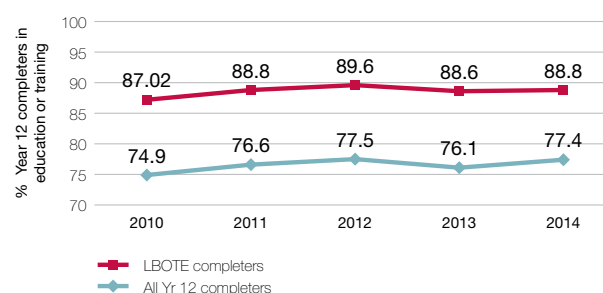
Year of study	Percentage of students at or above minimum standards					
	Reading LBOTE	Reading All Vic	Writing LBOTE	Writing All Vic	Numeracy LBOTE	Numeracy All Vic
Year 3						
2014	92.9%	94.6%	93.9%	95.2%	93.7%	95.5%
2013	95.1%	96.0%	95.4%	96.0%	95.4%	96.2%
2012	93.7%	95.2%	95.2%	96.1%	94.1%	95.6%
2011	94.4%	95.3%	95.6%	96.2%	95.0%	96.2%
Year 5						
2014	91.7%	94.2%	92.7%	93.2%	93.0%	94.7%
2013	95.5%	96.5%	94.2%	94.2%	93.2%	94.4%
2012	92.3%	94.1%	94.5%	94.5%	93.8%	95.0%
2011	92.5%	94.3%	94.2%	94.4%	94.6%	95.6%
Year 7						
2014	94.0%	95.6%	90.5%	90.5%	94.7%	95.5%
2013	94.0%	95.6%	91.6%	91.3%	95.1%	95.7%
2012	93.6%	95.5%	92.3%	91.8%	94.3%	95.0%
2011	93.8%	95.8%	91.7%	91.6%	94.4%	95.8%
Year 9						
2014	91.3%	93.3%	85.7%	85.4%	94.1%	94.8%
2013	92.2%	94.3%	86.5%	86.0%	91.0%	92.2%
2012	89.8%	93.0%	86.6%	85.9%	94.4%	95.0%
2011	91.0%	94.0%	88.5%	87.5%	93.5%	94.6%



C3 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.

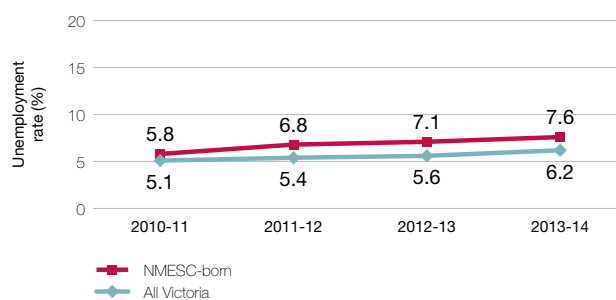
Year of survey	In education or training	
	% of LBOTE completers	% of Year 12 completers
2014	88.8%	77.4%
2013	88.6%	76.1%
2012	89.6%	77.5%
2011	88.8%	76.6%
2010	87.2%	74.9%



C4 Unemployment rate of 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.

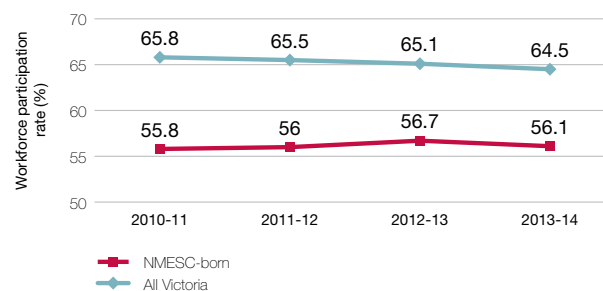
Financial Year	NMESC-born	All Victoria
2013-14	7.6%	6.2%
2012-13	7.1%	5.6%
2011-12	6.8%	5.4%
2010-11	5.8%	5.1%



C5 Workforce participation rate of 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.

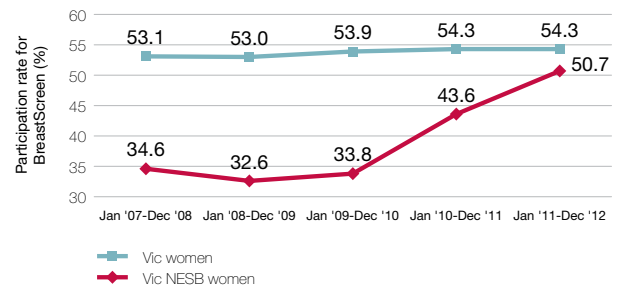
Financial Year	NMESC-born	All Victoria
2013-14	56.1%	64.5%
2012-13	56.7%	65.1%
2011-12	56.0%	65.5%
2010-11	55.8%	65.8%



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

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

Two year period	Vic NESB women	Victorian women
Jan 2011-Dec 2012	50.7%	54.3%
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%

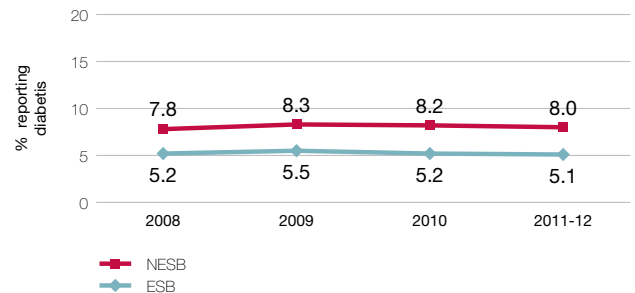


Note: The latest published data available at time of report writing is for Jan 2011-Dec 2012.

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

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

Year	NESB	ESB
2011-12	8.0%	5.1%
2010	8.2%	5.2%
2009	8.3%	5.5%
2008	7.8%	5.2%

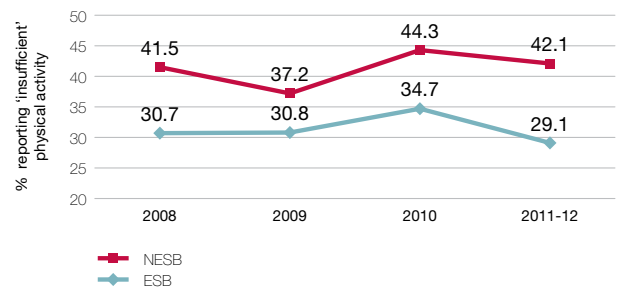


Note: The latest published data available at time of report writing is for Jan 2011-Dec 2012.

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

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

Year	NESB	ESB
2011-12	42.1%	29.1%
2010	44.3%	34.7%
2009	37.2%	30.8%
2008	41.5%	30.7%

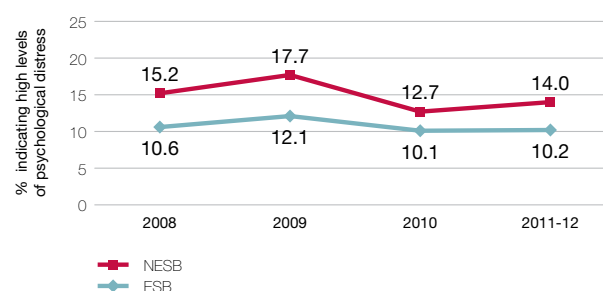


Note: The latest published Survey data available at time of report writing is for the year 2011-12.

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

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

Year	NESB	ESB
2011-12	14.0%	10.2%
2010	12.7%	10.1%
2009	17.7%	12.1%
2008	15.5%	10.6%



Note: The latest published Survey data available at time of report writing is for the year 2011-12.

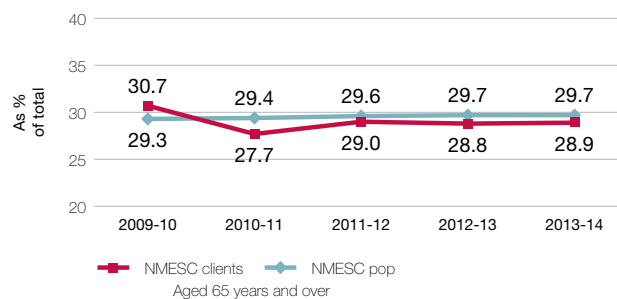
C10 Proportion of Victorian Home and Community Care (HACC) clients aged 65 years and over born in a non-Main English-speaking country (NMESC), compared to the proportion of all 65 years old and over Victorians who are from a NMESC.

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.

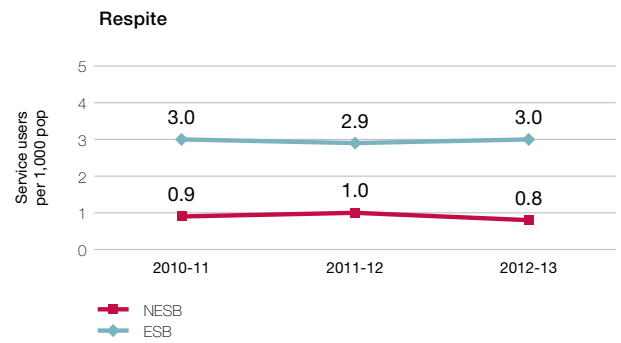
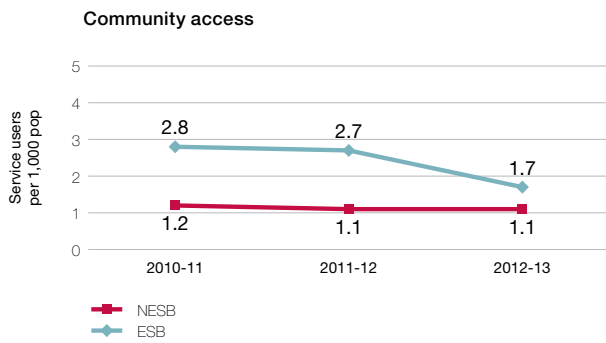
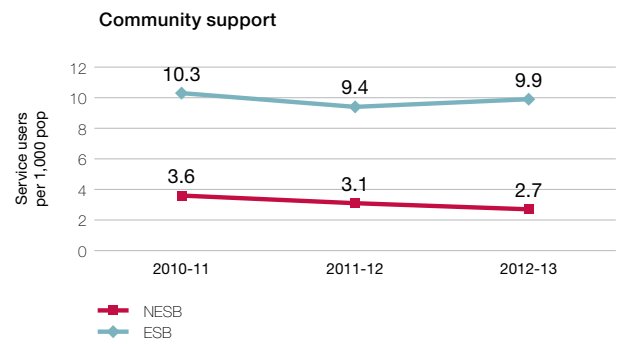
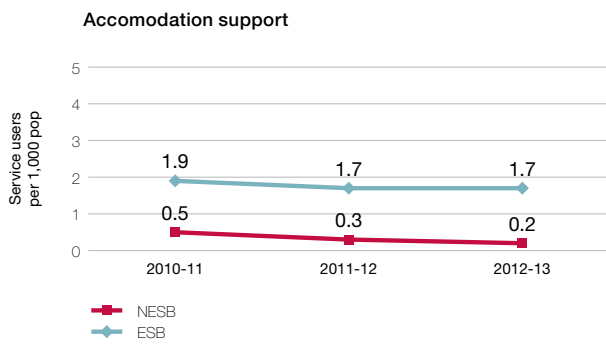
Year of survey	Aged 65 and over	
	NMESC clients as % of total clients	NMESC pop. as % of total pop.
2013-14	28.9%	29.7%
2012-13	28.8%	29.7%
2011-12	29.0%	29.6%
2010-11	27.7%	29.4%
2009-10	30.7%	29.3%



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

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

Type of Service	2010-11		2011-12		2012-13	
	NESB	ESB	NESB	ESB	NESB	ESB
Accommodation support	0.5	1.9	0.3	1.7	0.2	1.7
Community support	3.6	10.3	3.1	9.4	2.7	9.9
Community access	1.2	2.8	1.1	2.7	1.1	1.7
Respite	0.9	3.0	1.0	2.9	0.8	3.0

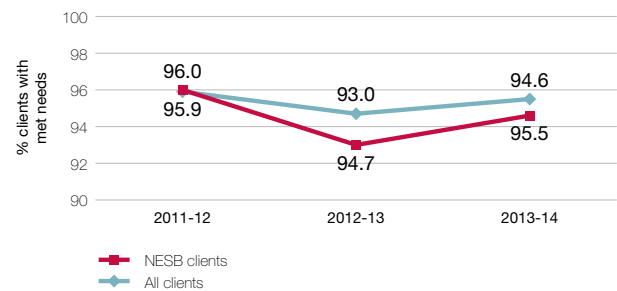


Note: The 2015 RoGS provided data for 2012-13 as there is a two-year time lag.

C12 Proportion of Victorian clients from a Non-English Speaking Background (NESB) whose needs were met at specialist homelessness services, compared to all Victorian clients.

Australian Institute of Health and Welfare, Specialist Homelessness Services Collection (SHSC). Data is reported annually.

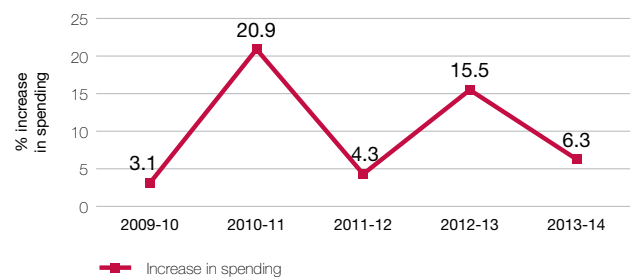
Year	NESB clients	All clients
2013-14	94.6%	95.5%
2012-13	93.0%	94.7%
2011-12	96.0%	95.9%



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

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

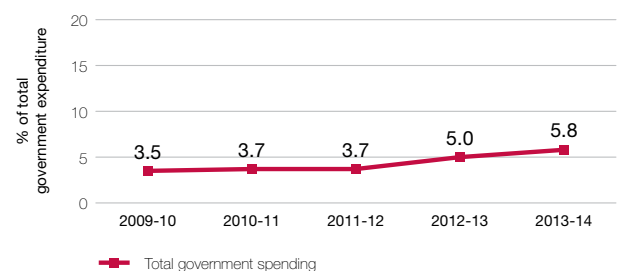
Year	Increase in spending
2013-14	6.3%
2012-13	15.5%
2011-12	4.3%
2010-11	20.9%
2009-10	3.1%



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

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

Year	Total government expenditure
2013-14	5.8%
2012-13	5.0%
2011-12	3.7%
2010-11	3.7%
2009-10	3.5%



Authorised and published by the Victorian Government,
3 Treasury Place, Melbourne
Printed by Impact Digital

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