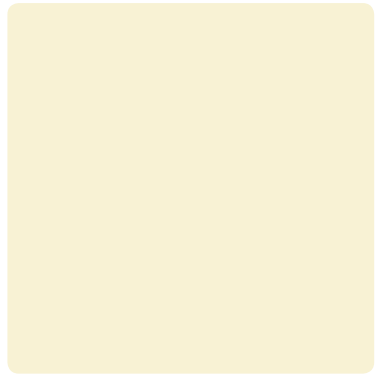
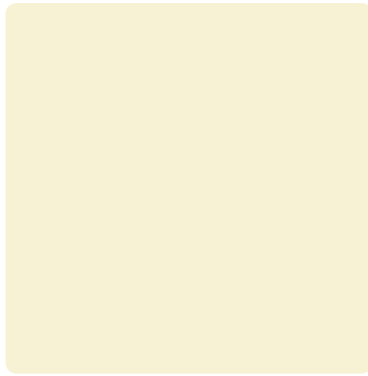
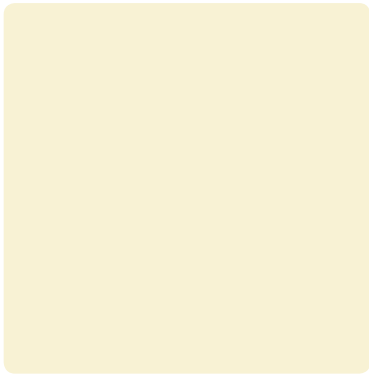
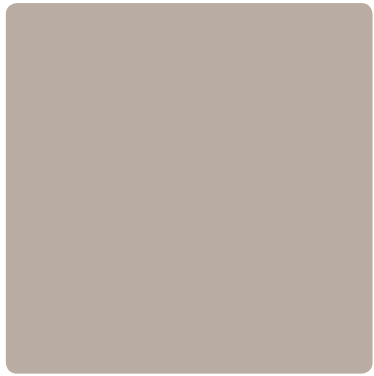
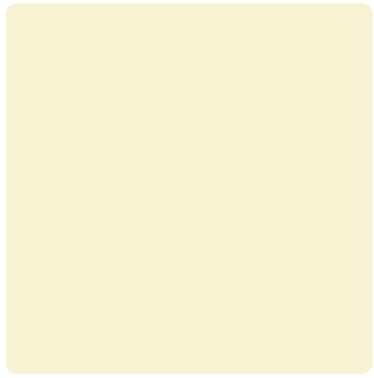




VICTORIAN  
GOVERNMENT  
INITIATIVES AND  
REPORTING IN  
MULTICULTURAL  
AFFAIRS  
2010-2011







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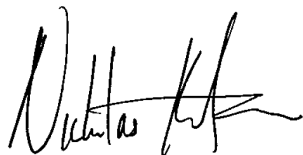
## FOREWORD

Victoria's story is a story of immigration. It is the story of waves of arrivals from around the world that have come to our shores and how they have shaped their adopted home and, in turn, been moulded by the communities in which they have settled. The contribution of Victoria's migrants is the foundation on which our modern, harmonious and prosperous society has been built.

Victoria's cultural, linguistic and religious diversity provides a truly unique character that is reflected in everything that we do and offers us countless advantages in a globalised world. The skills and business acumen that migrants have brought offer a dynamic and productive workforce that is at the forefront of innovation. Established ties to migrants' countries of origin and intimate knowledge of those cultures opens a multitude of opportunities in business, cultural exchanges and growing appreciation and understanding of the world. The familiarity with cultural difference that young Victorians grow up with as part of their day to day life provides a foundation from which future leaders can take advantage of increased globalisation and international mobility.

The Victorian Government believes in and will continue to support a cohesive, multicultural society where all people will be treated equally regardless of their cultural, religious or linguistic background. Underpinning this is a focus on the characteristics that unite us as Victorians and Australians, typified by a willingness to engage with the local community and share and celebrate the things that make us unique. This attitude culminates in the uptake of Australian citizenship, a declaration that affirms the commitment to embrace values of inclusion, democracy and the rule of law.

Fostering a society that embraces such wide ranging diversity is no accident. This document reflects the Government's commitment to ensuring that Victoria's enviable reputation as a vibrant and harmonious state continues into the future. The scope of initiatives demonstrates an understanding on the part of government service providers that the support that individuals, families and migrant communities require changes over time. Priorities often shift once foundations have been laid in a community, and the focus turns from addressing basic needs like housing and education to facilitating broader engagement with the community and providing access to social and cultural opportunities. The range of initiatives and projects highlighted in this report shows that Government departments and agencies recognise that the settlement process is not static and demonstrates our commitment to ensuring that all services are responsive and accessible to our migrant communities, whether newly arrived or well established.



Hon. Nicholas Kotsiras MP  
Minister for Multicultural Affairs and Citizenship

## SUMMARY

This report provides a snapshot of programs and initiatives from across all sectors of government. What stands out is the wide variety of the projects that are detailed, and the commitment that they exemplify in meeting the needs of Victoria's culturally and linguistically diverse (CALD) communities.

Despite the fact that the examples showcased in this report are implemented in different service sectors, delivered in different areas of the state and target different audiences, they all share a common trait. Fundamentally, each promotes a sense of engagement and inclusiveness in our communities, one that has led all Victorians, whatever their backgrounds, to embrace our unique brand of multiculturalism, one through which people have the right to maintain their culture and faith, where people are free to share their cultures and traditions while at the same time being unified by our commitment to our nation's democratic institutions, laws, values and the notion of a 'fair go' for all.

**Part A** of this report outlines key activities and achievements across the Victorian Government in multicultural affairs from 1 July 2010 to 30 June 2011. The initiatives have been grouped under four headings, reflecting the four key areas of the Government's focus for a multicultural Victoria.

## Additional departmental reporting

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

### Use of interpreting and translating services

Departments made a significant investment in interpreting and translating services to enhance responsiveness to CALD communities. Across the Victorian Government and its funded agencies, there was a total identified expenditure of \$26,149,230 on these services representing a 20.88% increase from 2009–10.

### Victorian Government multilingual publications and resources

The extent of multilingual publications and resources developed by departments demonstrates the Victorian Government's commitment to providing information on government programs and services that is accessible to all Victorians and available in relevant community languages.

### Progress and forward initiatives under Cultural Diversity Plans (CDP)

In 2010–11, departments were in the process of implementing and monitoring their CDP or finalising a new CDP. CDP aim to enhance the provision of culturally sensitive service delivery to CALD communities.

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

In 2010–11, 13.23% of new appointees to Victorian Government boards, authorities and committees identified as having a CALD background, representing an increase from previous years. Overall, members with a CALD background represented 6.1% of all board numbers.

### Spending on ethnic advertising campaigns

Across the Victorian Government (including public entities and statutory authorities) 3.7% of campaign expenditure was committed to CALD media in 2010–11, representing an increase from 2009–10. Four departments exceeded the 5% target and core departments (excluding public entities and statutory authorities) had an average 5.5% spend on CALD media.

### Measures to promote human rights

A number of measures were taken across departments in 2010–11 to promote human rights for CALD communities in accordance with the Victorian Charter of Human Rights and Responsibilities.

#### NOTE ON TERMINOLOGY

The term CALD has been used throughout this report to refer to culturally, religiously and linguistically diverse communities.

## INTRODUCTION

Victoria's success in sustaining a harmonious and prosperous society that embraces people from a wide variety of backgrounds is underpinned by a number of pieces of legislation and policies. Enshrining multiculturalism in legislation is demonstrative of the importance that the Victorian Government places on the supporting and nurturing a robust multicultural state.

### A SNAPSHOT OF VICTORIA'S DIVERSITY\*

- › 43.6% of Victorians were born overseas or have at least one parent born overseas
- › 23.8% of Victorians were born overseas
- › 72.8% of Victorians born overseas come from non-English speaking countries
- › 20.4% of Victorians spoke a language other than English at home
- › 68.7% of Victorians followed over 120 religions

\*(ABS Census 2006)

## VICTORIAN GOVERNMENT POLICY FRAMEWORK

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

### LEGISLATION

#### Multicultural Victoria Act 2011

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

Three of the core principles enshrined in the Act are:

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

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

- › any major improvements made (or initiatives developed) to promote multiculturalism and meet the identified needs of Victoria's CALD communities, including CALD youth, older persons and women and initiatives in rural and regional Victoria;
- › use of interpreting and translating services;
- › communications in languages other than English;
- › the extent to which people from different CALD backgrounds were represented on boards and committees set up by the department (or for which the department was responsible);
- › progress under departmental Cultural Diversity Plans to address provision for culturally sensitive service delivery; and
- › measures to promote human rights in accordance with the *Charter for Human Rights and Responsibilities* for multicultural communities.



### Racial and Religious Tolerance Act 2001

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

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

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

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

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

### Equal Opportunity Act 2010

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

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

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

The new Act puts a focus on education, fast and flexible dispute resolution and proactive approaches to responding to discrimination.

The new Act will be supported by the establishment of an independent specialist legal advice and assistance service designed to provide early strategic advice about equal opportunity matters, and to provide representation where appropriate.

## POLICIES AND STRATEGIES

### Multicultural Communications Policy

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

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

### Departmental Cultural Diversity Plans

Commencing in 2006 all departments were required to develop Cultural Diversity Plans. Under this commitment, departments are required to:

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

## OVERVIEW OF THE REPORT

This report sets out the key activities and achievements of the Victorian Government in multicultural affairs from 1 July 2010 to 30 June 2011.

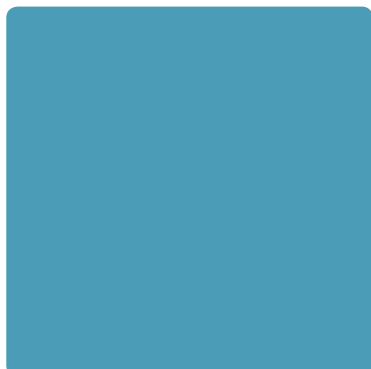
**Part A** focuses on major improvements and initiatives (as required under the Act). It is organised around four themes:

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

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

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

- › Use of interpreting and translating services;
- › Victorian Government multilingual publications;
- › Progress and forward initiatives under Cultural Diversity Plans;
- › CALD representation on government boards, authorities and committees; and
- › Spending on advertising campaigns in the ethnic media.



## PART A: MAJOR IMPROVEMENTS AND INITIATIVES

Citizenship and participation

Unity in diversity

Culturally appropriate access to services

Realising the benefits of multiculturalism

## CITIZENSHIP AND PARTICIPATION

Victoria's success as a multicultural society is reliant on our determination to focus on what we have in common, whilst celebrating and sharing with our neighbours the things that make us different. On a formal level, this is exemplified by the uptake of Australian citizenship. Accepting Australian citizenship forms the basis on which to build a strong and unified community, where individuals learn from each other and together forge a more inclusive and harmonious society. Citizenship demonstrates a desire to share in our nation's future, uniting both those born in Australia and those who arrived here as migrants or refugees in their abiding commitment to Australia.

This section of the report highlights projects that provide opportunities for civic participation and engagement in local communities. Initiatives detailed here emphasise that multiculturalism is about our collective responsibilities as citizens and provide opportunities to make a contribution through volunteering, joining a local club, experiencing and sharing Victoria's natural environment, or engendering a knowledge and understanding of Victoria's legal and political systems.

### Initiatives in 2010–11

#### Volunteer Organisational Change Support Grants

The Department of Planning and Community Development provided \$175,000 in funding to the Adult Multicultural Education Services (AMES) to conduct seminars to promote the concept of volunteering and volunteering opportunities to CALD communities. Seminars were presented across Victoria that provided information to organisations to help them more effectively engage CALD communities in volunteering activities.

#### Melbourne Multicultural Hub

The Melbourne Multicultural Hub provides a place for the city's culturally diverse communities to meet, participate in activities and access services. The Department of Planning and Community Development provided \$330,000 in 2010–11 for the Stage 2 development of the hub which includes the opening of the first floor of the facility to maximise access to multi-purpose space, enabling immediate usage by multicultural organisations.

#### Emerge Cultural Hubs – Building Bridges Through The Arts for Emerging Refugee Communities

Six new cultural networks for artists from refugee communities, known as the Emerge Cultural Hubs, have been established in outer metropolitan Melbourne and regional Victoria. Coordinated by Multicultural Arts Victoria with funding from Arts Victoria, the Department of Planning and Community Development and other sources, the hubs provide a mentor, youth and regional outreach community cultural development program for CALD refugee artists and Victorian communities, linking with local partners to help build the capacity of refugee communities through their artists.

#### Parks Victoria's 'Healthy Parks, Healthy People' program and 'Active in Parks' program

Parks Victoria's 'Healthy Parks Healthy People' program and 'Active in Parks' programs encourage and support community participation and physical activity for CALD communities. Programs include a range of state-wide and local activities on public land in metropolitan and rural areas. Activities run under the program in partnership with the Victorian Multicultural Commission and Multicultural Arts Victoria include Jindi Worabak' ('to unite') at Hawkstowe Picnic Area, Plenty Gorge Park, City of Whittlesea and Diwali, the Indian community's 'Festival of Lights' on the Yarra River.

#### Swimsafe

Parks Victoria worked with Life Saving Victoria in an ongoing partnership to deliver aquatic education programs in parks and other natural settings across Victoria, focusing on safety in inland waterways as well as coastal environments. This program was aimed at culturally and linguistically diverse communities including adults, youth, children and families who may be unfamiliar with recreating in and around various waterways. The programs was delivered in both metropolitan and regional locations and involved over 1,000 participants.

### **Multicultural Water Safety Program**

The Multicultural Water Safety Program included the recruitment of CALD volunteer members into Life Saving Clubs, the facilitation of full-day and half-day awareness programs and work with Life Saving Clubs to develop ongoing links and relationships with local CALD communities. In addition, measures were taken to provide employment pathways into the aquatics industry, eg. Pool Lifeguard, First Aid and Swim Teacher training opportunities. Work was undertaken with the Kingston Foreshore Planning Forum to provide beach programs along the Kingston Foreshore.

### **GreenTown: Multicultural Communities for Sustainability**

This unique 'train the trainer' program developed and delivered by the Department of Sustainability and Environment trained 40 environmental champions from four different cultural groups to deliver sustainability education programs to their own communities. Environmental champions provided home audits and sustainability information to households, business and community groups in the Aboriginal, Turkish and Kurdish, East African, and Arabic and Assyrian Chaldean communities.

### **Yarra Bike Fleet**

This project, initiated by the Department of Sustainability and Environment, established a bike fleet on a public housing estate in the City of Yarra to encourage sustainable transport behaviour through increased access to bikes, promotion of bike riding, and supporting the take up of riding through inductions, maintenance and other assistance. The scheme is open to all residents of the estate, the majority of whom have Vietnamese, Chinese or Turkish backgrounds. There are also significant numbers of residents with Eastern European, the Horn of African and Hmong backgrounds, many of whom initially arrived in Australia as refugees or asylum seekers.

### **Police and Community Multicultural Advisory Committee (PACMAC)**

PACMAC continues to function as a highly meaningful and effective forum for information exchange between police and CALD communities. PACMAC is representative of senior police, government and ethnic community stakeholders who meet on a bi-monthly basis. It is in its 30th year of operation. Throughout 2010–11 PACMAC continued to play a key contributing role in the development and support of all of Victoria Police's strategic multicultural policing service response to multicultural communities.

### **The Brimbank African Men's Project**

The Brimbank African Men's Project is a joint initiative of the Centre for Multicultural Youth (CMY) and Victoria Police via its New and Emerging Community Liaison Officer (NECLO) Program, designed to work with young African men who are disengaged from services and the education system, many of whom had negative views of police. By collaborating with young African people who have demonstrated an ability to be positive role models and provide peer support to others, these young people have in turn been involved in camps and programs run by the Brimbank African Men's Project.

These camps and programs have proven to be excellent vehicles for the conduct of information sessions on the role of police and individual rights and responsibilities. The trust built from the camps and information sessions has had a positive impact on the lives of the young men who now see police as helpers rather than a threat to them, and provides an ongoing conduit for local police to further engage to collectively solve emerging issues.

### **Disability Advocacy Program**

Recurrent funding from the Department of Human Services of \$288,719 to Migrant Resource Centre North-West and Action on Disability within Ethnic Communities (ADEC) allowed those organisations to provide advocacy and self-advocacy support to 275 individuals and their families and carers.

### Electronically Assisted Voting (EAV) for 2010 State Election

The Electoral Amendment (Electoral Participation) Act 2010 passed in August 2010, amended the Electoral Act 2002 allowing for EAV to be available for people not literate in English and for those with a motor impairment. Almost 1,000 votes (including those cast by people who are blind or have low vision) were received electronically. EAV was available in 101 early voting centres across Victoria, at eight interstate voting centres and at two centres in the United Kingdom. Voting in 12 different languages was available.

### What's the law? Australian law for new arrivals.

*What's the Law? – Australian Law for New Arrivals* is a Victoria Legal Aid education kit for use in the Adult Migrant English Program (AMEP) and community settings. It includes a DVD that uses photographs and stories to cover 10 common legal problems often encountered by new arrivals, student activities and teaching resources. Adapted from a DVD developed by the Footscray Community Legal Centre, the resource is supported by a national Community Legal Education strategy for recent arrivals across Australia and the auspices of National Legal Aid.

### African Women's Group and Chinese Young Mothers Group

The Neighbourhood Justice Centre sought to increase participation in the community and access to services in two target groups: young Chinese mothers and African Women. The project focuses on education through a guest speakers series over a shared lunch. The African Women's Group is a partnership with African Holistic Social Services.

### Initiatives in 2010–11 for CALD youth, older persons and women; and CALD communities in regional and rural Victoria

#### Sports Without Borders

Sports Without Borders supports newly arrived young people by working in partnership with sporting organisations in their communities, removing barriers to participation in sport and recreation activities. The project, funded by the Department of Planning and Community Development, provided access to information in different languages through the Sports Without Borders website and developed training materials to assist clubs and organisations to be more inclusive and accessible. The project also trained and empowered young refugees to develop their leadership capabilities in recruiting peers, planning and holding local sporting events and bringing community together across numerous local council areas.

#### CASE STUDY

webWise is a youth-led cyber safety initiative providing cyber safety education and training to young people who have been identified as requiring additional assistance in navigating online environments safely, with a focus on young people who may be more vulnerable online. The Centre for Multicultural Youth received funding through the initiative from the Department of Human Services to work with young people from newly arrived communities or who are refugees.

#### CALD Youth Inclusion Project

In response to the *Connections for At Risk Young People* report published in November 2007, the Department of Planning and Community Development provided \$130,000 to the CALD Youth Inclusion Project in its final year to implement a sustainable and coordinated response to the issues impacting disengaged refugee young people in the City of Greater Dandenong, providing greater clarity and access to services in the region. It also provided immediate support for an initiative using sport and recreation as a community engagement tool to involve these young people in the process and as an entry point to broader community participation.

### **Justice for Refugees Program (JRP) Youth Project**

The primary aim of the JRP Youth Project is to assist participants to understand the negative consequences of crime and to offer a positive alternative to their behaviours and choices. The Youth Project has a strong crime prevention focus and enables the young people it works with to become participants in and contributors to the wider Victorian community. The Youth Project also provides participants with information on the justice system and encourages them to actively engage as citizens. Three locally based programs were undertaken in 2010–11 in Sunshine, Mildura and a program working specifically with young women based at Kensington. Of the 77 young people who participated in these programs, 74 completed the three month course, with 67 finding employment or returning to education or training programs. The Project, which is funded through the Justice for Refugees Program, is run by a registered training organisation, iEmpower.

### **CALD Seniors and New Arrival Project**

A partnership between Diversitat and Geelong Performing Arts Centre funded by the Department of Planning and Community Development resulted in a program of activities targeting culturally diverse groups in and around Geelong. Through the program new arrivals, ageing communities, CALD seniors and CALD youth, and geographically isolated communities were supported to share their cultural knowledge and assisted in developing links with other community members and local services and resources.

### **Urban Camping: An overnight experience in nature for disadvantaged and CALD communities**

Urban Camping offers an introduction to the outdoors for community members that have had little opportunity to interact with the Australian bush. In collaboration with Richmond Community Housing, Parks Victoria brought together 19 participants from the Richmond Community Housing Estate in a camping experience in Plenty Gorge Parklands. The camp involved families from different cultures, providing an introduction to the indigenous relationship with the land and giving participants the skills and confidence to venture to other bush locations in the future.

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

The L2P program provides young people learning to drive and who lack access to a supervising driver or vehicle with a community mentor to enable them to reach the number of supervised driving hours they require to sit the VicRoads licence test. The L2P program also provides an avenue through which young people from CALD backgrounds can engage with their local communities and connect with government services and local business, as well as enhancing educational and employment prospects when a driver's licence is successfully obtained. L2P was delivered in 53 councils in 2010–11.

### **Mission Australia's Family Day**

Metlink sponsored Mission Australia's family day at the Melbourne Zoo in December 2010. The family day is an initiative designed to engage newly arrived migrants. Metlink provided public transport tickets for travel to the zoo, allowing patrons who are unfamiliar with public transport to become confident in using the system. Metlink also provided Fares and Travel Guide brochures to those attending. 35 staff volunteers from the Department of Transport, train, tram and bus operators volunteered their time to help more than 3000 migrants, refugees and disadvantaged Victorian children and their families enjoy a visit to the Melbourne Zoo for the first time and share the experience with people from a range of cultural backgrounds.

### **Venus Bay Pipsis**

In response to the increased numbers of people from Vietnamese, Cambodian and Chinese backgrounds travelling to the beaches of Venus Bay to collect pipsis, the Department of Primary Industries produced collection buckets with the catch limits printed on them in relevant languages. The buckets were distributed to pipi collectors and assisted them to comply with catch limits.

### **Consumer Affairs Victoria – Mobile Service**

Consumer Affairs Victoria (CAV) in the Barwon South West Region provided information to people from new and emerging communities about the services offered by CAV, and provides a point of contact for people from new and emerging communities to discuss broader justice issues. The service is available to members of the community with a particular focus on new and emerging refugee communities.

### **Mildura Refugee Youth Development and Empowerment Program**

Specifically targeting refugee youth at risk in Sunraysia, this program endeavours to break down the barriers experienced by many newly arrived youth in their interaction with those in authority, including justice providers. The program, run by the Department of Justice's Justice for Refugees Program Youth Project in conjunction with the Loddon Mallee Region, exposes participants to a range of capacity building exercises and to information pertaining to Victorian society, including aspects of the Victorian legal system and raising awareness about their rights and responsibilities.

### **International Students Legal Advice Clinic (ISLAC)**

International students face unique challenges in accessing justice and as a community have specific unmet legal needs. Managed by the Western Suburbs Community Legal Service, ISLAC provides free specialist community legal services including legal and migration casework and advice, community legal education and law reform work. Staff used specialist expertise to address issues affecting international students, particularly in relation to student visa and related migration law issues as well as international student education providers and dispute resolution procedures.

### **Northern Community Hub**

The Northern Community Hub in Norlane, Geelong, opened in February 2011 and is the first stage of a plan to develop the 18,000m<sup>2</sup> site into a cultural precinct, the first of its kind in Australia. The facility, that includes eight training/activity rooms, a community kitchen, conference room, staff offices, garage and a community garden is used as a multi-purpose community and educational hub for CALD and disadvantaged communities in the northern region of Geelong. It is also an administrative base for Diversitat (Geelong Ethnic Communities Council) which represents 42 cultural communities. The Hub offers settlement and support services as well as AMEP courses for newly arrived migrants. It also provides ethnic and multicultural organisations with a place to conduct meetings, activities and gatherings and is available to groups on evenings and weekends.

### **Young Muslims Leadership Training Program (YMLTP)**

The YMLTP aims to empower young Muslims through instilling a deeper understanding of Australian society, politics, law and culture and providing them with the skills to become leaders in their own communities and the wider community. The Victorian Government, through the Department of Premier and Cabinet, is the principal sponsor of the program which is delivered by the Centre for Dialogue (La Trobe University) in conjunction with the Islamic Council of Victoria and the Australian Catholic University. The program commenced in 2007 and in 2010–11 sixteen young Victorian Muslims participated along with eight young people from Southeast Asia.

### **Education for Global and Multicultural Citizenship**

Under the banner of "Education for Global and Multicultural Citizenship" the Department of Education and Early Childhood Development provided \$123,000 to a number of programs that equipped students to develop intercultural understanding, knowledge of civics and citizenship and their place in a global community. Highlights included:

#### *Global and Multicultural Citizenship Professional Development Program*

One hundred teachers and principals from thirty-five schools across Victoria were involved in professional development programs that supported school leadership and teacher teams to develop and implement strategies that meet their local contexts and build inclusive school cultures, address contentious issues and provide a contemporary curriculum that develops the knowledge, skills and competencies of their students as global citizens.



#### *Civics and Citizenship/Student Voice Program*

Over 3,000 senior secondary students attended regional constitutional conventions to provide opportunities for students from all sectors to come together to debate contemporary global/local issues and develop intercultural literacy to:

- › provide professional development to teachers on how to include these activities as part of their civics and citizenship curriculum;
- › develop the capacity of regions to administer these events; and
- › enable regions, teachers and students to develop intercultural understanding.

#### **Queenscliff Water Education Day**

More than 500 people from Victoria's multicultural communities took heed of water safety and sustainable fishing messages after attending an event at the Department of Primary Industries' Marine Discovery Centre at Queenscliff hosted by the DPI's Fisheries Victoria Division.

According to Life Saving Victoria, drownings of people from multicultural backgrounds accounted for 33% of coastal drownings across the nation between 2009 and 2010.

Fisheries Victoria has strong links with the multicultural fishing community and Water Education Day served to remind everyone in our community to keep water safety a priority.

The event welcomed people from countries such as Sudan, Vietnam, Afghanistan and Thailand.

## UNITY IN DIVERSITY

The vibrancy and dynamism of Victoria is best seen through the myriad multicultural festivals, cultural events and community programs which weave the multicultural tapestry of this great state. Many of these bring people from all walks of life together to share and celebrate different cultures whilst simultaneously promoting social cohesion through fostering understanding and unity.

This section showcases initiatives across the Victorian Government that provide avenues through which Victorians can engage with others in their community from different backgrounds. Building relationships between different cultures and faiths is a theme that recurs, reflecting the important ongoing role that such projects play in developing and maintaining our harmonious society.

### Initiatives in 2010–11

#### Migration Heritage Project

Funded by the Department of Planning and Community Development, the Migration Heritage Project provided a Thematic History of Migration in Victoria and identified the heritage places and objects which represent the contribution to Victoria made by post Second World War migrants. A pilot study undertaken in Darebin included the Italian and Punjabi communities and established a methodology for identifying migration heritage which can be replicated by local government authorities and other groups to examine the history and significance of local migration.

#### Values Education: Courage to Care

Under the banner of the Department of Education and Early Childhood Development's "Education for a Global and Multicultural Citizenship" initiative, more than 3,500 students in years 9 to 12 attended five Courage to Care exhibitions and workshops in metropolitan and regional areas. The education program uses stories of people who, at great risk to themselves, their families and very often their communities, saved Jews during the Holocaust and relates these stories to contemporary issues, including racism and bullying, that face students today.

#### Community Grants Program

In 2010–11 more than 2,800 grants worth \$5.3 million were awarded and distributed to 1,875 multicultural community organisations, schools and councils through the Office of Multicultural Affairs and Citizenship.

The grants are provided to nurture an inter-connected and vibrant cosmopolitan society through:

- › developing skills and leadership abilities and encouraging greater participation;
- › establishing capable organisations that facilitate community driven solutions;
- › building inclusive local networks; and
- › encouraging volunteer contributions to community well-being, and optimising use of community resources and facilities.

The Community Grants Program assists in bringing communities together to share and celebrate the cultural diversity of all Victorians, providing opportunities for dialogue and encouraging greater community participation, understanding and mutual respect. A key priority of the community grants is to support the development of local community organisations and the delivery of multicultural programs to promote social, cultural and economic inclusion.

There were six grant categories including: Strengthening Multicultural Communities; Educational Programs; Building Facilities Improvements; Multicultural Organisational Support; Seniors Organisational Support and Multicultural Festivals and Events.

A new grant category was launched in 2011, Unity Through Partnerships (UTP). The UTP grant was established to increase intercultural engagement and requires organisations of diverse backgrounds to join together to create an event to promote the message of unity through diversity.

In 2010–11, a 40% funding increase was awarded to associations receiving Multicultural Senior Citizens organisational support grants. This was accompanied by the provision of free public liability insurance to assist more than 700 multicultural senior citizens groups build upon their existing activities. The support offered to Victorian Senior Citizens groups has helped enrich the lives of many vulnerable and isolated Victorians.

### **Cultural Precincts Enhancement Fund (CPEF)**

Managed by the Office of Multicultural Affairs and Citizenship, the CPEF provided \$1.783 million in grants funding for infrastructure and community space within three of Melbourne's long-established cultural precincts – Little Bourke Street, Lonsdale Street and Lygon Street. The program is a partnership between the State Government, the City of Melbourne, and the Chinese, Greek and Italian communities.

The following projects were completed and launched in 2010–11:

- › the \$1.2 million upgrade of the Chinese Museum;
- › the \$1.45 million establishment of Museo Italiano
- › the installation of Hellenic themed glass screens in the Greek precinct (\$289,000), and lighting markers in the Lygon Street precinct (\$100,000).

Together with the contribution of \$2 million from the City of Melbourne, the total investment in the upgrade of the three precincts will come to \$12.7 million. The remaining projects to be delivered by the City of Melbourne under this initiative are expected to be completed by the end of 2011–12.

## Cultural Precincts Enhancement Fund

### An enhanced visitor experience at the refurbished Chinese Museum

Established in 1984, the Chinese Museum is one of Victoria's oldest community museums, housing Australia's largest collection of Chinese–Australian artefacts. With funding from the Department of Premier and Cabinet, the Museum has been rejuvenated following major refurbishments. The visitor's experience has been enhanced with new air conditioning throughout the building, and the installation of a Chinatown visitor information centre. This centre provides a starting point for heritage tours of the surrounding Chinatown Historic Precinct, and information and resources on the precinct's history and stories.

The Museum's community functions and meeting rooms have been upgraded and a kitchen added, to offer increased community space and a broader range of educational, cultural and social activities to schools and community groups.

'Bridge of Memories', a unique permanent exhibition in Australia displaying stories of Chinese migration from all parts of the Asia Pacific region since the 1950s, is now available to the public. The Melbourne Dai Loong Dragon display is now looking even more impressive in the Museum's beautified foyer.

These refurbishments have improved facilities enabling the Museum to take part in Museums Australia's Museums Accreditation Program, which also meets Australian Tourism Accreditation standards. The Museum will continue to be a major tourist attraction of Chinatown, which has been further complimented by the recent refurbished archways and new atmospheric lighting provided through the Cultural Precincts Enhancement Fund.

### A permanent display showcasing the contribution and identity of the Italian–Australian community in Victoria

The establishment of the Museo Italiano Cultural Centre originated from the need for a permanent place in which stories of Italian migration and settlement to Australia, particularly to Carlton, could be told and celebrated.

The Centre's main feature is Museo Italiano, Australia's first museum dedicated to Italian–Australian history and culture. Through the use of multi-media, objects, images and interactive displays, the museum depicts the history of Italian migration and settlement through five interconnected sections: Departures, Making Lives, Settlement, Interaction and Identity. The establishment of the Cultural Centre has ensured that there is a permanent place for second, third and future generations of Italian migrants and the broader community to come together to understand and celebrate Italian–Australian history.

The Centre also notably enhances existing Co.As.It education programs and links into school curricula, further supporting the learning and teaching of Italian language and culture in schools. Its establishment has strengthened the Lygon Street Italian precinct as a hub of Italian culture and has become a local institution in the precinct, alongside well established Italian cafés and cultural points of visitation such as LaMama Theatre and Piazza Italia, which also benefited from funding for renovations under the Cultural Precincts Enhancement Fund. Opened on 3 October 2010, Museo Italiano has already welcomed thousands of visitors.

## Multifaith/Interfaith Grants Program

The Promoting Community Harmony: Multifaith/Interfaith Grants Program (MIGP), run by the Office of Multicultural Affairs and Citizenship distributed approximately \$360,000 to projects which brought together different community and faith-based organisations to:

- › engender understanding between faith communities and the wider Victorian community;
- › build greater respect for and acceptance of difference;
- › break down stereotypes; and
- › encourage unity amongst all Victorians.

Following applications and assessment in 2010–11, 64 community and faith-based organisations have been funded to deliver 68 projects between 1 July 2011 and 30 June 2012. 43 of these projects are multifaith initiatives. The remaining 25 are supporting the activities and operation of interfaith networks.

### **Multifaith/Interfaith Grants**

#### **InterAction Multifaith Youth Network \$12,000 in 2011–12**

InterAction consists of young people from Baha'i, Sikh, Jewish, Hindu, Muslim, Christian and Buddhist faiths. Its mission is to empower young people to use the shared values of their diverse traditions for the compassionate service of others. The grant allowed InterAction to deliver a range of activities that brought young people from different faiths together including:

- › running a weekly food van for those living in need staffed by young volunteers;
- › an interfaith leadership program run through universities incorporating training, mentoring and peer-support; and
- › an interfaith youth forum to share best-practice on community service and foster new partnerships.

#### **Brimbank and Maribyrnong Interfaith Network \$12,000 in 2011–12**

The Brimbank and Maribyrnong Interfaith Network received funding to continue its work towards the development of mutual understanding and promotion of respect and harmony in Melbourne's west. The Network facilitates regular meetings for faith community representatives and delivers activities for the wider community to engage and interact with people of diverse faiths and cultures living in the region. Activities of the Network which encouraged participation from a broad range of community members with particular focus on women and young people included:

- › places of worship tours for local residents;
- › multicultural and multi faith forums;
- › multifaith Ramadan Iftar events; and
- › the development of online resources and information on local interfaith events.

#### **Hindu Community Council of Victoria (HCCV) \$3,000 in 2011–12**

The HCCV is an organisation which represents Hindus living in Victoria, irrespective of their race, language or country of origin. In 2011–12 the HCCV received support to deliver the Unravelling Eastern Mysticism Program, which facilitated visits to Hindu places of worship across Victoria. The visits aim to showcase the history, practices and diversity of Victoria's Hindu community and served to break down barriers and facilitate dialogue between members of the Hindu community and the wider Victorian community. At the close of the project, it is expected that almost 200 people from diverse faith and cultural backgrounds will have benefited from the program.

#### **B'nai B'rith Anti Defamation Commission \$12,000 in 2011–12**

B'nai B'rith is a Jewish communal organisation that works to ensure a safe and fair society for Australians of all faiths and cultures, by combating anti-Semitism and racism in all its forms. In 2011–12 B'nai B'rith was supported to continue its Multifaith Future Leaders Program, which encourages participation from young people from diverse backgrounds through leadership training and relationship building activities. Graduates from the program make up membership of the Future Leaders Interfaith Network, which keeps participants engaged and active in interfaith activities, forums and events throughout their participation in the program.

## Connecting Faith Communities Project

The Connecting Faith Communities Project was established in response to research conducted before, during and after the Parliament of the World's Religions (PWR) held in Melbourne from 3-9 December 2009 and from subsequent discussions.

The objectives of the Project, delivered by the Office of Multicultural Affairs and Citizenship in partnership with the Faith Communities Council of Victoria, were to:

- › Provide opportunities for networking, face-to-face conversations and the building of relationships between those organisations and individuals involved or interested in multifaith and interfaith activity in Victoria;
- › Provide more information, better distribution of information and better access to information in relation to multifaith and interfaith activity and faith diversity in Victoria to both faith communities and the wider community; and
- › Provide an opportunity for those organisations and individuals involved or interested in multifaith and interfaith activity to come together to reflect on the PWR and have input into the Connecting Faith Communities Project.

### Multifaith Victoria Forum

The inaugural Multifaith Victoria Forum (MVF) was held on Thursday 5 August 2010 at the Melbourne Town Hall. Over 180 participants from a range of interfaith networks, government and faith-based organisations participated in the forum to share knowledge, develop practical skills and expand their existing networks.

Following on from the Parliament of the World's Religions in December 2009, the Multifaith Victoria Forum provided an opportunity for people with varying levels of involvement in interfaith activities to connect with the growing interfaith movement in Victoria. With representatives from across Victoria and from a spectrum of diverse faiths, the Forum was a tremendous opportunity for people to learn from one another and share their experiences.

In addition, the MVF offered a series of practical workshops to develop participants' skills in a range of areas. Workshop topics included: engaging young people; establishing and maintaining an interfaith network; utilising the media and promotion; and practical project management.

## Multicultural Arts Victoria programs

The Department of Premier and Cabinet (DPC), through Arts Victoria, provides ongoing funding to Multicultural Arts Victoria (MAV) to deliver arts and cultural programs across the state engaging CALD artists and communities. Over 480,000 attended Multicultural Arts Victoria's events in 2010.

Core programs include:

- › Emerge Cultural Hub – a mentor, youth and regional outreach community cultural development program for CALD refugee artists and Victorian communities;
- › Emerge Festival – Celebrating the State's diverse cultures;
- › Visible Mentoring Program – Supporting emerging and newly arrived musicians; and
- › Music Skills Workshop Series – Supporting CALD and world music artists to learn about the business of music.

In 2010, Multicultural Arts Victoria initiated the Heartlands Refugee Art Prize: celebrating skills, talents and creativity of refugees, and their social and cultural contributions to Victoria.

### Footscray Community Arts Centre (FCAC) Arts Space

Operating within the western region of Melbourne, Footscray Community Arts Centre is widely acknowledged as a leading centre for contemporary arts and community engagement. With funding through Arts Victoria, the Centre offers opportunity for cultural expression, participation and exchange, targeting the regions CALD communities. In 2010, activities included:

- › Sunday Arvo Music Series (cultural diverse music series);
- › African Affair (African contemporary music festival);
- › Fear of a Brown Planet's Hip Hop Academy (workshops challenging negative racial stereotypes); and
- › Chilean Bicentenary Celebrations (Cultural Festival).

Funding was also provided for the Centre's new arts space, launched in 2010, which is the largest dedicated multi-disciplinary arts venue in the West and includes a 250-seat theatre, digital media hub, reading rooms, art gallery and meeting rooms.

### Kenneth Myer Asian Theatre Series

The Victorian Arts Centre established a biennial program presenting the best of Asian contemporary performing arts building understanding of Asian cultures, developing new audiences and encouraging engagement between Asian and Australian artists.

### Melbourne International Arts Festival – Multicultural Outreach

In 2010, the Festival's Multicultural Outreach was focused around 6 Festival events—K@osmos; Tomorrow in a year; Opening Night; The Hawkers Song; PK14; The Blue Dragon—which targeted a diverse range of cultural communities, including Spanish/Latin, Asian, Danish, Swedish, Dutch and Cambodian. Cooperative marketing initiatives were run in conjunction with organisations throughout the country including Victorian Multicultural Commission, the General Chinese Associations and the Consulate General of Spain.

#### Museum Victoria

**Active Minds** is a sustained targeted access program for Grade 3 and 4 students and their families from localities with high migrant and refugee populations.

The program supports a school visit and provides each student with a family pass to use at their leisure. In January 2010 and 2011, the program conducted Active Minds Family Day at Immigration Museum as part of Kidsfest. The Active Minds program will continue developing this combined school visit and family day approach.

**Narratives Across Culture** involved students from Victoria University and Deakin, Warrnambool Campus exploring immigration stories in their community and presenting an exhibition at Flagstaff Hill. A visit to the Immigration Museum set the context for the research into community migration stories and the opportunity for students from a regional tertiary institution to engage with stories of the Diaspora was facilitated through a workshop session at the Immigration Museum. Student responses indicate the Immigration Museum sessions provide opportunities to reflect on the cultural diversity of their communities, the exhibitions offer inspiration for their research projects and that their visit to the Immigration Museum presented opportunities to reflect on their place in a multicultural society, connecting them to previously unheard family stories of migration.

**The Wheeler Centre for Books Writing and Ideas** was established and launched by the State Government in 2010 as part of its City of Literature initiative. At the launch of twelve of Victoria's finest writers and storytellers celebrated the diversity and depth of Melbourne as a City of Literature, a city built on voices from elsewhere. The 2011 program launch at the Melbourne Town Hall included writers from near and far, to share their stories in their own words, in their own languages. From the universal to the intensely personal, the international writers—Abha Dawesar, Yannick Haenel, Dagmar Leupold, and Murong Xuecun—told their stories in Hindi, French, German and Chinese (with English translations) alongside contributions in English from local writers, emphasising diversity as the source of creativity.

## CULTURAL DIVERSITY WEEK 2011

A vibrant and diverse crowd of almost 40,000 people flocked to Federation Square for the third annual Viva Victoria festival on 27 March 2011. Now firmly established as a highlight on the Cultural Diversity Week calendar, the festival features music, dance, art, craft, food, workshops and activities representing dozens of different cultural groups.

Viva Victoria spreads a message of harmony and good-will to a broad cross-section of Victorians. It is a unique opportunity for people of all ages, faiths and backgrounds to come together to learn about other cultures and celebrate the successes of our multicultural state. This year's festival included three stages of music and dance from around the world, including stand-out performances from popular bands *VulgarGrad*, *Bombay Royale*, *Blak Roots*, and *Dereb The Ambassador*.

This year also saw the introduction of the *Ubuntu* Youth Stage—an initiative of the Multifaith Multicultural Youth Network (MMYN)—dedicated to showcasing performances from young members of Victoria's new and emerging communities. The *Ubuntu* stage was a great success, with around 80 young performers participating in the program of entertainment.

Over twenty food stalls provided a tempting array of cuisines, including Thai, Brazilian, Turkish, French and Caribbean. In the market area, festival-goers could browse stalls containing quality art and craft products from artists and traders representing many cultures. Interactive activities included Maori cultural workshops, an Indian rangoli-inspired art installation, a world-map activity, Thai massage, plus free workshops, story-telling and face painting for children.

## Initiatives in 2010–11 for CALD youth, older persons and women; and CALD communities in regional and rural Victoria

### Multifaith Multicultural Youth Network

The Multifaith Multicultural Youth Network (MMYN) was established in September 2007. Comprised of 25 young people from diverse faiths, cultures, ages, life experiences and from across Victoria, the MMYN continued its activities for a fourth term with 17 new young people recruited in October 2010. In 2010–11 the MMYN facilitated and participated in a range of projects, consultations and events including:

- › **Multifaith Advisory Group.** In February and May 2011, representatives of the MMYN attended the Multifaith Advisory Group (MAG) meeting. The purpose of MMYN representation at the MAG meetings was to foster an ongoing and collaborative relationship between the two groups; and allow perspectives from young people to be heard and acknowledged by the senior faith representatives on the MAG.
- › **Consultation with Refugee Advocacy Group RISE.** In May 2011, MMYN members conducted a meeting at the offices of RISE (Refugees, Survivors and Ex-Detainees), a not-for-profit advocacy group governed and managed by people from asylum seeker and refugee backgrounds. The meeting allowed the Network members to learn more about the experiences of young people from refugee and asylum seeker backgrounds, and identify ways in which they may become more involved.
- › **Ubuntu Youth Stage.** In March 2011, the Viva Victoria festival marked another exciting end to Cultural Diversity Week. In 2011 for the first time, Viva played host to the Ubuntu Youth Stage — an initiative devised and implemented by members of the MMYN. The Ubuntu Youth Stage hosted nine separate acts, and was attended by thousands of people.

### Community Languages Schools Program

The Department of Education and Early Childhood Development provides a per-capita student subsidy to eligible community-based, non-profit organisations which provide programs to school aged students to maintain their languages and cultures. In the 2011 school year, 177 organisations provided classes to 33,823 students in 45 community languages.



### **Community Languages Teachers professional development activities**

The Department of Education and Early Childhood Development entered into a service agreement with the Australian Federation of Ethnic School Associations (AFESA) to provide accredited tertiary level language teaching courses for community language teachers. General professional development workshops on issues affecting the community languages schools sector are also available.

In 2011, nearly 250 community languages school teachers successfully completed thirteen 30-hour tertiary courses, conducted in three languages; Chinese, Vietnamese and English. AFESA also conducted 21 workshops for over 950 teachers

Approximately 440 community language school teachers participated in workshops at the Ethnic Schools Association of Victoria's annual conference.

### **Youth and Media Mentoring Project, 'Working Title'**

Delivered in partnership with Channel 31, this project provided 10 CALD young people with the opportunity to participate in a ten week training and mentoring program that culminated in the development and screening of two documentaries created by the participants and aired on Channel 31. The project enabled participants to:

- › develop practical skills in various elements of the production of professional-quality programming;
- › form mentoring relationships with people at Channel 31 and others in the industry;
- › develop skills to engage with the media;
- › develop leadership skills;
- › develop a better understanding of education and employment pathways in the industry;
- › gain workplace experience that will assist them to find future employment in the production industry or elsewhere;
- › learn to work collaboratively with others in a group setting; and
- › gain an enhanced understanding and appreciation of the experiences, backgrounds, interests and priorities of other young people from diverse backgrounds.

### **'Sharing Women's Lives'**

Delivered by Jesuit Social Services with funding from the Department of Education and Early Childhood Development, this project promoted opportunities for CALD communities to become more involved in vocational education through the delivery of innovative engagement programs that incorporated a culturally appropriate training model. As a result 11 African female refugees were assisted to access the VET system via individual pathway plans.

## CULTURALLY APPROPRIATE ACCESS TO SERVICES

In order for people to develop an engagement with the wider community, they must feel involved and supported, and have equal access to information and services. Victorian Government 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. It is crucial that programs and services are aligned to current migration trends and meet the needs of both newly-arrived and established migrant groups.

The following section outlines some of the initiatives that demonstrate the ways in which existing programs are being altered or new ones initiated so as to:

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

### Initiatives in 2010–11

#### Establishment of the Settlement Coordination Unit (SCU)

The Settlement Coordination Unit (SCU) within the Office of Multicultural Affairs and Citizenship (DPC) was established to promote a more coordinated response to settlement needs across state government services, and to encourage better coordination with Commonwealth and local government services. The SCU also administers the Refugee Action Program and the Asylum Seeker Support Program.

#### Justice for Refugees Program (JRP)

The Department of Justice's JRP program aims to reduce negative contact between emerging refugee communities and the justice system in three areas:

- › Appropriate Information: providing new and emerging refugee communities with information about the legal system and their responsibilities and rights within Victoria;
- › Responsive Justice Services: supporting justice staff and agencies to respond sensitively to the circumstances and needs of newly arrived refugees and refugee communities; and
- › Early Intervention and Diversion: using early intervention and diversion strategies to reduce negative contact between young people from refugee backgrounds and the criminal justice system, particularly young people.

In 2010–11 the JRP undertook a number of significant projects, including:

- › Consulting with refugee-background communities to identify justice related issues and trends which need to be addressed to enable them to become actively engaged citizens of Victoria;
- › Delivering ninety-four seminars across the state to provide information about the Victorian Justice system and to address specific issues that have been raised with the Department. Over 2,000 people attended the sessions;
- › Justice Expos;
- › Court Network Project; and
- › Youth Project.

#### Court Network Project

The Department of Justice's Court Network recruited volunteers from refugee backgrounds who provide information, support and referrals to victims of crime, people accused of crime and families, adults and children who attend court and require support. The Project is a joint initiative of the Court Network and the Justice for Refugees Program.

#### Revised homelessness assistance program guidelines for asylum seekers

The homelessness assistance program guidelines for asylum seekers were revised by the Department of Human Services to improve homelessness service system understanding of asylum seeker eligibility, which will support increased referrals to specialist services for people presenting for homelessness and housing assistance.

### **Family Violence risk assessment and risk management framework training for CALD communities**

This important training was tailored by the Department of Human Services to meet the needs of CALD service providers. The pilot program comprised six training sessions in Hume region and metropolitan Melbourne, resulting in an overall increase in the reach of Common Risk Assessment Framework training and understanding of family violence in CALD organisations.

### **Programs for Diverse Populations Project**

In response to the 2009 Victorian Bushfires Royal Commission recommendations, the Country Fire Authority developed and delivered bushfire safety and preparedness information and education sessions for people who may be at greater risk in a bushfire situation due to barriers such as language, health, age or mobility. The project makes bushfire safety information, materials and programs more accessible and inclusive for people from CALD backgrounds who work, study, live in, or travel to, high bushfire risk locations in Victoria.

### **Refugee Action Program (RAP)**

The RAP (formerly the Refugee Brokerage Program 2005–06 to 2008–09) worked to build the capacity of newly arrived communities in Victoria to facilitate access to existing services, identification of local settlement issues and concerns, planning of tailored, community-owned responses and improvement of settlement outcomes.

In 2010–11, the program was funded \$1 million to operate across metropolitan Melbourne and in Mildura, Swan Hill, Latrobe, Greater Shepparton and Moira City Councils in areas where communities from refugee and humanitarian backgrounds have settled.

### **Justice Expos**

The Department of Justice's Justice for Refugees Program held three expos in 2010–2011, one each in the Eastern Metropolitan Region, Barwon South West Region and the Hume Region (Shepparton). During the Expos, a number of business units within the Department provided information in different languages to refugee communities. More than 700 people attended the Expos. Four further Expos were held in collaboration with the Courts. One each in the Melbourne, Dandenong and Broadmeadows Magistrates' Courts and another with the County Court.

### **MyLanguage Website**

With 6 million information links in over 60 languages, the MyLanguage website is a collaborative national project managed by the State Library of Victoria. MyLanguage aims to promote access to information for CALD communities through a web portal, using communication and information technologies to develop and strengthen communities and facilitate their participation in the broader Victorian community.

### **Alcohol Information for at-risk groups for CALD communities**

Undertaken by Eastern Health – Turning Point Alcohol and Drug Centre, in partnership with the Multicultural Centre for Women's Health, this project delivered 40 in-depth health education sessions to five CALD communities: Arabic, Polish, Spanish, Sudanese and Vietnamese.

The sessions provided community education on alcohol consumption and its related harms, and information on treatment and other services. A total of 2,000 posters and 165,000 brochures in the five community languages are being distributed, for display and use in a variety of health and community settings. The material is also being made available on the hosting website of the Australian Drug Foundation.

### **Development of a Refugee Health and Wellbeing Strategy**

A continuing commitment to improving the health of refugees and asylum seekers was made in the *Victorian Health Priorities Framework 2012–2022* under the strategic priority to develop a system that is more responsive to people's needs. The strategy will identify key health issues for people from refugee backgrounds and set priorities for action that will assist refugees and asylum seekers across Victoria to achieve health outcomes comparable to the broader population. The strategy will be developed in conjunction with key stakeholders including the Victorian Refugee Health Network.

### **Torture and trauma counselling**

A national leader in the area of refugee health care, the Victorian Foundation for Survivors of Torture (Foundation House) provides torture and trauma counselling for adults and children who have experienced torture, persecution or war-related trauma prior to their arrival in Australia.

Foundation House also works to improve the skills and competency of health care services in refugee health. Funding of \$1.81 million was provided to Foundation House in 2010–11 to deliver counselling casework and support services through their Brunswick, Dandenong and new Sunshine service sites and the provision of professional development and support to other agencies.

### **Refugee Health Nurse Program**

The Refugee Health Nurse Program focuses on early health assessment, referrals and health promotion. The program links refugees to existing health services and aims to increase the capacity of Community Health Services and General Practitioners to respond to the health and wellbeing needs of refugees.

The Refugee Health Nurse Program continues to provide care to refugee populations in areas of high need. In 2010–11 the Victorian Government funded over 17,000 hours of Refugee Health Nursing service to support people from refugee or asylum seeker backgrounds access essential health services.

### **Refugee Health Fellows Program**

Two Refugee Health Fellow positions (based at Royal Children's Hospital and Royal Melbourne Hospital) were funded by the Department of Health to support the development of links between primary health care and specialist health services and capacity building in both sectors.

Capacity building measures included:

- › Education programs, including development of written training materials;
- › Consultancy services to health service providers and clients; and
- › Operation of telephone consultancies and specialist clinics.

### **Guide to asylum seeker access to health and community services in Victoria**

Prepared by the Department of Health in conjunction with service provider stakeholders, a revised guide was released in May 2011 to outline special access arrangements to health and community services for community-based asylum seekers in Victoria. The guide includes updated contact details and links to resources and government policies and guidelines.

### **Your Choice service for retail energy customers**

The Essential Service Commission provided telephone advice for retail energy customers on choosing an energy retailer in a range of languages including Italian, Greek, Turkish, Vietnamese, Arabic and Mandarin.

### **Peer Education Program for CALD Communities – HIV and other Blood Born Viruses**

This initiative is aimed at developing and implementing a sexual health and viral hepatitis peer education program for CALD communities focussing on addressing stigma and discrimination. The peer education model supports individuals and families and assists people to access health services for information, testing and treatment.

### **HIV Education and Support for Recently Arrived Communities in Victoria**

The Multicultural Health and Support Service (MHSS) has been funded by the Department of Health to provide HIV education and support for recently arrived communities in Victoria since 2007. It has developed and implemented a comprehensive local communities strategy with relevant local CALD and health organisations to deal with the needs of recently arrived communities being placed in regional areas of Victoria. The program is being systematically delivered to target communities across Victoria.

### **Healthy Mothers, Healthy Babies**

The Department of Health provided \$2.1 million in 2010–11 to this program that aims to reduce the burden of chronic disease by addressing maternal risk behaviours and providing support during pregnancy. This program targets a broad range of vulnerable women including women from refugee and CALD backgrounds. Delivered in eight metropolitan local government areas that have high birth rates and high levels of social disadvantage, the program has successfully facilitated linkages with maternity services and a range of other health and human services.

### **The Home and Community Care (HACC) Diversity Planning and Practice Strategy**

The Commonwealth and State funded HACC Diversity Planning and Practice Strategy seeks to ensure that a diversity lens that promotes a person-centred approach is adopted when planning, developing and providing services. Under this initiative, all HACC funded agencies are required to develop and implement a triennial diversity plan. A target group for this initiative is people from CALD backgrounds, including frail older people, people with disabilities, and carers providing basic support and maintenance to people living at home whose capacity for independent living is at risk.

### **Migrant Mental Health Taskforce**

The Migrant Mental Health Taskforce is a joint venture between the Victorian Mental Health Reform Council and the Office of Multicultural Affairs and Citizenship. It brings together senior government and non-government stakeholders to provide expert advice and leadership to achieve better mental health for migrant communities. The priority sub-groups for this initiative include older adults, women and young people from CALD and refugee backgrounds.

### **Initiatives in 2010–11 for CALD youth, older persons and women; and CALD communities in regional and rural Victoria**

#### **St John's Community Hub**

The Department of Planning and Community Development provided funds for the redevelopment of the St John's Hall in the City of Maribyrnong to improve access to community facilities for isolated disadvantaged communities and young people in Melbourne's Western Region, particularly the emerging African communities. The facility will have a tangible impact on connecting young people with established support networks, promoting greater cooperation between smaller groups and enhancing the use of group resources.

#### **Castlemaine African Community Project**

This project, led by the Department of Planning and Community Development, involves the implementation of a proactive strategy to ensure the successful long-term settlement of the emerging African communities in Castlemaine. The strategy focuses on addressing key factors that contribute to successful refugee settlement in a rural location. The project builds on existing community commitment and is based on the experiences of other rural locations.

#### **Shepparton Irrigation Region Multicultural Facilitator**

The Department of Primary Industries has employed a local Multicultural Facilitator to improve communication and delivery of programs relating to the Regional Catchment Strategy to the diverse CALD farming community in the Shepparton Irrigation Region.

This improved communication, enhanced the development of understanding of diversity in the community and within government and aided the delivery of outreach processes to CALD farmers to aid their implementation of sustainable agriculture.

#### **Scholarships for tertiary students from refugee communities**

Department of Justice provided scholarships to four students from refugee communities to undertake justice-related tertiary courses. The project offers support to maximise the chances of the recipients successfully completing their courses and gaining work within the justice sector or the broader public sector. The community will benefit from an increased representation from a broader range of cultural backgrounds in the workforce in justice-related fields.

### **Sudanese Youth Leadership Development Program**

Following a forum with local Sudanese leaders and youth in the Dandenong area, the Multicultural Liaison Office at Dandenong Police Station initiated and developed a youth leadership program in partnership with 6 Sudanese young people. Interest and support from the City of Greater Dandenong facilitated the program with other employment related service providers also assisting. The program aimed to develop skills in potential future community leaders in the areas of leadership styles, conflict resolution, public speaking, insight into the role of police, project management and employment readiness. A total of 15 young men graduated from the program in April 2011. These partnerships remain robust resources for future program development.

### **FLAMES for English Language Schools and Centres**

FLAMES for English is a home fire safety program delivered by the Metropolitan Fire Brigade to students in English Language Schools and Centres who are newly arrived in Australia. Students' knowledge of fire safety issues is enhanced through the fire-fighter delivered presentation. Over the 12 month period to July 2011, fire-fighter delivered FLAMES presentations were made at eighteen schools with over 1,000 secondary school students participating in the program.

### **Free kindergarten program for 4-year-old refugee and asylum seeker children**

The Department of Education and Early Childhood Development provided funding to enable 4-year-old refugee and asylum seeker children to access a quality kindergarten program for 10 hours and 45 minutes per week at no cost.

### **Kindergarten Program Support and Advisory Service**

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

The program helps build meaningful participation of CALD families in children's services; helps ensure information for key services is consistent, accessible and appropriate; and contributes to the provision of quality services that support and promote diversity

### **The HACC Supported Access Pilot Project**

The Commonwealth and State funded HACC Supported Access Pilot Project targeted HACC eligible people from CALD backgrounds including older persons. The key aims of the project are to:

- › assist ethno-specific and multicultural agencies to explore and develop mechanisms to assist HACC eligible people from CALD backgrounds (who require extra support) to access and negotiate HACC and other related services; and
- › assist ethno-specific and multicultural agencies to work effectively in the HACC service system to provide specialist cultural knowledge, information and advice to assist generic agencies in developing culturally appropriate service responses for specific clients/residents.

The project was externally evaluated and a report completed in November 2010. The evaluation concluded the model was viable and sustainable, and recommended it be extended to target and service a broader range of diverse communities. The project model has informed the development of the Access and Support HACC activity under the Diversity Planning and Practice Strategy.

### **Identification of CALD participants in National Cervical Cancer Screening**

The aim of this initiative is to enable the collection of data regarding Aboriginal and Torres Strait Islander and CALD participation in cervical cancer screening. Access to participation data of CALD women will assist with planning service delivery to address specific needs of CALD women. It will allow programs to measure the impact of initiatives to improve CALD participation on screening rates.

## REALISING THE BENEFITS OF MULTICULTURALISM

The value that migrant and refugee groups bring to our community stems directly from the vast diversity of experience that they bring with them. People from all over the globe have made an enormous contribution to the social, economic and cultural life of our state. The development of our cosmopolitan society has led to Victoria being reecognised internationally as a welcoming place to do business, study, work and live, and why Melbourne has consistently rated as one of the world's most liveable cities.

Programs in this section have contributed to Victoria's deserved reputation as having a welcoming environment that has allowed us to maintain our position as a destination of preference for skilled workers, significantly contributing to addressing skills shortages and boosting labour force participation and productivity. Leaders in business and commerce with continuing links to their country of origin also offer access to markets in countries through their language skills and cultural understanding.

This section also features programs that provide pathways for individuals into education and the workforce. Finding employment is a crucial step on the road to successful settlement. Facilitating opportunities provides significant benefits not only to the individual but the wider society.

### Initiatives in 2010–11

#### Global Skills for Provincial Victoria

The Department of Business and Innovation contributed \$1.2 million in 2010–11 towards this initiative that assisted employers across rural and regional Victoria to respond to skill shortages by attracting and retaining skilled migrants. 938 employment outcomes for skilled migrants were achieved from Jan 2008 to June 2011.

#### Skilled Migrant Seminar Series

This program, delivered by the Department of Business and Innovation, assisted over 1000 skilled and business migrants gain an insight into and develop an understanding of Australian workplace culture. Seminars offered workplace and business advice and links to employers and industry to facilitate access to the local job market and connections with employers.

#### Locally-based foreign language guides

Engaging locally based foreign language guides heightens the experience for the visitors to Victoria from abroad and fosters social and economic benefits for the guide and the local economy. The Department of Business and Innovation employed locally based foreign language guides for international familiarisation activities to improve understanding and cultural exchange. Guides were sourced with the following foreign language skills: Chinese, Japanese, French, German, Italian, Russian and Korean.

#### Victorian Electoral Commission (VEC) CALD recruitment strategy

The VEC developed an online facility for registration of interest for employment in state elections allowing easy identification of staff fluent in languages other than English. In-language posters promoting employment during the State Election were also distributed to CALD community agencies.

The number of staff with skills in languages other than English increased from 1,669 in the 2006 State Election to 2,931 in 2010, an increase of 76%.

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

The Office for Multicultural Affairs and Citizenship instigated this program, developed and delivered by Monash University, to provide professional development opportunities for practicing interpreters and translators in specific sectors including healthcare, legal and community interpreting and translating. The curriculum for the program was developed in consultation with relevant Victorian Government departments and agencies. 158 interpreters and translators speaking 26 languages have successfully completed the program and built on their skills, knowledge and confidence in interpreting and translating since its inception.

### **lerni website – State Library of Victoria**

The lerni website provides multilingual learning resources for Adult and Community Education (ACE) providers working with emerging communities. Resources, including video resources, are available online in the languages of 10 emerging communities.

## **Initiatives in 2010–11 for CALD youth, older persons and women; and CALD communities in regional and rural Victoria**

### **Careers Mentoring Network Initiative (CMNI)**

The Careers Mentoring Network Initiative (CMNI) is administered by the Office for Youth in the Department of Human Services. The CMNI has established mentoring trials aimed at improving the career development and long-term learning and employment prospects of young people. Delivered in partnership with South Eastern Region Migrant Resource Centre, the initiative assisted young people in Year 7 and Year 8 from CALD backgrounds, including refugee youth at risk of disengaging from school and their families, to explore their strengths, interests, values and goals, and to raise their career awareness and aspirations.

### **Refugee Minor Program – expansion of employment, education and housing services**

Additional funding of \$920,000 per annum over four years has been provided by the Department of Human Services to assist with addressing the settlement and support needs of some of the most vulnerable unaccompanied refugee minors as well as providing support with accessing sustainable accommodation, education and employment for those refugee minors transitioning to independent living. Established in 2010–11, the program assisted four young people with their housing needs. Twenty-five young people were supported into education or employment.

### **Cultural Support Programs**

Young male Afghan Unaccompanied Refugee Minors were provided with a pathway into TAFE trade programs through \$40,000 funding from the Department of Education and Early Childhood Development. The program provided a supported pathway program embedding ESL tuition in a taster program involving completion of modules in four trade areas: Welding, Plumbing, Electro technology and Carpentry.

### **Support for Refugee Students**

In partnership with the Centre for Multicultural Youth and Foundation House (The Victorian Foundation for Survivors of Torture), the Department of Education and Early Childhood Development offers out of school hours learning support programs and training for volunteers. In 2010–11 it provided:

- › professional development for 2,588 teachers;
- › targeted intervention and support through the Refugee Action Network to 41 schools across the State;
- › secondary consultations with schools in partnership with regional DEECD offices;
- › a Global Gathering partnership event including English language schools and centres, the Catholic Education Office, Local Learning and Employment Networks (LLENs), DEECD Regional Offices, Health groups focusing on students in the middle years of schooling;
- › training for 664 volunteer tutors across the State;
- › up to 5,500 students with targeted homework support across the State; and
- › two Learning Beyond the Bell forums for 270 participants, including providers of homework support programs, schools, other Government and non-government agencies, the Catholic Education Office and Independent Schools Victoria.



### **Youth Leadership and Participation (YLP) Program**

Delivered in the Greater Bendigo area by the Office of Multicultural Affairs and Citizenship in partnership with Bendigo Community Health Services, the objectives of the YLP Program were to:

- › increase participation and leadership among young people from diverse backgrounds, including within local employment sectors;
- › improve understanding and awareness amongst local decision makers and employment sectors about the issues facing local young people from diverse backgrounds, as well as the strengths of this cohort;
- › create sustainable links and dialogue between young people in the Loddon Mallee region and decision makers/employment sectors;
- › develop the leadership, communication and decision-making skills of young people; and
- › build strong relationships between participating youth and their respective communities.

Thirty young people from a range of backgrounds including Burmese, Thai, Brazilian, Italian, Japanese and Chinese participated in the program.

### **Teacher professional learning**

The Department of Education and Early Childhood Development offered scholarships worth a total of \$191,888 for primary and secondary teachers to undertake Teaching English to Speakers of Other Languages (TESOL) qualifications in response to demand in many schools across Victoria for qualified English as a Second Language (ESL) teachers. 48 scholarships were provided in 2010 and 40 in 2011, to primary and secondary teachers in government schools. 23 teachers are gaining a Masters of TESOL under this program.

### **CALD: Small/Micro Business Internship program**

Targeting 15 women from CALD communities, this program developed an innovative training program that enabled clients to establish and manage a small/micro business. \$50,000 in funding from the Department of Education and Early Childhood Development led the women from Mildura in investigations of micro business opportunities, the development of a micro business proposal and provided materials for work placement.



## PART B: DEPARTMENTAL REPORTING

Use of interpreting and translating services

Victorian Government multilingual publications and resources

Progress and forward initiatives under Cultural Diversity Plans

CALD representation on government boards, authorities and committees

Spending on CALD advertising campaigns

Measures to promote human rights

## USE OF INTERPRETING AND TRANSLATING SERVICES

### Expenditure on interpreting and translating services

The following list provides an indication of expenditure on language services in 2010–11. It is not intended to be an exhaustive record of the output from Victorian Government Departments.

Total identified expenditure for interpreting and translating services in 2010–11, including expenditure through funded agencies, was \$26,149,230, representing a 20.88% increase from the 2009–10 expenditure of \$21,631,038

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

Service	Expenditure	Description/Outcome
<b>Interpreting and translating services for parents/guardians and school communities</b>	\$1,100,000	<ul style="list-style-type: none"> <li>› Facilitated parent and community engagement through early childhood and school education interpreting and translating services including:               <ul style="list-style-type: none"> <li>– 9,327 onsite interpreting assignments;</li> <li>– 1,650 telephone interpreting assignments; and</li> <li>– 331 translating assignments.</li> </ul> </li> </ul>
<b>Maternal and Child Health Service Key Ages and Stages consultations</b>	\$762,111	<ul style="list-style-type: none"> <li>› Telephone and on-site interpreters were used for Key Ages and Stages consultations to enable accurate and efficient communication with families with young children (0–6 years). This included 7,010 on-site interpreter assignments.</li> </ul>
<b>Early Childhood Intervention Services (ECIS) consultations</b>	\$111,844	<ul style="list-style-type: none"> <li>› Telephone and on-site interpreters were used for ECIS consultations to provide access to early intervention services and enable accurate and efficient communication with families with young children with a developmental delay or disability. This included 1748 telephone or on-site interpreter assignments.</li> </ul>

#### Department of Health:

Service	Expenditure	Description/Outcome
<b>DH Credit Line</b>	\$944,060	<ul style="list-style-type: none"> <li>› The DH credit line system is a centrally funded and administered contract for language services. Program areas allocate an annual budget for their credit line/s and this pool of funds is used to provide language service to DH funded agencies that are considered 'small users' of language services.</li> </ul>
<b>Hospital expenditure on language services</b>	\$11,964,644	<ul style="list-style-type: none"> <li>› Hospitals are funded through a case mix model, which includes funding for language services. Hospitals (including mental health services) report to DH on expenditure on language services.</li> </ul>

<b>Direct funding to community health services for language services</b>	\$1,946,000	<ul style="list-style-type: none"> <li>› Direct funding was provided to community health services to support the use of language services for interpreting, translation and delivery of care to people from CALD backgrounds.</li> <li>› Services not receiving direct funding have access to the DHS credit line.</li> </ul>
<b>Direct funding to Commonwealth and State funded Home and Community Care Program (HACC)</b>	\$122,203	<ul style="list-style-type: none"> <li>› Direct funding was provided to HACC Program services to provide linguistically appropriate information, care and service delivery to clients from CALD backgrounds</li> </ul>

#### Department of Human Services:

Service	Expenditure	Description/Outcome
<b>DHS Credit Line</b>	\$1,002,827	<ul style="list-style-type: none"> <li>› The DHS credit line system is a centrally funded and administered contract for language services. Program areas allocate an annual budget for their credit line/s and this pool of funds is used to provide language services to DHS funded agencies and Disability Services workers in regional offices to support clients from CALD backgrounds.</li> </ul>
<b>Children, Youth and Families interpreting and translating services</b>	\$387,134	<ul style="list-style-type: none"> <li>› Child Protection, Youth Services and Youth Justice program areas purchased language services through operational budgets to support clients from CALD backgrounds.</li> </ul>
<b>Housing and Community Building interpreting and translating services</b>	\$597,130	<ul style="list-style-type: none"> <li>› Language services were provided for tenants and applicants seeking assistance from Regional Housing Offices, the Maintenance Call Centre and central program areas such as Complaints and Appeals, including access to the Language Link telephone information service.</li> </ul>
<b>Corporate Services interpreting and translating</b>	\$65,240	<ul style="list-style-type: none"> <li>› The Concessions Unit in Corporate Services purchases language services through operational budgets as required to support all persons receiving concessions from CALD backgrounds.</li> </ul>
<b>Neighbourhood Renewal interpreting and translating</b>	\$3,500	<ul style="list-style-type: none"> <li>› Information was delivered in appropriate languages and formats to local residents on Neighbourhood Renewal Community Action Plans, information and events. Interpreters were employed to facilitate 10 meetings and 2 larger forums.</li> </ul>

Department of Business and Innovation\*:

Service	Expenditure	Description/Outcome
Overseas Qualification Unit	\$133,200	› Includes translation of guidelines for people who hold overseas qualifications to assist in finding information on undertaking their chosen occupation in Australia.

Department of Justice:

Service	Expenditure	Description/Outcome
Magistrates' Court of Victoria interpreting services for criminal and family violence court hearings	\$1,770,311	› Interpreters provided for court hearings to any accused (criminal jurisdiction), affected family member and respondent (family violence jurisdiction) and witnesses in criminal cases to provide access to justice for court users.
Children's Court interpreting services (Melbourne and Moorabbin Family Division)	\$220,298	› Interpreters provided for any court user from a CALD community to assist in a court hearing. This included 916 interpreter bookings at Melbourne and Moorabbin venues.
Neighbourhood Justice Centre interpreting and translating services	\$81,950	› Language services provided to improve understanding and access to the justice system for CALD communities including: <ul style="list-style-type: none"> <li>– permanent booking of Vietnamese translator on-site 3 days per week; and</li> <li>– regular training for staff on working effectively with interpreters.</li> </ul>
Consumer Affairs Victoria (CAV) Enquiries interpreting services	\$67,713	› CAV accessed interpreting services as required and approximately 2,300 CALD community members used interpreting services to access the CAV's Enquiry and face to face service.
Victorian Civil and Administrative Tribunal interpreting services	\$223,316	› Interpreting services were provided at all suburban and regional locations to assist CALD users with improved access to the Tribunal.
Interpreting services for Triple Zero calls	\$196,055	› Interpreting services provided by the Emergency Services Telecommunications Authority in delivering emergency call-taking and dispatch of emergency services.
Victoria Police interpreting and translating services	\$1,816,822	› Provided interpreting and translating services to facilitate communication between police and people from CALD backgrounds. This includes: <ul style="list-style-type: none"> <li>– three permanent staff employed to provide interpreter services for Victoria Police; and</li> <li>– interpreting services for clients presenting as victims, witnesses, suspects and offenders.</li> </ul>

<b>Office of Public Prosecutions interpreting and translating services</b>	\$266,461	› Interpreting and translating services provided to ensure witnesses and victims of crime are supported and assisted in their understanding of court processes when attending and participating in court matters.
<b>Victorian Electoral Commission Telephone Interpreter Service</b>	\$39,890	› Provided pre-recorded information in 22 languages specific to each phase of the 2010 State election, with an option for the caller to request an interpreter.
<b>Victoria Legal Aid (VLA) interpreting services</b>	\$434,400	› VLA used interpreters extensively in the delivery of direct services, through the Legal Help call centre and in delivery of community legal education sessions to CALD communities.
<b>Corrections Victoria interpreting and translating services</b>	\$78,650	› Translation services play a significant role in ensuring that prisoners and offenders are aware of rights and responsibilities and are made aware of management processes.
<b>Registry of Births, Deaths and Marriages telephone interpreting services</b>	\$38,129	› Telephone interpreting services were provided to customers from a wide range of cultural groups. Provision of information to enable the registration of significant life events is a legal requirement.

#### Department of Planning and Community Development:

Service	Expenditure	Description/Outcome
<b>Language Services Program</b>	\$277,000	› The Local Government Language Services Program was designed to improve access to council services and information by assisting councils to meet the cost of purchasing interpreting and translation services. A series of one-off grants were allocated to councils in October 2010.

#### Department of Premier and Cabinet:

Service	Expenditure	Description/Outcome
<b>Translation services for correspondence sent to the Premier</b>	\$782	› Translation services provided for incoming correspondence written in languages other than English.

#### Department of Primary Industries:

Service	Expenditure	Description/Outcome
<b>Fisheries Victoria interpreting and translating services (Offence Management Unit)</b>	\$2,895	› Fisheries Officers used interpreting and translating services in their field compliance duties to convey information about fishers' rights to those clients whose first language was not English.

Department of Sustainability and Environment:

Service	Expenditure	Description/Outcome
DSE's Customer Service Centre (CSC) interpreting services	\$1,536	<ul style="list-style-type: none"> <li>Interpreting services provided to people using DSE's CSC, which provides telephone information relating to DSE activities including land registry, fishing and hunting licences and emergency information such as the Victorian Bushfire Information Line.</li> </ul>

Department of Transport:

Service	Expenditure	Description/Outcome
Interpreter-assisted learner permits and driver tests	\$1,026,903	<ul style="list-style-type: none"> <li>People from non-English speaking backgrounds received VicRoads funded interpreter assistance for learner permit or licence tests. This included 13,736 interpreter-assisted tests.</li> </ul>
Interpreter-assisted telephone customer service	\$78,577	<ul style="list-style-type: none"> <li>VicRoads Call Centre offered interpreter assistance as required.</li> </ul>
Interpreter-assisted telephone customer service	Expenditure is funded under the TTA project budget	<ul style="list-style-type: none"> <li>The myki call centre offered a telephone interpreting and translating service for statewide myki enquiries and information and received 1011 calls requiring language services.</li> </ul>
Public transport information	Expenditure is funded under the Metlink Services Agreement	<ul style="list-style-type: none"> <li>Metlink offers a telephone translation service for state-wide public transport enquiries in 13 languages other than English.</li> <li>Customers can also call the interpreter service and listen to pre-recorded information. The Metlink interpreter service received 381 calls requiring interpreters.</li> </ul>

Department of Treasury and Finance:

Service	Expenditure	Description/Outcome
State Revenue Office (SRO) interpreting and translating services	\$3,991	<ul style="list-style-type: none"> <li>The SRO uses the National Translating and Interpreting services, organised through the Department of Immigration and Citizenship, to provide customers with translation of all written material and electronic forms and telephone interpreting.</li> </ul>

## VICTORIAN GOVERNMENT MULTILINGUAL PUBLICATIONS AND RESOURCES

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

Department	Publication	Description	Languages other than English
Department of Education and Early Childhood Development	The Ultranet: An interactive guide for parents	An interactive guide about the Ultranet to explain the benefits of the Ultranet and how it can be used to enhance learning.	The guide includes sections written in Arabic, Simplified Chinese, Traditional Chinese, Turkish and Vietnamese.
	Represent – An SRC resource kit for students and teachers	A resource kit developed by the Victorian Student Representative Council (VicSRC) to encourage and support the student voice. It includes information on how to ensure student representation is diverse and inclusive and was published and distributed to all Victorian secondary schools.	
	Kindergarten brochures and resources	A range of brochures providing information for parents about the benefits of kindergarten programs, how to enrol and the kindergarten fee subsidy.	Available in Arabic, Burmese, Chin, Chinese, Dinka, Karen, Khmer, Korean, Macedonian, Nuer, Russian, Serbian, Somali, Thai, Turkish and Vietnamese.
	Maternal and Child Health Key Ages and Stages information packs	A range of health promotion brochures covering topics such as Child Accident Prevention and Nutrition Tip Sheets.	Available in a range of languages including Arabic, Chinese Croatian, Macedonian, Serbian, Somali, Turkish and Vietnamese.
	Transition: A Positive Start to School	Translation of the two information sheets to assists parents with understanding and completing Transition Statements (Resource Information Sheet and Guidelines).	Available in 21 languages.
	Where To Now: VCE, VET and VCAL Information Booklet for Students and Parents	A range of materials to improve access to information on senior secondary pathways for newly arrived students and families.	Available in languages of recently arrived CALD communities including Chin, Hakka, Karen, Samoan and Somali.
Department of Health	Alcohol and Other Drug (AOD) Client Charter	Products include a printed publicity poster with accessibility statements to be displayed in Victorian AOD services, a web-based client charter publicity poster and a web-based client charter brochure.	Products are available in 13 community languages.



Department	Publication	Description	Languages other than English
	The Australian Charter of Patient Healthcare Rights in Victoria	Health Services provide the Australian Charter of Patient Healthcare Rights in Victoria (the Charter) to Victorians using their services.	The Charter was promoted and printed in 25 community languages and audio and Braille. The Charter was also produced in Easy English to make it more accessible to consumers, entitled 'Your rights when you use health services in Victoria'.
	Victorian Patient Satisfaction Monitor	Distribution of the Victorian Patient Satisfaction Monitor (VPSM) in six new community languages.	Available in 16 community languages.
	Fighting the Dragon with Luck DVD	A documentary that explores opioid addiction.	Translation of the DVD into Vietnamese.
<b>Department of Human Services</b>	Public Housing Infrastructure Program (PHIP) guidelines	Guidelines for a funding program for public housing tenant groups translated for a new, largely Vietnamese, committee of management on a public housing estate.	Available in Vietnamese.
	Social Housing Advocacy and Support Program (SHASP) Brochure	Information on the housing support program.	Available in 9 community languages
	Rental Payment card	Information for public housing residents on how to use their rental payment card.	Available in 9 community languages
<b>Department of Business and Innovation*</b>	Language variants of Tourism Victoria's consumer websites and of www.studymelbourne.vic.gov.au	Ongoing management of foreign language tourism and education websites to ensure promotional materials are accessible consumers and businesses from CALD communities.	Languages include Arabic, Bahasa Indonesian, Portuguese, Vietnamese, Chinese (traditional and simplified), Japanese, Korean, German, French, Spanish and Italian.
<b>Department of Justice</b>	Is someone you know being abused in a relationship? A Guide for Families, Friends and Neighbours (Reprint)	This booklet defines family violence, including examples, and the effect it can have on victims, suggests how to support a victim of family violence, explains the laws that can help and provides contacts for a comprehensive range of services.	Available in Burmese, Croatian, Dari, Dinka, Farsi, Macedonian, Serbian, Somali, Spanish Arabic, Chinese, Turkish and Vietnamese.
	Consumer Affairs Victoria fact sheets	CAV developed fact sheets including Your Shopping Rights and Avoid Unfair Business Practices.	Available in 30 languages.

Department	Publication	Description	Languages other than English
<b>Department of Justice (cont)</b>	Children's Court of Victoria Publications	<p>Pamphlets providing basic information to assist court users and inform them about the availability of legal representation, interpreters and court support services include:</p> <ul style="list-style-type: none"> <li>› General Guide to Court</li> <li>› Criminal Division</li> <li>› Family Division</li> <li>› Pre-hearing Conferences</li> <li>› Children's Court Clinic</li> </ul>	Pamphlets have been translated into Arabic, Available in Cambodian, Chinese, Filipino, Greek, Somali, Turkish and Vietnamese.
	Working With Children Check information sheet	An information sheet to ensure that members of CALD communities have access to general information about the Working With Children Check process.	Available in 33 community languages.
	StormSafe Multilingual Brochures	VICSES produced a brochure outlining storm safety messages for individuals targeted to CALD communities.	Available in 20 languages including Arabic, Amharic, Burmese, Chinese (Traditional), Croatian, Dari, Dinka, Greek, Hindi, Indonesian, Italian, Karen, Khmer, Macedonian, Serbian, Somali, Turkish, Spanish, Urdu and Vietnamese.
	Metropolitan Fire Brigade (MFB) Booklets, Brochures and Publications	<p>MFB publications included:</p> <ul style="list-style-type: none"> <li>› New Home Fire Safety</li> <li>› Winter Fire Safety Campaign</li> <li>› Change Your Clock, Change Your Smoke Alarm Battery Campaign</li> </ul> <p>Translated materials also featured on the MFB website and on a unique Home Fire Safety website.</p>	Campaigns and brochures targeted a range of CALD and newly arrived communities.
	What to do when the Sheriff contacts you Brochure	A brochure providing practical information including required actions and available options.	Available in 23 languages including Albanian, Amharic, Arabic, Assyrian, Bosnian, Chinese (Traditional), Croatian, Dari, Greek, Indonesian, Italian, Khmer, Macedonian, Samoan, Serbian, Somali, Spanish, Tagalog, Thai, Tigrinya, Turkish, Urdu and Vietnamese.

Department	Publication	Description	Languages other than English
<b>Department of Justice (con't)</b>	Victorian Electoral Commission voting resources	Key information relating to the 2010 State Election was available in community languages on the VEC website as well as translated audio files and the ability to fill out an enrolment form in-language.  Voting instructions were available in community languages in voting compartments at all voting centres at the 2010 State Election.	Key information was available in 22 languages; enrolment forms could be completed in 20 languages; and voting instructions were available in 20 languages.
	Victoria Legal Aid (VLA) Legal Help cards	Information cards which provide contact information and simplified descriptions of VLA services.	Available in 25 community languages.
	Guardianship Consultation Paper – Victorian Law Reform Commission	Paper explaining Victoria's guardianship and administration laws, offering options for reform and asking questions to guide submissions.	Available in Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Polish, Serbian, Turkish and Vietnamese.
<b>Department of Planning and Community Development</b>	Fare Cards for Migrants (Transport Connections Program)	The Fare Cards are wallet-sized cards to assist new migrants to communicate with local bus drivers in Mildura to provide increased transport options.	Available in 7 languages.
<b>Department of Premier and Cabinet</b>	National Gallery of Victoria (NGV) Information brochures	Information brochures for both NGV International and NGV Australia which include an outline of the offerings of the NGV.	Available Mandarin, French, Japanese, Spanish, Italian, Arabic and German.
<b>Department of Primary Industries</b>	Smart Meters	Factsheets to raise awareness of Smart Meters, their purpose and benefits.	Available in a range of community languages.
<b>Department of Sustainability and Environment</b>	Preparing for fire... with fire – Planned Burning brochure	Educational brochure as part of DSE's Planned Burn campaign.	Available in 12 languages including Italian, Greek, Vietnamese, Chinese, Arabic, Macedonian, Turkish, Croatian, Spanish, Maltese and Tagalog.
	Stage 2 water restrictions – Spring	Fact sheets providing notification of Stage 2 water restrictions.	Available in 13 languages including Arabic, Greek, Chinese, Croatian, Italian, Korean, Macedonian, Persian, Serbian, Spanish, Turkish and Vietnamese.
<b>Department of Transport</b>	myki brochures and information	TTA published the Melbourne's Guide to myki brochure, a comprehensive brochure on myki.	Available in Arabic, Cantonese, Croatian, Dinka, Greek, Italian, Macedonian, Mandarin, Somali, Spanish, Sudanese, Turkish and Vietnamese.

Department	Publication	Description	Languages other than English
<b>Department of Transport (con't)</b>	Multilingual Guide to Child Restraints and Booster Seats (DVD)	A VicRoads DVD providing parents and carers of young children with information on the correct use of child restraints.	Available in 9 languages other than English.
	Family Guide to Bike Education ('Bike Ed')	A booklet providing 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.	Available in 5 languages (Mandarin, Arabic, Somali, Turkish and Vietnamese) and can be downloaded from the VicRoads website.
	Learner permit and licence tests conducted in languages other than English	Computerised learner permit and hazard perception tests provided by VicRoads.	Tests are available in 19 languages other than English.

## PROGRESS AND FORWARD INITIATIVES UNDER CULTURAL DIVERSITY PLANS

Since 2006, all departments have been required to develop Cultural Diversity Plans to enhance the provision of culturally sensitive service delivery to all Victorian communities.

Under this commitment, departments are required to:

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

At 30 June 2011, departments were in the process of developing, implementing and monitoring their Cultural Diversity Plans, and a number of departments were in the process of developing new Cultural Diversity Plans.

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

Department	Detail
<b>Department of Education and Early Childhood Development</b>	<p>DEECD has undertaken a range of initiatives that align to the Department's Cultural Diversity Plan, including:</p> <ul style="list-style-type: none"> <li>› delivering cultural diversity training to corporate employees to increase skills and capabilities;</li> <li>› devising a new accreditation procedure and professional development program on VCE Language course-writing for community-based providers of smaller candidature languages to improve provision of VCE languages in community language schools; and</li> <li>› revising and improving study designs for 25 smaller candidature languages as part of a national project to support language maintenance for CALD students.</li> </ul>
<b>Department of Health</b>	<p>DH undertook a range of initiatives in 2010–11 to support the provision of culturally sensitive service delivery, including:</p> <ul style="list-style-type: none"> <li>› The <i>Cultural Responsiveness Framework: guidelines for Victorian Health Services</i>, which was developed as a guide to Health Service's cultural diversity planning with domains covering organisational effectiveness, risk management, consumer participation and effective workforce. The Framework has promoted a high standard of planning for culturally responsive healthcare among Victorian health services;</li> <li>› delivering cultural competence education for health professionals and health services over two years (2010–12) to develop a culturally responsive health care education model;</li> <li>› improving access and responsiveness in specialist mental health services for CALD and refugee communities through support for workforce development and skills augmentation; and</li> <li>› building on the work of the Victorian Transcultural Psychiatry Unit (VPTU) and the Action on Disability within Ethnic Communities (ADEC), continue improved training for primary health care practitioners and mental health services to better respond to the diverse needs of people from CALD backgrounds.</li> </ul>

<b>Department of Human Services</b>	<p>Due to machinery of government changes that saw the population offices move from DPCD to DHS, the DHS 2010–11 Cultural Diversity Plan required revision and is currently unpublished. The Department is currently developing a new direction regarding its cultural diversity planning.</p>
<b>Department of Business and Innovation*</b>	<p>DBI's Cultural Diversity Plan is currently under implementation and the Department is undertaking a number of initiatives to support the delivery of culturally sensitive services, including:</p> <ul style="list-style-type: none"> <li>› ensuring that information on services is readily accessible to CALD communities through multilingual publications and resources and the use of interpreting and translating services;</li> <li>› promoting awareness of different cultural business practices through regular briefings by representatives from Victorian Government Business Offices and client managers with cultural knowledge of Victoria's key markets; and</li> <li>› exploring ways to further promote the contributions made by international students to the wider community through DBI's International Education Unit.</li> </ul>
<b>Department of Justice</b>	<p>Examples of initiatives progressed under DOJ's Cultural Diversity Plan in 2010–11 include:</p> <ul style="list-style-type: none"> <li>› delivering training to build the cultural competency of regional DOJ staff in the local context by providing information and developing skills in understanding culture and the law and working with diverse cultures;</li> <li>› convening a joint Working Together forum and Multicultural forum to bring together CALD community leaders and migrant settlement service providers to discuss issues affecting Victoria's diverse traders and consumers, landlord and tenants and develop ongoing relationships with stakeholders to improve state-wide service delivery (Consumer Affairs Victoria);</li> <li>› employing five full time Multicultural Liaison Officers (MLOs) to liaise with CALD communities, deliver fire safety information, attend community events and celebrations and respond to emerging issues. The MLO's represent the MFB on multicultural committees and through their activities, indirectly promote fire-fighting as a career option for CALD groups (Metropolitan Fire Brigade); and</li> <li>› launching the first VLA Cultural Diversity Action Plan in June 2011, which outlines a range of actions that VLA will undertake in 2011–12 to improve engagement with Victoria's CALD communities (Victoria Legal Aid).</li> </ul>
<b>Department of Planning and Community Development</b>	<p>The DPCD Inclusion Plan creates the foundation of a positive culture for inclusion and human rights within DPCD and in interactions with clients, stakeholders and communities. The Plan addresses how DPCD's goods, services, policies and programs will be delivered in a way that is inclusive of all population groups including CALD communities.</p> <p>The Plan is updated on an annual basis and the 2010–11 Plan identifies four outcome areas for the Department: access to goods, services and facilities; obtaining and maintaining employment; changes in attitudes and practices; and promoting participation.</p>

<b>Department of Premier and Cabinet</b>	<p>Arts Victoria has developed its 2012–2020 Cultural Diversity Action Plan and will review progress against Government benchmarks and best practice examples to improve programs and services for all Victorians. Key methods included in the Plan’s Communication Strategy are:</p> <ul style="list-style-type: none"> <li>› translations of Arts Victoria information into popular and emerging languages; and</li> <li>› promotion of the Plan to coincide with Cultural Diversity Week.</li> </ul> <p>Arts Victoria has also been assisting the Arts Portfolio Agencies to develop and implement Cultural Diversity Plans through convening a Cultural Diversity Plan Network. Progress of Agency plans include:</p> <ul style="list-style-type: none"> <li>› Geelong Performing Arts Centre has completed its Cultural Diversity Plan;</li> <li>› Museum Victoria’s Cultural Diversity Plan will be finalised in 2011–12;</li> <li>› The State Library of Victoria launched its 2011–13 Cultural Diversity Plan in December 2010;</li> <li>› The Public Record Office Victoria Cultural Diversity Plan is scheduled for review and revision in 2011–12; and</li> <li>› The Melbourne Recital Centre is currently implementing its Cultural Diversity Plan.</li> </ul>
<b>Department of Primary Industries</b>	<p>A number of initiatives were undertaken as part of the Fisheries Victoria (FV) <i>Cultural and Linguistically Diverse Community (CALD) Engagement and Education Plan</i>, including:</p> <ul style="list-style-type: none"> <li>› continuing leadership of a working group with the Victorian Multicultural Commission and the Victoria Police Multicultural Liaison Unit to advise on FV community engagement and education strategies for CALD communities;</li> <li>› inviting members of the Vietnamese community to participate on management committees to address issues specific to this community;</li> <li>› assisting Parks Victoria in training bi-lingual guides in education activities and techniques at the FV Marine Discovery Centre; and</li> <li>› delivering a Cultural Awareness Pilot Program to FV staff.</li> </ul> <p>Forward initiatives under the Plan include:</p> <ul style="list-style-type: none"> <li>› employing three new Multicultural Liaison Fisheries Officers to further increase FV’s reach within regional CALD communities; and</li> <li>› developing a Fisheries ESL syllabus for an adult education program to be piloted within the Western Suburbs language schools.</li> </ul>
<b>Department of Sustainability and Environment</b>	<p>DSE’s Diversity (<i>Inclusion</i>) <i>Action Plan 2009–12</i> adopts a comprehensive approach to addressing barriers to access and equality for target groups including initiatives to create better outcomes for people from CALD backgrounds. Initiatives in 2010–11 aligning to the Department’s Plan include:</p> <ul style="list-style-type: none"> <li>› developing an internal web resource to assist staff to use translating and interpreting services for key projects and programs;</li> <li>› sponsoring the ‘Diversity Challenge’ professional development program to increase staff knowledge and awareness of diversity issues; and</li> <li>› investing in the ‘Appropriate Workplace Behaviour’ training course for staff to promote the DSE’s commitment to providing a positive, inclusive and supportive workplace.</li> </ul>

<b>Department of Transport</b>	<i>DOT's Diversity and Inclusion Strategy 2010–12</i> sets the overarching framework for diversity and inclusion for the Department and one of the key focus areas is supporting people from CALD backgrounds. The progress of the strategy will be measured annually and reported to the DOT Leadership Team.
<b>Department of Treasury and Finance</b>	<i>Working Together: DTF's 2011–12 Diversity Plan</i> is a revision of the DTF's Disability Action Plan to include initiatives designed to promote a greater understanding and awareness of issues faced by persons with a disability or from CALD backgrounds, leading to a more inclusive workplace and improving accessibility of the Department to the Victorian community.

## CALD REPRESENTATION ON GOVERNMENT BOARDS, AUTHORITIES AND COMMITTEES

Of the 1338 new appointments to government boards, authorities and committees in 2010–11, 13.23% (177) were people who identified as being from a CALD background.<sup>1</sup>

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

Total board numbers as at 30 June 2011 were 6869, of which 6.06% (416) were from CALD backgrounds.

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

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

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

**TABLE 1: New appointments (including re-appointments) 2010–11**

Number of bodies	Number new appointments	Culturally diverse backgrounds	
		Number	%
264	1338	177	13.2

**TABLE 2: Composition of all boards as at 30 June 2011**

Number of bodies	Total positions	Culturally diverse backgrounds	
		Number	%
844	6869	416	6.1

<sup>1</sup> Cultural diversity background figures are indicative only as details in these categories were not available for all appointees. Information on CALD background is provided voluntarily, so the data may under-represent CALD participation.



TABLE 3: Representation of people from culturally diverse backgrounds by department – Figures for 2009–10 and 2010–11

Department	New appointments %		All boards %	
	2009–10	2010–11	2009–10	2010–11
DEECD	10.5	9.6	11.8	6.0
DH	5.8	12.1	2.4	9.8
DHS	12.5	14.0	9.8	13.6
DBI*	1.6	5.4	6.5	6.3
DOJ	25.0	32.4	23.2	22.3
DPCD	19.0	27.3	10.6	14.8
DPC	24.0	35.5	30.2	29.2
DPI	13.0	12.3	11.3	10.4
DSE	11.8	15.0	11.4	12.5
DOT	9.3		9.8	
DTF	9.6	3.0	6.5	4.9
<b>Overall</b>	<b>9.8</b>	<b>13.23</b>	<b>6.5</b>	<b>6.1</b>

Notes: Significant changes in departmental numbers may have been caused by machinery of Government changes following the 2010 election.

DSE does not currently collect CALD data for members of Committees of land management, so these boards have been excluded

DH has not consistently collected CALD data for Cemetery Trusts, so these boards (which represented approximately 80% of DH appointments in 2010–11) have been excluded.

DEECD – Data on CALD representation on School Councils has not been collected since 2008. The expiration of the terms of members of School Councils that began prior to 2008 has resulted in an apparent drop in CALD representation.

DOT – 2010–11 figures for DOT are unavailable due to a database error, the cause of which is being investigated.

## PERCENTAGE OF TOTAL EXPENDITURE ON CALD ADVERTISING CAMPAIGNS

### Multicultural Communications Policy

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

- › ensure that ethnic communities are informed of government services and programs; and
- › commit a minimum of 5% of their campaign advertising budget to ethnic media.

In 2010–11, the Victorian Government (including public bodies) spent 3.7% of campaign expenditure on CALD media. This is an increase from 3.5% in 2009–10.

Departments exceeded the five per cent minimum CALD media target with CALD campaign expenditure equalling 5.5% of total campaign expenditure. This also represents an increase from 5.3% compared with 2009–10.

Public bodies (statutory authorities) spent 2.9% of their campaign spend on CALD media for campaigns in 2010–11.

### CALD media advertising and promotions

The following list is not intended to be an exhaustive record of the output from Victorian Government Departments. It provides examples of expenditure on CALD advertising campaigns from 2010–11.

Department	Example
<b>Department of Education and Early Childhood Development</b>	DEECD advertised the Healthy Kids Check in six languages on SBS radio and in five CALD newspapers to ensure that every child aged between 3.5 and four years of age in Victoria has a basic health check to see if they are healthy, fit and ready to start school.
<b>Department of Health</b>	DH ran advertising campaigns on SBS television in metropolitan and regional Victoria throughout 2010–11 to ensure key health-related messages reached CALD audiences.
<b>Department of Human Services</b>	DHS advertised in three languages on SBS Radio in Melbourne, and on community stations in Ballarat, Mildura and Gippsland. The call to action was for vulnerable people, or those caring for vulnerable people, to get a copy of the Red Cross Bushfires: Preparing to Leave Early guide—either from the CFA website, or by phoning the Victorian Bushfire Information Line to have a copy mailed to them. There were also specific advertisements for visually-impaired Victorians through RPH/Vision Australia, and online and print ads for Seniors.
<b>Department of Business and Innovation*</b>	DBI promoted the UCI Road World Championships being held in the Geelong and Bellarine Peninsula region during the Tour de France TV broadcast on SBS, targeting multicultural communities with an interest in cycling.
<b>Department of Justice</b>	The ENOUGH Family Violence Campaign was a multi-faceted, integrated campaign including advertising, public relations, media (print and radio), social media and stakeholder communication and community information sessions in targeted languages. The campaign raised awareness of family violence and encouraged help-seeking, as well as communicating changes brought about by the Family Violence Protection Act 2008 among key target audiences, including people from CALD backgrounds. It was presented in 12 languages other than English.

<b>Department of Planning and Community Development</b>	The 'i can do that' campaign aimed to reinvigorate the concept of volunteering among Victorians, especially among 18–34 year olds, including Victorians from CALD communities. The two-stage media campaign included CALD press, radio and TV.
<b>Department of Premier and Cabinet</b>	Advertising by the National Gallery of Victoria targeted CALD audiences, with a particular focus on the NGV's 150th anniversary celebrations. Advertisements were placed in a variety of CALD media including CALD radio, SBS television and specific print titles.
<b>Department of Primary Industries</b>	DPI's 'Locust control starts at your place' campaign was advertised on CALD networks and in translated printed material targeting CALD communities in locust affected areas to inform CALD communities about the Victorian locust situation and government rebate on chemicals.
<b>Department of Sustainability and Environment</b>	Notification of Stage 2 water restrictions was provided on SBS radio in six community languages and information was also published in the CALD press in the five community languages.
<b>Department of Transport</b>	VicRoads called for expressions of interest from members of the community for positions on the new Victorian Community Road Safety Alliance, an advisory group to provide leadership, advice and guidance on community road safety initiatives. Expressions of interest were published in 16 CALD newspapers and in ten languages.

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

CALENDAR YEAR	Percent (%)
1999	2.27
2000	2.16
2001	3.20
2002	3.84
2003	4.20
FINANCIAL YEAR	Percent (%)
2003–2004	5.10
2004–2005	3.65
2005–2006	3.10
2006–2007	3.30
2007–2008	3.50
2008–2009	3.20
2009–2010*	3.53
2010–2011	3.74

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

### Percentage of total expenditure on CALD advertising campaigns by department in 2009–10 and 2010–11

Department	2009–10 (%)	2010–11 (%)
Department of Education and Early Childhood Development	7.5	3.7
Department of Human Services	9.0	11.3
Department of Health	n/a <sup>1</sup>	4.6
Department of Business and Innovation*	5.5	3.9
Department of Justice	5.0	6.2
Department of Planning and Community Development	4.0	5.0
Department of Premier and Cabinet	3.4	4.6
Department of Primary Industries	1.5	1.3
Department of Sustainability and Environment	3.1	4.7
Department of Transport	7.4	10.1
Department of Treasury and Finance	1.9	4.9

## MEASURES TO PROMOTE HUMAN RIGHTS

Departments took a number of measures in 2010–11 to promote human rights for multicultural communities in accordance with the Victorian Charter of Human Rights and Responsibilities (The Charter). The following initiatives provide examples of the work underway across government and are not intended to be an exhaustive record of the output from Victorian Government Departments.

Department	Example
<b>Department of Education and Early Childhood Development</b>	DEECD continued to deliver its <i>Education for Global and Multicultural Citizenship Strategy</i> , which included professional development programs for school leadership and teacher teams and a Civics and Citizenship Student Voice Program, covering topics including refugee rights and human rights.
<b>Department of Health</b>	The Australian Charter of Patient Healthcare Rights in Victoria (the Charter) was assessed against the Victorian Charter of Human Rights and Responsibilities and was found to be congruent. The Charter was promoted and printed in 25 community languages and audio and Braille. The Charter was also produced in Easy English to make it more accessible to consumers, entitled 'Your rights when you use health services in Victoria'.
<b>Department of Human Services</b>	Housing Services Officers received training on the practical application of The Charter's principles, including cultural diversity. Twenty-eight sessions were offered across all regions, with 456 staff members attending.

<b>Department of Justice</b>	The Victorian Equal Opportunity and Human Rights Commission Community Relations Unit has provided community education sessions on human rights and equal opportunity to CALD community groups. The objectives of the sessions are to increase knowledge of CALD community members and organisations of their rights and responsibilities under The Charter and the Equal Opportunity Act 2010. The sessions are designed to build the capacity of participants to use these laws to advocate for themselves and others.
<b>Department of Planning and Community Development</b>	DPCD conducted a review of departmental human resource policies to ensure alignment with The Charter including those obligations under The Charter relating to discrimination and inclusion.
<b>Department of Premier and Cabinet</b>	The Australian Centre for the Moving Image held an inaugural Human Rights Film Festival featuring international feature and documentary films that highlight human rights and social justice issues internationally.
<b>Department of Primary Industries</b>	<p><i>Living the Values</i> is an online educative program that informs staff of their rights and responsibilities in relation to the department's Bullying and Harassment policy, Values and Behaviours, the VPS Code of Conduct, and the Charter of Human Rights and Responsibilities. Completing this program is mandatory for all ongoing and fixed-term staff. A refresher program is being planned to ensure existing staff are able to revise their knowledge of these rights and responsibilities on an 18 month cycle.</p> <p>In addition, DPI's online Orientation program explains the department's diversity policy as well as the Charter of Human Rights and Responsibilities. Completing DPI's online Orientation program is compulsory for all new employees, with customised versions available for managers, employees and contractors.</p>
<b>Department of Sustainability and Environment</b>	DSE celebrated Human Rights Day to create awareness about The Charter and educate employees about the significance of The Charter for their policy and legislative work as well as stakeholder management, which includes CALD communities.

## GLOSSARY

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

\* In December 2010 the Government announced machinery of Government changes for the Department of Innovation, Industry and Regional Development. This included changing the name of the Department to the Department of Business and Innovation. From 1 January 2011: Skills Victoria was transferred to the Department of Education and Early Childhood Development; part of Regional Development Victoria moved to the Department of Planning and Community Development; and the public sector industrial relations function transferred to the Department of Treasury and Finance.



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#### ACCESSIBILITY

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