

Victorian Government Achievements in Multicultural Affairs

2003–04



*Department for
Victorian Communities*

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Ministers' Foreword

The Bracks Government has a strong commitment to promote the values of an inclusive, cohesive and tolerant Victorian community. We have made Multicultural Affairs a real priority and we are constantly delivering to culturally and linguistically diverse (CALD) Victorians.

Victoria is one of the most multicultural, harmonious and cohesive societies in the world. Approximately 43 per cent of Victoria's population was born overseas or has at least one parent born overseas. We speak more than 180 languages and follow more than 100 faiths.

Our social, cultural and economic life has been invigorated by successive waves of immigration, providing an outstanding example of the positive effects of cultural and linguistic diversity. This is in part due to the positive attitudes and actions of individual Victorians which have made Victoria an open and inclusive society that embraces the rest of the world.

We have complemented this by introducing a range of policies and programs to support our culturally diverse society and promote the values of tolerance and understanding.

For example, in our 2002 *Population and Diversity* policy statement we outlined our commitment to introduce the *Multicultural Victoria Act 2004* which commenced operation on 1 January 2005. Among other things, the Act contains a requirement for all government departments to report on their achievements and plans in the multicultural affairs area. The 2004–05 multicultural affairs report will be the first compiled under the new Act.

In 2002, \$2 million was allocated over four years to drive systemic and cultural change to improve interpreting and translating services for Victorians from culturally and linguistically diverse backgrounds.

We released *Improving the Use of Translating and Interpreting Services: a Guide to Victorian Government Policy and Procedures*, to assist government and funded agency staff to utilise interpreters more efficiently.

In June 2003, we launched the Health Translations Directory, a web-based directory of health-related translated information. The website is designed for use by health practitioners working with non-English speaking clients.

In early 2004, we launched our *Skilled Migration Strategy* which outlines our commitment to attracting and retaining more skilled migrants to the State, particularly to regional Victoria.

In addition, the Government's Multicultural Communications Policy states that departments and agencies are required to ensure that ethnic communities are informed of government services and programs. All departments and agencies are required to commit a minimum of five per cent of their campaign advertising budget to ethnic media.

We are committed to ensuring that all departments are responding to the diversity of their respective client groups. To assist us in achieving this goal, departments have been reporting annually on multicultural achievements and initiatives since 2002. With the publication of these reports, communities have access to information on programs and activities which were undertaken across government in any financial year.

On this note, we are pleased to release the *Victorian Government Achievements in Multicultural Affairs: 2003–04*. We consider this publication an integral component of our commitment to our culturally and linguistically diverse communities.

Each of the 10 departments has reported on its key achievements in multicultural affairs, and has identified some of the future priorities through which the Victorian Government will continue to promote the social, cultural and economic benefits of multiculturalism.

In particular the report:

- provides an overview of the Government's approach to multicultural affairs and its achievements to date;
- highlights the Government's specific achievements during 2003–04; and
- presents demographic data showing the changing nature of Victorian society and indicators of community wellbeing.

Some of the highlights that can be drawn from the report include:

- continued improvements in the way language services are managed and delivered;
- meeting, for the first time in a full year, the Multicultural Communication Policy's minimum target of five per cent of all campaign advertising being directed to CALD communities;
- increased representation on government boards and committees by people of CALD backgrounds; and
- development of guidelines for the Regional Migration Incentive Fund to provide support to regions to attract skilled migrants.

We are pleased that the Victorian Multicultural Commission will be undertaking extensive community consultation on this report, and we invite all Victorians to be a part of the discussions.

With this report we celebrate our diversity with all Victorians.



Hon Steve Bracks MP
Premier of Victoria
Minister for Multicultural Affairs



Hon John Pandazopoulos MP
Minister Assisting the Premier
on Multicultural Affairs

The Benefits of Diversity

The diverse cultural backgrounds, languages and abilities of the Victorian community provide economic and social benefits to all Victorians.

In the global economy, tourism, sport, business investment, arts and education areas are already reaping the rewards of Victoria's cultural diversity. For example, in the small business sector alone, approximately half of all enterprises are operated by first or second generation migrants.

The benefits of diversity include:

- the ability to cater to a wide variety of languages and cultural differences;
- an international perspective to the local artistic, service, educational, business and commerce industries;
- overseas techniques and expertise coming to Victoria;
- knowledge of overseas social and business cultures to assist local importers and exporters;
- established relationships with potential trading partners overseas; and
- inbuilt support to the Victorian tourism industry.

Government's Achievements in Multicultural Affairs

The Victorian Government's approach to multicultural affairs is based on the commitment that all Victorians should uphold common civic values, rights and obligations, including: respect for institutional structures; participation in support of Australian democracy and its institutions; respect for the law; respect for and tolerance of others' beliefs and practices; individual freedom of association; prime loyalty to Australia's interests; and English as the national language.

The 2002 *Valuing Cultural Diversity* policy statement outlined four core principles for the Government's whole-of-government approach to cultural diversity and outlined priority actions for the future. The core principles identified were:

- valuing diversity;
- reducing inequality;
- encouraging participation; and
- promoting the social, cultural and economic benefits of cultural diversity to all Victorians.

The 2002 *Population and Diversity* policy made commitments to growing the state for all Victorians and embracing the opportunities that migration could bring for Victoria and its economy. The Government's commitments are encompassed within three broad areas:

- growing our population;
- supporting Victoria's multicultural community; and
- promoting tolerance and diversity.

Over the past five years, the Government has introduced a range of programs to ensure equal opportunity for all Victorians to access government services. As a measure of performance, below is a snapshot of the initiatives implemented since coming to office in 1999.

1. Growing our Population

The Government has:

- released a population policy for Victoria;
- continued to lobby nationally, and worked with other states for the development of a national population policy;
- set a planning goal to turn around the decline in population growth and aim for a Victorian population of six million by 2025;
- increased Victoria's share of Australia's migrant and refugee intake;
- provided incentives for young Victorians to start a family;
- addressed the causes of rural population decline; and

Government's Achievements in Multicultural Affairs

- implemented the *Skilled Migration Strategy* (\$6 million over four years) to provide incentives for migrants to settle in regional and rural Victoria and better meet settlement needs in regional areas, with particular emphasis on attracting skilled migrants to address skill shortages.

2. Supporting Victoria's Multicultural Community

Overall funding to CALD communities is considerably more extensive than the Victorian Multicultural Commission's grants program, evidenced by increased funding to community organisations. Funding has also been targeted to CALD communities from across all government departments for community strengthening, employment, and aged and disability care programs – to name a few.

The Government has:

- supported CALD communities by increasing the Victorian Multicultural Commission's grants program from \$750 000 in 1999 to \$2.85 million a year currently. The grants provide vital support to a range of ethnic and multicultural community organisations and other agencies working with CALD communities;
- committed an additional \$6 million over four years for the *Excellence in Languages Program*. This has supported and enriched language programs in Victorian schools and provided additional support for community languages schools which have an important role in the maintenance of language and culture;
- increased overseas tourism and airline traffic to Victoria;
- increased exports by harnessing the skills of Victoria's diverse business community;
- ensured that every government department reports on its multicultural achievements and future priorities; and
- implemented the *Language Services Strategy*, providing \$2 million over four years to support strategic improvements to the delivery and quality of interpreting and translating services.

The importance of interpreting and translating services in providing access to services cannot be underestimated and in this area of work Victoria has been leading the nation.

The *Language Services Strategy* continues to support strategic improvements to interpreting and translating services, including:

- increasing awareness in the health, justice and education sectors about the need to use interpreters and how to work with them;
- a translated health information website, which now has approximately 10 000 resources available in approximately 60 community languages; and
- our interpreter scholarship program to improve the supply and quality of interpreters, particularly in the new and emerging communities. This program has targeted the languages of Farsi, Khmer, Amharic, Timorese Hakka and Somali.

3. Promoting Tolerance and Diversity

The Government has:

- introduced the *Multicultural Victoria Act 2004* which provides a set of principles, incorporates the whole-of-government reporting requirements and incorporates the *Victorian Multicultural Commission Act*;
- convened a roundtable meeting of ethnic and religious community leaders culminating in the signing of a Community Accord to work together against racism;
- increased recruitment of police and nurses from diverse backgrounds;
- developed a program to showcase Victoria's cultural and linguistic diversity through the 2006 Commonwealth Games; and
- introduced 'Celebrating Cultural Diversity Week' in 2002, providing an opportunity for the Victorian community to celebrate its cultural and religious diversity and promote better understanding of its benefits.

Outline of the report

The following pages highlight the Government's specific achievements during 2003–04 against the four areas that departments have reported against:

- 1 the use of language services;
- 2 communication in languages other than English;
- 3 major improvements and initiatives; and
- 4 representation of culturally and linguistically diverse people on boards and committees.

Under each of the four areas, information is divided into three key areas:

- **Major achievements** provides a snapshot of department's achievements.
- **Examples of good practice** identifies key achievements that have set a government-wide benchmark.
- **Forward priorities** identifies each department's needs for the next financial year.

This report is only a snapshot of what departments have achieved. For more information on various programs, contact the relevant department. Contact details are at the back of this report.

Reporting Areas

Use of language services

In a culturally and linguistically diverse society, and one that has a significant number of new migrant and refugee arrivals, access to quality interpreting and translating services is paramount. The Government has put in place systems, procedures and dedicated resources that assist those with limited or no English to access government services and programs.

Major Achievements in 2003–04

Department of Justice

Expenditure on language services included:

- translation of the Multicultural Justice Directory into Vietnamese, Turkish, Arabic and Somali; and
- language services provided to CALD communities for dispute advisory and conflict prevention advice and preparation for parties to attend mediation meetings.

Department of Human Services

Direct expenditure on language services in 2003–04 totalled \$3.58 m. This does not include money expended on language services by agencies from their core funding or expenditure by some programs that the Department delivers, such as child protection. The reported figure in 2002–03 included an estimate of language services expenditure incorporated into funding formulas for hospitals and specialist mental health services. Taking these factors into account there has been an increase of eight per cent in direct language services expenditure in 2003–04.

Department for Victorian Communities

Through the Victorian Office of Multicultural Affairs (VOMA), 11 language services projects were implemented in 2003–04, which included:

- the Interpreter Scholarship Program;
- the Family Violence Project, designed to develop policies and protocols for language services in the new Family Violence Division of the Magistrates Court;
- promoting the whole-of-government policies and guidelines on working with interpreters and translators;

- funding the Online Health Translation Directory, enabling access to 10 000 translated health resources in 59 community languages; and
- funding interpreter awareness training in 10 metropolitan and regional health services – more than 1 500 staff working at 21 sites received face-to-face training.

Local Government Victoria expended \$237 000 on interpreting and translating services. The Office of Commonwealth Games Coordination expended \$15 000 for a multilingual recorded information service about the Games. A summary of the Discussion Paper on the proposed Multicultural Victoria Act was translated into 21 languages. Sport and Recreation Victoria expended \$17 000 on translation services.

Department of Education and Training

Expenditure on language services included:

- provision of interpreting and translating services to enable parents who do not speak English to access information in government schools;
- grants to English Language Schools and Centres for interpreting and translating; and
- translation of 23 commonly used notices into 22 languages to communicate to parents via DET's website.

Department of Infrastructure

DOI and its agencies, including VicRoads, provided multilingual and translator services on all substantial public information documents, and during major public consultation and education processes where the target audience was culturally diverse. Training was also provided, and systems put in place, to enable customer service staff to address the needs of people from non-English speaking backgrounds. Specific examples included:

- VicRoads provided interpreter assisted licence tests, Learner Permit and Licence tests in 20 languages, and road safety educational kits for novice drivers in 12 languages other than English;
- VicRoads provided recreational boat operator licence tests in four languages other than English;
- VicRoads provided call centre telephone services in languages other than English in addition to providing translated information on major infrastructure projects that affect local communities; and
- in May 2004, Metlink introduced an interpreter service for public transport enquiries in 10 languages other than English. This means telephone enquiries can be asked and answered in Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Somali, Spanish, Turkish and Vietnamese.

The Department also established a multilingual line – nine phone numbers for individual languages that the public can ring to receive updates on key DOI projects.

Department of Innovation, Industry and Regional Development

The multicultural segment of the *Under New Management Program*, run by the Office of Small Business, expended over \$90 000 on workshop interpretation in Chinese and Turkish and provided multilingual information booklets to cater for 10 languages. The Department used interpreting/translating services, including language guides, for a variety of programs and services. Its expenditure on language services primarily focused on interpreting workshops, translating brochures, translating websites and customising elements of its website to suit various international markets.

Reporting Areas

Use of language services

Examples of Good Practice

DVC Interpreter Scholarships Program

Nineteen new recipients of the Interpreter Scholarships Program were assisted as part of the *Language Services Strategy*, a four-year strategy that commenced in 2002 to improve the delivery of language services within government agencies.

The aim of the scholarship program is to increase the number of interpreters and translators in rare and emerging languages in Victoria. The scholarships are offered each year to meet identified needs in the community for specific languages. Interpreters play a vital role in ensuring a smooth and positive transition for newly arrived migrants and refugees. A priority of the program is to have more interpreters in emerging languages such as Amharic, Khmer and Somali.

New language programs build on success

A key component of the *Language Services Strategy* is to increase the quality and supply of interpreters in Victoria. Taking into account research findings which indicate cost as a barrier to interpreter training, the Department for Victorian Communities funded seven new projects aimed at increasing access to and improving the quality of interpreting and translating services for culturally and linguistically diverse Victorians. These included:

- a subsidy for RMIT interpreter training courses in Somali and Timorese Hakka to increase the number of accredited interpreters in these emerging community languages;
- continuation of the DVC interpreter scholarships for RMIT interpreter courses in new and emerging languages;
- a subsidy and evaluation of the NMIT Certificate III and IV English language skills and interpreter training courses to assess outcomes for students and to inform further development of education pathways;
- development of multimedia training tools in the health, education and law enforcement sectors to increase interpreter awareness amongst health sector workers, teachers and police;
- a family violence project to develop policies and protocols for language services in the new Family Violence Division of the Magistrates Court; and
- a project with the Metropolitan Ambulance Service (MAS) to improve the use of interpreters at the MAS, including policy development and interpreter awareness training.



Forward Priorities

The Government will continue to reduce disadvantage by enabling all Victorians to access government services and programs without undue impediment. The following forward priorities will further enhance the delivery and quality of language services:

- the release of multimedia training tools in the education, health and justice sectors;
- a website of translated justice information from across Government to increase community access to justice information and the legal system;
- a series of regional health services forums to discuss language services provision and encourage sharing of information, ideas and resources;
- a Department of Human Services (DHS) departmental language services policy to complement the Victorian Office of Multicultural Affairs' *Improving the Use of Translating and Interpreting Services: a Guide to Victorian Government Policy and Procedures*; launched in March 2005;
- DHS to develop a departmental funding and purchasing framework for language services;
- the Victorian Office of Multicultural Affairs will consider the problem of interpreter workforce shortages and how to best meet the need for language services when interpreters are in short supply;
- the development of a generic tool kit that will aim to improve the management of language services resources by primary care agencies;
- the release of a National Interpreter Symbol and Victorian Interpreter Card; and
- the development of a Department of Justice language policy and establishment of tendering arrangements for language services within the portfolio.



Reporting Areas

Communication in languages other than English

The Government's commitment to ensuring that information reaches all Victorians is highlighted by its target of five per cent of all advertising campaign expenditure being directed to CALD audiences.

In 1999, the proportion of campaign expenditure directed to ethnic media was 2.27 per cent. Since then, as outlined in the table below, there has been a gradual improvement in performance against the Government's five per cent target.

Percentage of Total Expenditure on Ethnic Advertising Campaigns

Calendar Year	% of Total Expenditure on Campaigns
1999	2.27
2000	2.16
2001	3.20
2002	3.84
2003	4.20

Now compiled on a financial year basis, the minimum target was met for the first time in 2003–04 with 5.1 per cent of all campaign expenditure going to CALD media. Individual departmental performances varied widely, as identified below, and will require further work to facilitate consistency.

Department	2003–04 %
Department of Education and Training	5.4
Department of Human Services	5.1
Department of Innovation, Industry and Regional Development	3.7
Department of Infrastructure	3.4
Department of Justice	7.6
Department of Premier and Cabinet	15.9
Department of Primary Industries	2.8
Department of Sustainability and Environment	4.5
Department of Treasury and Finance	2.7
Department for Victorian Communities	45.2



Major Achievements

Examples of specific strategies and projects included:

- developing the first *Guide to Victorian Government Services* in 12 languages for ethnic media publishers;
- a successful multicultural media training seminar, *2004 Government Communications in a Multicultural World Seminar*, for 220 government communications staff;
- VicRoads translating the *Starting Out Safely* early childhood road safety education program parent/carer materials and providing support for agencies working with families in CALD communities. (Materials were produced, promoted and disseminated in five languages. Approximately 200 early childhood education centres ordered child/parent materials, and around 25 municipalities and child-care centres ordered parent materials);
- the release of the i@directory, as part of the *Connecting Communities* framework. This provides information about public Internet access locations across Victoria and an online guide on how to use the Internet. The guide is available in 11 languages, including Chinese, Greek, Spanish and Vietnamese;
- advertising of Adult Learners Week in various languages;
- translating *Bringing Learning to Life*, an information handbook for parents, including coverage in ethnic press;
- translation for material promoting Education Week, including coverage in ethnic press;
- screening Tourism Victoria advertisements on SBS Television during prime time to promote services and initiatives to a culturally diverse audience;
- the *DHS Problem Gambling Strategy: CALD Communication Strategy*. Messages for CALD groups were circulated using core ethnic publications and ethnic radio, and advertisements were translated into 11 community languages. Media releases and brochures were also translated;
- the DHS launch of the *Communicating Across Cultures* intranet site to provide guidance on communicating departmental initiatives and programs to CALD communities;
- improved access by Victoria's CALD communities to the *Dispute Settlement Centre of Victoria*, due to advertisements in ethnic newspapers of Alternative Dispute Resolution Services;
- the highly successful *Connecting Communities* framework for using technology to create and strengthen communities was released. More than 10 000 public internet access terminals have been established, over 107 000 Victorians have received training to use the Internet, and more than 2 700 online communities have been established; and
- the Victoria Online website (www.vic.gov.au) was launched in September 2003, enhancing community access to online multilingual information.

Reporting Areas

Communication in languages other than English

Examples of Good Practice

Multicultural Victoria Act 2004 – consultations

Prior to introducing legislation into Parliament, the Government implemented a wide-ranging consultation process, which included:

- an extensive communication campaign through advertising, (using print and radio announcements including ethnic media);
- a dedicated website;
- a postcard campaign;
- displays, media kits; and
- continual media liaison.

In addition, a discussion paper outlining the proposed content of a Multicultural Victoria Act was launched by the Premier on 13 May 2004. Ten thousand copies of the discussion paper were produced and distributed widely. A summary of the discussion paper was translated into 21 languages and made available on a website dedicated to the Act.

Community Consultation

An independent consultative committee was appointed to conduct nine consultation sessions across regional and metropolitan Victoria to gain the views from a range of communities and to ensure that they were accessible to as many people as possible.

More than 600 people attended the nine consultations and 140 submissions were received in response to the discussion paper. Attendees at the consultations were provided with evaluation surveys. Feedback on the way the forums were held, structured and the information provided, was very positive.

Forward Priorities

- promote training and development of government communications specialists and extend the Victorian Government's knowledge base;
- improve the consistency, efficiency and effectiveness of government websites to maximise audience reach and usage;
- ongoing management and collaboration with departments to maximise efficiencies and expenditure and improve communications in all mediums across government;
- ongoing achievement of the Government's minimum five per cent multicultural media target;
- the release of *Connecting Communities: the second wave*. Under this, a Public Internet Access Program will be announced. The program seeks to support the continued provision of free or affordable public internet access for disadvantaged groups across Victoria. The program provides funding to organisations to upgrade their existing computer hardware, and/or to support Internet Service Provider costs;
- through Multimedia Victoria (MMV), the Department of Infrastructure is improving online capabilities. Victoria Online will publish an updated version of the Victoria Online website (www.vic.gov.au). This version will provide links to multilingual material where departments make it available. MMV will be promoting multilingual best practice online via the Victoria Online Seminar Series.

Reporting Areas

Major improvements and initiatives

This section outlines major improvements made, or initiatives developed, by departments during 2003–04 that promote Multicultural Victoria and meet the identified needs of Victoria’s CALD communities.

Major Achievements

Department of Education and Training

English as a Second Language (ESL) and Language Other Than English (LOTE) programs

Schools, including specialist language schools and centres, have continued to build proficiency in English and other languages, and shape student attitudes to cultural diversity through multicultural education. Improvements made and initiatives developed included:

- ESL programs were delivered in approximately 485 government schools to more than 46 000 students;
- the number of new-arrival primary and secondary school students receiving intensive support increased from 1 916 in 2002–03 to 2 101 in 2003–04;
- in 2003–04, 91.2 per cent of eligible primary students in regular schools received ESL support;
- eligible secondary students in regular schools receiving ESL support increased from 95.2 per cent in 2002–03 to 96 per cent in 2003–04;
- ongoing support and funding for ESL programs in government schools included the recruitment of 237.7 equivalent full time multicultural education aide positions for 243 schools and establishment of Outreach Coordinators in four metropolitan regions (to complement those in metropolitan schools) to assist schools with student referrals and support;
- improving existing LOTE programs through increased study designs and supporting studies in newly emerging languages; and
- approximately \$1.5 million in grants and salaries was provided to support bilingual programs in 10 languages in 15 government schools.

Reporting Areas

Major improvements and initiatives

The Department also offered a range of ESL programs and qualifications through TAFE institutes and Adult Community Education organisations to equip adults from CALD backgrounds with the English language and literacy skills needed to function effectively in the workforce and wider community, or to proceed to other forms of education and training.

- \$1.19 million in recurrent funding is provided for accredited education and training specifically targeting learners from CALD backgrounds.

Supporting CALD learners

- work began on a credit matrix which will allow Victorians to receive credit entitlements for previous learning, historically an issue for CALD communities.
- the establishment of an Employment Skills Centre to offer career and employment guidance to people from CALD backgrounds.

Supporting Teachers

The Department gives teachers and education providers a wide range of resources to improve the effectiveness of ESL and LOTE courses and the ability of education and training providers to support learners from CALD backgrounds. Some of these resources include:

- \$750 000 allocated for establishment funding for three Centres of Excellence in Languages;
- \$210 000 to establish five new Victorian School of Language Centres in rural and regional Victoria, to improve access to languages other than English;
- online teaching materials for middle years language students; and
- the Multicultural Education Professional Development Program for teachers. The program provided training on topics relevant to multicultural education, including human rights, anti-racism and multicultural education.

A video entitled *Moving In New Directions—Literacy Strategies For ESL Learners With Disrupted Schooling* was developed along with the trialling of professional development modules focusing on ESL learners with disrupted schooling.

Department of Human Services

DHS expenditure, not including language services (interpreting and translating) on specific multicultural services and initiatives, totalled approximately \$18.8 million.

In addition to recurrent funding to ethno-specific, multicultural and mainstream agencies (to provide accessible services to people from CALD backgrounds), a number of key strategies and initiatives were implemented to enhance access to human services, including:

- finalisation of the Department's *Cultural Diversity Guide* to guide funded agencies and DHS staff in providing culturally sensitive services;
- establishment of the second Ministerial Advisory Council for Cultural and Linguistic Diversity (MACCALD);
- finalising the *Health Translations Online Directory*, which provides access to multilingual health information via the Better Health Channel;
- commencement of the Culturally Equitable Gateways Strategy to improve access to mainstream home and community care services for people from CALD backgrounds, through local governments and ethno-specific agencies working in local partnerships;
- staff awareness training in use of interpreters in 10 Victorian hospitals, funded by the Victorian Office of Multicultural Affairs' *Language Services Strategy*;
- \$100 000 grant to the Victorian Council of Social Service to assist refugee and asylum seeker support groups;



- the *About Better Communication About Drugs* (ABCD) program to help CALD parents understand the experience of parenting in the Australian context and the experiences and expectations of young people growing up in Australia. It also helped CALD parents find positive ways to negotiate cultural practices in parenting their children and taking a preventative approach in relation to drugs. Thirty ABCD programs were delivered in 2003–04 to approximately 250 parents from CALD backgrounds;
- *Health Promotion and Best Practice Gambling Services for CALD Communities Research and Needs Analysis Project*. This project examined the status of the existing problem gambling service system for CALD communities and consulted communities about appropriate approaches to health promotion and problem gambling service delivery. Recommendations arising from the project are now being used to inform the implementation of a new service model;
- *Cross Cultural Training Disability Services Division* – The Disability Learning and Development Unit contracted Action on Disability within Ethnic Communities (ADEC) to run workshops on cultural awareness for disability client services staff and DHS managers; and
- thirty-six units were constructed for older people from diverse ethnic communities through the Social Housing Innovations Project.

Department of Justice

Initiatives included the following:

- seventeen new mediators from Victoria's CALD communities joined the 160 gazetted mediators already on the statewide panel of the Dispute Settlement Centre of Victoria. These mediators broadened the accessibility of the service through their understanding of culture and language.

The mediators came from a wide range of backgrounds including Arabic, Cambodian, Croatian, Chinese, Greek, Horn of Africa, Jewish, Italian, Macedonian, Spanish, Ugandan, Vietnamese and Turkish;

- the engagement of bilingual community educators for groups, including Arabic, Cantonese, Mandarin, Somali and Turkish-speaking communities and provision of information for new arrivals about renting a home;
- about 80 information sessions on consumer issues were conducted across Melbourne, Ballarat, Bendigo, Cobram, Geelong, Morwell, Shepparton and Warragul in languages including Albanian, Arabic, Greek, Italian, Russian, Sudanese and Vietnamese;
- the *Multicultural Justice Directory* was launched in November 2003 with the aim of improving access to information for communities with non-English speaking backgrounds – the first time such information has been available in such a comprehensive and accessible format, in both hardcopy and online. The directory provides information about Department services and the broad range of services provided by the community sector. The directory was translated into Turkish, Arabic, Vietnamese and Somali as these communities were identified as the most in need of information about justice services and programs;
- preliminary research with Arabic, Northern African, Turkish and Vietnamese communities and newly-arrived refugees for whom access to justice was identified as an issue. An initial report was produced in late 2003, to inform the development of the Department's cultural diversity plan, expected to be completed in 2004–05.

Reporting Areas

Major improvements and initiatives

Department of Innovation, Industry and Regional Development

DIIRD initiatives included:

- the *Outworkers (Improved Protection) Act 2003* was passed in November 2003. The Act provides protection for clothing industry outworkers. A number of initiatives have been introduced since the Act was passed:
 - the Ethical Clothing Trades Council was established to monitor compliance of the clothing industry with worker entitlements; and
 - a number of Information Services Officers were appointed to perform information and compliance functions for outworker entitlements.
- the Ethnic Enterprise Advisory Council met throughout the year to advise on developing Victoria's export capabilities through better use of the State's cultural diversity. This included commissioning a research project into Identifying Best Practice in Ethnic Chambers of Commerce;
- tourism brochures were produced in a range of languages for non-English speaking travellers, and funding and marketing assistance was provided to various CALD events and festivals in metropolitan and regional areas including the Pako Festival in Geelong, the Beechworth Celtic Festival and the Swiss/Italia Festival;
- highlighting cultural diversity in Tourism Victoria's food and wine campaigns;
- internal policy and training programs to support DIIRD's commitment to an inclusive, respectful and diverse workforce through a range of cultural and employment initiatives;
- the *Under New Management* program provided information and advice in 10 languages for people considering buying a business, signing a retail lease or buying a franchise; and

– workshops for several CALD communities were organised, including the Turkish community in Mildura and Chinese community in Melbourne.

- Information brochures in seven community languages were developed as part of the communications strategy for the new *Child Employment Act 2003*, which applies to the employment of children under 15 years.

Department of Infrastructure

DOI initiatives included:

- The Diversity Plan, part of the *DOI People Strategy 2004–06*, includes diversity training for all managers. There is a performance requirement that managers introduce into the workplace initiatives that celebrate and increase diversity and actions that improve the level of diversity in DOI, such as targeted development and recruitment programs to attract graduates and trainees from particular diversity groups;
- *TravelSmart Communities Program – City of Darebin*. This initiative targeted 27 000 residents in Darebin to change their travel habits. Residents from multicultural backgrounds had the opportunity to be contacted by multilingual “doorknockers” and telephone canvassers;
- *VicRoads' Ethnic Child Restraint Campaign* – targeted ethnic communities through ethnic radio (Somali, Greek, Italian, Macedonian, Serbian, Arabic, Croatian, Mandarin, Vietnamese and Turkish) in a campaign to promote the use of child restraints. This was organised in conjunction with peer presenters from the Royal Children's Hospital; and
- VicRoads commissioned a study, *Workforce Diversity at VicRoads*, to investigate key issues within diversity management, including the benefits of workforce diversity and how it works in practice. The report made a number of recommendations which are being progressively implemented.

These included:

- the delivery of broad diversity training as part of the Human Resources strategy;
- a focus on the promotion of opportunities to increase diversity through staff selection; and
- greater structural flexibility to encourage a more diverse workforce.

Department of Premier and Cabinet

DPC initiatives included:

- DPC organised CALD community receptions in partnership with the Victorian Multicultural Commission;
- the Immigration Museum delivered public and community programs and exhibitions celebrating and developing Victoria's history of cultural diversity, attracting 101 644 visitors in 2003–04;
- the State Library of Victoria acquired a collection of materials in LOTE – including significant printed reference and research collections in French, Italian, German, Greek and Chinese;
- the State Library of Victoria developed and expanded online resources in languages other than English through websites hosted on VICNET and the OpenRoad online directory; and
- Arts Victoria supported projects with a primary or secondary multicultural focus totalling \$825 885, including funding to:
 - the Chinese Museum;
 - Multicultural Arts Victoria;
 - the Jewish Museum of Australia;
 - the Boite;
 - Melbourne's Living Museum of the West; and
 - the Geelong Ethnic Communities Council.

Department of Primary Industries

DPI initiatives included:

- development of a *Diversity Strategy Action Plan* and the appointment of a Diversity Project Officer within the People and Culture Branch, to better guide DPI in responding to diversity issues in a strategic and coordinated fashion and enhance diversity awareness amongst DPI staff;
- based in the Goulburn/Murray Valleys of Victoria, DPI's Immigrant Communities Project contributed to the development of DPI's strategies for better engaging rural communities in agricultural extension programs and horticultural practices;
- as part of a National Bi\$link Project on non-English speaking background horticultural farmers, two pilot projects were conducted in the Goulburn Valley on the learning styles and training needs of Italian and Punjabi horticultural farmers, and involved the Ethnic Communities Council of Shepparton and Districts;
- a full-time multicultural facilitator was appointed to increase the uptake of different sustainability programs by farmers of CALD backgrounds in the Shepparton Irrigation Region, one of the most diverse regional areas of Victoria; and
- DPI worked with multicultural communities to address fishing issues, shellfish collection and protection, illegal fishing and issues involving community engagement. General extension programs continued to target the needs of multicultural communities and promote cultural awareness among staff through multicultural workshops and forums within DPI's Shepparton Irrigation Region.

Reporting Areas

Major improvements and initiatives

Department of Sustainability and Environment

DSE initiatives included:

- a new Cultural Diversity Strategy, which includes a revised departmental action plan;
- continuing efforts to engage with Victoria's diverse communities through projects such as the Western Young Peoples Independent Network Water Project. The Network, comprising young migrants and refugees, partnered with the Department and City West Water to attract a Smart Water Fund grant through which the partners will share knowledge about water conservation; and
- increased awareness and appreciation of coastal and marine conservation and protection by culturally diverse communities through the Coastal Action Community Program.

Department for Victorian Communities

DVC initiatives included:

- Community Jobs Program (CJP) – Employment Initiatives, funding 15 community-based organisations to deliver employment services to most disadvantaged jobseekers (10 of the projects targeted CALD jobseekers);
- community consultations commenced on the proposed Multicultural Victoria Act;
- supported Sport and Recreation Industry Development to improve participation of CALD communities in relevant activities;
- initiatives to increase settlement of skilled migrants in Victoria incorporating expanded marketing, linking migrants to skills shortages, use of state specific migration mechanisms to nominate migrants to regional areas and assisting overseas qualified professionals to enter the workforce;
- Community Building Demonstration projects that promoted cross-cultural communication and partnership through community art projects in Darebin, Maribyrnong and Noble Park;
- Community Building and Resource Service Leadership and Mentoring pilot run in Shepparton with CALD young people;
- *Equal First, Promoting Inclusiveness and Celebrating Diversity through the 2006 Commonwealth Games* was released;
- the Community Support Fund funded a joint initiative of Australian Multicultural Foundation and Office of Commonwealth Games Coordination to provide training and mentorship on strategies to attract, train and retain volunteers from CALD backgrounds for the Melbourne 2006 Commonwealth Games;
- encouraging active participation by CALD communities through the State Sporting Association Grants, Sport and Recreation Development program and a significant pilot project supporting CALD community building in the Springvale/Dandenong area; and
- supporting CALD women to develop the skills and expertise needed for leadership positions through Women's Community Leadership Grants – grants provided to Bosnian, Vietnamese, Turkish, Macedonian, Serbian, Somali, Jewish and East Timorese women across Victoria.

Examples of Good Practice

Development of the Regional Migration Incentive Fund (RMIF)

The RMIF is a good example of community consultation and partnership shaping the development of a program based on local needs and flexibility. From November 2003 to March 2004, 10 regional migration working group workshops were held throughout regional Victoria. Community groups that participated included: local government; regional migrant resource centres and ethnic community councils; state and commonwealth government agencies; employers; regional development organisations; and education and training providers. The purpose of the workshops was to explore ways in which the community and the State Government could work together to encourage migrants to live and work in regional Victoria.

The community consultation process provided opportunity for a range of organisations to contribute to the development of their region's Regional Migration Strategy. Participant feedback from the Regional Migration Working Groups included appreciation of the opportunity to:

- identify enablers and barriers to attract and retain skilled migrants; and
- establish a partnership approach to regional migration.

Partnerships formed or strengthened through the community consultation process were a major outcome. The partnerships formed between DVC, local government and regional ethnic community councils provide a strong basis for progressing Regional Migration Strategies. The workshops also provided a good opportunity for DVC to work in partnership with the Commonwealth Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) to further promote regional migration for Victoria.

Results from these workshops were used in the development of the RMIF guidelines. The RMIF will provide funding and assistance for regional communities to develop and implement a three-year Regional Migration Strategy. Regions targeted for support under the RMIF have identified skills shortages and need strategies to attract skilled migrants to address these shortages and to contribute to Victoria's economic growth.

Reporting Areas

Major improvements and initiatives

Immigration Museum

More than 133 000 people visited the Immigration Museum, including 101 000 ticketed visitors. This is the highest visitation since opening in November 1998. Highlights of the year included:

- winning the 2003 Victorian Tourism Award for Heritage and Cultural Tourism;
- strong partnerships developed with CALD communities to present a successful program of exhibitions and community cultural festivals that were well received by visitors;
- educational programs focusing on Australian society, immigration issues and cultural diversity positioned the Immigration Museum as a key educational facility in Victoria, with more than 39 000 students participating; and
- the establishment of major partnerships with the Helen Macpherson Smith Trust, Visions of Australia and the Victorian Multicultural Commission to develop and present *Station Pier: Gateway to a New Life* and the touring exhibition *Destination Australia: Ports of Immigration*.

Ethnic Road Users – Robinvale

In 2004, Roadsafe Central Murray, together with local partners and VicRoads, won the prestigious TAC Award for the program 'Ethnic Road Users – Robinvale'. This award was assessed on the program's ability to address key local road safety problems, innovation, multi-action approach, its overall effectiveness and how well it can be applied to other communities.

Robinvale, near Swan Hill, has just over 2 000 residents living in the town and 6 000 in the overall district. Residents in this small community represent 40 different ethnic groups. In 2002, all five road fatalities recorded in the Swan Hill Rural City Council boundaries were from the Asian community in Robinvale. The Ethnic Road Users program identified the main causes of the accidents and targeted the three main Asian language groups living in the area – Vietnamese, Thai and Khmer – to convey simple, fundamental safe driving messages.

In 2003, there were no road fatalities from these three communities in the district and local police reported a 20 per cent reduction in traffic infringements by the target groups. The program is being rolled out to other language groups in the Robinvale area.

Integrated Counselling Services for CALD Learners in Adult Community Education (ACE)

The Adult Multicultural Education Services (AMES) was funded for the project *Integrated Counselling Services for CALD Learners in ACE*. The project sought to increase the capacity of ACE organisations to offer an integrated counselling and referral service appropriate to the needs and skills of CALD learners in the ACE sector, especially newly arrived migrants and refugees.

Workshops were conducted across the state and delivery strategies for CALD learners were developed. These included: learning plans; learning resources; flexible delivery modes; and pathways using multiple curriculum/certificate frameworks. These included the Certificate of General Education for Adults (CGEA) and the Certificates in Spoken and Written English (CSWE).

Cultural Diversity Strategy – Department of Sustainability and Environment

The Department continued its efforts to engage with Victoria's diverse communities through projects, such as the Western Young Peoples Independent Network Water Project. In May 2004, the network, comprising young migrants and refugees, partnered with the Department and City West Water to attract a Smart Water Fund grant. The project has allowed these young people to learn about water conservation and to pass on the knowledge they bring from their countries of origin. The network is also working closely with City West Water to enrich the water authority's comprehensive range of education tools and resources.

Cultural Diversity Plan – Department of Justice

The project inquired into immigrant communities' knowledge, perception and interaction with current justice services and the justice system. It investigated cultural factors that might inhibit these communities' access to and knowledge of justice services. A large body of information was collected through a literature review, interviews with the Justice Executive, senior DoJ officers, community leaders and a focused community consultation process including a community roundtable chaired by the Attorney General. The three-year plan will be formulated on the basis of this information.

The project clearly established that significant numbers of people from CALD backgrounds lack adequate understanding of the Australian legal system and are at a very real disadvantage in their interactions with the justice system. The programs and projects highlighted to address this problem came from the multicultural community, community leaders and senior DoJ officers in response to identified needs. It is recognised that in addressing these needs, CALD communities' negative interactions with the justice system will be reduced, efficiencies within DoJ will be optimised and the principles of access and equity will be reinforced.

Reporting Areas

Major improvements and initiatives

Forward Priorities

Department of Human Services

- to promote the Department's *Cultural Diversity Guide*, which was launched in August 2004, to all relevant areas of the department and funded agencies;
- to develop a Refugee Health Strategy. This strategy will assist the Department and other stakeholders in the Victorian community to better respond to the health and wellbeing needs of refugees, and support refugee communities to positively engage with the health and community services system. The development of this strategy will be informed by the discussion paper, *Towards a Health Strategy for Refugees and Asylum Seekers in Victoria*, developed by the Victorian Foundation for Survivors of Torture Inc;
- to initiate work between the Department's Clinical Governance Unit and hospitals to develop hospital cultural diversity plans;
- to launch the Disability Services Culturally and Linguistically Diverse Strategy, which will offer cross-cultural training to Department-funded agencies and staff in all regions (cross-cultural resources have been developed to support this training);
- to launch the Immigrant Women's Domestic Violence Services Project to establish the extent to which the safety needs of CALD women in rural areas experiencing family violence are met;
- implementation of a CALD Children and Preschool project that will promote the participation of CALD children and their families; and
- implementation of a state-wide integrated Problem Gambling Service Model for CALD communities.

Department for Victorian Communities

- the successful implementation of Victoria's Skilled Migration Strategy;
- community consultations completed and the Multicultural Victoria Act enacted;
- the Victorian Office of Multicultural Affairs, the Victorian Multicultural Commission and the Office of Women's Policy to develop and implement a CALD women's project in partnership with the community;
- translation of codes of behaviour for sporting clubs into 11 languages; and
- continued implementation of the Language Services Strategy.

Department of Infrastructure

- the revised Public Transport Customer Service Charters will be available from 2005, on request, in 14 languages – Arabic, Croatian, French, Italian, Japanese, Macedonian, Maltese, Mandarin, Polish, Serbian, Spanish, Turkish, Greek and Vietnamese;
- Roadsafe Central Murray, in conjunction with VicRoads, Swan Hill Rural City Council, Victoria Police and the Murray-Mallee Training Group, is implementing a road safety education program for people from Horn of Africa countries such as Ethiopia, Eritrea and Somalia, who are moving to the Swan Hill area; and
- a new training program for Authorised Officers (public transport patrol officers) under the recently developed Code of Conduct that addresses people with special needs, including people from CALD backgrounds.



Department of Primary Industries

- development of a *Diversity Strategy Action Plan* that will continue to better guide DPI in responding to diversity issues in a strategic and coordinated fashion and enhance diversity awareness amongst DPI staff; and
- extension of the Immigrant Communities Project that, together with Monash University, will explore further opportunities for research on CALD communities.

Department of Sustainability and Environment

- DSE to strengthen its culture to be more inclusive, and improve its internal capacity to work inclusively in a diverse environment. DSE will implement its Social Diversity Framework and its Cultural Diversity strategy; and
- implementation of Regional Advocates for Diversity: one staff member in each of 15 locations will nominate to be an Advocate for Diversity. Selection of locations will be linked to areas of greatest cultural diversity and/or identified need. This initiative will encourage organisational change essential to increasing DSE's inclusiveness and ability to operate in a diverse environment.

Department of Education and Training

- continued support of a range of initiatives and activities that support CALD learners in their access to education and training; and
- continued support of LOTE and ESL in government and community language schools.

Department of Justice

DOJ Cultural Diversity Plan to be launched and implemented.



Reporting Areas

Representation of CALD people on boards and committees

The Government is committed to encouraging an inclusive society that provides opportunities for all people to fully participate in public and civic life. This includes representation of CALD people on government boards and committees.

Achievements

Of the 1 997 new part-time non-executive appointments to government boards, authorities and committees 12.9 per cent were from culturally diverse backgrounds (a total of 258). Culturally diverse background is defined by *'As indicated by LOTE spoken at home and/or born outside Australia.'*

(see table on opposite page)

Total board numbers at 30 June 2004 were 8450 of which 655 or 7.8 per cent were of culturally diverse backgrounds.

(see table on opposite page)

Forward Priorities

The implementation of a Diversity Register that will include CALD people interested in seeking nomination to government-appointed boards and committees will facilitate improved outcomes in the future.

**Part-time non-executive appointments to government boards and authorities
by people from CALD backgrounds, 1 July 2003 – 30 June 2004.**

	Bodies	New & re-appts	Culturally diverse background	
			Number	%
New appointments and re-appointments in 2003–04	911	1 997	258	12.9

	Bodies	Members	Culturally diverse background	
			Number	%
Composition of all boards as at 30 June 2004	992	8 450	655	7.8

Culturally diverse backgrounds by department in 2003–04 (as a %)

Department	New Appointments	All Boards	Comment
Department of Premier and Cabinet	16.7	16.0	
Department of Treasury and Finance	3.0	3.0	
Department of Human Services	26.1	30.6	Excluding appointments to cemetery trusts
Department of Justice	4.1	3.8	
Department of Innovation, Industry and Regional Development	6.3	10.7	
Department of Education and Training	2.0	2.0	This refers to membership of statutory authorities. Data for universities, TAFEs, and adult community education organisations are not included.
Department of Infrastructure	11.1	7.4	
Department of Primary Industries	9.6	14.0	
Department of Sustainability and Environment	13.4	10.2	
Department for Victorian Communities	5.3	4.8	
Overall	12.9	7.8	

Note: Cultural Diversity Background figures are indicative as details in these categories were not all available for all appointees. Information on CALD background is provided voluntarily, so the data may not accurately represent all CALD participation.

Understanding Victoria's Diversity

Victoria is one of the most diverse places in the world, with a population that speaks more than 180 languages and dialects from more than 200 countries of origin.

Victoria's Diversity – A Demographic Snapshot

According to the 2001 Census the total population in Victoria (excluding overseas visitors) was approximately 4.6 million.

Birthplace

- 71.1 per cent of Victorians were born in Australia while 23.4 per cent were born overseas in 233 countries (*5.5 per cent not stated or inadequately described*).
- 43.5 per cent of Victorians were either born overseas or have at least one parent born overseas:
 - 1 080 344 Victorians were born overseas (23.4 per cent of all Victorians); and
 - 927 272 Victorians born in Australia have at least one parent born overseas (20.1 per cent of all Victorians).

Of those born overseas

- 775 911 were born in mainly non-English speaking countries (71.8 per cent) while 304 433 were born in mainly English-speaking countries (28.2 per cent).

Religion

- 72.1 per cent of Victorians followed 116 religions.

Languages spoken

- 21 per cent of all Victorians spoke a language other than English at home, with more than 180 different languages and dialects spoken.

(Source: Australian Bureau of Statistics, 2001 Census Data)



Recent migration

Changes in migration patterns over recent years are creating new challenges. Migrants have made an enormous economic, social and cultural contribution to the Victorian community in a variety of areas, including business, public service, education, research, sport and the arts.

With more than 40 per cent of Victorians being migrants or the children of migrants, migration will continue to play an important role in Victoria's future prosperity.

Country of birth of settler arrivals

Settler arrivals to Victoria in 2003–04 totalled 28 028. The top five countries of origin of settler arrivals to Victoria were India (3 236 persons), the United Kingdom (2 854 persons), New Zealand (2 549 persons), the Peoples Republic of China (PRC) (2 545 persons) and Sudan (1 530 persons). This compares with the top source countries for Australia as a whole: the United Kingdom, New Zealand, the PRC, India and South Africa.

There has been some change in the relative importance of source countries in recent years, with the proportion of settlers from the United Kingdom falling by more than half from 14.4 per cent in 1986–87 to 6.3 per cent in 1998–99. While still relatively low, the proportion of settlers from the United Kingdom had risen to 10.2 per cent in 2003–04.

The proportion of settler arrivals from Asia increased from 38.1 per cent in 1986–87 to 58.7 per cent in 1990–91. The proportion declined to 48.5 per cent in 2003–04.

(Source Data: ABS Australian Demographic Statistics (3101.0))

Settler arrivals in Victoria by migration stream

The distribution of settlers arriving in Victoria by migration stream has changed over recent years. In particular, numbers in the Skill Stream have increased significantly since 1995–96. Of the 28 028 arrivals in Victoria in 2003–04, the Skill Stream accounted for 47.0 per cent. Family Stream arrivals represented 28.5 per cent, Humanitarian Program arrivals were 11.4 per cent, while 12.1 per cent were New Zealand citizens.

More than half of settler arrivals to Victoria in 2003–04 were female (51.7 per cent), compared with the Australian proportion of 51.8 per cent. Females were strongly represented in the Family Stream (60.5 per cent), but were less than half of the entrants in the Skill Stream (47.7 per cent). Females made up 48.3 per cent of Humanitarian settlers to Victoria.

Family Stream settler arrivals

In 2003–04, Victoria received 7 981 Family settler arrivals. High proportions of Family settlers arriving in Victoria were born in the PRC (12.5 per cent), Vietnam (9.8 per cent), the United Kingdom (9.4 per cent), India (7.1 per cent) and the Philippines (5.6 per cent).

Nearly two-thirds of Family settlers who arrived in Victoria in 2003–04 entered under Spouse (828 persons) or Spouse Provisional (4 059 persons) visas. Fiancés were the next largest category (1 456 persons) followed by Parents (641 persons) and Dependent Children (341 persons).

(Source Data: OAD Statistics, DIMIA)

Understanding Victoria's Diversity

Humanitarian settler arrivals

In 2003–04, Victoria received 3 189 Humanitarian Program settler arrivals. Of these, 2 592 people (81.3 per cent) came under the Special Humanitarian Program and 597 people (18.7 per cent) as Refugees. Of those settling in Victoria under the Humanitarian Program, 47.3 per cent were born in Sudan, 13.6 per cent in Iraq, 9.2 per cent in Afghanistan, 6.4 per cent in Ethiopia and 4.2 per cent in Egypt.

Skill Stream settler arrivals

Victoria received 13 162 Skill Stream settler arrivals in 2003–04. Independent settler arrivals accounted for 7 042 people. Skilled Australian Sponsored for 4 863 people and Business Entrants accounted for 844 people. There were also 396 Employer Nomination settlers and 17 Distinguished Talents settler arrivals. Over half of Skill Stream settler arrivals to Victoria were born in five countries: India (19.8 per cent); the United Kingdom (14.5 per cent); the PRC (11.4 per cent); Malaysia (10.2 per cent); and South Africa (5.4 per cent).

Occupation of settler arrivals

In 2003–04, the top five occupations represented among settler arrivals for Victoria were: computer professionals (1 438 persons); electrical and electronics engineers (487 persons); accountants (473 persons); marketing and advertising professionals (415 persons); and managers and administrators (402 persons).

(Source Data: OAD Statistics, DIMIA)

Labour market profile

Of total settler arrivals to Victoria in 2003–04, 41.6 per cent were not in the labour force prior to migration, but were retired, dependent children or performed home duties. Most persons who were in the labour force prior to migration were skilled (77.8 per cent). A further 11.4 per cent were semi-skilled, 4.5 per cent unskilled and 6.3 per cent were not in employment. Persons born overseas make up 25 per cent of the Victorian labour force, which is just above the Australian proportion of 24.9 per cent.

Unemployment rates

In August 2004, migrants from main English speaking countries (MESC) accounted for 7.8 per cent of the State's employed persons and 4.1 per cent of the unemployed. Migrants from non-English speaking countries (NESC) accounted for 17 per cent of the State's employed persons and 23.9 per cent of the unemployed. Victoria had an unemployment rate of 6.0 per cent, compared with the Australian rate of 5.4 per cent. In Victoria, Australia-born persons had an unemployment rate of 5.8 per cent, NESC migrants 8.2 per cent and MESC migrants 3.2 per cent.

(Source: Department of Immigration, Multicultural and Indigenous Affairs, Population Flows Immigration Aspects 2003-04 Edition reprinted with permission)

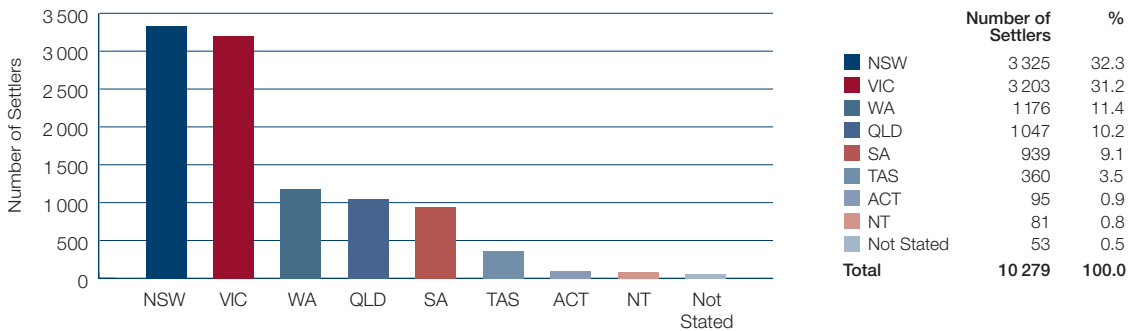
Overseas visitor arrivals

For the year ended June 2004, Victoria attracted 1 290 800 international visitors, an increase of 9.1 per cent over the 2002–03 financial year. This represents a market share of 28 per cent of Australian inbound arrivals, behind New South Wales (55 per cent) and Queensland (42 per cent). On average, international visitors to Victoria stayed for 23.8 nights, and accounted for a total of 30.8 million visitor nights. This is an increase of 36.4 per cent since 2002–2003, with international visitors spending more nights in Victoria than in Queensland.

(Source: International Visitor Survey, Tourism Research Australia, year ended June 2004)

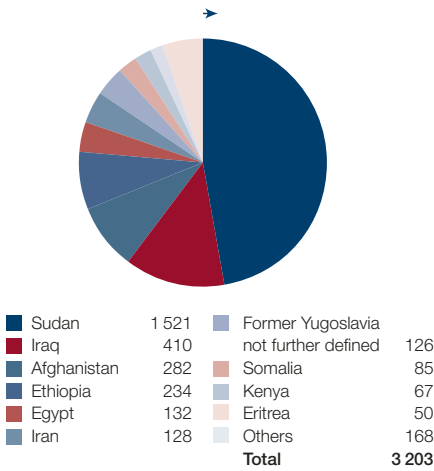
Refugee & Humanitarian Entrants

State Distribution for Humanitarian & Refugee Entrants Arriving from 1 July 2003 to 30 June 2004



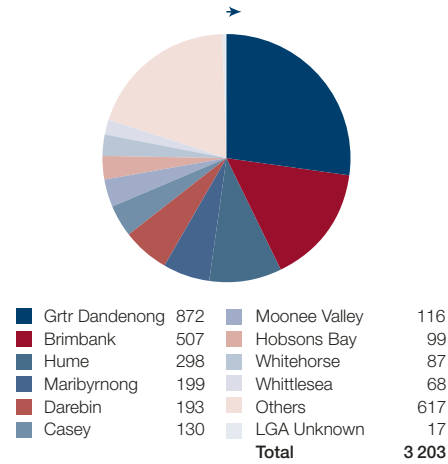
(Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database)

Top 10 Countries of Birth for Humanitarian & Refugee Entrants to Victoria Arriving 1 July 2003 to 30 June 2004



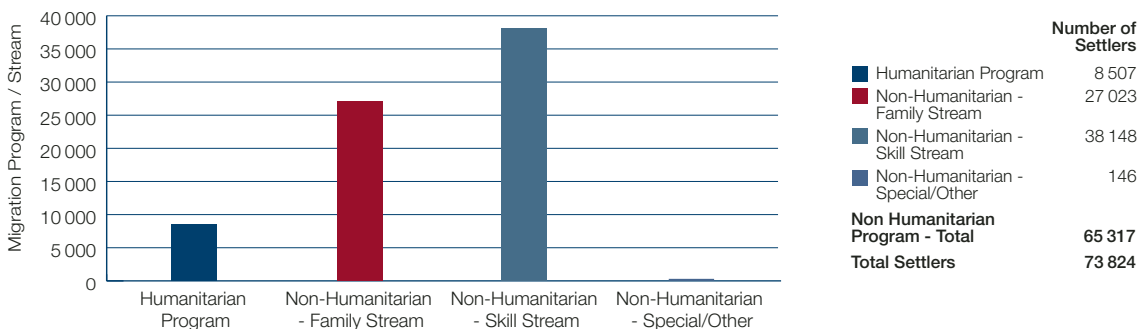
(Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database)

Top 10 Local Government Areas for Humanitarian & Refugee Entrants Arriving from 1 July 2003 to 30 June 2004



(Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database)

Number of Settlers Arriving in Victoria from 1 Jul 2001 to 30 Jun 2004 by Migration Stream



(Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database)

Indicators of Community Wellbeing

Statistical and survey information can provide indications of community wellbeing.

The following indicators are drawn from:

- Department for Victorian Communities, *Indicators of Community Strength 2004*;
- Department of Human Services, *Victorian Population Health Survey*; and
- Australian Bureau of Statistics, 2002 *General Social Survey*.

Indicators of Community Health point to a marked increase in enjoyment of diversity, suggesting that diversity, including multi-culturalism, makes life in their community better.

Overall, there appear to be some differences in wellbeing between Victoria's CALD population and the Victorian population as a whole. In some cases, more substantive differences may exist when figures are disaggregated for specific subgroups. For example, education statistics show high rates of year 12 completion for those born overseas, although the pattern varies according to family income and region of birth.

There are also significant differences in income and employment between English-speaking people and people who speak languages other than English.

Indicators of Community Strength in Victoria

The percentage of Victorians that enjoy diversity in their local area

Do you enjoy living with people of different lifestyles?

	2001	2002	2003
Yes, definitely	69.5	71.2	73.3
Not at all	5.6	4.5	3.4

(Source: Department of Human Services, Victorian Population Health Survey – Selected findings, 2003)

Do you think multiculturalism makes life in your area better?

	2001	2002	2003
Yes, definitely	57.0	59.4	64.2
Not at all	8.7	7.7	5.3

(Source: Department of Human Services, Victorian Population Health Survey – Selected findings, 2003)



Participation by demographics and social attitudes

The overseas-born and non-English speaking at home are less likely than those born in Australia or who speak English at home to participate in community events, organised groups or volunteering.

People who participate in community events or organised groups are more likely than non-participants to feel that multiculturalism makes life in their area better. Volunteers are less likely than non-volunteers to feel that multiculturalism makes life in their area better.

Ability to get help

The overseas-born and non-English speaking at home are less likely than the Australian born or English speaking at home to report being able to get help from friends, family and neighbours when needed or to be able to raise \$2000 in two days in an emergency.

		Attendance at community events (%)		Members of organised groups (%)		Volunteers (%)	
		Yes	No	Yes	No	Yes	No
Country of birth	Australia	54.8	45.2	64.3	35.7	36.3	63.7
	Other	47.7	52.3	60.7	39.3	29.3	70.7
Language spoken at home	English	54.6	45.4	63.8	36.2	36.3	63.7
	Other	46.0	54.0	61.2	38.8	27.0	73.0
Multiculturalism makes area better	No, not at all	43.3	56.7	56.4	43.6	27.8	72.2
	No, not often	43.9	56.1	58.1	41.9	29.5	70.5
	Sometimes	50.9	49.1	61.4	38.6	34.6	65.4
	Yes, definitely	54.7	45.3	65.1	34.9	34.9	65.1

(Source: Department for Victorian Communities, *Indicators of Community Strength*, 2004)

		Ability to get help from family, friends or neighbours (%)		Ability to raise \$2000 in two days in an emergency (%)		
		Yes	No	Yes	No	Don't
Country of birth	Australia	93.3	6.7	82.9	14.3	2.8
	Other	90.1	9.9	73.7	20.5	5.7
Language spoken at home	English	93.4	6.6	83.9	13.5	2.6
	Other	88.7	11.3	66.6	26.1	7.4

(Source: Department for Victorian Communities, *Indicators of Community Strength*, 2004)

Indicators of Community Wellbeing

Health

The overseas-born are less likely than the Australian-born to report having personal stressors.

The overseas-born are less likely than the Australian-born to report their health as excellent/very good (there is a relationship between self-reported health and actual physical health).

Personal stressors

Stressors experienced in past 12 months (%)

	Born in Australia	Born in main English-speaking countries	Born in other countries	All persons
At least one stressor	59.1	54.4	46.8	56.0
No stressors	40.9	45.6	53.2	44.0

(Source: Australian Bureau of Statistics, 2002 General Social Survey, Victoria (cat. no. 4159.2.55.001))

Health and disability

Self-assessed health status (%)

	Born in Australia	Born in main English-speaking countries	Born in other countries	All persons
Excellent/Very good	63.3	64.9	46.5	59.9
Good	23.5	20.5	29.7	24.6
Fair/Poor	13.2	14.6	23.7	15.6

(Source: Australian Bureau of Statistics, 2002 General Social Survey, Victoria (cat. no. 4159.2.55.001))

Victorian Population Health Survey 2003

The Survey collects a wide range of information on the health of the adult population and the determinants of health. It includes questions on smoking and nutrition, and medical conditions, such as diabetes and asthma.

Self-reported Health

Self-rated health assessments are a powerful predictor of future health care use and mortality. Almost half of the Australian-born Victorian population reported their overall health as excellent or very good (46.0 per cent down from 47.1 per cent the previous year), while 2.6 per cent rated their health as poor (also slightly down from 2.8 per cent from the previous year).

In comparison to those born in Australia, overseas-born had a higher proportion of respondents more likely to report poor or fair health (ratio of 1.15 to 1.00). Risk factors were significantly greater for those with lower education levels (3.93 for primary to 1.00 for tertiary), those who were unemployed or not in the labour force (employed 1.00, unemployed 2.34) and not in labour force (2.08), smokers (1.93 to non-smokers 1.00), those with high blood pressure (2.15), those who were overweight (2.04) and those who were physically inactive (1.83).

Mental Health

The Kessler 10 psychological distress measure is a set of 10 questions designed to categorise a person's level of psychological distress over a four week period. It determines anxiety, depression and worry, rather than major mental illnesses. Those born overseas had slightly higher rates of psychological distress than those born in Australia (1:25 odds ratio for overseas born compared with 1:00 for Australian born).

The 2002 report, while indicating a similar result, was reported on differently in that it stated that 2.7 per cent of Australian-born Victorians were considered to have high levels of psychological distress in comparison to 2.9 per cent of those born overseas.

Networks and Volunteering

In 2001, the Victorian Population Health Survey included questions on social networks and their benefits. In general, those with stronger social networks had higher levels of self-assessed health and lower levels of psychological distress. In an emergency, strong social networks mean people have somewhere to seek help and support.

The survey asked two important questions:

- Do you feel there are opportunities to have a real say on issues that are important to you?
- Could one of your relatives or friends care for you or your child in an emergency?

For the first question, 42.7 per cent of those born overseas felt they definitely had opportunities to have a real say on important issues, compared with 38.2 per cent of those born in Australia. Of those born overseas, 24.3 per cent felt that they had no opportunity or limited opportunity, compared with 27 per cent of the Australian-born population.

When asked whether a relative or friend could care for them or their child in an emergency, 7.1 per cent of those born overseas felt they would not be able to find someone to help, compared with 4.6 per cent of those born in Australia.

This is supportive of research on migration and settlement which has shown that dislocation of networks can occur with migration.

Indicators of Community Wellbeing

Education

Persons aged 18-24 who have completed Year 12 or equivalent

Results from the 2001 Census of Population and Housing show that Victorians aged 18-24 who spoke a language other than English at home have a slightly higher Year 12 or equivalent completion rate (75.1 per cent compared to 73.3 per cent).

Further analysis of this information by country of birth shows that the pattern above is not uniform across different groups born outside of Australia. Those individuals for whom English is not the main language spoken at home and who were born in southern and central Asia, had the highest year 12 or equivalent completion rate (88.2 per cent), while persons born in North Africa and the Middle East had the lowest year 12 completion or equivalent rate (61.1 per cent).

Persons aged 18-24 who have completed Year 12 or equivalent

Main language spoken at home	Year 12 completions (n)	Equivalent completions (AQF2 or greater) (n)	Total completions (Year 12 or equivalent) (n)	Year 12 completions (%)	Equivalent completions (AQF2 or greater) (%)	Total completions (Year 12 or equivalent) (%)
English	212 178	23 791	321 962	65.9	7.4	73.3
Other than English	66 890	4 644	95 193	70.3	4.9	75.1

(Source: ABS Census of Population & Housing 2001, customised table)

**Persons aged 18-24 who completed Year 12 or equivalent (AQF2>)
whose main language spoken at home is not English by country of birth**

Birthplace	Year 12 completions (n)	Equivalent completions (AQF2 or greater) (n)	Total completions (Year 12 or equivalent) (n)	Year 12 completions (%)	Equivalent completions (AQF2 or greater) (%)	Total completions (Year 12 or equivalent) (%)
Americas	1 450	72	1 936	74.9	3.7	78.6
Australia	26 551	2 350	38 411	69.1	6.1	75.2
North Africa and the Middle East	2 250	126	3 890	57.8	3.2	61.1
North West Europe	1 179	69	1 458	80.9	4.7	85.6
North-East Asia	6 694	369	10 001	66.9	3.7	70.6
Not stated	1 608	118	2 450	65.6	4.8	70.4
Other Oceania & Antarctica	1 059	54	1 624	65.2	3.3	68.5
South-East Asia	15 847	851	21 637	73.2	3.9	77.2
Southern and Central Asia	4 420	203	5 243	84.3	3.9	88.2
Southern and Eastern Europe	4 661	342	6 799	68.6	5.0	73.6
Sub-Saharan Africa	1 171	90	1 744	67.1	5.2	72.3
Total	66 890	4 644	95 193	70.3	4.9	75.1

(Source: ABS Census of Population & Housing 2001, customised table)

Labour Force Participation and Employment

Employment & Participation

	Employed total ('000)		Unemployed total ('000)		Unemployment rate (%)		Participation rate (%)	
	Born in Australia	Born overseas	Born in Australia	Born overseas	Born in Australia	Born overseas	Born in Australia	Born overseas
Jun 03	1 765.2	580.0	103.8	40.0	5.6	6.5	68.7	50.3
Jun 04	1 794.4	601.5	103	35.2	5.4	5.5	68.4	51.4

Indicators of Community Wellbeing

Imprisonment

As at 4 August 2004, 27 per cent of Victoria's prison population was born in a country other than Australia, compared to 30 June 2002, where the figure was 24.4 per cent.

Crime & Perceived Safety

Feelings of safety at home alone after dark (a)

	Born in Australia	Born in main English-speaking countries	Born in other countries	All persons
Very safe/Safe	83.1	83.5	74.3	81.3
Very unsafe/Unsafe	7.1	6.9	13.9	8.6

(Source: Australian Bureau of Statistics, 2002 General Social Survey, Victoria (cat. no. 4159.2.55.001))

	Born in Australia	Born in main English-speaking countries	Born in other countries	All persons
Victim of physical or threatened violence in past 12 months	9.7	4.4	5.9	8.4
Victim of actual or attempted break-in in last 12 months	9.2	8.7	9.7	9.2

(Source: Australian Bureau of Statistics, 2002 General Social Survey, Victoria (cat. no. 4159.2.55.001))

Transport

	Born in Australia	Born in main English-speaking countries	Born in other countries	All persons
Has access to motor vehicle/s to drive	87.5	85.1	77.7	85.1

(Source: Australian Bureau of Statistics, 2002 General Social Survey, Victoria (cat. no. 4159.2.55.001))

Difficulty with transport (a)

	Born in Australia	Born in main English-speaking countries	Born in other countries	All persons
Can easily get to the places needed	85.8	85.2	80.6	84.6
Cannot get to, or often has difficulty, getting to the places needed	3.2	2.9	6.1	3.8

(a) Not all categories are shown for this data item

(Source: Australian Bureau of Statistics, 2002 General Social Survey, Victoria (cat. no. 4159.2.55.001))

Appendix One

Multicultural Victoria Act Preamble and Principles

While outside the timeframe of this report, it is important to note that the Multicultural Victoria Act 2004 came into effect on 1 January 2005. The preamble and principles of multiculturalism enshrined in the legislation are set out below:

Preamble

- (1) The Parliament of Victoria recognises and values the cultural, religious, racial and linguistic diversity of the people of Victoria.
- (2) The Parliament of Victoria wishes to promote this State as a united community with shared laws, values, aspirations and responsibilities within which people from a diversity of backgrounds have:
 - (a) the freedom and opportunity to preserve and express their cultural heritage;
 - (b) the freedom and opportunity to participate and contribute to the broader life of society; and
 - (c) equal rights and responsibilities under the laws of Victoria.
- (3) Parliament supports the obligations of citizenship to which sub-section (1) refers and promotes the diversity to which sub-section (2) refers by recognising the following principles of multiculturalism:
 - (a) all individuals in Victoria are entitled to mutual respect and understanding, regardless of their cultural, religious, racial and linguistic backgrounds;
 - (b) all individuals and institutions in Victoria should promote and preserve diversity and cultural heritage within the context of shared laws, values, aspirations and responsibilities;
 - (c) all individuals in Victoria (regardless of background) have shown that they can work together to build a positive and progressive future and this co-operation is to be encouraged so as to enhance Victoria as a great place in which to live, work, invest and raise a family;
 - (d) all individuals in Victoria are equally entitled to access opportunities and participate in and contribute to the social, cultural, economic and political life of this State; and
 - (e) all Victorians have a responsibility to abide by the State's laws and respect the democratic processes under which those laws are made.

Principles of multiculturalism

- (1) Parliament recognises that the people of Victoria are united in their shared commitment to:
 - (a) a democratic framework governed by the rule of law; and
 - (b) Victoria and Australia and the people, interests and future of Victoria and Australia.
- (2) Parliament further recognises that all Victorians come from diverse cultural, religious, racial and linguistic backgrounds and values the richness that such diversity brings to the Victorian community.

Appendix Two

Department Contact Details

Department for Victorian Communities

1 Spring Street
Melbourne VIC 3000
Telephone: (03) 9208 3333
www.dvc.vic.gov.au

Department of Education and Training

2 Treasury Place
East Melbourne VIC 3002
Telephone: (03) 9637 2000
www.det.vic.gov.au

Department of Human Services

555 Collins Street
Melbourne VIC 3000
Telephone: (03) 9616 7777
www.dhs.vic.gov.au

Department of Infrastructure

Level 14
80 Collins Street,
Melbourne VIC 3000
Telephone: (03) 9655 6666
www.doi.vic.gov.au

Department of Innovation, Industry and Regional Development

55 Collins Street,
Melbourne VIC 3000
Telephone: (03) 9651 9999
www.iird.vic.gov.au

Department of Justice

55 St Andrews Place
Melbourne VIC 3002
Telephone: (03) 9651 0333
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Department of Premier and Cabinet

1 Treasury Place
Melbourne VIC 3002
Telephone: (03) 9651 5111
www.dpc.vic.gov.au

Department of Primary Industries

1 Spring Street
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Department of Sustainability and Environment

8 Nicholson Street
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Department of Treasury and Finance

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