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*“The Victorian Government
recognises the benefits diversity
has brought to our state.”*

– Premier of Victoria, John Brumby and Minister Assisting
the Premier on Multicultural Affairs, James Merlino.

FOREWORD

Victoria is the nation's premier multicultural state, continually building on the strengths of our diverse population

We come from more than 200 countries, speak more than 230 languages and dialects and practice Victoria is the nation's premier multicultural state, continually building on the strengths of our diverse population more than 120 faiths.

The Victorian Government recognises the benefits that this diversity has brought to our state. As such, we have developed and implemented initiatives to encourage Victorians of all backgrounds to participate in all spheres of community life. This report highlights a number of key initiatives and outlines the breadth of the Government's support for multicultural affairs in Victoria in 2008-09.

Victoria is a multicultural success story.

In building on our history of migration we have seen the growth of communities that have provided an immeasurable contribution to Victoria.

Migration has also ensured that we have a skilled population base from which we can create both a productive and harmonious society.

Our diverse population has also provided significant benefits to Victoria's tourism industry, with both domestic and international travellers visiting family and friends in Victoria. In the year ending December 2008, roughly 5.5 million domestic overnight visitors from this market travelled to Victoria, representing 34 percent of the total domestic overnight visitor market. Another 330,000 international visitors travelled to Victoria to visit friends or relatives in the same period, representing 22 percent of all international visitors to Victoria.

As we look to the future, it is vital that we genuinely recognise the vast social, cultural and economic value that migrants and refugees have brought to our state. In doing so, the Victorian

Government launched our new multicultural policy, *All of Us*, in March 2009.

Developed with extensive community consultation and built on a strong foundation of partnerships, advocacy and supportive programs, *All of Us* reaffirms the Victorian Government's commitment to multiculturalism and sets out how we can make the most of opportunities to improve our society.

The Victorian Government is proud of our achievements in multicultural affairs and our annual community consultations held in 2009 indicate that our efforts are well received by the Victorian community. We strongly value community input into shaping our future directions to ensure that we are working towards the best possible outcomes for all Victorians.



A handwritten signature in black ink, appearing to read 'John Brumby'.

Hon John Brumby MP
PREMIER OF VICTORIA
MINISTER FOR MULTICULTURAL AFFAIRS



A handwritten signature in black ink, appearing to read 'James Merlino'.

Hon James Merlino MP
MINISTER ASSISTING THE PREMIER
ON MULTICULTURAL AFFAIRS

SUMMARY

Victoria's cultural, linguistic and religious diversity is one of its greatest assets and a key factor in our state's economic success and social development. It has made Victoria one of the world's most welcoming and harmonious cities.

In 2008-09, the Victorian Government continued building on our proud multicultural history. Our commitment to promoting community harmony and enhancing service delivery has been further realised over the past year through new and existing government initiatives.

To this end, we have focused our efforts on creating a government that is accessible and responsive to all Victorians.

Part A of this report outlines key activities and achievements across the Victorian Government in multicultural affairs from 1 July 2008 to 30 June 2009.

WHAT WE ACHIEVED IN 2008-09

Highlights include:

Refugee Brokerage Program (RBP)

Refugee Brokerage Program (RBP) Investing \$1.2 million to develop partnerships between local agencies and refugee communities to identify and respond to the needs of refugees.

Education for Global and Multicultural Citizenship

Launching the "Education for Global Multicultural Citizenship: A strategy for Victorian Government Schools 2009-2013" to provide leadership and direction in CALD policy for schools.

VMC Community Grants Program

Supporting more than 1600 CALD community organisations through a \$4.6 million Community Grants Program to develop and sustain local community organisations and programs.

Justice for Refugees Program

Investing over \$1 million in initiatives aimed at enhancing relationships and understanding between emerging refugee communities and the justice system.

English as a Second Language (ESL) New Arrivals Provision

Establishing ESL programs in regional and rural locations of greatest need to the total of \$4.1 million.

Victorian Multicultural Gambler's Help Program

Providing \$1.04 million to support and strengthen the capacity of Gambler's Help regional services to provide responsive, accessible and culturally appropriate services to CALD clients and communities.

DPCD Youth Participation and Access Program

Investing approximately \$1.1 million in YPA CALD projects to build strong, active and inclusive communities by engaging and supporting vulnerable young people to participate in their community.

Cultural Precincts Enhancement Fund

Continuing to invest the \$10 million committed over three years to the Cultural Precincts Enhancement Fund to enhance the infrastructure, community space and viability of Melbourne's long established Little Bourke Street, Lonsdale Street and Lygon Street cultural precincts.

Community Languages Schools Funding Program

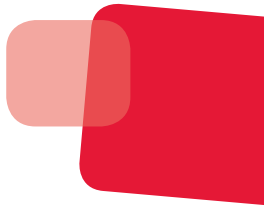
Providing \$4.5 million to 169 community organisations that assisted 34,000 school aged students to maintain community languages and cultures, with programs covering 39 languages.

Global Skills for Provincial Victoria

Investing \$1.04 million in a program to attract skilled migrants to regional Victoria and assist them into employment in order to meet local skills needs.

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 increased investment in interpreting and translating services in 2008-09 to enhance responsiveness to CALD communities. Across the Victorian Government and its funded agencies, there was a total identified expenditure of \$20,987,736 on these services (an increase from \$17,637,619 in 2007-08).

Victorian Government multilingual publications

The extensive nature of multilingual publications by departments continued to demonstrate 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

In 2008-09, all departments had Cultural Diversity Plans in place or were in the process of finalising them to enhance the provision of culturally sensitive service delivery to CALD communities. Implementation and monitoring of these plans by departments is underway.

CALD representation on government boards, authorities and committees

In 2008-09, 8.6 percent of new appointees to Victorian Government boards, authorities and committees identified as having a CALD background, representing a slight increase from the previous year. Overall, members with a CALD background represented 5.4 percent of all board numbers.

Spending on CALD advertising campaigns

Across the Victorian Government (including public entities and statutory authorities) 3.5 percent of campaign expenditure was committed to CALD media in 2008-09; with four core departments (excluding public entities and statutory authorities) meeting or exceeding the Government's target for departments to commit a minimum of five percent of their campaign advertising budget to CALD media.

Measures to promote human rights

A number of measures were taken across all departments in 2008-09 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 has been greatly enriched, both socially and economically, by its diverse population. Our diversity has contributed significantly to our economic growth and prosperity, bringing new skills, business and investment into our state.

In 2008–09, Victoria maintained its place as a favoured destination for migrants and humanitarian entrants settling in Australia. In fact, Victoria welcomed 54,810 permanent new arrivals in this year alone.¹

A SNAPSHOT OF VICTORIA'S DIVERSITY

- 43.6% of Victorians were born overseas or have at least one parent born overseas
- 72.8% of Victorians born overseas came 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

Source: 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 broader framework.

LEGISLATION

Multicultural Victoria Act 2004

The Multicultural Victoria Act 2004 (the Act) outlines a set of principles that accord respect for Victoria's cultural, religious and linguistic diversity. Two of the core principles enshrined in the Act are:

- valuing cultural, religious and linguistic diversity; and
- ensuring the freedom and opportunity for all Victorians to preserve and express their cultural heritage.

The Act, and its 2008 amendments, also require government departments to report annually to the Minister for Multicultural Affairs and 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;
- their use of interpreting and translating services;
- 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;
- initiatives in rural and regional Victoria; 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.

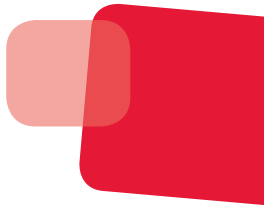
The Act provides a community standard of our responsibilities towards each other in a multicultural society. It seeks to ensure that people are treated with dignity and respect regardless of their race or religion and do not become targets of vilifying behaviour.

Charter of Human Rights and Responsibilities Act 2006

The Charter 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.

1. Population Flows: Immigration Aspects 2008-09 Edition, Department of Immigration and Citizenship, 2010.



POLICIES AND STRATEGIES

All of Us: Victoria's Multicultural Policy

The development of the Victorian Government's latest multicultural policy commenced in 2007-08 and the policy, *All of Us*, was launched in March 2009. The policy builds on the previous *Valuing Cultural Diversity policy* and the principles identified in the *Multicultural Victoria Act 2004*.

All of Us is the Victorian Government's commitment to a multiculturalism that integrates social, economic, spatial and cultural expressions of difference and diversity. The policy is organised around four themes, under which priority strategies designed to meet the objectives of the theme are identified. The themes are that multiculturalism:

- advances equality and human rights;
- supports our cultural, linguistic and religious diversity;
- fosters unity and promotes community harmony; and
- boosts our economic advantage.

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.

A Fairer Victoria: Progress and Next Steps

In *A Fairer Victoria: Progress and Next Steps* (2006) (AFV), the Victorian Government committed all departments 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.

Global Skills for Victoria 2008–2011

In October 2007, the Government launched its second skilled migration strategy, *Global Skills for Victoria 2008–2011*.

Building on the achievements of *Victoria's Skilled Migration Strategy 2004–07*, this new strategy will contribute to:

- developing a highly-skilled Victorian workforce;
- growing the population of Victoria and regional Victoria;
- promoting state economic and social development; and
- developing the State's international links and connections.

OVERVIEW OF THE REPORT

This report sets out the key activities and achievements of the Victorian Government in multicultural affairs from 1 July 2008 to 30 June 2009.

PART A focuses on major improvements and initiatives (as required under the Act). It is organised around the four themes drawn from the Victorian Government's *All of Us* policy statement:

- Advancing equality and human rights
- Supporting Victoria's cultural, linguistic and religious diversity
- Fostering unity and promoting community harmony
- Boosting our economic advantage.

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
- Spending on CALD advertising campaigns
- Measures to promote human rights.

PART A

Major Improvements and Initiatives

- > *Advancing equality and human rights*
 - > *Supporting Victoria's cultural, linguistic and religious diversity*
 - > *Fostering unity and promoting community harmony*
 - > *Boosting our economic advantage*
- 
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ADVANCING EQUALITY AND HUMAN RIGHTS

What we achieved in 2008-09

REFUGEE BROKERAGE PROGRAM (RBP)

The RBP develops partnerships between local agencies and refugee communities to identify and respond to the needs and concerns of refugees. The RBP's objectives are to:

- assist communities to fully access available services;
- build local capacities through community-driven activities;
- empower communities to achieve sustainability; and
- facilitate improved settlement outcomes for Victoria's refugee communities.

In 2008-09, the Victorian Multicultural Commission (VMC) continued delivering the RBP to a total of \$1.2 million. The RBP operated through eleven discrete partnerships in Melbourne and regional Victoria. Community-driven initiatives in 2008-09 included:

- education forums and leadership development for African youth;
- small business development support for African women in regional Victoria;
- a driving project for more refugees from Liberia, Burundi and Sierra Leone; and
- a swimming project for socially isolated Chin women.

The RBP generates significant impacts by leveraging external resources; collaborating with and coordinating service providers; assisting organisations to better understand refugee communities; and linking refugee communities with valuable opportunities.

2. The increase in spend on the RPB in 2008-09 can be attributed to some funds being carried over from the previous financial year..

JUSTICE FOR REFUGEES PROGRAM

The Department of Justice (DOJ) invested over \$1 million in the new Justice for Refugees Program (JRP), which contains the following three initiatives aimed at improving contact and relations between emerging refugee communities and the justice system:

- *responsive justice services*: justice staff and agencies are provided with support and advice to ensure that the justice system is more responsive to the circumstances and needs of newly arrived refugees and refugee communities;
- *appropriate information*: new and emerging refugee communities are provided with information about the legal system and their responsibilities and rights within Victoria; and
- *early intervention and diversion*: utilises early intervention and diversion strategies to reduce negative contact between young people from refugee backgrounds and the criminal justice system.

THE NEIGHBOURHOOD JUSTICE CENTRE (NJC)

DOJ's NJC project implemented a number of strategies within the community justice model that support multiculturalism and address engagement and access for CALD communities in the City of Yarra. In 2008-09, the NJC continued to ensure that language is not a barrier to accessing justice services by revising its strategy on the use of interpreters. A full day cross-cultural training session for NJC staff was also conducted. In addition, the NJC has continued to build strong relationships with key CALD service providers and communities through specific initiatives.

The NJC in partnership with Victoria Police also operates a number of local community crime prevention and community safety initiatives responding to CALD communities, including:

- the *Newly Arrived Young People and Accessible Communities* project, which aims to reduce the risk of anti-social and illegal behaviour by increasing the level of connectedness between young, newly arrived people in the City of Yarra and the local community; and
- the *Ecumenical Migration Centre – Phuchas Program*, which is a life skills program that assists young people from the Richmond estate to identify their goals for the future and strengthen links to local education and training support services and opportunities.

JRP YOUTH AT RISK PROJECT

An example of the JRP's success includes its Youth at Risk Project, which was piloted in Flemington. Disengaged young people from refugee backgrounds participated in the 5 month program. The pilot was evaluated 3 months after completion of the project and 91 percent of the participants had re-engaged, either finding employment, returning to or entering tertiary education or returning to complete secondary education. Participants' parents spoke of the 'transformation' that their children had experienced and the hope that the project had offered both them and their families. The success of the pilot resulted in the Attorney-General endorsing a three year extension of the project.

TEACHER PROFESSIONAL LEARNING – TESOL AND MEA SCHOLARSHIPS

The settlement patterns of new arrivals have created a demand in many schools across Victoria for qualified ESL teachers and Multicultural Education Aides (MEA). To meet the need for qualified staff, the Department of Education and Early Childhood Development (DEECD) provided 140 Teaching English to Speakers of Other Languages (TESOL) scholarships to primary and secondary teachers in government schools to a total of \$437,200 in 2008 and \$591,814 in 2009. In addition, 56 MEA scholarships were awarded in 2008-09 to MEAs currently employed in government schools in metropolitan Melbourne and Shepparton to a total of \$420,000.

CAMBODIAN, LAOTIAN AND VIETNAMESE INITIATIVE

The Department of Human Services (DHS) funded selected alcohol and drug (A&D) services to a total of \$251,273 to employ and support bi-lingual, bi-cultural A&D workers to provide services to the Cambodian, Laotian and Vietnamese communities.

LEADERSHIP TRAINING PROGRAM FOR YOUNG MUSLIMS AND THE VISITING ISLAMIC SCHOLARS PROGRAM

The Department of Premier and Cabinet (DPC) provided \$210,000 in funding for the Leadership Training Program and the Visiting Islamic Scholars Program. The Leadership Program is run by the Centre for Dialogue at La Trobe University in collaboration with the Islamic Council of Victoria. In 2008-09, an intensive six-week program was run involving lectures, study tours, debates and meetings. The objective of the course is to develop a cohort of informed, confident young leaders who can speak about their faith and other issues, and participate in shaping Australia's future.

The Islamic Scholars visitation program enables three eminent scholars to address a number of different audiences to promote basic Islamic values such as tolerance, compassion, peace and justice. The visits also enable the exploration and development of further opportunities for inter-faith and inter-cultural dialogue and cooperation. Business, political, religious, diplomatic, and media leaders from Canberra, Sydney and Melbourne freely give their time to meet with the program participants.

CALD DISABILITY VICTORIAN POPULATION PROFILE

DHS developed a CALD Disability Victorian population profile, which will provide central office and regions with accurate demographic data on the number of people with a disability from specific CALD communities. This will assist in better prioritising, targeting and monitoring of service information and delivery. The profile report has been finalised and will be provided to each region to inform future planning and reporting regarding the uptake of disability services by people from specific CALD communities.

VICROADS CUSTOMER SERVICE IMPROVEMENTS

VicRoads continued to respond to requests to present information on obtaining a learner's permit and driver's licence to migrant groups, and conducted various information sessions targeting CALD groups in consultation with local service providers including universities, local councils and Migrant Resource Centres.

It also commenced a pilot program around four VicRoads Customer Service Centres servicing large settlement communities to identify service gaps and work with local service providers to improve customer service. The aim of the program is to improve driver preparedness for licence tests. The state-wide pilot program involved an increased focus on the Shepparton, Frankston, Broadmeadows and Dandenong areas.

The pilot program will be evaluated in 2009-10 and will inform the development of a Customer Services CALD Community Action Plan.

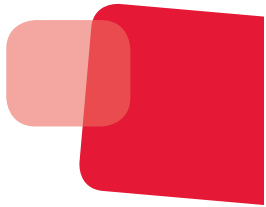
VICTORIA POLICE WOMEN'S SWIMMING PROGRAM

Victoria Police, in partnership with other community agencies in Dandenong, facilitated a women's only swimming program for women from CALD communities at the Oasis Leisure Centre in Dandenong. Many of the participants were humanitarian entrants who experience significant social disadvantage in areas such as employment, housing, education and training. The structure of the program addressed many of the barriers to participation, which traditionally existed for this group, and provided opportunities to engage in physical activity whilst strengthening social networks across different cultures. Up to 200 women participated in the program on any given evening and the success of this pilot has led to the local government undertaking to continue the program.

BILINGUAL STAFF AT THE ROYAL WOMEN'S HOSPITAL

The VMC, in partnership with the Royal Women's Hospital, commenced the development and implementation of a six month pilot to trial the use of bilingual administrative staff to assist in non-medical communication with women who speak languages other than English accessing services at the hospital. Staff will be remunerated, provided with training and supported to gain NAATI language aide accreditation through participation in the pilot. Up to 20 language aide qualifications will be offered for bilingual staff at the hospital.

The pilot will be a valuable investigation into the effectiveness of using bilingual workers and will provide a Victorian case study on the merits of investing in workforce diversity.



SMART SHOPPING AND MONEY MATTERS

Consumer Affairs Victoria invested \$138,846 in the Smart Shopping and Money Matters project. The project produced an educational DVD (in Dinka, Nuer, Sudanese-Arabic and English) and resources to equip new settlers with the knowledge, skills and tools to successfully negotiate credit related issues and increase capacity to access information, resources and services. Issues that the education program covered included:

- understanding advertising traps and assessing quality versus cost when buying goods and services;
- managing transactions effectively including sales techniques, up-selling and door-to-door sales people;
- understanding loan options, interest payments and lending techniques;
- managing repayments and pitfalls and possible consequences of not managing repayments, such as debt collection, repossession, credit report and bankruptcy; and
- where to go for help and financial advice.

Three bilingual community educators were trained and the information sessions were delivered to 1146 community members. A further 1000 copies of the DVD, which was developed in collaboration with Sudanese youth, were distributed.

CORRECTIONS VICTORIA: MULTICULTURAL CORRECTIONS COMMITTEE

Corrections Victoria established a Multicultural Corrections Committee in September 2008 to oversee development of a coordinated approach to delivering programs and activities that meet the needs of CALD offenders and prisoners. The Committee has focussed on three key areas:

- improving data collection methods;
- staff training to improve cultural awareness; and
- improving access to language services (supporting the use of accredited bilingual staff, improving access to interpreter services and improving processes around translation of written material).

POLICE /INDIAN WESTERN REFERENCE GROUP

This Victoria Police initiative was established in response to members of the Indian community being victims of crime in the Western Suburbs. This reference group aimed to identify, implement and monitor strategies to engage the Indian community to reduce the risks of becoming victims of violent crime.

Whilst not specifically formed to deal with student issues, a number of positive outcomes have been experienced by the student population including:

- raised awareness of the students regarding personal safety issues;
- better understanding by the students of police procedures, especially during a criminal investigation and offender processing;
- improved relationships between the students and police; and enhanced support for the students across a number of agencies in the West.

EXAMPLES OF TARGETED INITIATIVES: YOUTH, WOMEN AND RURAL/REGIONAL

ENGLISH AS A SECOND LANGUAGE (ESL) NEW ARRIVALS PROVISION

In response to the settlement patterns, which showed movement of new arrivals to outer metropolitan areas and to regional Victoria, DEECD established \$4.1 million of ESL programs in locations of greatest need. These areas included Mildura, Geelong North, Ballarat, Werribee, Maroondah, Corio South and Thomastown.

The objective was to provide eligible students with an intensive ESL program. Programs were provided through the establishment of purpose built relocatable classrooms and provision of staffing in the abovementioned areas.

FREE KINDERGARTEN PROGRAM FOR 4-YEAR-OLD REFUGEE AND ASYLUM SEEKER CHILDREN

In June 2008, the Minister for Children and Early Childhood Development amended eligibility for the kindergarten fee subsidy to include refugee and asylum seeker children. This enables 4-year-old refugee and asylum seeker children to access a quality kindergarten program for 10 hours per week at no cost to the value of \$820 per child per annum. Stakeholder groups have welcomed this initiative.

“RIGHTS OF PASSAGE: THE EXPERIENCES OF AUSTRALIAN -SUDANESE YOUNG PEOPLE”

The Victorian Equal Opportunity and Human Rights Commission (VEOHRC) undertook a research report detailing the experiences of discrimination by Australian-Sudanese young people in the City of Greater Dandenong. More than 200 people were consulted for the report, which contained 37 recommendations in the areas of: public space and safety; representation by media and leaders; police, legal and consumer rights; education; health, sport and recreation; services; employment; and accommodation.

VEOHRC is working with government and non-government stakeholders to implement the recommendations of the report. It will also be asking government departments and statutory authorities to report on the steps they have taken to implement the recommendations through their reporting to VEOHRC under the *Charter of Rights and Responsibilities Act 2006*.

FLAMES FOR ENGLISH LANGUAGE SCHOOLS AND CENTRES

The Metropolitan Fire Brigade (MFB) delivered its FLAMES program, which targets students learning English before entering secondary school, who are often the most influential family members. All English Language Schools and Centres have visits from specifically trained firefighters four times a year. The program aims to:

- ensure that newly arrived families in the Melbourne Fire District are aware of Home Fire Safety Issues;
- provide the opportunity for young people who may be distrustful of any uniform to engage with helpful uniformed members of the MFB; and
- give firefighters the opportunity to work with newly arrived students.

In 2008, 22 visits were made to schools with 957 students receiving the program. Positive feedback has been received from students and teachers and fire-fighters also value the cross cultural participation. The program is aligned with learning outcomes for ESL for Secondary Aged Students in English Language Schools and Centres.

CFA MARQUEE PROJECT

The Country Fire Authority (CFA) developed a marquee for each of its 20 regional headquarters featuring images of the diversity of, and many roles within, the CFA. The initiative involved the ongoing development and delivery of recruitment tools and strategies for CFA staff and volunteers. The marquee was designed to allow brigades to rotate panels with different messages to suit the audience, including targeting CALD communities. It also used the images of current CALD volunteers in the CFA, and the many roles and opportunities they undertake, to recognise their contribution and encourage the participation of more CALD community members.

FACE TO FACE NEW SETTLERS PROJECT

Consumer Affairs Victoria supported the Face to Face New Settlers Project, which is an education project that involves the recruitment of workers from the African and Burma communities to assist the financial counsellor at the Footscray Community Legal Centre and support the communities with credit and debt related issues. There has been a reported increase in the number of African women seeking assistance through the project, as well as an increased number of women seeking assistance through the connected outreach service.

MULTIFAITH MULTICULTURAL YOUTH NETWORK'S (MMYN) REGIONAL SCHOOLS TOUR

The MMYN provides advice to the Victorian Government on issues and initiatives that affect young Victorians of diverse backgrounds. In 2008-09, MMYN members identified a need for an increase in intercultural and multifaith programs in regional Victoria and felt that it would be useful to target such initiatives for high school students. The MMYN subsequently developed and implemented the Regional Schools Tour. The Program aimed to:

- provide students with an opportunity to learn about different faiths;
- challenge any negative perceptions or misconceptions of different faiths and cultures;
- provide an opportunity for dialogue about issues of faith and culture; and
- alert students to the Victorian Charter of Human Rights and Responsibilities.

The Tour was supported by the VMC and VHREOC. Over 45 Year 9 and 10 students from Shepparton High School and McGuire Secondary College (Shepparton) participated in the program.

The program provided an opportunity for engagement with rural / regional young people on issues and initiatives that promote and

support multiculturalism; assisted students to develop an increased knowledge of the diversity of faiths and cultures in Victoria; and increased awareness and understanding of the Victorian Human Rights Charter.

MILDURA BEST START – COMMUNITY CHAMPIONS

Mildura is a diverse rural community with a growing CALD population. Community consultation identified several barriers to kindergarten participation, including the engagement of CALD families with limited understanding about the importance of kindergarten.

A working group was established as part of Mildura Best Start to explore issues relevant to kindergarten participation with a strong emphasis on supporting the access to and participation of children and families from CALD. The working group created linkages with local CALD communities and worked in partnership to develop a model of engagement which uses Community Champions. The role of these Community Champions included:

- advocating for the needs of communities and promoting kindergartens by word of mouth;
- providing service providers with information about the cultural and linguistic needs of communities and community members with information about the value of kindergartens;
- providing community members with information about how to access kindergartens; and
- supporting the connections between CALD and other communities within Mildura.

It is anticipated that the development of Community Champions will support increased community awareness about the importance of kindergartens. The working group is also working in partnership with local ethnic groups to organise cross cultural training for kindergarten teachers to support the development of locally responsive and inclusive kindergarten programs.

THE TU PROJECT

After attending the 2008 Cultural Diversity Quest Exhibition at the Immigration Museum in June last year, staff at The Grange P-12 College (Deloraine Campus) were inspired to develop a project aimed at the Pacific Islander students in their school. The TU Project, which translates as “stand tall or walk strong”, teaches Pacific Islander students traditional culture, dancing and drumming and contemporary dance such as Hip Hop. Students not only enjoyed learning about their own and other cultures but also took pride in themselves, their school and their cultural background. The project culminated in a number of school and public performances.

The resulting reduction in truancy and behaviour issues in the school yard led to a further commitment to the program. A teacher was employed to extend the cultural learning to numeracy, literacy, Pacific history, health and well-being, leadership and pathways. This teacher subsequently won a Teacher Recognition Award at the 2009 Cultural Diversity Quest.

The program has been extended and now involves students, parents and the wider community. Staff have also developed partnerships with two other schools, which are now involved in developing curriculum based on their shared experiences and plan to work together to increase student engagement at their schools.

BIOSECURITY VICTORIA

Biosecurity Victoria, within the Department of Primary Industries (DPI), committed \$60,000 to research CALD farming communities in Victoria through a project that included in-the-field interviews with CALD community leaders and organisations, councils and DPI extension staff in five regional areas – Mildura, Shepparton, Traralgon, Pakenham/Cranbourne and Geelong/Werribee.

The results will help determine the future of Biosecurity Victoria’s communication processes with this important sector to improve awareness and encourage attitudinal and behavioural change through the delivery of biosecurity messages.

SUPPORTING VICTORIA'S CULTURAL, LINGUISTIC AND RELIGIOUS DIVERSITY

What we achieved in 2008-09

INCREASED FUNDING FOR LANGUAGE SERVICES FOR CALD FAMILIES

The Department of Education and Early Childhood Development (DEECD) invested \$1.1 million in this initiative, which will expand access to interpreting services for early childhood services to ensure language is not a barrier for Victoria's CALD communities accessing these services for their children. The initiatives will include increased access to onsite/telephone interpreters across all funded early years services and increased capacity to develop materials in community languages to ensure information is accessible to CALD families

VICTORIAN MULTICULTURAL GAMBLER'S HELP PROGRAM

The Department of Justice (DOJ) funded the Victorian Multicultural Gambler's Help Program to a total of \$701,000 in 2008-09. The program supports and strengthens the capacity of Gambler's Help regional services and local ethno-specific agencies to provide responsive, accessible and culturally appropriate services to clients and communities from CALD backgrounds.

Partnership projects between Gambler's Help, the program and identified ethno-specific agencies provided coordinated community development and education to raise awareness of problem gambling and developed appropriate methods of targeted information dissemination and translated materials. Work was also undertaken with several newly arrived migrant groups, including targeted activities with the Iraqi, Eritrean and Somali communities.

VMC COMMUNITY GRANTS PROGRAM

The Victorian Multicultural Commission's (VMC) \$4.6 million Community Grants Program provides support to Victoria's CALD communities, including new and emerging communities, to develop and sustain local community organisations and programs, to promote social, cultural and economic inclusion and encourage greater community participation, understanding and mutual respect. More than 1600 CALD community organisations were supported through the grants program in 2008-09. Progress was measured in 2008-09 through a comprehensive external evaluation, which used indicators including the number of grants approved and the metropolitan-regional distribution levels.

DEECD also contributed \$70,000 to VMC's Community Grants Program to assist in providing 64 grants to community languages schools.

CELEBRATE OUR CULTURAL DIVERSITY WEEK 2008

Held from 17-23 March in 2008, this week celebrated cultural diversity and aimed to promote greater racial and religious harmony and enhance cultural understanding through a range of events and celebrations. Celebrate Our Cultural Diversity Week was celebrated across all Victorian Government departments and agencies. For example:

- the Department of Sustainability and Environment (DSE) organised cooking demonstrations by community-based caterers specialising in traditional cuisine from the Horn of Africa and Mexico. The demonstrations, which explained the food's heritage, recipes and traditional food celebration days, were a way of raising cultural awareness across DSE and showcasing the strengths and achievements of people from CALD communities; and

BUILDING BRIDGES PROGRAM

The Well Spring Centre's Building Bridges program aims to develop interfaith dialogue in schools to foster community cohesion, trust and understanding between students and teachers of different faiths, cultures and values. The program also engages teachers and parents.

In 2008 and 2009, the expansion of the program was supported through a \$20,000 grant from the VMC. This allowed the programme to include a greater number of faiths in its focus and involve schools in the northern and western regions of Melbourne. Around 200 young people from 23 schools and community groups met in four regional clusters over six sessions in the year,

held at different religious campuses or sites for dialogue, to share food and life-shaping experiences. In addition, 65 young were trained to become Building Bridges facilitators.

The 2009 program also saw the establishment of an Interfaith Youth Forum for Building Bridges graduates, as well as the establishment of a website, facebook page and wikispace for graduates to stay in touch. Building Bridges participants have also been involved in the development of a "Talking Faiths" website at the Immigration Museum, for students and graduates to continue interfaith dialogue between their faiths and cultures.

- DEECD contributed \$70,000 towards Cultural Diversity Week and coordinated the Cultural Diversity Quest 2009 for Victorian schools. Award winning entries were displayed at the Immigration Museum for the second year.

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VMC STATE-WIDE COMMUNITY CONSULTATIONS 2008

In September 2008, the VMC held its annual public community consultations to gauge community perceptions of the Victorian Government’s performance in Multicultural Affairs and identify areas for future action to improve CALD outcomes. Over 800 community leaders and representatives participated in 11 consultations held across metropolitan, regional and rural Victoria. Attendees included peak community bodies, small ethnic organisations, mainstream providers, Victorian, local and federal government representatives and individuals representing themselves and their community. An additional 75 written submissions were received from the community.

Issues raised through the consultation process were raised with the relevant Victorian Government departments and informed a number of Government initiatives in 2008-09.

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“HARNESSING DIVERSITY” REPORT

The Victorian Equal Opportunity and Human Rights Commission (VEOHRC) and the VMC launched the Harnessing Diversity: Addressing Racial and Religious Discrimination in Employment report in July 2008. The research methodology included consultations with over 200 people in Shepparton, Dandenong, Footscray and Broadmeadows.

VEOHRC is working with VMC and the Department of Innovation, Industry and Regional Development (DIIRD) to implement the report’s 11 recommendations. In June 2009, an industry roundtable was held to consider the impacts of the economic downturn on the CALD workforce.

ARTS VICTORIA FUNDING PROGRAMS

In 2008-09, Arts Victoria directed \$16.4 million of its funding to artists from a CALD background, CALD arts organisations and arts projects and programs involving CALD communities. Of the organisations recurrently funded by Arts Victoria, 45% presented programs targeted at/ or for CALD communities through initiatives such as workshops, performances and targeted marketing. Project funding also assisted individual artists from CALD backgrounds and artists working with CALD communities.

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“THE PEOPLE’S POLICE – VICTORIA POLICE RECRUITMENT AND RETENTION: POLICY, PROCEDURES AND PRACTICE FOR A CULTURALLY AND LINGUISTICALLY DIVERSE SOCIETY”

This Australian Research Council study with RMIT and Victoria Police, funded to a total of \$178,088 in 2008-09, proposed changes to current policies and practices to ensure Victoria Police is an employer of choice for CALD communities. The research sought to identify any barriers to recruitment for CALD community members and aimed to further the objective of developing an organisation that is representative of the community it serves.

Recommendations from the research will be embedded into Victoria Police’s ongoing Diversity Strategy. The Diversity Strategy has four partner departments covering recruiting, retention, training, ethics, leadership and CALD community liaison. The objectives of the Diversity Strategy are to increase CALD representation and the cultural competence of the whole workforce.

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CULTURAL DIVERSITY – ENGAGEMENT AND CONSULTATION WORKING GROUP

The Department of Human Services (DHS) established a working group

to provide advice to DHS on effective engagement and consultation with CALD communities with particular reference to the differences between established and newly arrived communities. The Working Group will also provide support and guidance for the review process for the DHS Cultural Diversity Guide. The group was established in April 2009 and will undertake work into 2010.

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CALD VOLUNTEER RESOURCE CENTRE

This Department of Planning and Community Development (DPCD) project aims to establish a CALD Volunteer Resource Centre to develop volunteer networks for CALD communities through the provision of resources and training to individuals and groups in the areas of volunteering, governance, leadership and project development.

A comprehensive Community Engagement/Needs Assessment Plan was completed, which involved Karen/Chin, Liberian, Congolese, South Sudanese, Burundi and Eritrean communities, local government and community agencies. Office space, training and administrative support was provided to four new and emerging CALD groups. A training program will be maintained to cover governance, group development and the rights and responsibilities of volunteers.

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DISABILITY SERVICES

In 2008-09, DHS provided \$3.5 million in funding to a range of multicultural and ethno-specific agencies for various activities such as information on disability supports, advocacy services, accommodation, outreach, day programs, respite support, referral, training and/or consultancy for people with a disability, families and carers from ethnic communities.

IMPLEMENTING THE VICTIMS OF CRIME CALD STRATEGY

DOJ's Victims Support Agency developed the Victims of Crime CALD Strategy to empower CALD victims of violent crime to make informed choices about seeking assistance from the justice system and victim support services.

Strategies included translation of materials into 30 languages, information sessions to at least 11 communities, cultural awareness training to victim services and prosecution and court staff, and incorporation of a CALD component into the Victims of Crime website. This strategy aims to ensure that CALD communities are informed about and able to fully access the justice system.

IMPROVED COMMUNICATIONS WITH CALD AUDIENCES PROJECT

DEECD invested \$77,400 in the Improved Communications with CALD Audiences project, which aims to identify and assess the effectiveness of methods used by DEECD to provide information to CALD communities. In addition to a research report, the project will form the basis for:

- the development of a training package that can be used as a guide for DEECD staff to refer to when developing communications for audiences that include CALD communities;
- best practice case studies, which could be included as part of the training package kit; and
- guidelines for DEECD corporate and school staff outlining CALD communication best practice.

UNIFORMED SERVICES IN YOUR COMMUNITY EXPO

The Metropolitan Fire Brigade (MFB) was the leading agency in organising a major Expo in partnership with Darebin and Whittlesea councils. MFB provided \$50,000 in funding for the Expo, which brought together emergency and other services in which employees wear a uniform. The Expo targeted new and emerging

communities who have limited knowledge of emergency services and may harbour negative views of workers in uniform. The Expo created a fun and safe environment for targeted communities to mingle with uniformed workers and learn about their role, the services they provide and the volunteering and employment opportunities they offer.

Over 1,000 visitors from new and emerging communities attended the Expo and more than 25 agencies participated and provided information. The Expo exceeded expectations and a second Expo is being planned for March 2010. The Expo was awarded the Australian Safer Communities Award for the State of Victoria,

VICTORIA POLICE COMMUNITY ENGAGEMENT PROGRAM

Victoria Police hosted four Community Dinners in 2008-2009: the Jewish Community Dinner; the Iftar Dinner; the Multi-Faith Dinner; and the New and Emerging Communities' Reception. Each event catered for between 200 and 300 guests and provided Victoria Police with an opportunity to demonstrate its commitment to the religious and cultural communities within Victoria, and forge links and celebrate diversity with a wide range of community representatives. As a result of relationships established through the Victoria Police functions, a number of community members have expressed a new-found confidence in approaching and reporting to police.

EXAMPLES OF TARGETED INITIATIVES: YOUTH, WOMEN, OLDER PERSONS AND RURAL/REGIONAL

YOUTH PARTICIPATION AND ACCESS PROGRAM

Approximately \$1.1million in funding under DPCD's Youth Participation and Access Program (YPA) was spent on CALD projects to build strong, active and inclusive communities by engaging and providing support for vulnerable young people to participate in their community. There are several types of activities delivered through YPA, including life skills, civic engagement, mentoring and information and referral services.

In 2008, over 40,000 young people participated in YPA. Newly arrived, refugee and young people from CALD backgrounds represented 22% of total participants in the program and 28 CALD projects were funded overall. In January 2009, with the commencement of a new YPA three-year funding round, 28 projects for young people from CALD backgrounds were funded (2009-2011). Eight of these organisations are CALD-specific.

CALD YOUTH INCLUSION PROJECT

DPCD invested \$168,000 in its CALD Youth Inclusion project, which is a major component of coordinated Connections Response support for young people from refugee and new and emerging communities who are experiencing disengagement in Greater

"ADOPT A COP FOR RAMADAN"

This initiative is an extension of the current Victoria Police Ramadan Iftar Program and specifically involves families from the Cities of Hume, Whittlesea and Moreland with their local police. Police members were invited to the homes of individual families to celebrate Ramadan. The benefits of this program are two fold. Firstly, Police members are provided with a privileged opportunity to advance their knowledge on Islam, in particular Ramadan. Secondly, Muslim families are provided an opportunity to gain a personal insight into their local police members within the confines and sanctity of their own home. The success of this program in 2008 will ensure that it is carried on in 2009

Dandenong. In addition to community and youth engagement, project objectives include:

- establishment of governance arrangements and a Local Advisory Group (LAG);
- preparation of a Draft Local Area Plan outlining priorities for further attention; and
- a Sports Inclusion Partnership to establish contact with sporting organisations and develop inclusive strategies.

The Local Area Plan was developed through consultation with a variety of services and community groups including the Australia Burma Society, Afghan Women's Leader, Afghan community representatives, young people within the local community and service providers who are located in or provide a service within the City of Greater Dandenong.

FREE KINDERGARTEN ASSOCIATION (FKA) CHILDREN'S SERVICES

DEECD provided \$300,954 in funding to the FKA to deliver professional support and kindergarten support programs. This included providing:

- professional support and development to staff and management bodies working with families and children from CALD backgrounds;
- a casual bi-lingual pool of staff to assist CALD children transition to kindergarten and a state-wide telephone advisory service;
- advice and support to funded kindergarten programs for CALD children with a developmental delay and/or disability through FKA's bi-lingual support service; and
- support for the operation of the Mobile Resource Service for CALD children and their families in outer metropolitan and rural areas.

LEARNING FOR LIFE

This Life Saving Victoria (LSV) and VicHealth initiative, funded to a total of \$70,000 in 2008-09, continued to offer swimming lessons and water safety education to 70 children per week in the western suburbs of Melbourne. The program aims to:

- improve the swimming ability, water safety awareness and direct participation in physical activity within the CALD community;
- encourage involvement and interaction between targeted CALD communities and their local community and facilities;
- draw parents and friends into the project thereby increasing indirect participation; and
- develop the awareness of participating stakeholders in relation to issues

of diversity and the barriers to participation encountered by members of CALD communities.

Outcomes include good class retention; improved swimming ability and water safety knowledge of participants; and improved relationships between the Karen community and participating partners. The host pool has employed four Karen swimming teachers to teach both Karen children and mainstream classes, and a Karen Project Officer has been employed and is an integral communications and liaison resource. The project has been regularly presented as a successful CALD community engagement project at numerous Victorian Government and Aquatic Industry presentations and meetings.

"YOU DON'T WANNA MESS WITH ME!"

DHS provided \$75,000 to support the development of the "You Don't Wanna Mess with Me!" initiative for young people in custodial services. Twelve young men of Vietnamese, Arabic, Samoan and Australian backgrounds at a Youth Justice Centre worked in close partnership with the Multicultural Health and Support Service's creative team including artists, hip hop musicians, film makers and animators. The group chose a message to be delivered about the spread of hepatitis C in a manner that they considered relevant to other young people in custody and on release to the community. The initiative engaged the participants and raised awareness about issues relating to hepatitis C and the prevention of infection. A DVD is available for use in Youth Custodial Services and on the internet, and an evaluation is currently being completed.

MEDIA INTERNSHIPS PROGRAM

The Department of Premier and Cabinet (DPC) organised paid internships at mainstream media organisations for final year journalism students, or journalists practising in the non-mainstream media, from a Muslim background. The initiative sought to provide the interns with valuable experience in the media, while assisting to build mutual understanding and respect between the media hosts and the interns.

In 2008-09, five interns were placed with The Age, Network 10, Prime Television and Leader Community Newspapers for internships ranging from two weeks to two months. The interns gained valuable practical experience and one intern continues to work at Leader 12 months on. Where appropriate, the interns worked on stories related to their Muslim faith and opened up new reporting angles for the hosts, such as an on-line Arabic translation of a story. The success of the program in 2008-09 was the catalyst for additional funding for 2009-10.

SCHOLARSHIPS FOR TERTIARY STUDENTS FROM REFUGEE COMMUNITIES

DOJ continued this five year initiative, providing \$50,000 in funding for scholarships awarded to between four to five tertiary students per year from refugee communities to attend justice-related courses. The project will reduce inequality by providing support to maximise the chance of the recipients successfully completing their courses. The recipients will be encouraged to use their qualifications to gain work within the justice sector or the broader public sector and to benefit their community.

“TRAIN! TRAM! BUS!” PEER EDUCATION PROGRAM

The Department of Transport (DOT) continued to support this unique education program, which is a product of collaboration between Metlink, Western Young People’s Independent Network, Spectrum Migrant Resource Centre and service providers. The program is delivered by peer educators to CALD youths who are new to Melbourne. These young people are taught about Melbourne’s public transport services to make their transition into the community easier.

The “Train! Tram! Bus!” resource kit comprises of several visual aids, including flash cards, maps and games, which cover a range of topics on how to use public transport. Topics include modes of public transport, travelling across zones, buying Metcards, travelling safely and acting responsibly on public transport. The program has been delivered to approximately 200 young students.

MULTIFAITH MULTICULTURAL YOUTH MENTORING PROGRAM

The VMC provided \$60,000 in funding for its Multifaith Multicultural Youth Mentoring Program, which responds to the need for an increase in participation among young people from diverse faith and cultural backgrounds in the corporate, government, community and faith sectors in Victoria. It also

increases awareness in these sectors about the strengths and issues affecting young people from this cohort.

The program is delivered by the Centre for Multicultural Youth. In total, 20 mentors who hold senior positions in the corporate, government, community and faith sectors participated in the program along with 39 mentees from diverse faith and cultural backgrounds.

The Program is due to be completed in December 2009. Outcomes to date have included:

- increased confidence, decision making and leadership capabilities of young participants from migrant and refugee backgrounds;
- increased awareness and understanding of diversity among volunteer mentors and mentees;
- increased awareness of the issues facing refugee and migrant young people by representatives in the corporate, government, community and faith sectors; and
- established links between young people from migrant and refugee backgrounds and corporate, government, community and faith sectors.

PROJECT RESPECT – SUPPORT FOR TRAFFICKED WOMEN PROJECT

DOJ provided \$60,000 in funding to Project Respect, which provides support to trafficked women in Victoria who are not supported through Commonwealth programs. To contribute to a greater understanding of the issues, the project:

- developed and conducted training about trafficking for community organisations to assist in the identification and support of women who have been trafficked;
- established a network which includes organisations within the community, health and legal sectors to assist in the provision of support of trafficked women; and
- provided assistance to seven trafficked women.

HACC SUPPORTED ACCESS PILOT PROJECTS

DHS invested \$442,631 in the HACC Supported Access Pilot Projects, which aim to:

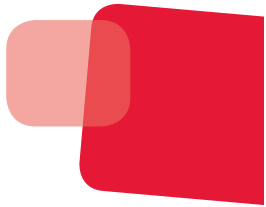
- assist ethno-specific and multicultural agencies to explore and develop mechanisms that will assist HACC eligible people from CALD backgrounds (who require extra support) to access and negotiate HACC and other related services; and
- assist ethno-specific and multicultural agencies to work effectively 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.

Pilot organisations have recruited Supported Access staff and DHS have engaged consultants to evaluate the project, including the model and outcomes for clients.

CALD SENIOR SURFERS PROGRAM

DPCD invested \$480,000 in the CALD Senior Surfers program, which provides internet training, access and manuals in appropriate community languages for seniors in ethno-specific or culturally-targeted community organisations. The program is administered and managed on behalf of DPCD by Vicnet, a division of the State Library of Victoria. To date, the program has established Internet hubs catering to CALD seniors in 10 community locations. The program provided public internet access computers and internet ‘train-the-trainer’ programs to volunteers from 10 community organisations who work with seniors from CALD backgrounds. The program has developed training resources that have been translated into 12 languages and trainers have provided volunteers with customised Internet training for seniors.

In this first phase of the program conducted in 2008-09, volunteers undertook training provided by Vicnet. These volunteers in turn trained over 400 CALD seniors in



how to use the internet. The program has raised awareness of the potential of the internet for seniors, and built the capacity of the participating organisations. Recognising the importance of this program, CALD Senior Surfers has been extended until 2012 and the second phase is scheduled for roll-out in early 2010.

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**SENIORS “GO FOR YOUR LIFE”
MULTICULTURAL MULTIACTIVE
SENIORS PROJECT**

DPCD funded the Ethnic Communities’ Council of Victoria \$75,000 to deliver exercise programs in selected ethnic senior citizen groups. The aims of the project are to:

- implement an exercise program model in 15 ethnic seniors clubs and support seniors’ participation in physical activity in a culturally competent setting;
- give ethnic seniors the confidence to sustain physical activity into the future; and
- enhance the capacity of the fitness sector to provide culturally appropriate exercise options.

The project has involved 181 participants to date and five bilingual people are currently being supported to undertake Certificates III and IV in Fitness Instruction. The project has influenced the YMCA to develop new guidelines on working with CALD seniors groups and the need to offer classes at a discounted rate.

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**THE OLDER ITALIAN COMMUNITY
AND PROBLEM GAMBLING**

DOJ’s Office of Gaming and Racing implemented the Older Italian Community and Problem Gambling Project, which aimed to:

- collect information from the Italian community on problem gambling and redress the lack of literature about gambling and problem gambling in the Italian community;
- increase awareness of the risk factors associated with problem gambling and where Italian older people (and family members) can find help, advice and treatment options;

- reduce the incidence of problem gambling behavior patterns that compromise, disrupt or damage personal, family or vocational pursuits by older Italians (+50 years) in Victoria; and
- recommend culturally and linguistically appropriate resources on problem gambling for the Italian community.

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**HIV EDUCATION AND SUPPORT
FOR RECENTLY ARRIVED
COMMUNITIES IN VICTORIA**

DHS provided \$100,000 in funding to the Multicultural Health and Support Service (MHSS) to deliver HIV education and support to recently arrived communities in Victoria. MHSS developed and implemented a comprehensive strategy with relevant local organisations to deal with the needs of recently arrived communities settling in regional Victoria. The focus for 2008-09 was Gippsland, with a growing population of newly arrived migrants and refugees.

The program targets youth and community leaders using a community development approach. It is being systematically delivered to target communities across Victoria with a focus on Gippsland, as well as Colac and Ballarat. Outcomes to date have included community training on sexually transmitted infections (STIs), community support, media training, training of health and support workers and networking of key agencies.

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**CALD FINANCIAL
COUNSELLING PROJECT**

The Department of Primary Industries (DPI) invested \$180,000 in its CALD Financial Counselling Project, which continued activities in the Goulburn Valley, Murray Valley, North East and Sunraysia. Agreements were reached with the Ethnic Communities’ Councils in Shepparton and Mildura and the Tobacco and Associated Farmers Cooperative in the North East for the employment of local and /or bilingual project officers in these regions. These officers provided information about

services provided by the Rural Financial Counselling Service and directed CALD farmers to Rural Financial Counsellors in these regions. Targeted CALD groups included the Italian, Turkish, Greek, Macedonian, Arabic, Albanian, Philippine and Punjabi communities

FOSTERING UNITY AND PROMOTING COMMUNITY HARMONY

What we achieved in 2008-09

EDUCATION FOR GLOBAL AND MULTICULTURAL CITIZENSHIP

The Department of Education and Early Childhood Development (DEECD) launched *Education for Global Multicultural Citizenship: A strategy for Victorian Government Schools 2009-2013*. The strategy repositions multicultural education in a global and citizenship framework and provides direction in terms of building inclusive school cultures, whole school practice, incorporating multicultural and global education perspectives across the curriculum and equipping all students with the knowledge, skills and attitudes required to live and work in our diverse society. This includes Human Rights, Studies of Asia, Values and Civics and Citizenship Education.

DEECD has commenced implementation of the strategy, including finalising pages for Victoria on the Making Multicultural Australia website, which provides teachers with a range of resources to support development of students' interpersonal and intercultural understanding and skills.

DEECD's Languages and Multicultural Education Resource Centre (LMERC), which is a resource centre for teachers across Victoria from all education sectors, continued to provide advice and resources to meet the diverse learning needs of Victoria's students. LMERC celebrated 20 years of service to the teachers of Victoria in December 2008.

DEECD's and LMERC's websites continued to provide advice to schools about current legislation, inclusive practice and resources including background information on nine prominent religious groups in Victoria and suggested classroom activities that teachers can use to promote multi-faith understanding.

MIX IT UP

The Arts Centre invested over \$1 million in its 'Mix it Up' program, celebrating Victoria's cultural diversity by exploring contemporary interpretations of the performing arts from a range of traditions and cultural influences. Through 8 major projects, 7 music projects, free public programs and one theatre project, the program continued to:

- Introduce new audiences to contemporary interpretations of the performing arts performed by leading local, national and international artists;
- Build community access, connection and engagement; and
- Build pathways for artists from diverse cultural backgrounds to engage with the mainstream.

Total attendance for the program in 2008-09 was 17,429 and CALD communities engaged in the program included African, Indonesian, Maori, Pacific Islander, Balkans and Greek communities.

The success of the program was further recognised by the NSW Community Relations Commission with a National Multicultural Marketing Award in November 2008.

COMMUNITY LANGUAGES SCHOOLS FUNDING PROGRAM

DEECD invested \$4.5 million in the Community Languages Schools Funding Program, which provides a subsidy to eligible community-based, non-profit organisations that provide programs to school aged students to maintain their languages and cultures. In 2008-09, the funded programs covered 39 community languages and 169 organisations. Government assistance helped to minimise the cost of language tuition for parents, with

34,000 students being assisted through the program.

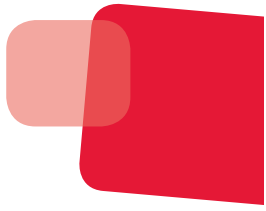
A further \$325,000 was invested by DEECD to provide credited tertiary level language teaching courses for teachers in after-hours community languages schools who are often not formally qualified. Nearly 288 community languages school teachers successfully completed tertiary courses conducted in three languages (Vietnamese, Chinese and English) and over 646 teachers attended professional development workshops conducted by the Australian Federation of Ethnic Schools Associations.

MULTIFAITH-INTERFAITH GRANTS PROGRAM

The Victorian Multicultural Commission's (VMC) Multifaith-Interfaith Grants Program provided a total of \$400,000 in funding to a range of projects that brought different faith and community groups together to promote community harmony, celebrate our shared values and increase our understanding of, and respect for, differences.

In 2008-09, over 70 grants were awarded to a range of faith, community and local government groups. The program provided funding for 16 new and existing interfaith networks, which included the establishment of five new interfaith networks including the youth led Inter.Action Multifaith Youth Network. The program attracted applications from a broader range of organisations and faith groups including new and emerging community groups such as the Sudanese community in Gippsland and Islamic community in Warrnambool.

Multifaith initiatives predominately comprised of education programs, conferences and forums and festivals and arts projects.



MEDIA AND COMMUNICATIONS TRAINING FOR FAITH LEADERS

The Department of Premier and Cabinet (DPC) provided \$92,720 in funding for the VMC to develop Media and Communications Training for Faith Leaders to provide Victoria's faith leaders with the skills and knowledge to respond to and utilise the media effectively. The program aimed to:

- develop and advance the communications/media skills of Victoria's faith leaders;
- provide training and education to participants with regard to legal/risk considerations and legislative frameworks when providing public commentary;
- encourage dialogue and develop relationships between participants and facilitate ongoing linkages between Victoria's faith groups; and
- facilitate ongoing linkages and greater understanding between Victoria's faith groups and media representatives.

Faith leaders from diverse backgrounds were involved in the program. Participants gained practical skills, increased understanding and opportunities to develop relationships between faith leaders. Emanating from the success of the program, media training for new and emerging community groups will be implemented in the 2009-10 financial year.

INTERNATIONAL EDUCATION WEEK

In March 2009, The Department of Innovation, Industry and Regional Development (DIIRD) and the Department of Education and Early Childhood Development (DEECD) organised International Education Week (IEW), a key initiative to acknowledge the educational, social, cultural and economic benefits that international education brings to Victoria. The primary objectives were to welcome international students to Victoria, encourage media coverage of IEW and its messages, and increase community awareness of the benefits

and contributions of international students to Victoria.

Over 4000 people participated including Victorian students and staff from schools, TAFE institutions, private Vocational Education and Training providers, English language schools and universities. The event generated significant media coverage and welcome events were held at Government House, Federation Square and in the regional areas of Bendigo, Ballarat, Geelong, Gippsland and Warrnambool.

NORTHERN COMMUNITY HUB

The VMC invested \$222,832 in the Northern Community Hub, which will have facilities including youth and aged care services, meeting and training rooms, employment services and artists' spaces and gallery. The Hub will be an administrative base for Diversitat, which represent 33 affiliated ethnic communities. Total funding of \$3.8m from government and philanthropic sources has been leveraged to date by Diversitat for this initiative, including at total of \$1 million from the Victorian Government.

The City of Greater Geelong has approved the transfer of land (with an estimated value of \$1.2 million) to Diversitat, and endorsed the planning permits for the construction of the Hub, which is expected to be completed in 2010.

THE BOITE (VIC) INC

DPC, through Arts Victoria, provided \$102,300 in funding to The Boite, which supports artists from diverse cultural communities and promotes cultural understanding, access and active participation. Features in 2008-09 included:

- the Limpopo Project, a tour of Melbourne and regional Victoria by the Mafumani Secondary School Choir from Giyani South Africa combined with the Millennium Chorus and Boite Schools Chorus; and

- the World Music Café, a national profile of supporting music from local, interstate and international artists resulting in a total of fifty two concerts featuring established and emerging professional artists from around the world.

NATIONAL GALLERY OF VICTORIA (NGV) – CELEBRATING CULTURAL DIVERSITY

NGV Education and Public Programs offered a wide range of programs that explored and celebrated Asian and Indigenous cultural diversity to a total of \$100,000. The programs aimed to:

- explore the visual arts as a common language that crosses boundaries of linguistic, religious and cultural difference and raise awareness about difference;
- promote respect and tolerance, and encourage dialogue and exchange; and
- engage presenters from targeted communities and involve communities in planning; and
- encourage participation from diverse communities.

Over 35,000 people engaged in tours, workshops, lectures, seminars, films, performances and children's activities. On-going schools programs, 65 public programs and 27 weekend family activities were held throughout 2008-09, providing a rich platform for public engagement in diverse arts, languages, music, performances and interfaith experiences drawn from Asian and Indigenous origins.

COMMUNITY CONNECTIONS AT THE IMMIGRATION MUSEUM

Museum Victoria continued to support Community Connections at the Immigration Museum, a strategic program that fosters and celebrates cultural, linguistic and religious diversity in Victoria. Programs are developed in collaboration with Victoria's communities to recognise and value our diverse cultural heritage and facilitate understanding of the diversity and difference that contributes to creating a cohesive and respectful

society. These include:

at least two Community Cultural Festivals each year developed by a committee representing a broad cross section of the community. In 2008-09, the Museum hosted festivals for the Indonesian community and the Cambodian community; and

- community exhibitions at the Immigration Museum's Community Gallery, which enables the documentation and presentation of the histories and stories of Victoria's diverse communities. In 2008-09, over 125 individuals, families and community organisations participated in and contributed to the collection, documentation and preservation of the community heritage of the Tuvalu and Fijian communities, as well as the Enterprise Hostel, and 565 people attended the launches of these exhibitions.

PUBLIC PROGRAMS AT MUSEUM VICTORIA

Museum Victoria invested \$65,700 in a number of public programs to provide a forum for learning about cultural, linguistic and religious diversity in Victoria, Australia and the world. Examples of programs held in 2008-09 include:

- the adult literacy project "Discovering Science" at the Melbourne Museum, which encouraged refugees and migrants with low-level English skills to participate in family-based learning with their young children's playgroup; and
- the LOTE Education Programs, which involved an increased range of education and community partnerships, including the Modern Language Teachers Association, supporting the development of new LOTE multimedia resources and museum programs.

"IDENTITY AND RACE IN CONTEMPORARY AUSTRALIA" EXHIBITION

Museum Victoria developed and commenced the initial stages of this exhibition and website exploring issues around identity and race. The exhibition aims to explore how we see ourselves and others, how we define and limit behaviour, and how we develop empathy and work together as a society. The exhibition is scheduled to open in November 2010.

Front-end evaluation conducted between March and April 2009 underlined the importance of identity, concerns about racism in our community and the high level of interest in an exhibition on identity and race. Furthermore, the exhibition will specifically address the needs of secondary education curricula and build a youth audience for the Immigration Museum.

ORIGINS: IMMIGRANT COMMUNITIES IN VICTORIA INTERACTIVE AND WEBSITE

Museum Victoria undertook further development of the highly successful "Origins" interactive website, which profiles 70 immigrant countries of origin and provides immigration statistics from the first Victorian census in 1954. It is now being expanded to include 2006 census data, an additional 12 countries, updated community narratives, new photos and additional videos.

POLICE AND MOSQUE CONSULTATIVE COMMITTEE (PMCC)

Victoria Police established the PMCC in 2009 with the aim of optimising community engagement between local police and the Muslim community. Part of the PMCC objective is to plan and coordinate joint initiatives that work towards fostering positive relationships between local police and the Preston Mosque. An example of a successful initiative was the Darebin Police and Preston Mosque Community Event where a team of local police competed

in a friendly soccer match against a team from the Mosque.

The PMCC meets monthly at the Preston Mosque to discuss local issues and has been extremely successful in improving the communication channels between Darebin police and the Preston Mosque as well as increasing the social connectedness of the Muslim community to their local and wider communities. The relationships which have developed have increased police knowledge about issues affecting this community and the PMCC also provides cultural awareness training for police.

MULTICULTURAL LIAISON OFFICER NETWORK

Victoria Police's Multicultural Liaison Officers (MLOs) are sworn police members who provide a point of contact for CALD communities and assist police members with cultural advice and assistance. In May 2009, an MLO from the South East region successfully applied to conduct a basic observational analysis of the settled Sudanese community internationally by visiting two of the largest settlement points outside of Sudan – Toronto (Canada) and Omaha-Nebraska (USA) – and meeting with key service provision agencies and police to ascertain the relationships, strategies, engagement projects and successful methods to improve harmonious relations.

The study tour learnings have supplemented a cultural information package that is currently being delivered to both internal and external agencies. It has been delivered over 250 times throughout Victoria to key Victoria Police members who are likely to interact with the Sudanese community and multicultural service providers. This cultural awareness package and its police engagement aims were recognised as 'best practice' by the Refugee Council of Australia.

NEW AND EMERGING COMMUNITY LIAISON OFFICER PROGRAM

Victoria Police created six new positions for New and Emerging Community Liaison Officers (NECLOs). NECLOs will play a role at both a strategic and local level, providing a positive link between Victoria Police and members of Victoria's new and emerging communities. The NECLOs have been appointed in areas identified as being most in need of this service. Five of the positions have been filled and are actively implementing the objectives of the program.

The outcomes of the program are to build on the present level of support and engagement within new and emerging communities; and to ensure existing and future approaches in working with communities create opportunities for mutual information sharing and collaboration. This collaboration will allow a greater opportunity for new and emerging communities to participate in the social, economic and governance aspects of Victoria.

"ON THE SAME WAVE" PROJECT

Life Saving Victoria's (LSV) 'On The Same Wave' project provided clubs with resource kits to engage CALD communities in programs post-funding to develop local capacity. The program aims were to:

- improve services and develop relationships between LSV and CALD communities;
- increase membership of CALD members to LSV through 'CALD aware' Pilot Clubs;
- improve awareness of water safety issues amongst CALD communities; and
- encourage overall inclusion of CALD groups.

Over 3,600 members of CALD communities participated in the project in 2008-09. CALD lifesavers were recruited at two participating lifesaving clubs, more than 60 education activities were held and over 40 different organisations participated in the

project. The project also increased understanding by LSV and its members of multicultural issues and CALD communities. The success of the program allowed additional funding to be sourced for the project for 2009-11.

"ON THE SAME WAVE"

Through the 'On The Same Wave' project, both Edithvale and Sandridge Life Saving Clubs trained CALD youth to become active members and lifesavers. Edithvale LSC now boasts a 16 year old Afghan youth who LSV believes is Victoria's first Afghan lifesaver. "Minty" arrived in Dandenong 4 years ago as a refugee and became interested in lifesaving through one of the many half-day Beach Programs run at pilot lifesaving clubs over the summer. Sandridge LSC is the local beach for thousands of Melbourne's Muslim community during summer. Three Muslim youth will patrol that beach this upcoming season improving both safety and communications.

EXAMPLES OF TARGETED INITIATIVES: YOUTH, WOMEN AND OLDER PERSONS

MULTICULTURAL AUSTRALIAN FOOTBALL PROGRAM

The Department of Planning and Community Development (DPCD) invested \$200,000 in the AFL Multicultural Football Program, which is jointly funded by the AFL and the Victorian Government. The program is delivered through development officers at the Hawthorn, Essendon, Collingwood, Richmond and Western Bulldogs football clubs. It aims to:

- introduce young CALD people and their families, particularly new arrivals, to Australian Football as part of their settlement in Victoria and integration into Australian community life;

- develop and implement a program of activities based on Australian Football that will build sustainable community capacity in these communities, in partnership with other relevant local agencies such as schools and police; and
- influence AFL clubs to embrace multicultural diversity as part of their ongoing operations.

In 2008-09, the program was delivered in over 100 schools, engaging over 8,000 students from diverse cultural backgrounds. In addition, 18,000 people from multicultural communities visited an AFL game, many for the first time. Four new Auskick centres were also established to cater for young people from diverse communities living in high-rise housing estates.

DIG DEEP MENTORSHIP PROGRAM

The Arts Centre continued its Dig Deep Mentorship Program, which provides ongoing training, support and inspiration for youth from CALD backgrounds to engage with established artists focusing on hip-hop and urban music.

The program provides opportunities for life skills development, civic engagement and increasing participation from refugee and at-risk youth communities. In 2009, Dig Deep conducted 11 workshop and performance events, involving weekly workshops and follow-up activities online. Social improvements have been documented, including improved personal and interpersonal awareness, understanding of the opportunities in cross-cultural creative collaboration and increased civic engagement.

Skills proficiency has increased and, through mentor and tutor support, participants have developed an understanding of the level of commitment required to develop and reach artistic goals. The success of the program has allowed additional philanthropic funding to be secured through Perpetual Trustees.

SPORTS WITHOUT BORDERS

Sports without Borders (SWB) aims to assist young people from newly arrived refugee, humanitarian and first generation migrant backgrounds to integrate into their communities by providing them with opportunities to participate in sport. Within this context, it provides a direct grants program to provide equipment and raise awareness of sporting clubs in relation to the particular needs of newly arrived youth.

The program was launched in May 2009 and will run over three years. It is a partnership between SWB, the Australian Multicultural Foundation and DPCD.

The project will be available state-wide. The focus of the initiative is to:

- expand access to the SWB website by providing information in seven languages;
- develop training materials to assist clubs and organisations to be more inclusive and accessible; and
- provide grants to individuals and clubs to facilitate participation.

The total for this initiative is \$236,200, which includes funding from business and philanthropic partners and \$120,000 provided under the Victorian Community Support Grants Program.

MUSEUM VICTORIA COMMUNITY ENGAGEMENT FRAMEWORK

As part of the Museum Victoria Community Engagement Framework, the Immigration Museum developed a Youth Initiative to increase youth perspectives in the development of exhibitions and programs. In 2008-09, key Youth Initiative projects included:

- “Narratives Across Culture”, which is aimed at Victoria University ESL students within the TAFE sector and final year Liberal Arts students within the Higher Education sector. Student participants are immersed in a series of workshops exploring the theme ‘Stories of the Diaspora’ and examine the role that migration and refugee stories play in everyday life and broader culture; and
- “Talking Faiths”, which is a collaborative project to support intercultural and interfaith dialogue in the community, using migration stories to increase interest and understanding.

COMMUNITY PARTNERSHIPS PROGRAM – “URBAN AFTERSHOCK”

Arts Victoria supported Multicultural Arts Victoria to deliver “Urban Aftershock”, a seven-month project that enabled young people from Pacific and African backgrounds to work with cultural and artistic mentors. Over 100 workshops were held, which included Pacific and African Drumming, Hip Hop Classes, fuASIAN Pacific dance and Poly-Afro dance classes.

A performance featuring 60 young and emerging artists in music and dance performed at the Melbourne Fringe Festival and the Victorian Arts Centre. Of the young people who participated in workshops, 108 were from CALD backgrounds and seventy of those were young women.

INNER EAST SOCIAL INCLUSION FOR OLDER PEOPLE PROJECT

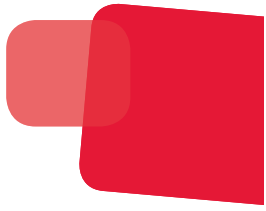
DPCD provided \$90,000 in funding to Monash Link Community Health Service to deliver the Inner East Social Inclusion for Older People Project. The project aims to:

- reduce the social isolation of older people in the inner east and address barriers that prevent older people from CALD backgrounds from engaging in broader community life; and
- create a demonstration model to work with socially isolated groups of older people from smaller marginalised communities.

The project has two streams:

- the Leadership for Social Inclusion program, which comprised participants from nine different cultural backgrounds who successfully graduated from the Leadership program and are undertaking projects to increase social inclusion for older people in the Inner East; and
- the Mobilising Communities project, which has successfully built relationships with and supported the Cambodian Community in the Inner East.

The overall initiative has enhanced partnerships across CALD-specific, health and welfare agencies and links between these agencies and state and local government.



BOOSTING OUR ECONOMIC ADVANTAGE

What we achieved in 2008-09

CULTURAL PRECINCTS ENHANCEMENT FUND

The Cultural Precincts Enhancement Fund allocated a total of \$1.05 million in 2008-09 from the \$10 million committed to the Fund over three years. The Fund aims to enhance the infrastructure and community space of three of Melbourne's long established cultural precincts – Little Bourke Street, Lonsdale Street and Lygon Street precincts. This initiative is led by the Victorian Multicultural Commission (VMC), in partnership with the City of Melbourne and the Italian, Chinese and Greek communities.

This program will boost the viability of the precincts and enable them to remain sustainable and attractive for investments, cultural and tourism activities. Consultative forums were formed for each of the three precincts and funds available under the Fund have been allocated as follows:

- \$2 million towards the fit out of the Antipodes Centre for Greek Culture, Heritage and Language;
- \$1.2 million for the upgrade of the Chinese Museum;
- \$1.45 million for an Italian Cultural Heritage Centre at Co.As.It; and
- a total of \$6.8 million for streetscapes improvements across the three precincts, including a \$2.7 million contribution from the City of Melbourne

INTERNATIONAL EDUCATION

In 2009, there were 190,723 international students enrolled in Victoria, representing close to 30% of all international student enrolments Australia wide.

Approximately 91% of all Victorian international student enrolments came from Asia with India being the largest source country in terms of enrolments.

The value of international education to Victoria's economy in 2008-09

financial year was \$5.4 billion, up 23% on the previous financial year. The international education industry has generated close to 125,000 full time equivalent jobs across Australia with nearly 40,000 alone in Victoria.

NEW WORKFORCE PARTNERSHIPS

The Department of Innovation, Industry and Regional Development's (DIIRD) New Workforce Partnerships (NWP) projects target a range of disadvantaged groups, with participants assisted to develop necessary skills and training, and linked to employment vacancies. In 2008-09, 17 funded NWP projects were either dedicated projects assisting CALD participants, or CALD communities were included in their target group. These 17 projects were funded to deliver up to 364 employment outcomes for CALD participants.

INTERPRETER SCHOLARSHIP PROGRAM

The VMC provided \$92,150 in funding to support the delivery of the Interpreter Scholarship program, a component of the Language Services Strategy (LSS) that aims to increase the supply and quality of interpreters in Victoria. Scholarships of \$1,200 are offered to students enrolled in the RMIT Diploma of Interpreting in selected emerging languages. Students receive National Accreditation Authority for Translators and Interpreters (NAATI) paraprofessional interpreter accreditation upon successful completion of the course.

In 2008, 31 scholarships were awarded to speakers of Burmese and Swahili. Eleven of these students completed the RMIT Diploma of Interpreting with a grade of 70% or higher and therefore qualified for

NAATI paraprofessional accreditation. In 2009, forty scholarships were awarded to speakers of Karen and Nuer.

OVERSEAS QUALIFICATION UNIT

DIIRD invested \$230,000 in its Overseas Qualifications Unit. The Unit continued to provide a range of free and confidential services to assist qualified professionals who are living and able to work in Victoria.

VICTORIAN MULTICULTURAL BUSINESS ADVISORY COUNCIL (VMBAC)

DIIRD provided \$50,000 to support the work of VMBAC, the peak body that facilitates the Victorian Government's interaction with Victoria's ethnic business community. Its primary objectives are to recommend strategies to increase exports, promote Victoria as a culturally diverse business centre and aid the development of business opportunities that take advantage of Victoria's linguistic and cultural resources. The current council has:

- provided advice to the Minister for Small Business on multicultural business concerns;
- provided opportunities for other divisions within DIIRD to consult with the multicultural business community; and
- organised a multicultural event as part of Energise Enterprise to promote DIIRD trade facilitation services.

**VICTORIAN GOVERNMENT
SISTER STATES**

Victoria has three Sister States: Jiangsu Province in China, Busan Metropolitan City in South Korea and Aichi Province in Japan. The Department of Premier and Cabinet (DPC) seeks to support Victoria's export industries and boost Victoria's economic advantage by strengthening bilateral trade relationships with our Sister States.

During a state visit in May 2009, the Vice Minister of the Chinese Ministry of Commerce and the Victorian Premier agreed to expand economic collaboration between Victoria and China in the areas of research and development, energy and agribusiness.

TOURISM VICTORIA WEBSITES

Tourism Victoria's domestic and international consumer websites recorded a total of 6.7 million visits over the 2008-09 period. This visitation was driven by strong growth in the international and foreign language variant sites of visitvictoria.com and visitmelbourne.com. With eight foreign language variants, both sites recognise the cultural and linguistic differences of key tourism markets and their connection to Melbourne and Victoria.

**EXAMPLES OF TARGETED
INITIATIVES: WOMEN AND
RURAL/REGIONAL**

**GLOBAL SKILLS FOR PROVINCIAL
VICTORIA**

This DIIRD initiative, funded to a total of \$1.04 million in 2008-09, aims to attract skilled migrants to regional Victoria and assist them into employment in order to meet skills needs that cannot be met locally.

Program partners delivered on a range of activities in order to establish networks, materials and other support services required to attract skilled migrants to regional Victoria and assist them into employment.

**SHEPPARTON IRRIGATION
REGION MULTICULTURAL
FACILITATOR**

The Department of Primary Industries (DPI) continued to support its Multicultural Facilitator to improve communication with and delivery of programs to the diverse CALD farming community in the Shepparton Irrigation Region. Approximately 20% of farm families in the region are from a CALD background and targeted CALD groups include the Italian, Turkish, Greek, Macedonian, Arabic, Albanian, Philippine and Punjabi communities.

The Multicultural Facilitator aided the delivery of services to multicultural communities across a wide range of agricultural and catchment projects including:

- delivering outreach processes to CALD farmers to assist the implementation of sustainable agriculture and assisting emerging communities in natural resource management; and
- increasing awareness among DPI staff of the benefits of diversity in the workplace and client base; and enhancing relationships between DPI business units and CALD communities in regional Victoria.

**REGIONAL INTERPRETER
SKILLS COURSE**

The VMC invested \$89,714 in the implementation of the Regional Interpreter Skills Course in Bendigo and Mildura. The main objectives of the course are to:

- increase the number of skilled and accredited interpreters in in-demand languages in regional areas;
- provide a pathway to further education and/or leading to employment opportunities for course participants; and
- assist local service providers to offer services to clients with low English language proficiency by increasing the pool of available interpreters.

In 2008-09, paraprofessional Interpreter accreditation was awarded in Turkish, Tongan, Mandarin and Tagalog. A number of students proceeded to further training after the course and the knowledge of local service providers about the importance of using accredited interpreters was increased.

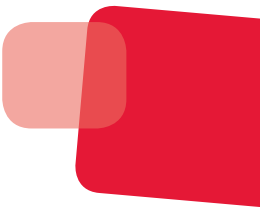
**TOURISM VICTORIA'S
EVENTS PROGRAM**

Through Tourism Victoria's Events Program, approximately \$30,000 was allocated to support the development and marketing of a number of multicultural events in 2008-09. These included Celtic Festivals in Portalington and Euchuca-Moama, the King Valley's La Dolce Vita Festival and La Fiera Festival in Myrtleford. Events such as these assisted in generating tourism visitation for the regions in which they were held and helped to celebrate multiculturalism in Victoria.

Additionally, food and wine festivals in regional areas are often built around cultural diversity and are key drivers for regional tourism. Through the Victorian Government's support of the Melbourne Food and Wine Festival, new events in regional Victoria were developed and promoted to key tourism markets.

THE AFRICAN SHOP

The Bor Community Association of Australia, Sudanese Community Association of Australia, Bor Youth Association of Australia and the Dinka Christian River Nile Association have identified the need to establish an African Community Shop that would supply African families residing in the Latrobe Valley with African food and products that are not locally available. The shop would also provide an opportunity for employment and skill development as there are members of the community who have experience in running small businesses in Africa but lack the knowledge to establish a small business in Australia.



The shop could also become a hub for African families as they are dispersed across a wide geographical area in small towns throughout the region.

A Feasibility Study has been completed and has been reviewed by an external Technical Advisory Board organised by the Brotherhood of St Laurence and AMES. The report has been submitted to the Department of Planning and Community's (DPCD) Community Enterprise Grants Unit and funding of \$35,000 has been released to the auspice agency, the Migrant Information Centre, for the business planning phase. The total amount of funding received from the DPCD Community Enterprise Program Unit was \$50,000.

"DRIVE ON @ CHARLTON"

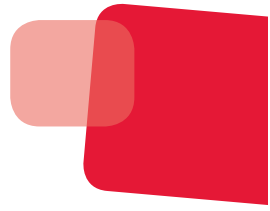
Victoria Police in Swan Hill organised a two-day "Drive on @ Charlton" program at the Charlton Driving Education Centre, which 23 CALD women attended. The program aimed to assist participants in preparing for and obtaining their Learner's Permits, and also included driving experience. Attendance was funded by the Swan Hill Central Murray Road Safety Council.

Many of the women had no driving experience and the theory lessons were extremely beneficial and well received. The Instructors noted increased confidence and a better understanding of vehicle control by the end of the program. The program not only assisted in teaching safe driving practices, but also encouraged independence and personal confidence, and helped to break down employment barriers and reduce social isolation.

PART B

Departmental Reporting

- > *Use of interpreting and translating services*
- > *Victorian Government multilingual publications*
- > *Progress and forward initiatives under Cultural Diversity Plans*
- > *Funding provided to CALD communities*
- > *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 examples of expenditure on language services in 2008–09. It is not intended to be an exhaustive record of the output from Victorian Government Departments.

DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Office for Children and Portfolio Coordination Language Services Credit Line	\$1.1 million	<ul style="list-style-type: none"> Onsite and telephone interpreters to assist funded early years services to respond to families with low or no proficiency in English; and translation of key early childhood material into community languages. Outcomes include a significant increase in the number of families who are able to access the early years services with the assistance of an interpreter.
Support for parents/guardians and school communities	\$938,329	<ul style="list-style-type: none"> Facilitated parent and community engagement with schools through 7878 onsite interpreting assignments, 1733 telephone interpreting assignments and 333 translating assignments.
Victorian School of Languages (VSL) support for parents/guardians and school communities	Ongoing	<ul style="list-style-type: none"> Support provided by language teachers to parents during VSL reporting periods to facilitate parent and community engagement with early childhood and language education services.

DEPARTMENT OF HUMAN SERVICES

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Hospital expenditure on language services	\$10.946 million	<ul style="list-style-type: none"> Hospitals are funded through a case-mix model, which includes funding for language services. Outcomes include improved access to services by reducing communication barriers and ensuring appropriate care is delivered.
DHS creditline (DHS operated the credit line on behalf of the Office for Children, DEECD, until end June 2009. This component of the expenditure has been separately reported under DEECD).	\$1.562 million	<ul style="list-style-type: none"> Centrally funded and administered contract for language services. DHS 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 DHS direct care staff that are considered 'small users' of language services. Outcomes include improved access to services by reducing communication barriers and ensuring appropriate care is delivered.
Direct funding to community health services	\$1.349 million	<ul style="list-style-type: none"> Direct funding provided to community health services that more commonly use language services to provide linguistically appropriate information, care and service delivery to clients from non-English speaking backgrounds. Outcomes include improved access to health services, housing and housing information by reducing communication barriers and ensuring appropriate care is delivered
Interpreting and translating services to tenants in public and social housing and people who are receiving homelessness and/or family violence assistance	\$390,000	<ul style="list-style-type: none"> Includes language services for tenants and applicants seeking assistance from regional housing offices, the Maintenance Call Centre, central program areas such as Complaints and Appeals and the Language Link telephone information service.

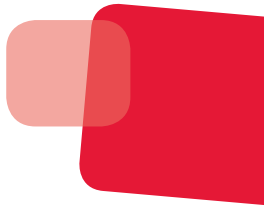
PART B DEPARTMENTAL REPORTING

DEPARTMENT OF HUMAN SERVICES CONTINUED

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Children, Youth and Families – Program area language service expenditure	\$399,000	<ul style="list-style-type: none"> Program areas such as child protection, youth services and youth justice and concessions purchased language services through operational budgets, as required. Outcomes included improved access to services by reducing communication barriers and ensuring appropriate care is delivered.
Direct funding to disability and HACC services agencies for language services	\$129,000	<ul style="list-style-type: none"> Direct funding contribution for Disability CSOs and HACC agencies for language services. These agencies were identified by other program areas as heavy users of their credit lines. Outcomes included improved access to services by reducing communication barriers and ensuring appropriate care is delivered.

DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT:

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Translation and distribution of Building eQuality in the Workplace. Family Responsibilities - Guidelines for Employer and Employees.	\$22,050	<ul style="list-style-type: none"> Translation and distribution of the Guidelines into nine community languages to ensure employees and employers within CALD communities had information about the new rights and responsibilities under the Equal Opportunity Act. Languages identified as key in the CALD community were Arabic, Chinese, Bosnian, Macedonian, Spanish, Vietnamese, Somali, Dari and Khmer.
Translating services program	Recurrent budget	<ul style="list-style-type: none"> Service used by Business Victoria Online to assist people if English is not their first language to access programs and services in relation to starting, growing or managing a business. In 2008-09, Mandarin and Thai translators were utilised.
Locally-based foreign language guides	\$31,600	<ul style="list-style-type: none"> Employed locally based foreign language guides, which heightens the destination experience for the visitor and fosters social and economic benefits for the guide and the local destination. Guides were sourced with skills in Chinese, Japanese, French, German, Italian and Korean..



DEPARTMENT OF JUSTICE

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Magistrates' Court of Victoria's interpreter services	\$1.267 million	<ul style="list-style-type: none"> A 24 hour, seven day interpreting service provided in the Magistrates' Court in Amharic, Albanian, Arabic, Assyrian, Auslan, Bosnian, Cambodian, Cantonese, Croatian, Chin, Dari, Dinka, Filipino, German, Greek, Hakka, Hindi, Hungarian, Italian, Japanese, Korean, Lao, Macedonian, Maltese, Mandarin, Ozlan, Nuer, Persian, Phillipino, Polish, Portugese, Punjabi, Romanian, Russian, Serbian, Samoan, Somali, Spanish, Sudanese, Thai, Tigrinian, Turkish and Vietnamese. Outcomes include better access to justice system for CALD communities.
Victoria Police telephone and on-site interpreting services provided by Translating and Interpreting Service (TIS) and Victorian Interpreting and Translating Service (VITS)	\$599,767	<ul style="list-style-type: none"> Non-English speaking clients provided with telephone and on-site interpreting service to assist in communications. The service facilitates the gathering of evidence, interviewing of offenders and general client support and is available to all CALD groups. Outcomes include that the service ensures that the disconnect that can occur through language barriers is overcome and assists the CALD communities to have unimpeded access to policing services.
Victorian Legal Aid interpreting services	\$453,519	<ul style="list-style-type: none"> Provided access to telephone and face-to-face interpreter services.
Office of Public Prosecutions interpreting services	\$320,605	<ul style="list-style-type: none"> Provided access for non-English speaking clients to free interpreting services.
Victorian Civil and Administrative Tribunal interpreting services	\$220,672	<ul style="list-style-type: none"> Provided access to free interpreting services.
Emergency Services Telecommunications Authority interpreting services	\$156,199	<ul style="list-style-type: none"> Provided access for non-English speaking clients to free interpreting services.
Neighbourhood Justice Centre interpreting and translating services	\$64,877	<ul style="list-style-type: none"> Provided access for non-English speaking clients to interpreting and translating services
Consumer Affairs Victoria interpreting and translating services	\$42,963	<ul style="list-style-type: none"> Provided access for non-English speaking consumers to interpreting and translating services.
Corrections Victoria Language Services Credit Line Pilot Project	\$40,000	<ul style="list-style-type: none"> A 'pilot project' delivered across 5 DOJ business units to investigate the effectiveness of the credit line arrangement, and to gather data on the use of language services across DOJ. Specific to CALD prisoners and offenders requiring interpreter services at the Metropolitan Remand Centre and the Dandenong Community Corrections Service.
Registry of Births, Deaths and Marriages interpreter services	\$23,190	<ul style="list-style-type: none"> Provided interpreter services to non-English speaking clients, which resulted in more effective communication and reduced the need to make multiple contacts due to misunderstandings caused by language barriers.

PART B DEPARTMENTAL REPORTING

DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT

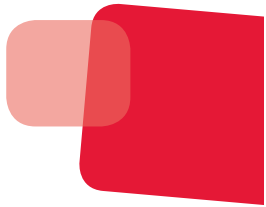
SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Language Services Program	\$265,000	<ul style="list-style-type: none"> The Local Government Language Services Program improves access to council services and information for people who have a low level of proficiency in English by assisting councils in meeting the cost of purchasing interpreting and translation services. All Victorian councils are given the opportunity to access funds to provide services to all members of their community on an equitable basis.
Companion Card – Victorian Interpreter and Translation Service for people with a disability	\$11,231	<ul style="list-style-type: none"> Pre-recorded messages provided information about the Companion Card program and the contact number so that CALD groups, individuals and carers of people with disabilities had access to information about the program. Interpreter services regarding the card were provided in 16 languages.
Seniors Card – Telephone interpreter services for Senior Victorians	\$3,282	<ul style="list-style-type: none"> Provided interpreter services regarding Seniors Card issues in Cantonese, Croatian, Greek, Italian, Macedonian, Mandarin, Polish, Serbian, Somali, Spanish and Vietnamese. The Seniors Card program funds interpreter services for CALD seniors with regard to a range of queries such as eligibility, change of details, renewals and public transport benefits.
Seniors Card Directory	\$1,170	<ul style="list-style-type: none"> Details about how to contact the interpreter service are included in the Seniors Card directory, which has been mailed to more than 650,000 households in Victoria. By providing this contact information, CALD seniors and their families are able to seek interpreter assistance to speak with the Seniors Card program staff.

DEPARTMENT OF PREMIER AND CABINET

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Translation services for correspondence sent to the Premier of Victoria	Undertaken as required within the overall Cabinet Secretariat budget	<ul style="list-style-type: none"> Translation of Premier's correspondence written in languages other than English, to enable appropriate responses to be prepared. In 2008-09, languages included French, Chinese Italian and Arabic.

DEPARTMENT OF SUSTAINABILITY AND ENVIRONMENT

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Interpreting services accessed by people calling DSE's Customer Service Centre (CSC)	\$646	<ul style="list-style-type: none"> CSC is DSE's point of contact for the public. Interpreters were used 26 times in 2008-09, allowing customers to have their questions addressed in languages other than English. Interpreters were used for Cantonese, Spanish, Arabic, Vietnamese, Mandarin, Turkish, Greek, Italian and Croatian.



DEPARTMENT OF TRANSPORT

SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
Metlink public transport information	Expenditure is funded under the Metlink Services Agreement	<ul style="list-style-type: none"> Metlink offers a telephone translation service for state-wide public transport enquiries in 13 languages other than English: Arabic, Cantonese, Croatian, Dinka, Greek, Italian, Macedonian, Mandarin, Somali, Spanish, Sudanese, Turkish and Vietnamese. Customers can also call the interpreter service and listen to pre-recorded information. The interpreter service received 223 calls requiring interpreters in 2008-09.
Interpreter-assisted learner permits and driver tests	\$461,167	<ul style="list-style-type: none"> People from non-English speaking backgrounds can apply for a learner permit or licence through interpreter-assisted tests. More than 7,100 interpreter-assisted tests were performed in 2008-09 (an increase of 34% from the previous year).
VicRoads interpreter-assisted telephone customer service	\$35,122	<ul style="list-style-type: none"> Customers from non-English speaking backgrounds were provided information through VicRoads Call Centre.
Road Safety Behavioural Programs – Child restraints and Child safety	Part of overall program budgets	<ul style="list-style-type: none"> Packages targeted multicultural groups and provided interpreting services and information booklets and DVDs in various languages. Outcomes included increased awareness and understanding within CALD communities.

DEPARTMENT OF TREASURY AND FINANCE

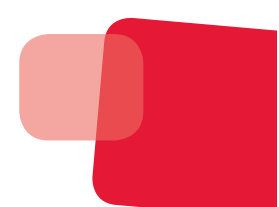
SERVICE	EXPENDITURE	DESCRIPTION/OUTCOMES
State Revenue Office translating and interpreting services	\$3,306	<ul style="list-style-type: none"> The SRO uses the National Translating and Interpreting Services, organised through the Department of Immigration and Citizenship, to provide customers with translation of all written material, electronic forms and telephone interpreting.

Total identified expenditure for interpreting and translating services, including expenditure through funded agencies, in 2008-2009 was \$20,987,736. This represents a significant increase from the \$17,637,619 spent in the previous financial year.

VICTORIAN GOVERNMENT MULTILINGUAL PUBLICATIONS AND RESOURCES 2008-09

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

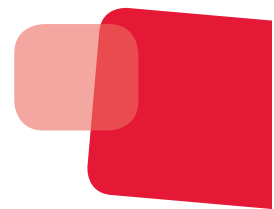
DEPARTMENT	PUBLICATION / RESOURCE	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT	Communication products and resources to support CALD parents	This initiative encompasses translation of key information relating to child health and development (such as safe sleeping and the role of maternal and child health services). Digital audio-visual and pictorial based resources have also been developed.	Materials translated into 16 community languages and audio visual materials targeted at recently arrived families from humanitarian and refugee backgrounds.
	ABCD Parenting Adolescents Program: Somali Module	This program provides facilitators and participants from the Somali community with access to an evidence based parenting adolescents program.	Materials redeveloped in Somali Arabic and in Somali dialects.
	Multilingual kindergarten brochures	A new brochure was developed about access to the fee subsidy for refugee and asylum seeker children. Additionally, printing of translations was undertaken of the generic kindergarten fee subsidy brochure and distributed to a variety of settlement organisations, child and family organisations and peak bodies.	New brochure translated into five common refugee community languages and generic brochure reprinted in 16 common community languages.
	Developing Distance Education	Provided greater access to language tuition at VCE level for CALD students in country Victoria or in metropolitan Melbourne where students cannot access face-to-face classes.	New courses offered in Arabic, Spanish, and Chinese.
	Teaching of Karen, Dinka (Sudan) and Somali languages	These languages were introduced by the Victorian School of Languages (VSL) as a response to community demand to support new and emerging refugee communities by providing language tuition for their children to maintain mother-tongue. The VSL is the first government school to teach Karen in an official capacity outside of Burma and Thailand.	Classes introduced in Karen, Dinka and Somali.
	'Welcome to School' publication & 'Welcome to Secondary School' publication	These publications were translated and distributed through kindergartens and schools and made available on DEECD's website.	Brochures translated into five community languages.
	DEPARTMENT OF HUMAN SERVICES	Advice on community appropriateness of specialist documents translations	Funding of organisational capacity to provide advice as required across ethno-specific organisations.
CALD Glossary of terminology		Development of a glossary of terminology related to blood borne viruses (BBV), HIV/AIDS and STIs in simple English and community languages. The glossary will enable the communication of BBV/STI information via a translator, will be accessible on the internet and a link will be created with the Health Translations Director to support the information provided by the Victorian Government.	Information available in 15 community languages.
DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT	Study Melbourne website	The website provided people from China and Japan with vital information when considering studying in Victoria.	The website has portals managed by Victorian Government offshore posts in China, Japan and India.



DEPARTMENT	PUBLICATION / RESOURCE	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
	'Victoria at a Glance' brochure (Mandarin)	This publication informs prospective business and skilled migrants from China about Victoria's lifestyle, economy, industries and migration opportunities, as China is Victoria's top source country for business migrants and an important source of skilled migrants.	The target group is Mandarin speakers.
	'Building eQuality in the workplace: Family Responsibility Guidelines for Employers and Employees'	As part of the education strategy behind the Family Responsibility Amendments to the Equal Opportunities Act 1995 (Vic), the guidelines were translated into community languages to assist with their promotion and ensures CALD communities have access to support material to help employers and employees overcome the difficulties in managing work and family responsibilities effectively.	The community languages that the guidelines were translated into were Arabic, Bosnian, Chinese, Dari, Khmer, Macedonian, Somali, Spanish and Vietnamese.
	Language variants of Tourism Victoria's consumer websites	The websites provide a medium to ensure destination promotional materials are accessible to a greater range of consumers and businesses.	Ongoing management of foreign language tourism websites in Japanese, Korean, Chinese (traditional, simplified), French, German, Italian and Spanish.
	Business Insight Seminars (Mandarin)	This initiative delivered two business seminars to more than 160 newly arrived business migrants from China to assist them in establishing their businesses in Victoria. Seminars achieved a client satisfaction rating in excess of 95 per cent.	The seminars were offered in Mandarin.
DEPARTMENT OF JUSTICE	Victims Support Agency (VSA) translations	VSA translated publications for victims of crime into community languages, primarily targeting new and emerging communities including East African and South East Asian communities.	Publications were translated into 30 community languages.
	Working With Children Check Unit information sheet	The Unit commenced the translation of audio and print materials to ensure information is provided in key CALD community languages to promote access to information and facilitate involvement in the scheme, which is crucial as failure to comply with scheme requirements may result in criminal penalties.	Information about the Check is being translated into audio and print formats in 34 community languages.
	Victorian Equal Opportunity and Human Rights Commission – Family Responsibility amendments	Guidelines were translated to ensure CALD communities had access to information, with a focus on the most widely spoken community languages (informed by VMC research). Guidelines were made available online.	Guidelines have been produced in nine languages including Arabic, Bosnian, Chinese, Dari, Khmer, Macedonian, Somali, Spanish and Vietnamese.
	Victoria Police – 'The Way Ahead' brochure	The Victoria Police five year Strategic Plan was made accessible to CALD communities through translations that were printed in brochure format and posted onto the internet.	The publication was translated into 24 community languages.
	Office of the Victorian Privacy Commissioner (OVPC) – Updated and revised information for CALD communities	OVPC has produced updated and revised information for CALD communities in partnership with the Office of the Health Services Commissioner.	The initiative included three new languages: Hindi, Hungarian and Somali.
	Metropolitan Fire Brigade (MFB) website information	The MFB incorporated information in community languages spoken within the Metropolitan Fire District onto its website, explaining services offered by the MFB, programs that specifically target CALD communities and information on how to contact the MFB via an interpreter for non-emergency related inquiries.	Information provided in 14 community languages.

PART B DEPARTMENTAL REPORTING

DEPARTMENT	PUBLICATION / RESOURCE	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
DEPARTMENT OF JUSTICE	Country Fire Authority (CFA) fire safety material translations	The CFA provided fire safety literature in a number of different languages targeting CALD communities, including translated brochures on CFA's summer and winter fire safety campaigns which are available in 20 languages on the CFA website.	Languages targeted include Arabic, Chinese, Croatian, Fijian, German, Greek, Italian, Japanese, Khmer, Korean, Macedonian, Malay, Maltese, Persian, Serbian, Somali, Spanish, Tongan, Turkish and Vietnamese.
	Consumer Affairs Victoria – 'Getting on the Road: a Guide for new migrants'	Through the production of a DVD, the project aims to improve the capacity of new migrants to negotiate the purchase of motor cars, promote responsible motor car ownership through community education, and build the capacity of communities to understand and advocate for their rights.	The DVD was produced in Arabic, Amharic (Ethiopia), Burmese, Chin (Burma), Dari (Afghanistan), Dinka (Sudan), Farsi (Iran, Afghanistan), Karen (Burma), Nuer (Sudan), Tamil (India, Sri Lanka), Thai, Tigrinya (Eritrea, Ethiopia), Mandarin (China), Punjabi (India, Pakistan), Assyrian (Iraq, Iran), Somali and English.
	Problem Gambling bilingual resources	The Office of Gaming and Racing developed and disseminated bilingual resources, including the production of a Maltese/English brochure defining gambling and providing information regarding treatment services.	New resources were produced in Maltese, Italian and Chinese.
DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT	Public Internet Access Program Website	The website provides information for people wishing to access the location and information about free or low cost public internet access venues across Victoria, with a primary target group being CALD seniors. The website provides instructions on how to use the internet for download or to read online in ten community languages.	Instruction manuals are available online in Arabic, Italian, Polish, Russian, Turkish, Chinese, Croatian, Greek, Spanish and Vietnamese.
	Elder Abuse Prevention Strategy (EAPS)	CALD seniors were able to receive information on identifying Elder Abuse and how to access support through translations of two Elder Abuse Prevention fact sheets.	Fact sheets were translated into Croatian, Filipino, Greek, Hungarian, Italian, Macedonian, Maltese, Polish, Russian, Serbian and Spanish.
	Council Elections material	A media release was issued encouraging individuals to vote in the November 2008 Council Elections and explaining the mix of postal and attendance voting.	The release was translated into Arabic, Chinese, Greek, Italian, Turkish and Vietnamese.
	Centenary of Women's Suffrage	The Office of Women's Policy translated seven fact sheets on the history of women's voting rights in Victoria.	Fact sheets were translated into Arabic, Chinese, Greek, Italian and Vietnamese.
	Resources for the Women's Financial Literacy Project CALD Program	The state-wide project consists of a series of financial literacy workshops, seminars and online information for women of diverse ages and backgrounds. The existing training manual Women Understanding Money in Australia Activity Booklet was translated into 10 different community languages.	The booklet was translated into Arabic, Chinese, Dari, Dinka, Karen, Nuer, Somali, Swahili, Turkish and Urdu.
	Premier's Active Family Challenge	A fact sheet for the Premier's Active Family Challenge was published online for broad access to ensure awareness of the program within CALD communities.	The fact sheet was produced in eight community languages.



DEPARTMENT	PUBLICATION / RESOURCE	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
DEPARTMENT OF PREMIER AND CABINET	National Gallery of Victoria (NGV) – Online cultural and linguistic resources	Four online resources were published including a Spanish art and language resource (Un paseo por el arte), which was distributed to all schools teaching Spanish and included a CD rom of 200 linguistic activities; and an on-line language resource providing linguistic activities for students and teachers of the Italian language.	Languages targeted included Spanish and Italian.
	State Library of Victoria – MyLanguage project	MyLanguage is a partnership between the State Libraries of Victoria, NSW, Queensland, South Australia and Western Australia and the Northern Territory and ACT Library and Information Services. The website has 6 million information links and provides access to search engines, web directories and news in community languages.	Information is provided in over 60 community languages.
	Translated Information Project – Police Powers under the Terrorism (Community Protection) Act 2003.	The project involved the translation of basic information about Victoria Police’s counter-terrorism powers into key community languages and complements community information sessions being conducted by Victoria Police. The brochures are available online and at community venues.	The brochures were published in 13 languages: English, Arabic, Cantonese, Dari, Dinka, Greek, Indonesian, Italian, Mandarin, Tagalog, Tamil, Turkish and Vietnamese.
	Arts Victoria – Funding Program Overview booklet	A translations page was included in Arts Victoria’s Funding Program Overview booklet for 2008-09. This page explained what the booklet was used for and directed people to the Translating and Interpreting Service.	The information was translated into 12 community languages.
DEPARTMENT OF PRIMARY INDUSTRIES	Biosecurity issues, hazards and preventative advice	DPI communicated biosecurity hazards and prevention information to CALD communities, including provision of facts and advice on the Queensland Fruit Fly outbreak.	Facts and advice on the Queensland Fruit Fly outbreak was provided in five languages other than English.
DEPARTMENT OF SUSTAINABILITY AND ENVIRONMENT	‘Our Water Our Future’	Target 155 introduces a target of 155 litres of water per person per day for residents in metropolitan Melbourne. Fact sheets on the target were printed in 10 community languages.	Fact sheets were translated into Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Persian, Serbian, Turkish and Vietnamese.
	‘Black Balloon’ Energy Saving Fact Sheets	The black balloons feature in the ‘You have the power. Save Energy’ campaign, which encourages all Victorians to save energy at home.	Fact sheets were translated into Arabic, Greek, Chinese, Italian and Vietnamese.
DEPARTMENT OF TRANSPORT	Public transport brochures	Metlink published the ‘Fares and Travel Guide’, a comprehensive public transport brochure, in 15 languages other than English.	The brochure was published in Amharic, Arabic, Burmese, Chin, Chinese, Croatian, Dari, Greek, Italian, Macedonian, Somali, Spanish, Sudanese, Turkish and Vietnamese.
	Multilingual Guide to Child Restraints (DVD)	VicRoads produced a DVD to provide parents and carers of young children with information on the correct use of child restraints. The DVD is available in 9 community languages.	The DVD has been produced in English, Bosnian, Chinese, Arabic, Vietnamese, Somali, Dinka, Swahili, Karen and Turkish.
DEPARTMENT OF TREASURY AND FINANCE	Essential Services Commission (ESC)– Metropolitan Melbourne water price review	News releases and fact sheets relating to the ESC’s draft and final decisions on Melbourne water prices were published in key community languages.	The information was published in Italian, Greek, Chinese, Turkish, Vietnamese and Arabic.

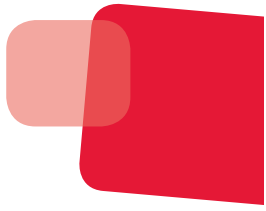
PROGRESS AND FORWARD INITIATIVES UNDER CULTURAL DIVERSITY PLANS

In *A Fairer Victoria: Progress and Next Steps (2006)* (AFV), the Victorian Government committed all departments 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.

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	COMMENTS
DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT	<p>DEECD's <i>Cultural Diversity Plan 2008-2010</i> is linked to its corporate plan and business planning processes. A monitoring and reporting framework is being developed to measure outcomes of this initiative.</p> <p>Examples of initiatives being progressed under the plan are:</p> <ul style="list-style-type: none"> • cultural diversity and language services training for Early Years service providers in 2009-10 to develop a series of training and communication products to enhance cultural awareness among professionals who deliver early childhood services; • enhancing the Human Resource Management System to enable CALD workforce analysis to be incorporated as part of workforce reporting, including the collection of data on workforce cultural and linguistic diversity; and • implementation of 'Education for Global and Multicultural Citizenship – A Strategy for Victorian Government Schools 2009-2013', which has included development of a resource kit, capacity building workshops for teachers and principals on building inclusive school cultures and incorporating global and multicultural perspectives across the curriculum.
DEPARTMENT OF HUMAN SERVICES	<p>DHS released its <i>Cultural Diversity Plan in 2007-2008</i> and is currently developing a website for regular updates. Forward initiatives under the plan include:</p> <ul style="list-style-type: none"> • the Auslan Video Relay Interpreter (VRI) service to improve access to Auslan interpreting services for Deaf and hard of hearing communities through the use of Information Communication Technology (ICT) such as high speed broadband and video communication. This initiative, underway until 2011, is expected to have benefits for service delivery to CALD communities in relation to interpreting in community languages. • There is a particular focus on CALD and refugee communities and mental health. Because <i>Mental Health Matters</i> highlights the need for more culturally responsive services for CALD and refugee communities. This will include: • supporting the establishment of structures and processes to systematically plan for and address the needs of consumers and carers from CALD backgrounds; • reinforcing links between cultural portfolio holders and Health Service Cultural Diversity Plans to promote mental health issues; and • continuing to improve training for primary health care practitioners and mental health services to assist these sectors to better respond to the diverse needs of people from CALD backgrounds, including training in working with interpreters.
DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT	<p>DIIRD's <i>Cultural Diversity Plan 2009-2012</i> was endorsed at the end of 2009 and is currently being implemented. The plan brings together DIIRD initiatives regarding cultural diversity, and recommends future actions, including information provision and cultural awareness raising activities.</p>
DEPARTMENT OF JUSTICE	<p>DOJ's Diversity Issues Unit provides advice and support to DOJ business areas on achieving the strategies under the department's Cultural Diversity Plan, which broadly aims to improve justice outcomes for Victoria's CALD communities. Key initiatives under the plan include:</p> <ul style="list-style-type: none"> • 'Culture and the law' regional DOJ workshops, which aim to build the cultural competency of regional DOJ staff in the local context by providing staff with information and skills in understanding culture and the law and in working with cultural diversity;



DEPARTMENT	COMMENTS
DEPARTMENT OF JUSTICE	<ul style="list-style-type: none"> Metropolitan Fire Brigade diversity awareness training on culture and its impact on communication, perceptions, perspectives, behaviours and relationships training, which was delivered in 2008-09 and included sessions on cultural competency and managing diversity for senior MFB managers; and Corrections Victoria reviewed and re-designed its Cultural Awareness Training Resources for delivery to new recruits and existing custodial and Community Corrections Service staff, and pilots for manager training are underway.
DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT	<p>DPCD's Inclusion Plan 2008-2009 supports DPCD's Inclusion Framework 2008-11. The plan identifies four outcome areas (access to goods, services and facilities; obtain and maintain employment; changes in attitude and practice; and promote participation) and describes the actions DPCD will undertake to achieve inclusive practices. The plan is monitored and progress against milestones is reported on a bi-annual basis. In 2008-09, initiatives under the plan included:</p> <ul style="list-style-type: none"> DPCD delivered disability, diversity and cultural awareness training to its staff in 2008-09 and updated the 'Disability Awareness Training' module to include cultural issues and reflect DPCD's Inclusion Framework.
DEPARTMENT OF PREMIER AND CABINET	<p>DPC is addressing the AFV cultural diversity outcome areas through its corporate plan, and Arts Victoria and its agencies are currently developing individual cultural diversity plans. Activities supporting the AFV requirements include:</p> <ul style="list-style-type: none"> the Multicultural Arts Policy Advisory Committee, which meets throughout the year to provide advice to the Minister for the Arts and the Director of Arts Victoria, including on increasing the availability and accessibility of the arts with a specific focus on cultural diversity issues; ensuring that an awareness of diversity is increasingly reflected by Arts Victoria and major arts and cultural agencies and companies as an integral part of planning and service delivery; and supporting and facilitating the whole-of-government approach to cultural diversity; and Arts Victoria's Cultural Diversity Audit Report, which was the first step undertaken in the development of an Arts Victoria's Cultural Diversity Plan.
DEPARTMENT OF PRIMARY INDUSTRIES	<p>DPI's Diversity Strategy was approved in March 2008 and its implementation is supported by a webpage that covers the department's CALD activities and cultural awareness resources for DPI staff. Current initiatives and strategies enhancing the department's services to CALD communities include:</p> <ul style="list-style-type: none"> Victorians from CALD backgrounds being represented on boards and committees administered by the Chief Veterinary Officer's Unit; research by the Chemical Standards Branch to identify the most effective communication methods for non-English speaking agricultural workers; and development of materials in a range of languages and employment of staff with cultural competency skills to help deliver programs to CALD communities.
DEPARTMENT OF SUSTAINABILITY AND ENVIRONMENT	<ul style="list-style-type: none"> DSE's <i>Diversity (Inclusion) Action Plan 2009-2012</i> encompasses objectives and actions for women, youth, people with a disability, Indigenous Australians, mature-aged and people from cultural diverse backgrounds. Initiatives under the plan include: DSE's on-line Managing and Valuing Diversity module for all new staff provides a clear understanding of the standards expected at DSE. The module addresses legislative issues regarding topics such as discrimination, harassment, workplace bullying and human rights as well as cultural diversity issues. Following the on-line module, staff complete face-to-face classroom training addressing these topics.
DEPARTMENT OF TRANSPORT	<ul style="list-style-type: none"> DOT has a four year <i>Equity, Diversity and Inclusion Plan</i> in place for 2007-2010. Initiatives under the plan include: ongoing cultural sensitivity and communication awareness training, which aims to increase the awareness of DOT staff who have direct public interface with people from CALD backgrounds. The training explains different communication methods between cultures and ways to overcome cultural differences in communication.
DEPARTMENT OF TREASURY AND FINANCE	<ul style="list-style-type: none"> DTF's <i>Cultural Diversity Plan</i> is expected to be completed by early 2010 and will act in synergy with DTF's Disability Action Plan, which was launched in May 2009. Initiatives included in this plan will focus on raising awareness to achieve changes in attitudes and practices, improving access to information and reviewing current recruitment and selection procedures to minimise barriers for persons from culturally diverse backgrounds to obtaining and maintaining employment.

CALD REPRESENTATION ON GOVERNMENT BOARDS, AUTHORITIES AND COMMITTEES

Of the 2359 new appointments to government boards, authorities and committees in 2008-09, 8.6 percent (203) were people who identified as being from a CALD background.²

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

However, the overall figure represents a slight increase from the previous year.

Total board numbers as at 30 June 2009, were 7636 of which 5.4 percent (413) were from CALD backgrounds. This represents a slight decrease from 2007-08.

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

TABLE 1
Composition of all boards as at 30 June 2009

NUMBER OF BODIES	TOTAL POSITIONS	CULTURALLY DIVERSE BACKGROUNDS	
		Number	Percent %
917	7,636	413	5.4

TABLE 2
New appointments (including re-appointments) 2008-09

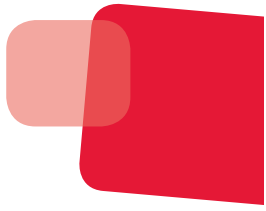
NUMBER OF BODIES	NUMBER NEW APPOINTMENTS	CULTURALLY DIVERSE BACKGROUNDS	
		Number	Percent %
488	2,359	203	8.6

2. Cultural diversity background figures are indicative only as details in these categories were not available for all appointees. Furthermore, information on CALD background is provided voluntarily, so the data may under-represent CALD participation.

From 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 will ask appointees three CALD related questions to generate more accurate data on CALD representation on government boards and committees. These 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

TABLE 3
Representation of people from culturally diverse backgrounds by department – Figures for 2007-08 and 2008-09

DEPARTMENT	NEW APPOINTMENTS Percent %		ALL BOARDS Percent %	
	2007-08	2008-09	2007-08	2008-09
DEECD	26.3	2.7	7.1	7.4
DHS	4.3	4.9	2.3	2.3
DIIRD	3.3	11.2	5.9	5.7
DOJ	18.1	5.3	23.4	8.4
DPCD	6.7	9.2	11.2	7.0
DPC	30.9	38.9	29.8	34.9
DPI	8.6	9.6	11.9	9.6
DSE	13.1	10.6	11.8	11.8
DOT	0	10.6	0	12.4
DTF	1.2	8.6	3.3	3.0
Overall	8.2	8.6	6.0	5.4



PERCENTAGE OF TOTAL EXPENDITURE ON ETHNIC ADVERTISING CAMPAIGNS

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.

Since 1999, Victorian Government departments have steadily increased the proportion of expenditure on CALD advertising campaigns, meeting the government's five percent target for the first time in 2003-04 (5.1 percent).

In 2008-09, there was an average of 3.2 percent of campaign expenditure committed to CALD media across the whole of government (including public entities and statutory

authorities). Core departments (excluding public entities and statutory authorities) had a 4.2 percent spend, with four of the departments meeting or exceeding the five percent target.

The Victorian Government will continue to work towards achieving the five percent CALD media target within all campaign advertising programs across government

ETHNIC 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 in 2008-09.

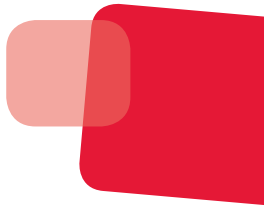
DEPARTMENT	EXAMPLE
DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT	Advertisements were featured in the ethnic press to disseminate information to CALD families about Kindergarten Inclusion Support Services for children with severe disabilities attending kindergarten. Advertisements placed in 16 key CALD newspapers in July 2009.
DEPARTMENT OF HUMAN SERVICES	Extensive information was provided to the public regarding the outbreak of H1N1 Influenza 09 (Human Swine Flu). The ethnic media was used to convey updates regarding public health information, and basic fact sheets were translated into Arabic, Chinese, Dari, Greek, Italian, Russian, Somali, Spanish, Turkish and Vietnamese.
DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT	Tourism Victoria ran domestic advertising campaigns on SBS (television) on 'Melbourne in Winter' and 'Melbourne in Spring' to ensure its campaigns and destination information reached a range of CALD communities.
DEPARTMENT OF JUSTICE	Consumer Affairs Victoria promoted its translated publication '10 Things You Should Know About Credit' through ethnic radio programs and newspaper coverage in the ethnic print media in Turkish, Croatian, Serbian, Arabic, Spanish, Russian, Greek and Macedonian.
DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT	The 2008 Victorian Seniors Festival SBS (radio) media campaign promoted and raised awareness about the free events and free travel for Seniors during the festival to CALD communities.
DEPARTMENT OF PREMIER AND CABINET	Arts Victoria's call for applications for the 2008-09 funding round was advertised in 20 ethnic newspapers and all advertisements were translated into the language of the publication.
DEPARTMENT OF SUSTAINABILITY AND ENVIRONMENT	The 'Our Water Our Future' summer and winter advertising related to the Target 155 campaign and the 'Save Water' spring advertising related to water conservation were advertised through CALD radio and television.
DEPARTMENT OF TRANSPORT	Metlink's 'Public transport fare adjustment' campaign published press advertisements to support the introduction of new public transport fares in multicultural newspapers in eleven community languages.
DEPARTMENT OF TREASURY AND FINANCE	The 'Your Choice' retail energy campaign to promote retail energy choice to all Victorians was advertised in major ethnic newspapers and on CALD radio, primarily targeting older CALD clients. Advertisements were printed in six languages other than English and eight language-specific radio spots were produced.

Percentage of total expenditure on CALD advertising campaigns

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

Percentage of total expenditure on CALD advertising campaigns by department in 2007-08 and 2008-09

DEPARTMENT	2007-08 (%)	2008-09 (%)
Department of Education and Early Childhood Development	5.5	2.3
Department of Human Services	1.8	2.5
Department of Innovation, Industry and Regional Development	2.7	2.2
Department of Justice	5.7	4.6
Department of Planning and Community Development	4.9	5.7
Department of Premier and Cabinet	11.9	4.4
Department of Primary Industries	0.8	3.1
Department of Sustainability and Environment	6.4	5.0
Department of Transport	5.9	5.0
Department of Treasury and Finance	0	6.5



MEASURES TO PROMOTE HUMAN RIGHTS

Departments took a number of measures in 2008-09 to promote human rights for multicultural communities in accordance with the Victorian Charter of Human Rights and Responsibilities. 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
DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT	The Multicultural Education Unit within DEECD provided advice for the on-line Training Module for all DEECD staff on the Charter of Human Rights and Responsibilities.
DEPARTMENT OF HUMAN SERVICES	The Disability Services Division of DHS has supported four divisional staff to undertake the Graduate Certificate in Applied Human Rights at RMIT. They will each complete an action research project aimed at strengthening rights based approaches within key policy and program areas, and cultural and diversity rights are implicit within these approaches.
DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT	As part of International Education Week, the Victorian Equal Opportunity and Human Rights Commission and the Victims Support Agency were involved in information sessions to disseminate vital information on human rights to international students.
DEPARTMENT OF JUSTICE	The Neighbourhood Justice Centre’s professional development focused on improving service provision and addressing Section 8 of the Charter of Human Rights and Responsibilities – Recognition of equality before the law. Training included: cross cultural competency; working with interpreters; working with offenders’ families; Cambodian and Sudanese Cultural Days to educate staff about key local communities; and drug and alcohol training.
DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT	DPCD maintained the Victorian Diversity Register (including the Multicultural and Women’s Registers), which is part of a broad Government strategy aimed at ensuring women are well represented among decision makers and leaders in the community, including at the board and committee level. In September 2009, the Premier announced the Women’s Register will be upgraded to improve access across government and provide new services for the not-for-profit and private sectors.
DEPARTMENT OF PREMIER AND CABINET	DPC and Victoria Police translated the Police Powers under the Terrorism (Community Protection) Act 2003 in response to an identified need to reduce uncertainty and dispel misunderstandings in some sectors of the Victorian community regarding the State’s counter-terrorism legislation.
DEPARTMENT OF PRIMARY INDUSTRIES	DPI’s online orientation program explains DPI’s diversity policy and has been supplemented by the development of an educative program, Living the Values, which discusses staff members’ rights and responsibilities including in relation to the Charter of Human Rights and Responsibilities.
DEPARTMENT OF SUSTAINABILITY AND ENVIRONMENT	DSE promoted Human Rights Week and the Charter of Human Rights and Responsibilities to their staff, which includes cultural and diversity rights.
DEPARTMENT OF TRANSPORT	DOT established an Ethical Behaviour Committee and a set of values that embody human rights behaviours and principles, which are directly relevant to how DOT staff behave and engage with multicultural communities.
DEPARTMENT OF TREASURY AND FINANCE	The State Revenue Office (SRO) ran a Human Rights Education and Awareness Campaign to provide staff with the information necessary to fulfil their responsibilities under the Charter of Human Rights and Responsibilities and the VPS Code of Conduct. The initiative aimed to create an environment for sustained compliance and cultural change, which is directly relevant to how SRO staff engage with multicultural communities.

GLOSSARY

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DEECD Department of Education and Early Childhood Development
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DHS Department of Human Services
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DIIRD Department of Innovation, Industry and Regional Development
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DOJ Department of Justice
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DPCD Department of Planning and Community Development
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DPC Department of Premier and Cabinet
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DPI Department of Primary Industries
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DSE Department of Sustainability and Environment
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DOT Department of Transport
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DTF Department of Treasury and Finance
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