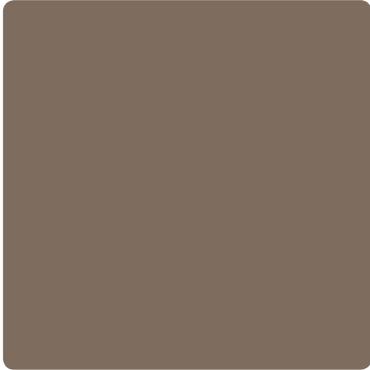
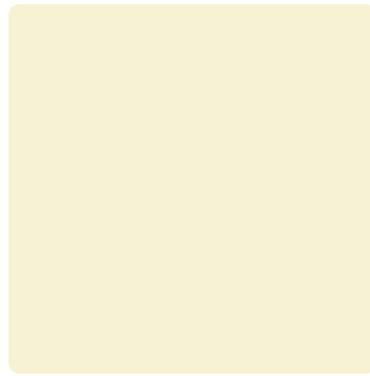
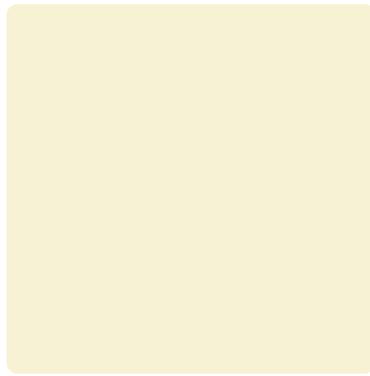
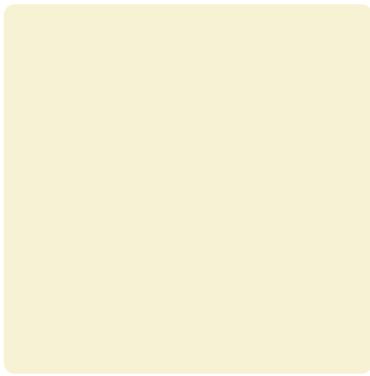
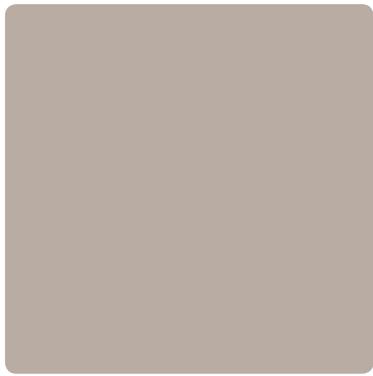
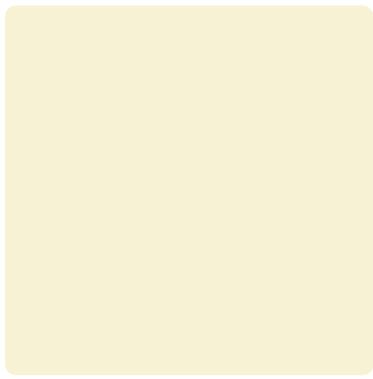




VICTORIAN  
GOVERNMENT  
REPORTING ON  
MULTICULTURAL  
AFFAIRS  
2009–2010





# CONTENTS

<b>FOREWORD</b>	1
<b>SUMMARY</b>	2
<b>INTRODUCTION</b>	4
Victorian government policy framework	4
Overview of the report	6
<b>PART A: MAJOR IMPROVEMENTS AND INITIATIVES</b>	7
Advancing equality and human rights	8
Supporting Victoria's cultural, linguistic and religious diversity	14
Fostering unity and promoting community harmony	23
Boosting our economic advantage	30
<b>PART B: DEPARTMENTAL REPORTING</b>	34
Use of interpreting and translating services	35
Multilingual publications	40
Progress and forward initiatives under Cultural Diversity Plans	46
CALD representation on government boards, authorities and committees	50
Percentage of total expenditure on multicultural advertising campaigns	52
Measures to promote human rights	55
<b>GLOSSARY</b>	57

## FOREWORD

Victoria is a great multicultural success story. Our population of more than 5 million people comes from over 200 countries, speaks more than 230 languages and dialects and follows more than 120 faiths.

This cultural, linguistic and religious diversity has long played a determining role in the character of life in our State; contributing to the vibrancy of our society and to the prosperity which enriches us all.

Migration has brought new skills, business and investment into Victoria; aiding in the creation of an innovative and dynamic workforce, and enabling Victoria to develop strong relationships with our regional neighbours.

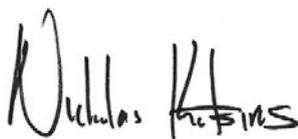
The Victorian tourism industry also benefits from our diverse population. In 2009-10, 5.2 million domestic travellers and 362,000 international travellers visited our State with the purpose of seeing friends and family.

Our State continues to be a harmonious and socially cohesive society, where Victorians are unified in their commitment to uphold our democratic institutions and values.

While there is much to be proud of, the Victorian Government believes that more can be done to improve multicultural affairs in this State. Our challenge is to reconcile diversity with unity. We will continue to focus on providing world-class services in a culturally sensitive and appropriate manner; we will make use of our human resources to capitalise on the economic opportunities our diversity creates; we will strengthen our multilingual capabilities, including introducing compulsory LOTE classes from prep to year 10 by 2025, and increasing funding for both community language schools and training for interpreters and translators. There is much more to do, both by Government and by community organisations.

In recognition of the importance of volunteerism to promoting community participation, the Victorian Government will broaden opportunities for people to work as volunteers. We will continue to celebrate our diverse cultural heritage by providing additional funding for multicultural festivals and events. These initiatives will both honour and preserve Victoria's great multicultural heritage.

The Victorian Government also appreciates that community input is vital to keeping our programs effective and relevant. Each year the Victorian Multicultural Commission holds annual state-wide community consultations on the *Victorian Government Reporting on Multicultural Affairs* report. Everyone is welcome to the community consultations and we look forward to hearing your views on multicultural affairs.



Hon. Nicholas Kotsiras MP  
Minister for Multicultural Affairs & Citizenship

## SUMMARY

One of Victoria's greatest strengths and defining attributes is our rich cultural, religious and linguistic diversity. This diversity has played an important role in our economic prosperity while enriching the fabric of our social life.

This report highlights the ongoing endeavours to build responsive and accessible services through the establishment and expansion of programs that promote access and equality, and support our diverse communities.

Initiatives that have promoted community harmony, cohesion and understanding, reaffirming the strong commitment to a multicultural Victoria, have also been included in the report.

**Part A** of this report outlines key activities across Victorian government departments in multicultural affairs from 1 July 2009 to 30 June 2010.

### **2009-10 highlights include:**

#### **Refugee Health Nurse Program (RHNP)**

Investing \$2 million in the RHNP which aims to optimise the long-term health of refugee community members by promoting accessible and culturally appropriate health services.

#### **International Student Care Service**

Piloting the establishment of the International Student Care Service (ISCS), a single point of contact where international students in need can obtain advice and support for a range of complex issues.

#### **Support for Refugee Students**

Committing \$6.5 million over four years to support refugee students through out of hours support and training for volunteers.

#### **VMC Community Grants Program**

Supporting more than 2500 CALD community organisations through a \$4.5 million Community Grants Program to develop and sustain local community organisations and programs.

#### **Justice for Refugees**

Investing \$1.8 million in initiatives aimed at reducing negative contact between emerging refugee communities and the justice system.

## Additional departmental reporting

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

### Use of interpreting and translating services

Departments made a significant investment in interpreting and translating services to enhance responsiveness to CALD communities. Across Victorian government departments and funded agencies, there was a total identified expenditure of \$21,631,038 on these services (an increase from \$20,987,736 in 2008-09).

### Multilingual publications

An extensive range of multilingual publications and resources was provided by departments on government programs and services that are accessible to all Victorians and available in community languages.

### Progress and forward initiatives under Cultural Diversity Plans

In 2009-10, all departments had a Plan in place or were in the process of finalising a new Plan. Cultural Diversity Plans aim to enhance the provision of culturally sensitive service delivery to CALD communities.

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

In 2009-10, 9.8 percent of new appointees to Victorian government boards, authorities and committees identified as having a CALD background, representing an increase from previous years. Overall, members with a CALD background represented 6.5 percent of all board numbers.

### Spending on multicultural advertising campaigns

Across the Victorian government (including public entities and statutory authorities) 5.9 percent of campaign expenditure was committed to CALD media in 2009-10, representing an increase from 3.2 percent in 2008-09. Seven departments exceeded the five percent target and core departments (excluding public entities and statutory authorities) had an average 7.4 percent spend on CALD media.

### Measures to promote human rights

A number of measures were taken across departments in 2009-10 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 is a great multicultural success story. We are a society that embraces diversity and understands the social and economic benefits that arise from a diverse population.

In 2009-10, Victoria maintained its reputation as a favoured destination to live and study. During 2009-10 it is estimated that Victoria's population increased by 99,320 people, a 1.8% growth rate. The state is estimated to have gained 36,345 people through natural increase and 60,420 people through net overseas migration.\*

### A SNAPSHOT OF VICTORIA'S DIVERSITY

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

(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

The *Multicultural Victoria Act* outlines a set of principles that accord respect for Victoria's cultural, religious and linguistic diversity. While the Act recognises and values cultural, religious, racial and linguistic diversity, and ensures that all Victorians have the freedom and opportunity to preserve and express their cultural heritage, it also recognises that one of the central tenets of multiculturalism is citizenship, referring to the rights and responsibilities of all people in a multicultural society.

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

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

### Racial and Religious Tolerance Act 2001

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

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

### Charter of Human Rights and Responsibilities Act 2006

The *Charter of Human Rights and Responsibilities* (the Charter) came into effect on 1 January 2007 and establishes a framework for promoting and protecting human rights in Victoria.

### Equal Opportunity legislation

The *Equal Opportunity Act 1995* protects people from discrimination on the basis of their individual attributes, including race and religious belief, and provides redress for people who have been discriminated against.

## POLICIES AND STRATEGIES

### All of Us: Victoria's Multicultural Policy

The multicultural policy, *All of Us (2009)*, outlines a commitment to a multiculturalism that integrates social, economic and cultural expressions of difference and diversity. The policy is organised around four themes, under which priority strategies 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 Multicultural Communications Policy departments and agencies are required to:

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

### Departmental Cultural Diversity Plans

Since 2006, all departments have been required to develop Cultural Diversity Plans. Under this commitment, departments are required to:

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

### Global Skills for Victoria 2008–2011

*Global Skills for Victoria 2008–2011* was launched in October 2007.

Building on *Victoria's Skilled Migration Strategy 2004–07*, this strategy contributes 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 of Victorian government departments in multicultural affairs from 1 July 2009 to 30 June 2010.

*# Note: Reporting for the Department of Health (DH) is from 1 Oct 2009 to 30 June 2010, except when stated otherwise, to reflect machinery of government changes. Prior to this date DH was part of the Department of Human Services (DHS).*

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

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

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

- › Use of interpreting and translating services;
- › Multilingual publications;
- › Progress and forward initiatives under Cultural Diversity Plans;
- › CALD representation on government boards, authorities and committees;
- › Spending on multicultural advertising campaigns; and
- › 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

## ADVANCING EQUALITY AND HUMAN RIGHTS

### Refugee Action Program (RAP)

The RAP partners with local agencies to work with refugee communities to identify and respond to their needs and concerns and assists them to access existing services. By utilising social inclusion and empowerment strategies the RAP assists communities to:

- › participate in and engage with their local communities;
- › access existing services;
- › identify local issues and concerns;
- › plan tailored, community-owned responses; and
- › enhance local capacity and improve settlement outcomes.

In 2009-10 the Victorian Multicultural Commission (VMC) invested \$1 million in RAP initiatives through eight partnerships in metropolitan and regional Victoria. Community-driven initiatives included:

- › The Karen community in Werribee were supported to establish the first Karen Community Radio Broadcasting Program at 3ZZZ. Nine Karen youth received radio programming training at the station which has led to the development and delivery of culturally relevant radio programming to the wider Karen community. Karen youth also had the opportunity to travel to Canberra to participate in the Radio Active Multicultural and Indigenous Youth Media Conference.
- › A range of different refugee communities in Mildura were supported to expand their employment and training opportunities in the local area. In particular, refugee youth at risk of disengaging, or who have already disengaged with mainstream education, were linked in with alternate pathways to training and employment in partnership with the Northern Mallee Local Learning and Employment Network;
- › A women's playgroup was established to facilitate access to a range of services for isolated Chin and Karen women in the Maribyrnong and Hobsons Bay areas, linking them into health services for women and children, kindergartens and other playgroups. The women's playgroup also provides information about education systems in Australia and provides Chin and Karen women with the opportunity to practice conversational English, supporting their day-to-day settlement in Victoria.

The RAP generates significant impacts by: leveraging external resources; collaborating with and coordinating service providers; assisting organisations to better understand communities from a refugee background and more effectively deliver services; and linking communities with valuable opportunities.

### International Student Care Service

In January 2010, the new International Student Care Service (ISCS) was launched and funded as a one year pilot program.

The ISCS is the first of its kind anywhere in Australia and is a single point of contact where international students in need can obtain advice. It operates via a 24-hour helpline and a drop-in centre located in Carlton, Melbourne. The ISCS responds to international students who are victims of crime, require emergency accommodation, food aid or material support, or are at risk of breaching their visa conditions.

The ISCS provides ongoing casework support and assistance, and has attended to many students presenting with a range of complex issues. The top presenting issues included finance, accommodation, visa, assault and employment.

A number of Victorian government departments provided a total of \$500,000 in funding towards the ISCS in 2009-10. Additional funding is also being provided for legal services specifically for international students.

### Operation Guardian

This initiative was developed by Victoria Police to improve the safety of and reduce crime against international students. The initiative also aimed to:

- › improve safety at identified high risk locations and identify high risk activities;
- › improve intelligence capabilities;
- › improve perceptions of safety; and
- › increase confidence in Victoria Police.

In 2009-10, Operation Guardian undertook planned operations with a high level of success in the Cities of Brimbank, Greater Dandenong, Melbourne, Moreland, Darebin, Yarra, Stonnington, Monash, Hume and Maribyrnong. The initiative has continued into 2011.

### Justice for Refugees Program (JRP)

The Department of Justice (DOJ) continued its support for the *JRP* through a \$1.8 million investment in 2009-10. The *JRP* aims to reduce negative contact between emerging refugee communities and the justice system, through three components:

- › Responsive Justice Services;
- › Appropriate Information; and
- › Early Intervention and Diversion.

The *JRP* projects undertaken during 2009-10 included:

- › providing support for women prisoners from refugee backgrounds at the Dame Phyllis Frost Centre; and
- › recruiting and training 10 volunteers from refugee backgrounds to assist the Court Network to provide information support and referrals to victims of crime, people accused of crime, and families, adults and children who attend court.

In addition, DOJ conducted three *JRP Youth Projects* in Braybrook, West Heidelberg and Dandenong to assist and support disengaged young people from refugee backgrounds. Sixty-four young people participated in the projects, with 70 per cent of participants engaged in education, training or employment six months after completing the program.

### Confronting Intolerance: A review of laws for conduct motivated by hatred or prejudice.

During 2009-10, the Hon Geoffrey Eames AM QC on behalf of VEOHRC conducted a review into whether civil and criminal laws are adequate to address conduct motivated by hatred or prejudice for a community group, and whether changes to the investigation and prosecution of hate crime and conduct should be made to assist victims.

The review engaged in dialogue with Victoria's diverse cultural and religious communities and consulted representatives from diverse religious, ethnic and Indigenous communities.

### Transport Projects CALD Communications

The Department of Transport (DOT) invested \$100,000 towards the *Transport Projects CALD Communications* initiative, which was developed to guide traffic to the Transport Projects Info Hub in Footscray, and increase awareness of the Hub as a central point for obtaining and communicating information about transport projects in the Western suburbs.

The initiative also included the delivery of short information videos, website information with translated materials, and an interpreter phone service for three-way conversations, advertising in the ethnic press and radio, and consultation with key CALD community groups in community languages.

### **VicRoads Customer Service Improvements**

VicRoads, in partnership with Consumer Affairs Victoria (CAV), produced the DVD '*Getting on the road: a guide for new migrants*'. The DVD, the result of a 2008-09 pilot program with large settlement communities, assists drivers from migrant backgrounds with the licensing process, buying a car and driving safely. The DVD is currently being distributed amongst settlement service providers, community organisations, VicRoads offices and to other interested parties.

VicRoads also continued to respond to requests to present information on obtaining a learner permit and drivers licence to migrant groups, and conducted various information sessions targeting CALD audiences in consultation with local service providers including universities, local councils and migrant resource centres.

### **Disability Advocacy**

The Office for Disability funds advocacy support to people with a disability from a CALD background. This plays a vital role in promoting and advancing the human rights of people with a disability.

Other funded organisations provide support to people with a disability from a diverse background.

### **Victoria Police Cultural Awareness Training**

In 2009-10, Victoria Police introduced *Community Encounters* into its recruit training prospectus, to promote cultural competency amongst Victoria Police recruits. Recruits receive training in: Aboriginal culture; multicultural awareness; physical and mental health; and gay, lesbian, bisexual, transgender and intersex (GLBTI) orientation.

Recruits learn about the lives and experiences of members of diverse groups through direct exchanges with community volunteers, and are encouraged to assess their personal convictions and prejudices, and challenge stereotypical perceptions.

The *Community Encounters* session provides the additional benefit of affording volunteers an opportunity to contribute to the development of culturally aware and respectful new police members.

### **All About Voting**

The Victorian Electoral Commission (VEC) developed the *All About Voting* project which aims to integrate electoral education into the English as a Second Language (ESL) curriculum and promote active citizenship and democratic participation amongst people from CALD backgrounds.

The project involved the development of a comprehensive electoral education resource kit which was distributed to 35 AMES sites across Victoria.

## Corrections Victoria - Cultural Diversity Action Plan

Corrections Victoria's Cultural Diversity Action Plan aims to ensure prisoners and offenders from CALD backgrounds have full and equal access to services provided to all prisoners and offenders. The key components of the plan in relation to prisoners and offenders from CALD backgrounds are:

- › the case for a distinct response to prisoners and offenders from CALD backgrounds, including legal obligations;
- › a statement of Corrections Victoria's commitment to cultural diversity; and
- › a set of actions responsive to the needs and experiences of prisoners and offenders from CALD backgrounds.

The Plan will be delivered over a 2-3 year period.

## Promoting Fire-Fighting Careers

In response to data indicating low representation of CALD communities in the Metropolitan Fire Brigade (MFB), a series of information sessions were held in early 2010 to promote fire-fighting as a career to members of diverse cultural communities, especially those that are under represented amongst the ranks of fire-fighters.

Each session included information on the role of fire-fighters, conditions of service, training, recruitment tests, and a tour of the MFB Burnley training college.

## Victoria Police Language Course

With the assistance of the Victorian School of Languages, Victoria Police continued to provide members with an opportunity to undertake a tertiary accredited language course. The nationally accredited courses include specific phrases to assist police to communicate proactively with Victorians who may be victims of crime or involved in situations such as family violence incidents, vehicle intercepts, and drug and weapon searches.

The part-time language courses aim to improve the communication skills of participating police and provide them with a greater insight into the Vietnamese and Arabic cultures.

## Increasing Maternal and Child Health Participation Rates amongst CALD Communities

This joint project between the Department of Education and Early Childhood Development (DEECD) and the City of Greater Dandenong aimed to increase maternal and child health (MCH) participation rates amongst CALD communities across Greater Dandenong.

Greater Dandenong was ranked first out of the 78 Local Government Areas (LGAs) in Victoria on the index of relative socio-economic disadvantage, making it the most disadvantaged LGA in Victoria. Over half the population (56 per cent of 136,000 people) were born overseas and 51 per cent of overseas-born residents came from a non-English speaking country.

Despite a large increase in births in the area, in 2008-09 MCH participation rates for CALD families were lower than those of non-CALD families. Barriers resulting in lower MCH participation rates included language, age, unemployment, cultural beliefs, poor access to services, lack of transport, lack of trust and lack of awareness of what the service is trying to achieve.

By working with key stakeholders and local community leaders, DEECD is developing a range of specific strategies to engage CALD communities by either focussing on enhancing engagement processes within existing services, or identifying new strategies to increase participation with MCH services through development of new work processes and practices. The Project has had positive results thus far and has seen an increase in participation rates amongst CALD communities.

## **INITIATIVES IN 2009–10 for CALD youth, older persons and women; and CALD communities in regional and rural VICTORIA**

### **Teacher Professional Learning**

The Department of Education and Early Childhood Development (DEECD) invested \$810,955 towards scholarships for primary and secondary teachers to undertake Teaching English to Speakers of Other Languages (TESOL) qualifications in response to demand in many schools across Victoria for qualified ESL teachers.

Scholarships were provided to primary and secondary teachers in government schools to increase support to students from non-English speaking backgrounds.

### **Early Years Cultural Competency Training Project**

DEECD invested \$50,000 towards early years cultural competency training, which consisted of a series of training and communication resources to enhance cultural awareness and cultural competency among Victorian early childhood professionals.

The initiative included pilot testing and delivery of early years cultural competency training to Maternal and Child Health Nurses and other Early Childhood Professionals. The training provided nurses with greater awareness and confidence regarding techniques to engage CALD families.

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

In 2009-10, VicRoads provided \$1.5 million towards the *L2P Program*, which provides disadvantaged young people, including those from migrant and refugee backgrounds, with the required number of hours of supervised driving so they can sit the VicRoads licence test.

The *L2P Program* also aims to establish a community mentoring system and to integrate disadvantaged young people and immigrants into the broader local community. The *L2P Program* is based on a partnership between local government, local communities and their agencies, and local business. In 2009-10, *L2P Program* was delivered to 32 councils including Ballarat, Baw Baw, Bendigo, Brimbank, Cardinia, Casey, Darebin, East Gippsland, Frankston, Geelong, Hume, Latrobe, Maribyrnong, Melton, Moira, Moreland, Shepparton, Swan Hill, Warrnambool, and Wodonga.

### **Sheriff's Fee Waiver**

In 2009-10, DOJ, through the Sheriff's Operations, held a series of information sessions on Fee Waivers. The Sheriff's Operations engaged with local refugee communities to assist them in dealing with and understanding their fines. The result of this activity was:

- › links were established between the DOJ's Justice for Refugee Program Community Educators, Sheriff's Operations and local community groups;
- › a number of warrants were processed, saving individuals money; and
- › key issues and concerns for communities were identified.

The sessions were delivered with the assistance of interpreters to members of Burmese, Karen, Sudanese, Liberian and Iranian communities in the Barwon South West region. A follow up session with community leaders confirmed that the exercise was received positively in the community.

### **Bilingual Staff at the Women's – Language Aide Pilot**

The VMC invested \$39,700 towards the Royal Women's Hospital (The Women's) for the development and implementation of a six month pilot project which utilised the skills of bilingual staff to assist in non-clinical communication with women who speak languages other than English. Staff were provided with training and were supported to gain NAATI Language Aide accreditation. Nine staff from The Women's gained qualifications as language aides.

This pilot project is a valuable investigation on the merits of investing in workforce diversity and capitalising on the linguistic diversity of an organisation. A formal evaluation will be undertaken upon the completion of the project.

### Tackling Race Discrimination: LEAD (Localities Embracing and Accepting Diversity)

The VEOHRC, in partnership with VicHealth, continued its commitment to the LEAD Program with an investment of \$50,000. This three-year pilot program aims to increase acceptance of diversity and reduce discrimination in employment, education and sport in two local areas, Whittlesea and Shepparton, and includes anti-racism and pro-diversity training.

#### Leadership Training Program for Young Muslims

The Department of Premier and Cabinet (DPC) provided \$92,000 in funding towards the Young Muslims Leadership Training Program. The Program aims to develop informed, confident young leaders who can speak about their faith and other issues, and participate in shaping the future of Australia and the region.

The intensive six-week program involved lectures, study tours, a conference and meetings with business, political, religious, diplomatic, and media leaders from Canberra, Sydney and Melbourne.

The Program was delivered by the Centre for Dialogue at La Trobe University in collaboration with the Islamic Council of Victoria.

#### Multicultural Liaison Officer (MLO), Better Pathways Strategy

Through the MLO, Corrections Victoria continued to facilitate greater access to prison based programs and services for women from CALD backgrounds and provided ongoing case management, support and advocacy while promoting communication between prisoners, their families and their communities. Key outcomes have included:

- › improved responses to the needs of CALD women in prison; and
- › targeted health information sessions for Vietnamese women prisoners.

#### English as a Second Language (ESL) New Arrivals Provision

In response to settlement patterns that indicated movement of new arrivals to outer metropolitan areas and regional Victoria, DEECD invested \$1.1 million to provide eligible students with an intensive ESL program. New Arrival programs were established or expanded in locations of greatest need, with relocatable buildings being placed in Ballarat, Mildura, Maroondah and Traralgon.

#### Free Kindergarten Program for 4-year-old Refugee and Asylum Seeker Children

This DEECD initiative enables 4-year-old refugee and asylum seeker children to access a quality kindergarten program for 10 hours per week at no cost through the provision of a fee subsidy.

#### **Advance: Western English Language School**

*Advance* is a school-based program for young people to volunteer in their community. Through *Advance*, young people, schools and community organisations develop networks of relationships while achieving shared goals. The program also encourages communities to support and recognise young people's participation and positive role in society.

Newly arrived students at the Wyndham campus of the Western English Language School (WELS) took part in two community projects in 2009 as part of their *Advance* program. One project involved students participating in weekly Song Room sessions which were chosen to support their English language development and performance skills. Song Room built the students' communication skills and self-confidence, as evidenced by several public performances at Federation Square. Students were taught about music production and wrote their own songs about antibullying. Their songs were then recorded and CD singles created. Students had to design their CD covers and plan the distribution of the CDs through the Wyndham Library Service and Werribee Community Centre. The activities were based within their local community in order to highlight opportunities and to build community connections.

The project was funded through the Department of Planning and Community Development.

## **SUPPORTING VICTORIA'S CULTURAL, LINGUISTIC AND RELIGIOUS DIVERSITY**

### **Refugee Health Nurse (RHN) Program**

The Department of Health (DH) invested \$2 million towards the RHN Program for continued care to refugee populations. The Program focuses on early health assessment and referrals, health promotion, linking refugees to existing health services and increasing the capacity of Community Health Services and General Practitioners to respond to the health and wellbeing needs of refugees.

The Program operates in both metropolitan and rural locations across the State which have significant numbers of newly arrived refugees. Since its inception in 2005 the Program has seen in excess of 1700 clients.

### **VMC State-wide Community Consultations**

In August 2009, the Victorian Multicultural Commission (VMC) held its annual community consultations to gauge community perceptions of Victorian government department's performance in multicultural affairs and identify areas for further action and improvement. Over 700 community leaders and service providers attended the ten consultations held in metropolitan, rural and regional areas.

Attendees included peak community organisations, small ethnic organisations, mainstream services providers, faith groups, Victorian local and state government representatives and federal government representatives, and individuals representing their community.

Over 30 written submissions were also received.

Issues raised through the consultations were referred to the relevant Victorian government departments and informed a number of government initiatives in 2009-10.

### **VMC Community Grants Program**

The VMC's \$4.5 million Community Grants Program provides support to Victoria's CALD communities, especially 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. There are several grant categories including: Strengthening Multicultural Communities; Multicultural Educational Programs; Building Facilities Improvements; Multicultural Organisational Support; and Multicultural Festivals and Events.

The Community Grants Program supported more than 2,500 Victorian communities and groups from culturally and linguistically diverse backgrounds. Grants were provided to develop:

- › Skills and leadership abilities and encourage greater participation;
- › Capable organisations and facilitate community driven solutions;
- › Create inclusive local networks; and
- › Encourage volunteer contributions to community well being, and optimal use of community resources and facilities.

Projects that encouraged greater participation and increased diversity of participants were also supported through these grants.

### **Victorian Multicultural Gambler's Help Program**

The Department of Justice (DOJ) provided \$640,741 towards assisting gamblers from CALD backgrounds through the Victorian Multicultural Gambler's Help Program. Delivered by the Centre for Culture Ethnicity and Health the program provided coordinated community development and education to raise awareness of problem gambling and its impacts, and developed appropriate methods of targeted information dissemination and translated materials.

The program also aims to increase the capacity and responsiveness of counselling services to respond to CALD communities and increase their cultural competence.

## Health and Support Services Funding

In 2009-10, DH distributed over \$15 million in funding to multicultural and ethno-specific agencies, which provide a range of services including culturally appropriate support through Home and Community Care (HACC) to individuals whose capacity for independent living is at risk. This includes \$509,424 in the HACC Supported Access Pilot Project 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 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.

DH also funded \$1.7 million to the Victorian Foundation for Survivors of Torture (Foundation House) to provide a range of health and support services to survivors of torture and trauma. Foundation House also provides training, advice and support to other agencies delivering health care to survivors of torture and trauma.

In addition, DH funded the Victorian Transcultural Psychiatry Unit a further \$1 million to provide training and support to build the capacity of the mental health sector to overcome language and cultural barriers for clients accessing appropriate mental health care.

## HACC Diversity Planning

In 2009-10, DH developed a new HACC Diversity Planning and Practice Framework. Under the new framework, the Department will work with each of the 470 HACC service providers to develop agency specific Diversity Plans, and to better understand the diversity of the HACC target group. Agencies will be required to begin diversity planning by 1 July 2011 for the 2011-14 HACC triennium. The plans will focus on five special needs groups, including individuals from CALD backgrounds. Plans will also include consideration of factors such as clients' ethnicity, emotional, spiritual, religious and cultural background and beliefs, refugee status and language.

### Justice Scholarships

DOJ's scholarships for tertiary students from refugee communities aim to enhance opportunities for students to pursue careers in the justice sector. From 2007-2009, DOJ provided a pool of \$50,000 each year for scholarships, which were awarded in partnership with Victorian tertiary institutions. Over this period, a total of sixteen students received one or two year scholarships. The program has \$50,000 pa of scholarships funding for each intake over a further two years.

DOJ is also developing a peer and mentor support program for students to maximise their tertiary performance and build their capacity to secure employment within the justice sector.

## Coast Action/Coast Care Programs

In 2009-10, the Department of Sustainability and Environment (DSE) invested \$110,000 towards Coast Action/Coast Care Programs to help educate CALD communities about coastal care. Working in partnership with Adult Migrant Education Service (AMES), DSE implemented a range of initiatives, including:

- › Summer by the Sea programs to encourage appropriate behaviours with regard to the use of the coast, involving bird tours, shell collecting and canoeing;
- › Dog's breakfast events to educate CALD communities about the responsibilities of pet ownership including access to veterinary services, trainers, and wildlife education; and
- › Bilingual Coast Guides Program, in conjunction with Parks Victoria, to train bilingual coast guides from 10 CALD communities.

Outcomes of the programs included increased awareness raising and environmental protection and appropriate use of coasts.

## Neighbourhood Renewal

Neighbourhood Renewal (NR) aims to narrow the gap between disadvantaged communities and the rest of the state by bringing together the resources and ideas of residents, governments, community groups and business to meet the identified needs of communities.

In 2009-10, the Department of Human Services (DHS) invested over \$6 million towards NR for projects that engaged local residents and community groups in planning and decision making and facilitated relationships between CALD communities, service providers and the broader community.

NR continues to develop and encourages initiatives to help CALD communities identify and address barriers to participation in education, employment, economic and social activities, and health and well being. Examples include:

- › Chinese Mother's Group;
- › African Women's Group;
- › Cultural festivals and celebrations;
- › Community kitchens;
- › ESL classes;
- › Catering and interpreting enterprises; and
- › Cross cultural training.

Across the 19 NR locations ABS 2006 Census indicates that 26 per cent of residents were born overseas and 24 per cent spoke a language other than English. Residents have reported increases in community participation, sense of belonging, pride in the community and the neighbourhood as a good place to live.

## Arts Victoria Funding

In 2009-10, the Department of Premier and Cabinet (DPC), through Arts Victoria directed \$14.7 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, 40 per cent 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.

## Frankston Multicultural Community Centre

The Department of Planning and Community Development (DPCD), through the Community Support Fund, committed \$500,000 in funding towards the Frankston Multicultural Community Centre. The Centre provides a dedicated space for CALD communities to network, run social activities and hold meetings with community groups and local services in Frankston, while providing an opportunity for social interaction and cross-cultural exchange. The centre opened on 11 October 2010.

## Consumer Affairs Victoria Outreach Service

In response to the need for greater advice and assistance on consumer affairs matters to people from migrant and refugee backgrounds, Consumer Affairs Victoria (CAV) partnered with a number of community groups and community organisations to provide outreach services on a range of topics including:

- › Renting and accommodation (leases, bonds, inspections, repairs);
- › Estate agents (buying or selling a home);
- › Motor cars (buying or selling, dealing with motor car traders, insurance and warranties, repairs and maintenance);
- › Credit and debt (credit cards, borrowing and debt collection); and
- › Scams and door-to-door sales.

A total of 205 people from migrant and refugee backgrounds accessed just one service at the Migrant Resource Centre in St Albans.

### **On the Same Wave (OTSW) Project**

DOJ continued to provide funding for OTSW, which just completed its final year, to assist lifesaving club volunteers to communicate and have a better appreciation and understanding of CALD communities, while:

- › Improving services to the wider community and developing relationships between Life Saving Clubs and CALD communities;
- › Increasing membership of CALD members to Life Saving Victoria by developing 'CALD aware' Pilot Clubs; and
- › Improving the awareness of CALD communities in relation to water safety issues.

Life Saving Victoria invested \$300,000 towards providing 133 separate education/training activities over the course of the year and life saving clubs with resource kits to engage CALD communities in programs (post the funding period) to enable the development of local capacity.

A total of 5,500 CALD community members participated in the project in 2009-10 and a total of 13,000 participants have been engaged in the project over 3 years.

### **Alcohol Information for At-Risk CALD Communities**

DH provided \$43,333 in funding towards alcohol and other drug prevention resources for CALD communities. The project utilised bi-lingual and bi-cultural health educators to facilitate in-depth health promotion sessions on alcohol with Vietnamese, Polish, Arabic, Spanish and Sudanese communities, and distributed multilingual posters and leaflets regarding alcohol use to wider at-risk CALD communities.

The project was delivered by the Turning Point Alcohol and Drugs Centre in partnership with the Multicultural Centre for Women's Health.

### **Corrections Victoria Outreach Education Project**

Justice Health, through the Multicultural Health and Support Service (MHSS), provided \$75,000 towards Blood Born Virus and Sexually Transmitted Infection awareness raising to CALD prisoners and Community Correctional Services (CCS) clients through the provision of:

- › culturally appropriate group education sessions;
- › outreach support to CALD prisoners on post-release and CCS clients to assist them to access appropriate information, prevention, testing and treatment services; and
- › resource development.

### **Kenneth Myer Asian Theatre Series**

DPC, through Arts Victoria, provided \$458,146 towards the Victorian Arts Centre for the establishment of a new biennial program presenting the best of Asian contemporary performing arts. The program increased understanding of diverse Asian cultures, developed new audiences, and encouraged engagement between Asian and Australian artists.

### **Disability Services Funding**

In 2009-10, DHS provided \$ 3.96 million in funding to a range of multicultural and ethno-specific agencies for various activities such as information on disability supports, respite support, accommodation, outreach, day programs and individual packages for people with a disability, families and carers from ethnic communities.

### **Migrant Mental Health Taskforce**

As part of the implementation of the Mental Health Reform Strategy, the Mental Health, Drugs and Regions Division held a workshop on CALD and refugee mental health in April 2010.

A report from the workshop was submitted to the Victorian Mental Health Reform Council (VMHRC) which has nominated CALD mental health as an area of focus.

## MyLanguage Project

The *MyLanguage* website is a collaborative national project, managed by the State Library of Victoria, to promote access to information for CALD communities through a web portal, and through communication and information technologies that develop and strengthen communities and facilitate their participation in the broader Victorian community. The website has 6 million information links in over 60 languages. DPC, through the State Library of Victoria, provided \$68,635 in 2009-10 towards the project.

### Cultural Diversity Week 2010

Cultural Diversity Week (CDW) is an annual state-wide celebration of Victoria's cultural, religious and linguistic diversity. Held from 14 – 21 March in 2010, the Week is scheduled to coincide with the United Nations Day for the Elimination of Racism on 21 March.

CDW provides an opportunity for all Victorians to celebrate and learn about the state's cultural, linguistic and religious diversity through a wide range of activities and events. CDW provides a platform for encouraging community harmony, with activities that are accessible to all Victorians.

The VMC coordinates two icon events during CDW – the Viva Victoria festival and the Premier's Gala Dinner. Viva Victoria is a free public event held at Federation Square. In 2010 the festival attracted around 40,000 visitors, who enjoyed entertainment across two stages from some of Victoria's best cultural performers; around 20 diverse food stalls; a multicultural market place; children's activities; and cultural workshops.

The Gala Dinner, held annually since 2003, is a popular ticketed event. In 2010 almost 1500 people attended the dinner which was held at Crown Palladium. The dinner provides a platform for showcasing the talent of Victoria's culturally and linguistically diverse communities, who often do not have access to such an audience, through a dynamic schedule of on-stage entertainment.

In addition to the organisation of their own icon events, the VMC provides support to government departments and agencies, stakeholder organisations, and community groups in planning their own activities for CDW. Support is provided through grant funding; assistance with promotion (for example, via the VMC website and E-newsletter); advice on planning and organising events; and supply of CDW promotional materials and logos. In 2010, the VMC provided grants to 310 organisations for CDW activities and events, to a total of \$306,670.

Many Victorian government departments and agencies celebrated CDW in 2010. The VMC distributed promotional materials to nine government departments. Some examples of the activities undertaken included:

- › Department of Education and Early Childhood Development contributed \$70,000 towards CDW and coordinated the Cultural Diversity Quest Awards for Victorian schools.
- › Department of Justice marked CDW with activities including music, Henna body art, a halal morning tea and a speech on multiculturalism by Arnold Zable; and presentation to recipients of DOJ Refugee Scholarships.
- › Department of Sustainability and Environment celebrated CDW in the CBD and regional offices. In the CBD Asylum Centre Resource Catering was engaged to provide Indian food and explanations of the food for morning and afternoon teas.
- › Department of Industry Innovation and Regional Development (DIIRD) delivered its annual cultural diversity forum.

## **INITIATIVES IN 2009–10 for CALD youth, older persons and women; and CALD communities in regional and rural VICTORIA**

### **CALD Women's Leadership Project**

In recognition that women from CALD backgrounds are under-represented in formal leadership and decision-making roles both within their communities and the broader community, the VMC provided \$80,000 towards the *CALD Women's Leadership Project* which aimed to:

- › encourage CALD women into formal leadership positions;
- › expand CALD women's awareness of leadership opportunities and knowledge of governance structures, processes and protocols;
- › increase CALD women's take up of leadership roles and increase participation in decision-making at the community, local government and state government levels; and
- › develop resources and networks that enable CALD women to have access to leadership opportunities within specific communities and across sectors and organisations.

The program was developed and delivered by the Multicultural Centre for Women's Health (MCWH) in partnership with Sunraysia Mallee Ethnic Communities' Council (SMECC). A total of 30 women from a diverse range of cultural backgrounds participated in the program which provided information and training on the topics including: the Australian political system; voting and democracy; women in local government; community awareness; and communication.

In addition, a best practice guide for leadership programs for immigrant and refugee women was developed by MCWH.

### **Karen Bilingual Kindergarten Program**

The Department of Education and Early Childhood Development (DEECD) invested \$200,000, over two years, in the *Karen Bilingual Kindergarten Program*, which is being conducted across two kindergarten groups for four year-olds in Wyndham. The Program involves bilingual workers providing support to Karen speaking children and their families, and the provision of Karen cultural and linguistic information to the kindergarten teachers and workers.

The University of Melbourne is undertaking research and evaluation into how the first language (Karen) provides a bridge to the acquisition of the second language (English).

### **Support for Refugee Students**

DEECD committed \$6.5 million over four years to support refugee students. In partnership with the Centre for Multicultural Youth (CMY) and Foundation House, Support for Refugee Students provides out of school hours learning support programs and training for volunteers. The project involves:

- › professional development for teachers;
- › counselling support for students;
- › assistance for schools to access specialist agencies and resources; and
- › encouragement for educational partnerships and collaboration between schools, agencies, families and communities.

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

The Department of Primary Industries (DPI) continued to provide targeted services to multicultural communities through its focus on uptake of the Regional Catchments Strategy (RCS). Approximately 20 per cent of farm families in the Shepparton Irrigation Region (SIR) are of a CALD background and DPI, through its Multicultural Facilitator, focused on improving communication and delivery of programs relating to the RCS to CALD farming communities.

The Project has also been successful in:

- › targeting emerging communities in the area of natural resource management;
- › increasing awareness of CALD communities amongst DPI staff to better recognise the values and benefits of diversity in both the workplace and client base; and

- › increasing relationships between DPI business units and CALD communities in regional Victoria particularly with the Ethnic Communities' Council of Shepparton and District.

The Project continues to provide support to various agencies regarding engagement issues with CALD farmers in the Shepparton Irrigation Region.

### **Fire Youth Mentoring Program (FYMP)**

The Metropolitan Fire Brigade (MFB) invested \$100,000 towards FYMP, a vocational mentoring program that matches mentor fire fighters with young people from CALD backgrounds.

The FYMP exposes CALD young people to fire fighting as a career, and assists and supports them to achieve success in their lives.

The FYMP is administered via Mackillop Family Services.

### **Learning for Life**

Learning for Life provides swimming lessons and water safety education to 70 children a week living in the Western suburbs of Melbourne. In 2009-10, Vic Health invested \$70,000 towards this program which:

- › improves swimming ability and participation in physical activity within CALD communities;
- › improves water safety awareness and encourages greater involvement of CALD communities in their local community and facilities;
- › draws others (parents/friends) into the project and increases indirect participation; and
- › develops the awareness of participating stakeholders about the barriers to participation experienced by members of the CALD community.

Approximately 8,000 swimming lessons have been made available to CALD children to date. Learning for Life currently is in its third year.

### **Passage to the West Mural Project and 2009 Big West Festival**

The Department of Transport (DOT), through Metlink, in partnership with the Western Young People's Independent Network (WYPIN) and local English Language Schools, provided new arrivals with the opportunity to work with Authorised Officers to generate stories related to travel, and a mural documenting reflections on their journeys.

The project involved over 30 young new arrivals and provided them with the opportunity to express themselves and raise awareness about different experiences and modes of public transport. The young people created a giant world map mural to share their transport experiences with each other and the wider community, and launched the mural at the Big West Festival.

### **Youth Participation and Access Program (YPA)**

DPCD continued to support YPA by providing approximately \$1.1 million in grants for organisations delivering activities for CALD young people.

The YPA aims to build strong, active and inclusive communities by engaging and providing support for young people to participate in their community. There are several types of activities delivered through the YPA, including life skills, civic engagement, mentoring and information and referral services.

The program supports vulnerable young people who face additional barriers to participation, including young people from CALD backgrounds and newly arrived young people and refugees.

In January 2009, with the commencement of a new three-year funding round, 28 projects for young people from CALD backgrounds were funded under the YPA.

### **Legal Education for Newly Arrived Communities**

Victoria Legal Aid (VLA), in response to the needs identified by community leaders from refugee and newly arrived communities in Shepparton, developed and delivered a series of free legal education talks and workshops to help prevent the ongoing legal problems experienced by these communities. VLA partnered with local service providers to deliver a series of sessions that included topics such as contracts, debt problems, driving law, social security, discrimination, immigration law and child protection

Sessions were delivered with the assistance of interpreters and bilingual workers in Dari, Swahili, Dinka, Kirundi, Arabic and French with over 395 community members attending the sessions.

### **Family Violence Information Sessions**

During 2009-10, Victoria Police's New and Emerging Community Liaison Officers (NECLO) delivered family violence information sessions to approximately 400 members of new and emerging communities and staff from all major community service provider organisations. Sessions focused on the definition of family violence, the role of police in matters of family violence, information regarding intervention orders, and the need for victims to develop safety plans.

Each session provided important family violence information from both a legal and a human rights perspective, while inspiring confidence in victims to take a stance against abusive practices.

### **Refugee Women Getting Credit Smart**

CAV provided \$60,000 for the provision of accessible and practical financial literacy to refugee women through a comprehensive training program incorporating real world practice, including outings and activities. The training aimed to prevent debt, and increase the capacity for women to make informed decisions. The program was delivered by Spectrum Migrant Resource Centre.

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

DH, through the Multicultural Health and Support Service (MHSS), provided \$100,000 towards HIV education and support for recently arrived communities. MHSS implemented a comprehensive local-communities strategy with relevant local CALD and health organisations and key stakeholders to address the needs of recently arrived communities in regional areas of Victoria.

The 2009-10 focus of the program was Shepparton, though the program is being systematically delivered to target communities across Victoria.

### **Media Internship Program**

DPC's Media Internship Program provided final year journalism students, or journalists practicing in the non-mainstream media, from a Muslim background with internships at mainstream media organisations. The initiative provided interns with valuable experience in the media, while assisting to build mutual understanding and respect between the media hosts and the interns.

In 2009-10, four interns were placed with The Age, ABC Radio and Leader Community Newspapers for internships ranging from two weeks to two months.

### **Women's Leadership**

DPCD, through the Office for Women's Policy (OWP) supports CALD women's participation in leadership programs, to develop women's leadership opportunities and increase the diversity among Victoria's female leaders, in particular women from CALD backgrounds.

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

In December 2009, DOT through Metlink sponsored Mission Australia's family day at the Melbourne Zoo. The family day, designed to engage newly arrived migrants, allowed families to visit the Melbourne Zoo and share the experience with people from other cultural groups. Metlink provided public transport tickets to facilitate travel to the zoo, allowing patrons who rarely use public transport to familiarise themselves and become confident in using the system. Over 3000 migrants, refugees and disadvantaged Victorian children and their families attended the event.

### **CALD Senior Surfers**

DPC invested \$87,800 in the CALD Senior Surfers program, an Internet training program delivered by the State Library of Victoria's Vicnet division. The project has established Internet hubs in ten community locations, developed multilingual training materials and provided 'train the trainer programs' to assist senior members from CALD communities to participate in the online environment.

## FOSTERING UNITY AND PROMOTING COMMUNITY HARMONY

### Education for Global and Multicultural Citizenship – A Strategy for Victorian Government Schools 2009-2013

This strategy provides leadership and direction in cultural and linguistic diversity policy for schools with the inclusion of multicultural and global education perspectives across the curriculum and whole of school practice. In 2009-10, Department of Education and Early Childhood Development (DEECD) provided \$662,500 towards the strategy for initiatives such as:

- › A professional development program for teachers utilising multicultural, global, values, civics and citizenship, human rights and studies of Asia entry points;
- › Investment of \$70,000 towards Cultural Diversity Week and coordination of the Cultural Diversity Quest for Victorian schools. There was an increased number of entries in 2010 (315 up from 74 in 2009) from more than 101 schools (compared to 33 in 2009); and
- › The Educating for Global Citizenship wiki site, which involves members/schools from India, Columbia, Serbia, United States, Kenya, Costa Rica, Cyprus, Argentina, New Zealand, and Trinidad and Tobago.

The strategy positions multicultural education in a global and citizenship framework and provides direction in terms of:

- › building inclusive school cultures and whole school practice;
- › incorporating multicultural and global education perspectives across the curriculum; and
- › equipping students with the knowledge, skills and attitudes required to live and work in our diverse society.

### Multifaith/Interfaith Grants Program

The Victorian Multicultural Commission (VMC) invested \$400,000 towards the Promoting Harmony: Multifaith and Interfaith Grants Program which provided funding to a range of projects that brought different faith and community groups together to promote community harmony, celebrate shared values and increase understanding of, and respect for, differences.

In 2009-10, over 68 grants were awarded to a range of faith, community and local government groups. The program provided funding for:

- › 16 new and existing interfaith networks; and
- › the establishment of three new interfaith networks, two of which are in the regional areas of Geelong and Shepparton, and one in Melton, a rapid growth area.

The program continued to increased social participation of marginalised and vulnerable communities including refugee women, the Oromo community in Ballarat and Geelong, and Indigenous communities.

### Media Training for New and Emerging Community Leaders

The VMC invested \$55,000 towards providing new and emerging community leaders with the skills to constructively engage with the media when speaking on behalf of their respective communities.

The training involved 32 people from over a dozen different national and ethnic backgrounds, and focused on a range of topics, including:

- › Understanding the media and understanding the culture;
- › Issues Management – big and small;
- › Proactive media and reactive media;
- › Practical media training;
- › Media laws & regulations; and
- › Relevant laws including the Racial and Religious Tolerance Act.

### Working with STAMP (Supporting Traditional African Mediators Project)

STAMP is a family violence prevention project led by the Western Region Health Centre in the western suburbs of Melbourne. The project has been collaborating with members of local African–Australian communities and other key stakeholders to develop and implement strategies to build the capacity of African–Australian leaders to undertake family violence prevention work within their communities. The Roundtable Dispute Management service (RDM) on behalf of Victoria Legal Aid, worked closely with the Western Region Health Centre in response to the need for increased participation and consultation with community elders and mediators from African communities.

Key outcomes included:

- › increased awareness and understanding of the definition of family dispute resolution in the context of the Australian Legal System for African communities;
- › increased awareness of the issues facing refugee and migrant communities going through separation and their experiences dealing with the legal system; and
- › increased awareness of challenges and experiences African families face raising children and young adults, namely problems with the law.

Mediators were from Somali, Sudanese, Ethiopian, Liberian and Sierra Leone communities

### New & Emerging Community Liaison Officer (NECLO) Program

Victoria Police introduced the NECLO Program in June 2009 to build trust, understanding and co-operation between police and new and emerging communities.

NECLOs are all highly skilled in the area of community development and work in partnership with metropolitan police officers providing advice on local issues affecting new and emerging communities.

Each of the six NECLOs has developed partnerships with local community leaders and members of new and emerging communities, and work in a proactive and preventative manner, strengthening relationships with communities in need of policing support.

One of these positions is dedicated to addressing family violence issues within new and emerging communities.

#### Australia Day at the Bowl – Jai Ho!

Since 2007, the Department of Premier and Cabinet (DPC) and the Australia Day Committee, have delivered a special event as part of the annual Melbourne Australia Day celebrations, profiling aspects of Victoria's diverse community.

In 2010, Victoria's Indian community was invited to participate in the planning and delivery of Australia Day at the Bowl - Jai Ho! There were a range of activities undertaken on the day including; a Victoria Police versus Indian students cricket match with Chief Commissioner Simon Overland; performances by popular Bollywood DJs; the renowned Dya Singh world music group; a six-piece Bollywood band the Mumbai Mail; a folk dance parade featuring 30 dancers and dhol drummers plus a special Bollywood performance.

The event was captured on all Melbourne TV channels with positive coverage and attracted wide overseas media attention. The event celebrated Victoria's diverse cultural heritage.

#### Walk for Harmony

On 12 July 2009, over 10,000 Victorians showed their support for cultural diversity on the Walk for Harmony. The Walk for Harmony provided an opportunity for Victorians to reaffirm their commitment to multiculturalism.

Walkers gathered at the Carlton Gardens from 12pm where they were entertained by Brazilian percussionists, Indian dhol drummers and Scottish bagpipers. Community leaders and politicians led the procession down Swanston Street. The Walk concluded at Federation Square to entertainment by the Black Sorrows, while an informal cricket game was played at Birrarung Marr with international students and the Victorian Bushrangers.

Concurrent walks were held in locations across the state, including Shepparton and Mildura.

### Victoria Police Multi-faith Council

In 2009-10, Victoria Police continued to support and build upon important linkages with faith communities via the Victoria Police Multi-Faith Council. In 2009, in line with the aims and objectives of the Multi-Faith Action Plan, Victoria Police broadened its chaplaincy network to include representation of police chaplains from all the major world faiths.

In addition, as a direct result of the Victoria Police Multi-Faith Council lobbying on behalf of the Sikh community, an exemption was made under the Control of Weapons Act 1990, allowing initiated Sikhs to carry the Kirpan (a sacred sword) in public.

### EMERGE

The Department of Premier and Cabinet (DPC), through Arts Victoria provides ongoing funding to Multicultural Arts Victoria (MAV) for a range of activities and initiatives. One of these initiatives is *EMERGE* which links emerging artists and communities from refugee backgrounds with established professional artists and skilled facilitators.

*EMERGE* was developed in response to ongoing community consultations with emerging refugee communities across Melbourne that identified the need for increased participation and opportunities in the arts. MAV's *Visible* programs, a component of *EMERGE*, supports artists within emerging communities with opportunities to develop and showcase their musical talents to new audiences across the State, nationally and internationally.

The program provides a series of city-based Visible Session events and accompanying audio CDs in a program that assists emerging artists from CALD backgrounds to develop their careers and build new audiences.

### Mix It Up

The Victorian Arts Centre, funded by DPC through Arts Victoria, budgeted \$632,000 towards the *Mix It Up* program. This program celebrates Victoria's cultural diversity by exploring contemporary interpretations of the performing arts from a range of traditions and cultural influences. The program aims 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 new pathways for artists from diverse cultural backgrounds to engage with the mainstream.

CALD communities engaged in the program included those from African, Balkans, Indian and Colombian backgrounds.

### Parliament of the World's Religions, Melbourne 2009

During December 2009, Melbourne hosted the Parliament of the World's Religions (PWR), the largest interfaith gathering in the world.

The 2009 PWR included 500 event programs involving intra and inter-religious discussions, sacred and cultural performances and exhibitions. The theme of the 2009 PWR was Make a World of Difference: Hearing each other, healing the earth. Speakers were drawn from a vast array of faiths and philosophies and discussed significant social issues such as poverty, the environment and conflict resolution from a faith perspective.

The 2009 PWR was attended by over 6,000 people from 80 countries. Over 500 volunteers participated in the lead up to and during the event, totalling over 4,500 volunteer hours. The event amassed over 4,500 room nights of accommodation for visitors from regional Victoria, interstate and overseas.

The PWR has left a considerable legacy and has seen an increase in the number of interfaith activities and interfaith networks across Victoria.

## INITIATIVES IN 2009–10 for CALD youth, older persons and women; and CALD communities in regional and rural VICTORIA

### Multifaith Multicultural Youth Network (MMYN)

The Victorian Multicultural Commission's MMYN was established in September 2007 to provide advice to the Victorian government on issues and initiatives that affect young Victorians of diverse backgrounds. Throughout 2009-10, the MMYN developed and implemented a range of projects to respond to needs and issues of concern in the Victorian community, including:

*MMYN Schools Tour:* is a tailored intercultural and multifaith program implemented by young people for young people with the aim of increasing awareness and understanding about the diversity of faith and cultures in Victoria and the Victorian Charter of Human Rights and Responsibilities. In May 2010, the MMYN delivered the program to 50 year 9 and 10 students at Bendigo South East Secondary College.

*Statewide Youth Forum:* the MMYN participated in the planning and implementation of a Youth Forum for National Youth Week in partnership with the Office for Youth and Aboriginal Affairs Victoria. The Forum working group included representatives of the MMYN, Ministerial Youth Advisory Committee (MYAC) and Victorian Indigenous Youth Advisory Council (VIYAC). MMYN members assisted with planning and implementation of the forum and acted as facilitators on the day. The Forum explored the themes of: identity; stereotypes, prejudice, discrimination and the media; feeling connected to your community; and positive body image and self-esteem.

*Diversity in Health Conference:* Members of the MMYN were invited to participate in the 'Diversity in Health' Conference, organised by the Centre for Culture, Ethnicity and Health in June 2010. The Conference brought together practitioners, researchers and policy-makers to explore diversity, health and wellbeing issues. MMYN members participated as delegates: devising, researching and presenting a paper on the topic of 'Interfaith Initiatives and Young People'.

### Police and Muslim Youth Council

In 2009-10, the Victoria Police Region 5 Multicultural Liaison Unit established the Police and Muslim Youth Council Project with the objective of developing a reference group of police and young Muslims, aged 16 – 25 years, to facilitate dialogue and build trust between police and local Muslim youth.

Ten young Muslims from a diverse range of cultural backgrounds were selected to join the two Region 5 Multicultural Liaison Officers on the Police and Muslim Youth Council Project. The Project's diverse cultural representation reflects community inclusiveness and promotes harmony amongst divergent ethnic Muslim groups.

In acknowledgement of the Project's advancements in enhancing relationships between police and Muslim communities in the Dandenong area, both the Department of Immigration and Citizenship, and the Australian Federal Police Community Liaison Team, have pledged support for the continuation of the Project.

### Women's Network

As part of the Department of Sustainability and Environment's (DSE) Diversity (Inclusion) Action Plan, a women's network was established to provide opportunities for women in DSE and its statutory authorities to meet for information sharing and educational purposes. The forum met twice in 2009-10, and while in its infancy, will form the basis from which women's issues, including those that relate to CALD communities, will be addressed.

### Interfaith Youth Core Training at Monash University

The VMC provided \$38,000 in funding to Monash University to work in partnership with the Interfaith Youth Core (IFYC) and InterAction Multifaith Youth Network, to conduct training with interfaith youth leaders.

The training, delivered in November 2009, aimed to:

- › Foster youth leadership and participation;
- › Establish relationships between young people and key Victorian government departments and community representatives;

- › Equip Victorian faith-based youth leaders, particularly the InterAction Multifaith Youth Network, with new skills to grow the interfaith youth movement in Victoria and beyond;
- › Establish links between the participants and the IFYC (leading global interfaith youth organisation) to continue after the training; and
- › Expand the conversation between youth of diverse religious faiths beyond those who regularly attend interfaith events by targeting broader universities, schools and community organisations.

The training complemented the many and growing positive multifaith initiatives in the State and in the lead-up to Melbourne's hosting of the Parliament of the World's Religions 2009, with a view to providing new skills to young people to assist them spreading respect for cultural and religious diversity.

### Footscray Community Arts Centre (FCAC)

DPC, through Arts Victoria provided \$187,355 in funding towards FCAC for programs that benefit the diverse communities of Melbourne's West.

In 2009-10, FCAC included programs such as Hip Hop Academy, a 10 week program offering young people from Melbourne's West an opportunity to work with some of Australia's most dynamic hip hop artists to explore aspects of hip hop culture while investigating issues of social discrimination and race relations.

FCAC's program of community-based art works, workshops, programs and events achieved attendances (including program participants) of almost 45,000 in 2009-10 as it continues to bridge social difference by creating an innovative, artistic hub in the State's metro-west, its impact reaching beyond the local area into Melbourne's western suburbs, across Melbourne, nationally and internationally.

### Department of Primary Industries, Fisheries Victoria CALD Engagement and Education Plan

In 2009-10, DPI's Fisheries Victoria (FV) sought opportunities to build relationships with CALD groups through the CALD Community Engagement and Education Plan. While still in the early stages of implementation, significant activity has taken place to establish links, develop networks, increase understanding of the CALD communities who interact with FV services, and increase FV understanding of communication needs.

In 2009-10 the following initiatives were implemented:

- › Establishing and leading a working group with the VMC advising on FV's community engagement and education with the CALD community;
- › Conducting a Meet and Greet Day to commence partnership and network development with CALD communities;
- › A Community Engagement Plan for the Venus Bay area and associated recreational pipi harvesting was developed with advice from the FV/VMC advisory group. This advice was also used in developing and implementing the Operation Cayman Compliance Plan; and
- › Assisting Parks Victoria in training Bilingual guides at the Marine Discovery Centre (MDC) in education activities and techniques.

### Talking Faiths

In 2009-10, the Immigration Museum, supported by DPC via Arts Victoria, developed a series of youth initiatives with the aim of increasing young peoples' perspectives in the development of exhibitions and programs.

One such initiative was *Talking Faiths*, a collaborative project to support intercultural and interfaith dialogue in the community, using migration stories as bridges to increase interest in and understanding of this aspect of society. During 2009, two dialogue projects for students

from a range of denominational and non-denominational schools in Melbourne were documented in film, video and online discussion material contributing to online tools to initiate, facilitate and guide multicultural and interfaith discussion with secondary and tertiary students, adult learners, and community and faith groups.

The project allowed students to interact with other young people from a range of faiths, develop friendships and break down barriers and stereotypes.

### Assertive Youth Outreach Service

In 2009, Victoria Police in partnership with the VMC, provided funding for the employment of two part-time outreach workers to support young people from new and emerging communities in the City of Greater Dandenong. After 12 months working with disengaged local young people, the outreach workers made a significant contribution to improving the situation of young people in the City of Greater Dandenong. They have achieved this through:

- › linking young people to local services;
- › promoting positive life choices;
- › facilitating community engagement and participation; and
- › supporting youth in accessing employment, education and training.

### Public Programs at Museum Victoria

During 2009-10, Melbourne Museum, supported by DPC via Arts Victoria, held a series of public programs to provide a forum for learning about cultural, linguistic and religious diversity in Victoria, including:

- › *Romp & Stomp: in partnership with community organisations such as Playgroup Victoria and Victorian Co-operative on Children's Services for Ethnic Groups (VICSEG), for children 0–5 years and their carers;*
- › *World's Biggest Playgroup: aimed at children 0–3 years and their carers, was held at Melbourne Museum. A partnership between the City of Greater Dandenong, Mission Australia and the Museum supported the participation of Dandenong residents involved in early learning programs in the municipality.*
- › *Discovering Science: at the Museum adult literacy project, which encourages refugees and migrants with low-level English skills to participate in family-based learning with their young children's playgroup.*

### Northern Community Hub

The VMC invested \$575,000 towards the Hub, which is being used as a multi-purpose community and educational space for CALD and disadvantaged communities in the northern region of Geelong.

The aim of the Hub is to provide a facility that can be used by the various migrant communities in particular those which don't have their own club rooms to conduct meetings, activities and events. This facility will be available to them of an evening and over the weekends. Diversitat will deliver programs at the Hub to newly arrived migrant groups, the elderly, youth and many of the disadvantaged groups living in the northern part of Geelong.

The benefits of this new facility will mean that many services that were previously being accessed from various locations around Geelong are now offered under the one roof. The site also has an established community garden that has been developed by the Karen and Afghan communities, which is growing rapidly, and there are future plans for a community workshop/art space to be built to compliment the success of the community garden project.

The Hub will act as an administrative base for Diversitat which represents 39 affiliated ethnic communities. The total funding towards the Hub from the State Government, through the VMC is \$1 million.

### **FReeZA: City of Darebin - Girls United**

*Girls United* was a girls-only dance event; targeted at young CALD females aged 12 - 25 within the City of Darebin. Facilitating a girls-only, fully-supervised event provided an opportunity for young girls of varying cultural and religious backgrounds to engage in a music-based event - something which they might not otherwise have had access to through 'mainstream' *FReeZA* events. Aligned with Ramadan, the *Girls United* event offered a prayer room and a traditional Iftar meal for girls breaking their fast at sunset.

As part of the *Girls United* event, a pre-event promotional activity was held at Northcote High School which gave the committee of girls who planned the events the opportunity to learn skills in promotions and marketing. Through such promotional opportunities, pre-event planning and the event itself, the committee were able to network with a diverse range of community groups, performers and event management affiliates, and to establish themselves as knowledgeable volunteers within the local youth-based cultural arts scene.

In total, over 500 young people attended the event and promotional activity at Northcote High School and provided the girls with opportunities for networking and developing relationships with like-minded young people and community organisations, enhancing and developing a practical skills base. This initiative provided an outlet for young, locally established artists to perform, promote and build upon their creative abilities.

## BOOSTING OUR ECONOMIC ADVANTAGE

### Victoriaworks for Jobseeker with Employment Challenges (VWJEC)

In 2009-10, the Department of Innovation, Industry and Regional Development (DIIRD) invested \$4.7 million in the VWJEC program. VWJEC aims to assist both the Victorian industry in meeting its labour and skill needs and enhance economic and social inclusion by facilitating sustainable employment opportunities for people with significant barriers to employment, including for refugees and recently arrived migrants. In 2009-10 an additional investment of \$10.2 million for VWJEC was committed to assist an additional 1,150 disadvantaged jobseekers into work by June 2011. VWJEC has a high level of CALD registration.

### Cultural Precincts Enhancement Fund (CPEF)

The CPEF aims to support the enhancement of public infrastructure and community space in three of Melbourne's long-established cultural precincts: Little Bourke Street; Lonsdale Street; and Lygon Street. In 2009-10, a total of \$2.8 million from the \$10 million fund was allocated to the precincts.

The CPEF is boosting the viability of the precincts and enabling them to remain sustainable and attractive for investments, and cultural and tourism activities. The key projects supported in 2009-10 were:

- › Lygon Street, Carlton: establishing a permanent stage for community and cultural activities in Piazza Italia and establishing a bocce court;
- › Chinatown, Melbourne: refurbished archways and Chinese catenary lighting between Russell and Exhibition Streets; and
- › Lonsdale Street, Melbourne: glass screens to enhance outdoor dining opportunities.

In addition to the investment, this program has garnered external funding of approximately \$12.2 million. This initiative is led by the Victorian Multicultural Commission (VMC) in partnership with the City of Melbourne and the Italian, Chinese and Greek communities.

### Interpreter Scholarship Program

The VMC invested \$127,336 towards the Interpreter Scholarship Program, a component of the Language Services Strategy (LSS), which aims to increase the supply and quality of interpreters in Victoria.

In 2009 scholarships of \$1,200 were offered to students enrolled in the RMIT Diploma of Interpreting in selected emerging languages. Students receive National Accreditation Authority for Translators and Interpreters (NAATI) para-professional interpreter accreditation upon successful completion of the course.

In 2009, 40 scholarships were awarded to speakers of Karen and Nuer. Eleven of these students completed the RMIT Diploma of Interpreting with a grade of 70 percent or higher and therefore qualified for NAATI paraprofessional accreditation.

### Welcoming and Informing Students

DIIRD provided \$50,000 towards activities that welcomed and engaged international students including: the Welcome Desk at Melbourne Airport; the distribution of Welcome Packs at Melbourne Airport; and International Student Information Days, delivered on behalf of the Victorian government by the Australian Federation of International Students, which provided accurate and timely information on key issues faced by international students in Victoria.

### Overseas Qualification Unit

DIIRD continued to support the Overseas Qualification Unit through an investment of \$278,217 to provide a range of free and confidential services to assist qualified professionals who are living and able to work in Victoria. Ninety percent of inquiries to the Unit are from people of CALD backgrounds.

### Professional Development & Internship Program (Translating and Interpreting)

The VMC continued its commitment of \$95,000 over three years for professional development and internships for practicing interpreters and translators who wish to gain professional development in specific sectors including healthcare, legal and community interpreting and translating.

The program was developed in consultation with relevant stakeholder agencies and Government Departments to ensure consistency with Government policy, and relevance to service providers, and was delivered by Monash University.

Ninety-five interpreters and translators have successfully completed the program since its inception in 2009.

### **TAFE CALD Communication Strategy**

Skills Victoria's TAFE CALD Communications Strategy aims to increase TAFE staff's awareness of CALD issues and foster understanding of the needs of people from CALD backgrounds through the provision of professional development targeted at CALD Co-ordinators.

Delivered twice yearly to approximately 50 participants, it focuses on strategies to engage and retain CALD learners, and showcases relevant Victorian government department funded initiatives and resources.

### **Harnessing diversity: addressing racial and religious discrimination in employment**

This Victorian Equal Opportunity and Human Rights Commission (VEOHRC) initiative aims to improve employment services for people from culturally and linguistically diverse backgrounds, and strengthen the capacity of National Employment Services Association (NESA) member organisations to better work with CALD job seekers. In 2009-10 VEOHRC presented at the NESA conference to 700 people and delivered on-site training to 35 people.

The initiative is in response to recommendations in the VEOHRC and VMC's 2008 "Harnessing diversity: addressing racial and religious discrimination in employment" report.

### **Culture Card**

This DIIRD initiative, funded to a total of \$50,000, enabled international students to gain free or low cost access to Victoria's cultural and social experiences such as art galleries and sporting events to enable the development of stronger links with the broader community to address issues such as isolation and safety.

### **Victorian Multicultural Business Advisory Council (VMBAC)**

DIIRD continued its support for VMBAC, the peak body facilitating the Government's interaction with Victoria's multicultural business community, through the provision of \$50,000. VMBAC's primary objectives are to recommend strategies to increase exports, promote Victoria as a culturally diverse business centre and aid the development of business opportunities 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 issues and challenges;
- › Provided opportunities for other divisions within DIIRD to consult with the multicultural business community;
- › Organised a multicultural event for Energise Enterprise to promote DIIRD export facilitation services; and
- › Coordinated a Ministerial visit to regional Victoria for small businesses to report on issues and challenges facing multicultural businesses.

### **Sister-state relationships**

Victoria has three Sister States: Jiangsu Province in China, Aichi Prefecture in Japan and Busan Metropolitan City in the Republic of Korea. These relationships strengthen and support Victoria's international engagement, foster important business relationships and drive economic growth.

During the 30th anniversary celebrations for the Victoria-Jiangsu relationship in December 2009, five Memoranda of Understanding were signed, enhancing links in a range of areas. The closer relationship has already enabled Victorian school children to participate in an exchange to Jiangsu and provided greater access to opportunities in China for Victorian businesses.

### **Business Insight Seminars – Mandarin**

DIIRD also delivered a series of seminars to newly arrived business migrants from China to assist business migrants to establish their business in Victoria.

Six business migration seminars were held in 2009-10 to more than 350 Chinese business migrants. Seminars achieved a client satisfaction rating in excess of 94 per cent.

## **INITIATIVES IN 2009–10 for CALD youth, older persons and women; and CALD communities in regional and rural VICTORIA**

### **Young Muslim Women in Regional Victoria Project**

The VMC, in partnership with Department of Premier and Cabinet (DPC) and the Department of Immigration and Citizenship (DIAC), invested \$110,000 towards supporting young Muslim women (ages 16 to 25) living in regional Victoria to increase opportunities to access employment and education pathways.

The pilot project aimed to address the barriers that young Muslim women face when accessing employment and education through a series of targeted initiatives, including: classes to develop employment skills; work placement; mentoring; employment pathways information sessions; and cultural awareness training for employers.

A total of 11 students completed workplace employability skills training; 15 students completed work placement; 170 young women and their families attended employment pathways sessions; and cultural awareness training was delivered to 98 participants at 6 sessions from local business and government sectors.

The project was based in Shepparton and Swan Hill.

### **Industry and Career Insight Seminars**

In 2009-10, DIIRD provided \$48,392 towards the delivery of seminars to newly arrived skilled migrants to Victoria. The seminars aimed to assist skilled migrants to make the most of their skills in Victoria by making a quick transition to skilled employment. Thirteen skilled migration seminars were held in 2009-10 with more than 930 skilled migrants attending.

### **Global Skills for Provincial Victoria**

DIIRD invested \$938,345 towards this initiative which 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 have 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. To date, over 550 sustainable employment outcomes have been achieved.

### **Regional Interpreter Skills Course (Shepparton)**

In 2009-10 the VMC delivered the Regional Interpreter Skills Course (RISC) program in Shepparton to 16 participants, speaking 6 new and emerging languages. The program provides an introductory course for those people interested in entering the interpreting profession in rural and regional Victoria.

The RISC aims to:

- › increase the number of skilled and, especially, accredited interpreters in key, 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 in offering services to clients with low English language proficiency by increasing the pool of interpreters available to them.

### **Sunraysia Institute of TAFE – Small Business Internship Program**

Skills Victoria funded the Sunraysia Institute of TAFE to deliver a program targeted at women from CALD backgrounds who face ongoing barriers to meaningful and suitable employment. The program developed skills which enabled the participants to establish their own business within the hospitality sector. It achieves this through accredited training supported by a structured mentoring program that was linked to work placements.

The program engaged the broader CALD community through links with Sunraysia Mallee Ethnic Communities' Council and the Mildura Rural City Council. To ensure optimum levels of participation the program was initially delivered next to a child care centre. Success stories include the establishment of a Vietnamese restaurant by one of the participants.

### Resettling visible migrants and refugees in Rural and Regional Australia

The University of Melbourne, in partnership with the VMC and Municipal Association of Victoria, received an Australian Research Council Linkage grant to undertake this project which examines the interrelated social, economic and political factors that shape the resettlement experiences of recent visible migrants and refugees in rural and regional Victoria.

The project aims to:

- › Better understand the settlement experience and how visible migrants and refugees in regional Victoria develop a sense of identity and belonging to Australia;
- › Examine a range of settlement models, planned and spontaneous, and factors contributing to their relative success;
- › Explore in detail the employment patterns and pathways of migrants and refugees, the support they receive, and the barriers they face in the labour market, and
- › Assess government policies for settling migrants and refugees, getting them jobs, and building harmonious and vibrant communities.

The project began in February 2009 with a three-year duration and will contribute to improving the settlement experiences of visible migrants and communities.

### Cultural Support Program

During 2010, Skills Victoria funded Chisholm Institute of TAFE to deliver a cultural support model that aimed to engage young refugees and recent arrivals in Melbourne's southeast in Vocational Education and Training (VET).

The program targeted young Afghan males with limited and interrupted schooling, and who were disengaged from education and employment. Participants undertook English language training that was customised to support pathways into trade training. This was complemented by trade tasters in skill shortage areas. A Cultural Support Worker supported participants at all stages of the program, as well as increased the TAFE's awareness of cultural issues relating to this particular learner group.

This initiative has been promoted across the VET sector as an innovative approach to engaging young people from CALD backgrounds in training pathways and employment.



## PART B: DEPARTMENTAL REPORTING

Use of interpreting and translating services

Multilingual publications

Progress and forward initiatives under Cultural Diversity Plans

CALD representation on government boards, authorities and committees

Spending on multicultural advertising campaigns

Measures to promote human rights

## USE OF INTERPRETING AND TRANSLATING SERVICES

### Expenditure on interpreting and translating services

The following list provides an indication of expenditure on language services in 2009-10. 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/Outcome
<b>Support for parents/ guardians and school communities (translation and interpretation services)</b>	\$994,118	<ul style="list-style-type: none"> <li>› Facilitated parent and community engagement through early childhood and school education translation and interpretation services including: <ul style="list-style-type: none"> <li>– 9,333 onsite interpreting assignments;</li> <li>– 1,955 telephone interpreting assignments; and</li> <li>– 321 translating assignments.</li> </ul> </li> </ul>
<b>Kindergarten multilingual telephone line</b>	\$11,000	<ul style="list-style-type: none"> <li>› Provided people from CALD backgrounds with access to information and advice about kindergarten and other relevant service support.</li> </ul>
<b>Office for Children Language Services Credit Line</b>	\$1,100,000	<ul style="list-style-type: none"> <li>› 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.</li> <li>› 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.</li> </ul>

#### Department of Health\*

Service	Expenditure	Description/Outcome
<b>Hospital expenditure on language services</b>	\$9,362,218	<ul style="list-style-type: none"> <li>› Hospitals are funded through a case-mix model, which includes funding for language services. Hospitals (including mental health services) report to DH on expenditure on language services.</li> <li>› Outcomes include improved access to services by reducing communication barriers and ensuring appropriate care is delivered.</li> </ul>
<b>Direct funding to community health services for language services</b>	\$1,678,007	<ul style="list-style-type: none"> <li>› Direct funding was provided to community health services, and other health services including mental health services and HACC, that more commonly use language services to provide linguistically appropriate information, care and service delivery to clients from non-English speaking backgrounds.</li> <li>› Outcomes include improving access to health services by reducing communication barriers and ensuring appropriate care is delivered.</li> </ul>

Service	Expenditure	Description/Outcome
<p><b>DH and DHS Shared Credit line</b></p> <p>(DHS manages the credit line system on behalf of DH)</p> <p>Reporting is 1 Oct 2009 – 30 June 2010 to reflect machinery of govt changes.</p> <p>DHS reporting includes Department of Health expenditure to end of September 2009.</p>	\$740,580	<ul style="list-style-type: none"> <li>› The DH-DHS credit line system is a centrally funded and administered contract for language services. Particular program areas allocate an annual budget for their credit line/s and this pool of funds is used to provide language services to DH funded agencies that are considered 'small users' of language services.</li> <li>› Outcomes include improving access to health services by reducing communication barriers and ensuring appropriate care is delivered.</li> </ul>

#### Department of Human Services

Service	Expenditure	Description/Outcome
<p><b>DHS Language Services credit line</b></p> <p>(*includes Department of Health expenditure to end September 2009)</p>	\$971,152	<ul style="list-style-type: none"> <li>› The DHS credit-line system is a centrally funded and administered contract for language services. Program areas are allocated 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.</li> </ul>
<p><b>Children, Youth and Families –Program area language service expenditure</b></p>	\$517,394	<ul style="list-style-type: none"> <li>› Program areas including child protection; youth services and youth justice; and concessions purchased language services through operational budgets, as required, to improved access to services, by reducing communication barriers and ensuring appropriate care is delivered.</li> </ul>
<p><b>Language Services for the Office of Housing clients</b></p>	\$555,000	<ul style="list-style-type: none"> <li>› Includes language services for tenants and applicants seeking assistance from Regional Housing Offices, the Maintenance Call Centre and central Program Areas such as Complaints and Appeals and the Language Link telephone information service.</li> </ul>

#### Department of Innovation, Industry and Regional Development

Service	Expenditure	Description/Outcome
<p><b>Locally-based foreign language guides</b></p>	\$60,325	<ul style="list-style-type: none"> <li>› Engaging locally based foreign language guides have heightened the destination experience for the visitor and fosters social and economic benefits for the guide and the local destination.</li> <li>› Guides were sourced with the following language skills: Chinese, Japanese, French, German, Italian, Russian and Korean.</li> </ul>
<p><b>Translating Services Program</b></p>	\$10,000	<ul style="list-style-type: none"> <li>› The service is utilised by Business Victoria to assist people where English is not their first language to access programs and services in relation to starting a business, growing and or managing their business.</li> </ul>

## Department of Justice

Service	Expenditure	Description/Outcome
Magistrates' Court of Victoria, interpreting and translating services (includes VOCAT and Children's Court).	\$1,550,181	<ul style="list-style-type: none"> <li>› Interpreting services provided in the Magistrates' Court to improve access to the justice system for CALD communities. In 2009-10 there were 6,146 day bookings for interpreters.</li> <li>› Community engagement with CALD communities is incorporated into courts local management plans and reporting requirements.</li> </ul>
Neighbourhood Justice Centre, interpreting and translating services	\$81,600	<ul style="list-style-type: none"> <li>› Provide access for non-English speaking clients to interpreting and translating services.</li> </ul>
VCAT Interpreting Services.	\$196,700	<ul style="list-style-type: none"> <li>› Provided at all VCAT locations across Victoria to assist CALD users with improved access to the Tribunal.</li> </ul>
Victoria Police, interpreting and translating services	\$1,187,634	<ul style="list-style-type: none"> <li>› Provided interpreting and translating services to facilitate communication between police and non-English speaking persons.</li> <li>› Services provided for clients presenting as victims, witnesses, suspects and offenders.</li> </ul>
Victoria Police Language Allowance Scheme	\$67,315	<ul style="list-style-type: none"> <li>› A language allowance is paid to bilingual police members who are prepared to utilise their language skills in the workplace. Members must be NAATI accredited to receive this allowance.</li> </ul>
Office of Public Prosecutions, interpreting and translating services	\$362,000	<ul style="list-style-type: none"> <li>› Services provided for the purpose of ensuring access to and understanding of the court process and to facilitate support services for victims of crime and prosecution witnesses.</li> </ul>
Victoria Legal Aid, interpreting and translating services	\$399,709	<ul style="list-style-type: none"> <li>› Provision of interpreters for telephone information, advice and minor work and payment as a disbursement under grants of assistance.</li> <li>› In 2009-10 the language service expanded to include Persian (Farsi), and relaunched its Greek service.</li> </ul>
Victorian Equal Opportunity and Human Rights Commission (VEOHRC) - interpreting and translating services	\$12,000	<ul style="list-style-type: none"> <li>› The VEOHRC ensures all staff are trained to identify and use translators in their daily contact with the community.</li> <li>› Interpreters are used where appropriate, to ensure effective service delivery.</li> </ul>
Dispute Settlement Centre of Victoria interpreting service	\$48,656	<ul style="list-style-type: none"> <li>› Free interpretation service provided by DSCV during mediation sessions and to clients seeking dispute resolution advice.</li> </ul>
Victorian Electoral Commission, interpreting and translating services	\$23, 519	<ul style="list-style-type: none"> <li>› Provision of telephone interpreting services.</li> <li>› 1,446 callers used the telephone interpreting service in 2009-10.</li> </ul>

### Department of Planning and Community Development

Service	Expenditure	Description/Outcome
<b>Language Services Program</b>	\$270,000	<ul style="list-style-type: none"> <li>› The Local Government Language Services Program is designed to improve 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.</li> </ul>
<b>Companion Card - Victorian Interpreter and Translation Service for people with a disability.</b>	\$11,250	<ul style="list-style-type: none"> <li>› Provided interpreter services regarding Companion Card issues in a range of languages.</li> </ul>
<b>Seniors Card - Telephone Interpreter Services for Senior Victorians</b>	\$3,617	<ul style="list-style-type: none"> <li>› Provided interpreter services regarding Seniors Card issues in a range of languages.</li> </ul>

### Department of Premier and Cabinet

Service	Expenditure	Description/Outcome
<b>Translation services for correspondence sent to the Premier</b>	Undertaken as required within the overall Cabinet Secretariat budget	<ul style="list-style-type: none"> <li>› Translation of Premier's correspondence written in languages other than English, to enable appropriate responses to be prepared</li> <li>› In 2009–10 languages included Greek, Arabic and Chinese.</li> </ul>

### Department of Primary Industries

Service	Expenditure	Description/Outcome
<b>Translating and Interpreting Services, Fisheries Victoria</b>	\$2,415	<ul style="list-style-type: none"> <li>› Fisheries Officers use interpreting and translating services during field compliance duties to convey information about Fishers' rights when their client's first language is not English.</li> </ul>

### Department of Sustainability and Environment

Service	Expenditure	Description/Outcome
<b>Customer Service Centre</b>	\$930	<ul style="list-style-type: none"> <li>› CSC provides telephone information to members of the public in relation to the activities of the department, including emergency information such as the Victorian Bushfire Information Line.</li> <li>› Interpreters were used 56 times in 2009-10 allowing customers to have their questions addressed in languages other than English.</li> </ul>

## Department of Transport

Service	Expenditure	Description/Outcome
<b>Interpreter-assisted learner permits and driver tests</b>	\$822,599	<ul style="list-style-type: none"> <li>› People from non-English speaking backgrounds can apply for a learner permit or licence through interpreter-assisted tests.</li> <li>› In 2009-10, there were 12,368 interpreter-assisted tests performed (an increase of 74 per cent from the year before).</li> </ul>
<b>Interpreter-assisted telephone customer service</b>	\$64,129	<ul style="list-style-type: none"> <li>› VicRoads Call Centre provided services in languages other than English to customers from non-English speaking backgrounds.</li> </ul>
<b>Public transport information</b>	Expenditure is funded under the Metlink Services Agreement	<ul style="list-style-type: none"> <li>› Metlink offered a telephone translation service for state-wide public transport enquiries in 13 languages other than English. Telephone numbers for the services are published on various Metlink brochures, and on the Metlink website.</li> <li>› Customers can also call the interpreter service and listen to pre-recorded information.</li> <li>› The Metlink interpreter service received 291 calls requiring interpreters in 2009-10.</li> </ul>

## Department of Treasury and Finance

Service	Expenditure	Description/Outcome
<b>State Revenue Office, translating and interpreting services</b>	\$6,624	<ul style="list-style-type: none"> <li>› The SRO uses the National Translating and Interpreting Services, organised through the Department of Immigration and Citizenship, to provide customers with translation of all written material, electronic forms and telephone interpreting.</li> </ul>

Total identified expenditure for interpreting and translating services, including expenditure through funded agencies, in 2009-10 was \$21,631,038 which was an increase from 2008-09 (\$20,987, 736).

## MULTILINGUAL PUBLICATIONS

The following list of publications and resources 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.

DEPARTMENT	PUBLICATION	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
Department of Education and Early Childhood Development	Support for CALD Parents	Translation of communication products and alternate communication mechanisms to support effective delivery of early childhood services to families with little or no proficiency in English.	Key early childhood health and development information translated into 17 community languages.
	<i>Transition: A Positive Start to School.</i>	This program aims to improve experiences of starting school by strengthening the development and delivery of transition programs and by providing a tool for families and educators to share information about a child's learning and development.  Included a range of services to assist CALD children and families with the transition to school, including: <ul style="list-style-type: none"> <li>› Funding for bilingual workers to provide additional, on-site support to all early childhood services;</li> <li>› Translation of information for parents on the use and completion of Transition Learning and Development Statements.</li> </ul>	Translation of the Transition Resource Kit into 21 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.	Courses in Arabic, Chinese and Spanish.
	Teaching Karen language.	Aimed to support new and emerging refugee communities by providing language tuition for their children to maintain their mother-tongue.  Meetings were also held with the Chin community throughout 2009, with Chin Language classes planned to start in 2010.	Classes in Karen.
	Single Mothers: A resource for parenting solo	A resource for single mothers to reduce the social isolation they can experience and provide advice on where to find support.	The publication has been printed in 3 community languages.
	'Welcome to Early Childhood Services', 'Welcome to School', 'Welcome to Secondary School' publications	These publications were translated and distributed to kindergartens, children's services and schools and made available on DEECD's website.	The guides are translated into 5 languages.

DEPARTMENT	PUBLICATION	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
	<i>ABCD Parenting Adolescents Program: Somali Module</i>	This program provided access to parenting information and strategies to manage adolescent children.	Materials available in Somali Arabic and Somali dialects.
	Children's Services in Victoria	Information for parents and guardians to help them understand children's services legislation, including information about children's services in Victoria and the obligations of the services to comply with the law	The publication is available in 16 community languages.
<b>Department of Health</b>	Victorian Patient Satisfaction Monitor	The VPSM allows patients of Victoria's health services to provide feedback on their health care experience. In 2009-10 the VPSM was distributed in 6 new community languages bringing the total to 16 community languages.	Available in 16 community languages.
	<i>"Filling the Gaps"</i> Nutrition and Physical Activity Resources and community educator training	Royal Children's Hospital (RCH) consulted with 5 CALD communities to develop culturally appropriate nutrition and physical activity resources.  Tip sheet topics included: <ul style="list-style-type: none"> <li>› Tap into Water Everyday - Drink water, not sugar!</li> <li>› Turn Off, Switch to Play</li> <li>› Limit screen time and increase play every day!</li> <li>› Plant Fruit &amp; Veg in your Lunch box – Eat vegetables and fruit every day!</li> <li>› First foods for babies</li> </ul>	Available in 6 community languages.
	Multilingual Glossary Project	In response to concerns from workers in the Blood Born Viruses (BBV) and Sexually Transmitted Infections (STI) sector that most interpreters in newly arrived communities have difficulties interpreting sexual health and BBV terminologies an online glossary resource was developed to offer an extensive list of BBV and STI terms that are translated in English and 10 other languages.  The website also contains print-friendly versions of the glossary in 15 languages for interpreters to download and take with them to relevant jobs.	Available in 15 community languages.
<b>Department of Human Services</b>	<i>'Preparing your mind to deal with bushfire season'</i> and <i>'Protect your health this summer'</i> fact sheets	A web based initiative which enables communities to access vital information.	Available in 10 community languages.

DEPARTMENT	PUBLICATION	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
	<i>Individual Support Package</i> (ISP) Handbook	The ISP Handbook provides information to people from CALD backgrounds on Individual Support Package arrangements, which are the services and supports available to people living with disabilities, and allows people with disabilities to have more control over the services they require.	Available in 16 community languages.
	Tenant News and Office of Housing brochures	Production and translation of Tenant News and other Public Housing brochures to enable CALD clients of the Office of Housing have access to important information in their preferred language.	Brochures available in 9 community languages.
<b>Department of Innovation, Industry and Regional Development</b>	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 from CALD communities.	Ongoing management of tourism websites which include a range of community languages.
	Relocation Guide brochure - Mandarin	This publication assists prospective business and skilled migrant to relocate and settle in Victoria. 1,142 printed copies and 1,500 CD's have been distributed to migration agents in China, South Africa and Australia.	Mandarin speakers
	<i>ways2work</i> online toolkit translations	<i>ways2work</i> is a website that provides practical information to assist parents and carers to return to work and achieve work life balance with their prospective employers to create family friendly workplaces.	Web-based materials are available in 10 community languages.
	Study Melbourne Website	The website provides people from China and Japan with vital information when considering studying in Victoria.	The website has portals managed by the Victorian government offshore posts in China and Japan.
<b>Department of Justice</b>	<i>"Getting on the Road: a Guide for new migrants"</i>	Production, translation and distribution of Consumer Affairs Victoria (CAV) DVD to enhance access to consumer information for CALD communities.	DVD available in 18 community languages.
	Victims Support Agency publication strategy.	Translation of publications for victims of crime to provide relevant and accurate information. Languages were primarily the new, emerging communities including East African and South East Asian communities.	Publications available in 30 community languages.
	Working With Children Check	Translated audio and print materials to ensure that members of CALD communities have access to general information about the Check.	Translation available in 34 community languages.

DEPARTMENT	PUBLICATION	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
	Infringement Management and Enforcement Services brochure translations	Translation of brochures and public information documents into community languages to enhanced ability of CALD groups to access relevant Sheriffs documentation in their own language.	Available in 23 community languages.
	The Coroners Process brochure <i>"What do I do now?"</i>	<p>This critical publication at the Coroners' Court outlining what happens immediately after a death is reported was re-designed and translated.</p> <p>The Coroners' Court recognises the importance of striving to continually expand the number of publications which are translated into languages other than English and remains a priority of the Court.</p>	Available in 16 community languages.
	The "Reaching Agreement" website	<p>Provides conflict-coaching material in video format. In order to reach as wide and diverse an audience as possible, the videos are available in 7 community languages, Auslan and with subtitled versions of the English language videos.</p> <p>In addition, written guides to dispute resolution in Victoria are available.</p> <p>The Reaching Agreement website won the Australian Bureau of Statistics Technical Award at the 2010 National Multicultural Marketing Awards.</p>	<p>Videos available in 7 community languages.</p> <p>Written guides are available in 10 languages.</p>
	Human Rights Passports	Publication translated to increased awareness of human rights and the Charter of Human Rights and Responsibilities.	Available in 2 community languages.
	Victoria Legal Aid (VLA) provision of legal information	<p>VLA translated a selection of brochures and materials to raise awareness of services among the CALD community and inform and educate them about a wide variety of legal topics.</p> <p>In addition, VLA provides a free telephone legal information and referral service for the Victorian public.</p>	<p>VLA produced 35 versions of translated publications in community languages in 2009-10.</p> <p>The telephone legal information and referral service took 4,298 calls which provided assistance to people in their own languages.</p>
	Corrections Victoria Translated Materials Project	Prisons and CCS have translated resources and signage available in multiple languages to improve CALD people's access to resources.	Printed materials have been produced in 9 community languages.
	<i>'Can I or Can't I' and 'Bushfire Survival Guide'</i>	Bushfire safety literature was provided in 32 different languages targeting CALD communities to support CFA's summer fire safety campaign.	32 community languages accessible through the CFA website.

DEPARTMENT	PUBLICATION	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
<b>Department of Planning and Community Development</b>	<i>Family Violence Help Cards</i>	Cards set out the Family Violence service system on a Local Government Authority (LGA) basis and include statewide services women, children and men. The Help Cards contain contact information for specialised services in 7 local councils and have been widely distributed.	Printed in 12 community languages.
	Planning for Broadmeadows	Translated consultation material was published in the top 6 spoken languages in Hume.	Published in 6 community languages.
	Elder Abuse Prevention Strategy (EAPS)	Provided opportunities for CALD seniors to receive information on identifying elder abuse and how to access support (available to download from the Office of Senior Victorians website) and translation of two elder abuse prevention fact sheets.	Fact sheets available in 8 community languages.
	Footscray Renewal	Translated consultation material was published in the top 7 spoken languages in Maribyrnong	Fact sheets available in seven community languages.
<b>Department of Premier and Cabinet</b>	Information brochures	Information brochures were developed by the NGV and included an outline of the offerings of the NGV and corresponding campuses.	Brochures were produced in 6 community languages.
	Training workbooks (State Library of Victoria)	Provided education resources in languages other than English and added to the education resources on the 'Lerni' website.	In 2010, training workbooks were translated into Easy English and languages of 10 emerging communities.
	Translated Information Project – Police Powers under the <i>Terrorism (Community Protection) Act 2003</i>	Brochure outlining information about Victoria Police's counter-terrorism powers.	Available in 14 community languages.
<b>Department of Primary Industries</b>	<i>'Sustainable Fishing'</i>	Fisheries Victoria developed and translated materials and products to assist in increasing awareness in CALD communities regarding recreational fishing activity and fisheries management.	Karen
	Fisheries Victoria CALD Engagement and Education Plan	Translation of literature about recreational pipi harvesting and limits into languages other than English increased awareness and resulted in improved community relations and compliance.	Available in Chinese and Vietnamese.
	<i>Fruit Fly Program</i>	Literature providing advice on fruit fly outbreaks was translated into commonly spoken languages for use in the Melbourne Metropolitan area.	Available in 5 community languages.

DEPARTMENT	PUBLICATION	DESCRIPTION	LANGUAGES OTHER THAN ENGLISH
Department of Sustainability and Environment	'Our Water Our Future'	The <i>Our Water Our Future</i> initiative sets out 110 actions for sustainable water management aimed at every sector of the community, seeking to secure water supplies and sustain growth over the next 50 years.  Water savings fact sheets and on line information are available in 12 community languages.	Available in 12 community languages.
Department of Transport	Public transport brochures	Metlink published and distributed <i>Fares and Travel Guide</i> , a comprehensive public transport brochure, in languages other than English.  The translated <i>Fares and Travel Guide</i> brochures replace fact sheets produced by Metlink in previous years.	Available in 15 community languages.
	Starting Out Safely Early Childhood Road Safety Education Program	Materials produced to assist parents and carers of young children to supervise and teach their children safe road use practices from an early age.  More than 100 early childhood education centres ordered multicultural child/parent materials.	Available in 5 community languages.
	Multilingual Guide to Child Restraints and Booster Seats (DVD)	A DVD resource which aims to provide parents and carers of young children with information on the correct use of child restraints.	Available in 9 community languages.
	Family Guide to Bike Education ('Bike Ed')	Booklet which provides information for parents on supporting their child's riding skills development, the need for correct riding gear and a safe bike, and safer places to ride. The booklet is available on Vic Roads website.	Available in 5 community languages.

## PROGRESS AND FORWARD INITIATIVES UNDER CULTURAL DIVERSITY PLANS

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

Under this commitment, departments are required to:

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

At 30 June 2010, departments were in the process of developing, implementing and monitoring their Cultural Diversity Plans, and a number of departments were in the process of developing new Cultural Diversity Plans.

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

Department	Detail
<b>Department of Education and Early Childhood Development</b>	<p>DEECD has undertaken a range of initiatives which align to its <i>Cultural Diversity Plan 2008-2010 (CDP)</i>, including:</p> <ul style="list-style-type: none"> <li>› Integrating cultural competency training into professional learning for Maternal and Child Health nurses.</li> <li>› Delivery of Cultural Diversity and Language Services Training for Early Years Service Providers to enhance cultural awareness among professionals who deliver early childhood services.</li> <li>› Utilising community radio to disseminate key early childhood messages in a series of community services announcements for Arabic and Chinese communities.</li> <li>› Reviewing school council websites to enable relevant information to be presented in community language to assist parents and members of the school community to understand the role of school council and councillors.</li> </ul> <p>DEECD's CDP is linked to the corporate and business planning processes. DEECD is in the process of developing a new CDP.</p>
<b>Department of Health</b>	<p>DH launched the <i>Cultural Responsiveness Framework: guidelines for Victorian Health Services</i> to guide Health Service Cultural Diversity Planning. The Framework has a stronger link to the clinical governance framework, with domains covering organisational effectiveness, risk management, consumer participation and effective workforce.</p> <p>The <i>Improving access and responsiveness in mental health services</i> has a focus on more culturally responsive services for CALD and refugee communities through support for workforce development and skills augmentation in specialist mental health services.</p>

Department	Detail
<b>Department of Human Services</b>	<p>DHS is currently in the process of developing a new Cultural Diversity Plan which is intended to be a 'living document' and will be available as a web based resource.</p> <p>In 2009-10, DHS undertook a range of initiatives which align to their previous CDP, including:</p> <ul style="list-style-type: none"> <li>› Training, delivered by Turning Point Alcohol and Drug Centre, to DHS services involved in supporting people from CALD backgrounds experiencing alcohol and drug related issues.</li> <li>› Online training for new staff on the DHS Code of Conduct, to ensure all new staff are aware of their responsibilities and rights in the workplace in relation to respecting cultural diversity. This instils knowledge of issues relating to cultural diversity in new staff across the department who either directly or indirectly are involved in the delivery of services to CALD communities.</li> </ul>
<b>Department of Innovation, Industry and Regional Development</b>	<p>DIIRD's Cultural Diversity Plan 2009-2012 was endorsed at the end of 2009 and is currently being implemented. Key initiatives delivered in 2009-10 include:</p> <ul style="list-style-type: none"> <li>› Recruitment and internal practices - raising awareness of cultural diversity and its significance within DIIRD by promoting CALD champions within each division of the Department.</li> <li>› Online legislative and regulatory information for Victorian small businesses in 15 community languages to ensure all businesses access to all legislative and regulatory information.</li> <li>› Study Melbourne website which provides information about study opportunities in Melbourne, in languages other than English.</li> <li>› Annual Cultural Diversity Forum to build the capability and competency of our people in managing cultural diversity in the workplace.</li> <li>› Mandatory induction training for new DIIRD employees which highlights the benefits of a diverse workforce.</li> </ul>
<b>Department of Justice</b>	<p>DOJ is in the process of implementing and monitoring their Cultural Diversity Plan 2009-11. Examples of initiatives being progressed under the CDP include:</p> <ul style="list-style-type: none"> <li>› Ongoing provision of the DOJ translations website which provides a gateway to translated publications that relate to DOJ. Diversity Issues Unit aims to annually review, update, maintain and promote the site.</li> <li>› The DOJ Diversity Issues Unit assisted in the delivery of the cultural diversity awareness component in the Certificate IV Court Registrars training program to ensure that the court system is appropriately equipped to respond to issues relating to CALD communities.</li> <li>› "One VICSES" diversity training involving training provided to all Victoria State Emergency Services staff and volunteers. VICSES is also aiming to increase the diversity of staff and volunteers measured in the intake and retention of multicultural members.</li> </ul>

Department	Detail
<b>Department of Planning and Community Development</b>	<p>The DPCD Inclusion Plan creates the foundation of a positive culture for inclusion and human rights both within DPCD and in interactions with clients, stakeholders and communities. The Inclusion Plan addresses how DPCD's goods, services, policies and programs will be delivered in a way that is inclusive of all population groups including CALD communities, women, youth, seniors, Aboriginal and Torres Strait Islanders and people with a disability.</p> <p>The plan describes the actions the DPCD will undertake during the year to achieve inclusive practices and is updated on an annual basis.</p>
<b>Department of Premier and Cabinet</b>	<p>DPC meets cultural diversity outcomes areas through its corporate plan. Arts Victoria and the arts agencies are all currently creating Cultural Diversity Plans. Activities across the arts portfolio that support requirements include:</p> <ul style="list-style-type: none"> <li>› The Australian Centre for the Moving Image (ACMI) delivery of cultural competency service delivery training to core front of house staff, public programs staff and key staff who were working on the ACMI in the regions project.</li> <li>› The Public Record Office Victoria (PROV) engagement of the ESL students in tours to raise awareness of available services and improvement of access to translation services for CALD communities.</li> <li>› The State Library of Victoria's 'Lerni' website, an online multilingual resource kit for ACE (Adult Community Education) providers working with emerging communities across Australia.</li> </ul>
<b>Department of Primary Industries</b>	<p>The <i>Equity, Diversity and Inclusion Strategy 2010 -2012</i> outlines DPI's priority activities in relation to Indigenous Australian, young people, women, matured aged employees and culturally, religiously and linguistically diverse communities. Forward initiatives under the strategy include:</p> <ul style="list-style-type: none"> <li>› Awareness session and information events promoting different DPI campaigns to CALD communities;</li> <li>› In consultation with community groups, identify opportunities for improving their involvement in DPI policy, program and project development; and</li> <li>› Increase the number of DPI publications in languages other than English to address specific target groups and campaigns.</li> </ul>
<b>Department of Sustainability and Environment</b>	<p><i>DSE's Diversity (Inclusion) Action Plan 2009-2012</i> adopts a comprehensive approach to addressing barriers to access and equality for target groups identified in legislation or policy, including women, youth, people with a disability, Indigenous Australians, matured aged and people from culturally and linguistically diverse backgrounds.</p> <p>The Action Plan sets out specific actions in relation to each target group, along with timelines for delivery and achievement of outcomes. One current initiatives includes training for new inductees and all managers on diversity and equal opportunity.</p>

Department	Detail
<b>Department of Transport</b>	<p>The DOT's <i>Diversity and Inclusion Strategy 2010-12</i> sets the overarching framework for Diversity and Inclusion. One of the key focus areas of the Strategy is supporting people from CALD backgrounds.</p> <p>In 2009-10, DOT undertook the following initiatives:</p> <ul style="list-style-type: none"> <li>› Cross cultural communication training to increase the awareness of DOT people who have direct public interface with people from CALD backgrounds.</li> <li>› Mandatory online induction training which included the 'Fair Treatment, Access &amp; Equity' module which involves education about diversity and inclusion, discrimination and human rights.</li> </ul>
<b>Department of Treasury and Finance</b>	<p>The DTF <i>Cultural Diversity Plan</i> is in its final stages of development and will shortly go to the DTF Board for endorsement.</p> <p>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 and linguistically diverse backgrounds obtaining and maintaining employment.</p>

## CALD REPRESENTATION ON GOVERNMENT BOARDS, AUTHORITIES AND COMMITTEES

Of the 1,979 new appointments to government boards, authorities and committees in 2009-10, 9.8 percent (194) were people who identified as being from a CALD background.

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

Total board numbers as at 30 June 2010, were 6,775 of which 6.5 percent (437) were from CALD backgrounds. This represents an increase from 2008-09 (5.4 percent).

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

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

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

**TABLE 1: New appointments (including re-appointments) 2009-10**

Number of bodies	Number new appointments	Culturally diverse backgrounds	
		Number	%
524	1,979	194	9.8

**TABLE 2: Composition of all boards as at 30 June 2010**

Number of bodies	Total positions	Culturally diverse backgrounds	
		Number	%
896	6,775	437	6.5

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

TABLE 3: Representation of people from culturally diverse backgrounds by department – Figures for 2008-09 and 2009-10

Department	New appointments %		All boards %	
	2008-09	2009-10	2008-09	2009-10
DEECD	2.7	10.5	7.4	11.8
DH*	N/A	5.8	N/A	2.4
DHS*	4.9	12.5	2.3	9.8
DIIRD	11.2	1.6	5.7	6.5
DOJ	5.3	25.0	8.4	23.2
DPCD	9.2	19.0	7.0	10.6
DPC	38.9	24.0	34.9	30.2
DPI	9.6	13.0	9.6	11.3
DSE	10.6	11.8	11.8	11.4
DOT	10.6	9.3	12.4	9.8
DTF	8.6	9.6	3.0	6.5
<b>Overall</b>	<b>8.6</b>	<b>9.8</b>	<b>5.4</b>	<b>6.5</b>

*\*DH and DHS were previously the same department (DHS). Thus data prior to 2009-10 is not available for DH, and DHS' data is not continuous due to the split.*

## PERCENTAGE OF TOTAL EXPENDITURE ON MULTICULTURAL ADVERTISING CAMPAIGNS

### Multicultural Communications Policy

Under the current government Multicultural Communications Policy, departments and agencies are required to:

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

In 2009-10, 5.9 percent of campaign expenditure was committed to multicultural media across the whole of government (including public entities and statutory authorities). This figure represents a significant increase from 2008-09 (3.2 percent).

Seven departments exceeded the five percent target and core departments (excluding public entities and statutory authorities) had an average 7.4 percent spend.

### Multicultural 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 multicultural advertising campaigns from 2009-10.

Department	Example
<b>Department of Education and Early Childhood Development</b>	Advertisements were placed on metropolitan and regional radio to raise awareness in Arabic and Chinese-speaking communities of issues around children’s literacy, healthy eating, immunisation and how to access interpreter services.
<b>Department of Health</b>	DH provided funding for advertising campaigns on SBS television in metropolitan and regional Victoria throughout 2009-10 to ensure key messages reached a wide range of CALD audiences.  Quit and Victorian Cancer Action Plan Campaigns with print advertisements translated into 11 community languages.
<b>Department of Human Services</b>	Advertising ran in ethnic press to disseminate information to CALD families about mental health services. Advertisements were translated into 8 community languages..
<b>Department of Innovation, Industry and Regional Development</b>	Tourism Victoria ran domestic advertising campaigns on SBS (television) to support the Melbourne in Spring and Melbourne in Winter campaigns, Mornington Peninsula food & wine brand and Daylesford brand advertisement to raise awareness about these destinations.  Advertising on SBS ensures Tourism Victoria campaigns and destination information can reach a range of people from diverse backgrounds.
<b>Department of Justice</b>	Victoria Police Multicultural Advisory Unit enhanced its linkages to ethnic media outlets throughout Victoria in 2009-10. A total of 112 ethnic print media outlets were invited to participate in identifying both the major policing issues affecting their target audience, and the key messages Victoria Police should be delivering to communities. The database and information gathered formed the basis of a communication strategy serving to facilitate the provision of tailored general and emergency police information to multicultural communities.  In addition, the Police Recruitment campaign included half page press advertisement and 45 second radio commercials from July to October in 13 community languages to attract police recruits from diverse cultural backgrounds.

Department	Example
<b>Department of Planning and Community Development</b>	DPCD ran advertisements which provided opportunities for CALD seniors to receive information on identifying elder abuse and how to access support.  The Elder Abuse Prevention Strategy radio advertising on SBS radio comprised of 52 x 60 second radio advertisements in 12 community languages.
<b>Department of Premier and Cabinet</b>	The Victorian Arts Centre's <i>Mix It Up</i> events were frequently featured in ethnic media including advertising and promotions of events and editorial coverage.  Media outlets included a range of community language outlets and ensured that Victoria's diverse communities were engaged in the events.
<b>Department of Primary Industries</b>	Fisheries Victoria ran advertisements in seven Chinese and Vietnamese print media to provide information regarding pipi catch limits in Venus Bay.
<b>Department of Sustainability and Environment</b>	The 'Our Water Our Future' advertising campaign aimed to increase water awareness in CALD communities and featured in both ethnic press and radio in 2009-10.
<b>Department of Treasury and Finance</b>	Advertisements providing information about the First Home Buyers Grant ran during SBS foreign language news to ensure that information reached a range of people from diverse backgrounds.
<b>Department of Transport</b>	In 2009-10, the Road Safety Regulations implemented six new Road Rule packages and remade several Road Safety Regulations. DOT announced and published the changes in ethnic print media, brochures, DVDs and via the Internet.  Ten fact sheets were also produced in 8 community languages.

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

CALENDAR YEAR	Percent (%)
1999	2.27
2000	2.16
2001	3.20
2002	3.84
2003	4.20
FINANCIAL YEAR	Percent (%)
2003-2004	5.10
2004-2005	3.65
2005-2006	3.10
2006-2007	3.30
2007-2008	3.50
2008-2009	3.20
2009-2010	5.90

Percentage of total expenditure on CALD advertising campaigns by department in 2008-09 and 2009-10.

Department	2008-09 (%)	2009-10(%)
Department of Education and Early Childhood Development	2.3	7.0
Department of Human Services	2.5	9.0
Department of Health	N/A	9.0
Department of Innovation, Industry and Regional Development	2.2	6.0
Department of Justice	4.6	8.0
Department of Planning and Community Development	5.7	4.0
Department of Premier and Cabinet	4.4	4.0
Department of Primary Industries	3.1	3.0
Department of Sustainability and Environment	5.0	3.0
Department of Transport	5.0	8.0
Department of Treasury and Finance	6.5	7.0

## MEASURES TO PROMOTE HUMAN RIGHTS

Departments took a number of measures in 2009-10 to promote human rights for multicultural communities in accordance with the Victorian Charter of Human Rights and Responsibilities Act 2006 (the Charter Act). The following initiatives provide examples of the work underway across government and are not intended to be an exhaustive record of the output from Victorian government departments.

Department	Example
<b>Department of Education and Early Childhood Development</b>	DEECD implemented the <i>Education for Global and Multicultural Citizenship – A Strategy for Victorian Government Schools 2009-2013</i> which provides leadership and direction in cultural and linguistic diversity policy for schools and includes Human Rights and Civics and Citizenship Education modules.
<b>Department of Health</b>	<i>Australian Charter of Health Care Rights in Victoria</i> is an adaptation of a national resource developed by the Australian Commission on Safety and Quality in Health Care which describes the rights of patients, consumers and other people using the Australian healthcare system. DH promoted and printed the Charter in 25 community languages and audio and Braille.
<b>Department of Human Services</b>	<p>A working group was established with membership from child protection, family services, family violence, sexual assault and key community stakeholders to explore responses to issues of barriers to achieving best practice in the delivery of child and family intervention services to families of a refugee and humanitarian background.</p> <p>This activity reflects the human rights values of participation, non-discrimination and attention to vulnerable groups, empowerment and linking planning, policies and practices to human rights principles and standard.</p>
<b>Department of Innovation, Industry and Regional Development</b>	As part of the International Education Week, Victoria's Equal Opportunity & Human Rights Commission & Victims Support Agency held information sessions to disseminate vital information to international students.
<b>Department of Justice</b>	<p>The 'Human Rights are Aussie Rules Program' is an initiative of the Eastern Community Legal Centre (ECLC) that responds to the need for community human rights education following the Charter's introduction. The program which receives funding from the Department of Justice and the Department of Planning and Community Development will be implemented in Victorian schools.</p> <p>The program uses the slogans such as <i>'The right to wear your team scarf is no different than the right to wear a headscarf'</i>. The project uses sport as a metaphor to cross cultural and linguistic boundaries, emphasising human rights principles.</p> <p>The project aims to strengthen communities, promote social inclusion and help reduce racial, religious and cultural bullying and intolerance amongst children.</p>

Department	Example
<b>Department of Planning and Community Development</b>	<p>In 2009-10 DPCD developed <i>A Right to Respect: Victoria's Plan to Prevent Violence Against Women 2010-2020</i> which focuses on preventing violence against women before it occurs. The plan will ensure policy development and delivery meet obligations in regard to gender equity, social inclusion and participation.</p> <p>The Victorian government will take the following steps to oversee the implementation, monitoring and review of the plan: the development of three-year implementation plans and the accompanying frameworks for Reporting; and annual internal reporting through the Prevention Interdepartmental Committee with links to reporting mechanisms against the Victorian Charter of Human Rights and Responsibilities Act 2006.</p>
<b>Department of Premier and Cabinet</b>	<p>The National Gallery of Victoria requires all new employees to undertake training program <i>Respect for Others</i> as part of induction, involving a human rights component.</p>
<b>Department of Primary Industries</b>	<p>DPI's online education program explains DPI's diversity policy and each staff member's rights and responsibilities in relation to the Department's Bullying and Harassment policy, DPI's Values and Behaviours, the VPS Code of Conduct, and the Charter of Human Rights Responsibilities Act 2006. This program is mandatory for all DPI staff to complete.</p>
<b>Department of Sustainability and Environment</b>	<p>'Working in DSE' and 'Managing in DSE' provide new inductees and all managers with human rights training and information on the Victorian Charter of Human Rights and Responsibilities.</p>
<b>Department of Transport</b>	<p>DOT Ethical Behaviour Committee (EBC) continued its work in 2009-10, including:</p> <ul style="list-style-type: none"> <li>› Overseeing, reviewing and providing advice to the DOT Leadership Team on the Department's people practices, processes and technology to ensure they promote and reinforce ethical behaviour, which includes human rights; and</li> <li>› Develop strategies that build commitment to, and foster, an ethical organisational culture within DOT consistent with Government-wide approaches, such as consideration of human rights.</li> </ul> <p>EBC is developing an ethics training program which will be delivered to DOT staff in 2010- 2011. The training fosters conduct and decision making that is compatible with the principles in the human rights charter.</p>
<b>Department of Treasury and Finance</b>	<p>DTF staff undertook Human Rights Training which aimed to provide staff with the information to fulfil their responsibilities under the Charter of Human Rights, including the right to equality.</p>

## GLOSSARY

DEECD	Department of Education and Early Childhood Development
CAV	Consumer Affairs Victoria (Department of Justice)
DH	Department of Health (formally part of DHS)
DHS	Department of Human Services
DIIRD	Department of Innovation, Industry And Regional Development
DOJ	Department of Justice
DPCD	Department of Planning and Community Development
DPC	Department of Premier and Cabinet
DPI	Department of Primary Industries
DSE	Department of Sustainability and Environment
DOT	Department of Transport
DTF	Department of Treasury and Finance
VEOHRC	Victorian Equal Opportunity and Human Rights Commission
VMC	Victorian Multicultural Commission

Authorised by the Victorian Government, Melbourne.

#### ACCESSIBILITY

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ISBN 978-1-921831-35-5



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