

Victorian Government Achievements in Multicultural Affairs 2004–2005



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Ministers' Foreword

As part of our commitment to serve all Victorians, the Bracks Government recognises and is addressing the unique needs of our culturally and linguistically diverse (CALD) community. We believe that Victoria's diversity is one of our greatest assets.

Victoria has been enriched by the presence of people from all over the world and the benefits are evident in the social, cultural and economic life of the State. According to the 2001 Census, 43.5 per cent of Victorians were either born overseas, or have a parent who was born overseas.

We come from over 200 countries, speak more than 180 languages and follow over 110 religious faiths. Amidst this diversity, Victoria continues to set a benchmark in harmony and cohesion. The proportion of Victorians who enjoy our diversity and believe that multiculturalism makes life better is increasing.

We continue to actively encourage migration into our State, notably through our *Skilled Migration Strategy* which is increasing Victoria's share of Australia's skilled migrant intake.

We require that government departments consider the diverse needs of their respective client groups when delivering their services and programs. Our existing commitment to report annually on multicultural achievements is preserved under the *Multicultural Victoria Act 2004*.

The Act came into effect on 1 January 2005 and mandates that government departments report annually on their response to the needs of their diverse clients and that a whole of government report be tabled in Parliament each year.

At the time of the last census, 21 per cent of all Victorians spoke a language other than English at home. Victoria has proven itself to be a leader in the provision of language services, particularly through the \$2.75 million *Language Services Strategy*, a key initiative of the Victorian Government to improve interpreting and translating services for Victorians from CALD backgrounds.

Projects undertaken in 2004–05 included promotion of the online *Health Translations Directory*, scholarships for trainee interpreters and an interpreter awareness training video for use in schools. Through the Strategy, Victoria led the development of the National Interpreter Symbol, launched in May 2006.



Community participation ensures that we are responding to the range of needs in our community. We have drawn on community partnerships to strengthen the range of policies and programs that support our community and promote tolerance and understanding within Victoria.

In December 2004 we launched the *Disability Services CALD Strategy*, to reorient disability support services to people with a disability who come from CALD backgrounds.

We are working to ensure that the compositions of government boards and committees reflect our diverse community. The Victorian Multicultural Register was launched in June 2005. The Register contains details of people from CALD backgrounds interested in serving on Victorian Government boards and committees, for use by departments.

We are pleased to release the *Victorian Government Achievements in Multicultural Affairs: 2004–05*, the first report prepared under the requirements of the *Multicultural Victoria Act 2004*.

The report highlights the Government's specific achievements during 2004–05, in particular:

- innovation in the delivery and management of language services across government;
- increased representation on government boards and committees by people of CALD backgrounds; and
- an increase in the number of overseas settlers to Victoria, which in 2004–05 took 24 per cent of Australia's overall skilled migrant intake.

With the publication of this report, communities have access to information about programs and activities that were undertaken in the past financial year. We consider this report to be integral to our commitment to supporting the diversity within the Victorian community.

The Victorian Multicultural Commission will undertake extensive community consultation on this report. We invite all Victorians to have their say by participating in the discussions.

In the year that we invited the world to Melbourne to celebrate the Commonwealth Games with us, let us all continue to celebrate our diversity as Victorians.

Hon Steve Bracks MP
Premier of Victoria
Minister for Multicultural Affairs
 June 2006

Hon John Pandazopoulos MP
Minister Assisting the Premier
on Multicultural Affairs
 June 2006

The Benefits of Diversity

Victoria's diversity is one of our greatest assets.

The diverse cultural backgrounds, languages and abilities in our community contribute significantly to the success of our State, with tangible economic and social benefits.

In protecting and valuing our diversity, we will continue to reap many benefits, including:

- the ability to cater for a wide variety of languages and cultural differences;
- an international perspective for the local industries of arts, services, education, business and commerce;
- a wealth of overseas techniques and expertise coming to Victoria;
- knowledge of different social and business cultures helping local businesses to access overseas markets; and
- support to the Victorian tourism industry.

Victorian Government Achievements in Multicultural Affairs

The 2002 *Valuing Cultural Diversity* policy statement outlined the Government's whole-of-government approach to cultural diversity under four core principles:

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

This policy is scheduled for revision in 2006–07. An updated policy statement is planned, setting a new framework for future initiatives in the multicultural affairs portfolio across the Victorian Government.

The 2002 *Population and Diversity* election statement outlined commitments in multicultural affairs within three broad areas:

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

As part of its efforts to promote tolerance and diversity, the Government enshrined the principles of multiculturalism in law on 1 January 2005, when the *Multicultural Victoria Act 2004* came into effect. Together with existing legislation, including the *Equal Opportunity Act 1995* and the *Racial and Religious Tolerance Act 2001*, the Act provides a comprehensive statutory framework for multicultural affairs in Victoria.

Through the mandated reporting requirements set out in the *Multicultural Victoria Act 2004*, government departments must report annually on their efforts in responding to the needs of their culturally and linguistically diverse clients. Across several key reporting areas, promising trends are evident.

There is increased focus on using language services across program and service delivery. Particular progress has been made in improving the availability and quality of interpreters, for example in emerging languages; building awareness across government of interpreting and translating services; and connecting Victoria's CALD communities to language services.

In disseminating information to all Victorians, the State Government is responding to the communications needs of the CALD community, recognising that there is increasing demand for information to be provided in languages other than English. Consumer, legal and health information is now provided in a range of languages through the Internet. It is expected that our efforts to meet this need will continue to grow and develop.

Among the many major initiatives that promote multiculturalism and meet the needs of Victoria's CALD communities, we can highlight the Victoria Police *New and Emerging Communities Forum*, which aims to connect new communities with Victoria Police services.

We continue to encourage the participation of CALD people on boards and committees across government, with the aim that such bodies will become more representative of our community as a whole.

Outline of the Report

It is a requirement of the *Multicultural Victoria Act 2004* that State Government departments must report annually on their achievements in multicultural affairs across several key reporting areas, including:

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

The following pages highlight the Government's specific achievements during 2004–2005, as detailed by individual departments against the reporting areas.

Under the reporting areas, we highlight:

- major achievements;
- examples of good practice; and
- forward priorities.

This report provides a snapshot of what departments have achieved. For more information on various programs, you may wish to contact the relevant department. Contact details are included at the end of this report.

Reporting Areas

Use of Language Services

Major achievements in 2004-05

Department for Victorian Communities (DVC)

To address shortages of interpreters, DVC continued to implement initiatives under the *Language Services Strategy*, which in 2004–05:

- provided scholarships for trainee interpreters in emerging languages (Dinka, Dari, Oromo and Somali);
- redeveloped the Victorian Diploma of Interpreting so that more educational institutions are able to offer it;
- conducted research into the labour market for interpreters and the related issues;
- facilitated interpreter awareness training in Community Health Services in partnership with the Department of Human Services (DHS);
- developed multimedia tools that provide interpreter awareness training for the education and law enforcement sectors;
- developed policies and protocols for language services in the new Family Violence Division of the Magistrates' Court;
- funded DHS to develop the *Find your Language* online language identification tool to assist clients to request an interpreter in the correct language; and
- began the process for developing contract standards to improve funding and purchasing agreements for language services.

Department of Human Services (DHS)

In 2004–05, DHS spent approximately \$4.1 million on language services. This figure does not include money spent on language services by DHS agencies from their core funding. It also does not cover expenditure in some program areas where services are directly provided by DHS, for example child protection.

In addition to funding for day-to-day provision of language services, DHS undertook a range of other language services projects and enhancements.

These included:

- creation of five new credit lines for regional health services;
- through funding under the *Language Services Strategy*, researching the mental health training needs of interpreters, and delivering *Working with Interpreter* training to all areas of mental health services; and
- through funding from the *Language Services Strategy*, a range of communications and activities promoting the online *Health Translations Directory*, which saw use of the Directory almost double in the 2004–05 period.

As identified as a forward priority in the 2003–04 report, the Department developed and launched the *DHS Language Services Policy* in 2004–05. The policy outlines the requirements for using professional interpreting and translating services for people who speak little or no English when making significant life decisions and for where essential information is being communicated.

Reporting Areas

Use of Language Services

Department of Justice (DOJ)

As well as disseminating information to the CALD community through translated information brochures and literature, Victoria's emergency services also:

- produced radio advertising for the Country Fire Authority's summer and winter fire campaigns in a variety of languages; and
 - developed a language aide policy, guidelines and procedures for the use of language aides by the Metropolitan Fire Brigade.
- boat operator license tests were administered in eight languages other than English (Arabic, Chinese, Greek, Italian, Vietnamese, Maltese, Croatian and Turkish); and
 - following the recommendations of a Parliamentary Inquiry into older road users, *The Older Driver Handbook* was translated into six languages other than English (Arabic, Chinese, Greek, Italian, Vietnamese and Spanish).

In its implementation and evaluation of the *Coode Island Community Warning System*, the Office of the Emergency Services Commissioner involved representatives of major ethnic communities in the trial of an automated telephone message and information system. This delivered information in the person's language of choice, as well as in subsequent telephone interviews and surveys during the evaluation of the system.

Department of Education and Training (DET)

With funding under the Language Services Strategy, the Department produced the *Talking in Tune* video to assist schools in working with interpreters (see *Examples of Good Practice* on page 9).

Department of Infrastructure (DOI)

In 2004–05, the Department through VicRoads ensured that:

- lists of multilingual and translator services were provided on all substantial public information documents;
- telephone services in languages other than English were provided by the VicRoads Call Centre;
- interpreter-assisted license tests were available for non-English speakers. In 2004–05, 3,735 interpreter-assisted tests were administered;

Department of Innovation, Industry and Regional Development (DIIRD)

The Office of Small Business arranged a series of workshops aimed specifically at Victoria's CALD communities, through its *Under New Management* program (see *Examples of Good Practice* on page 14). Several of these workshops were conducted in languages other than English, including Mandarin and Turkish.

Department of Premier and Cabinet (DPC)

The *MyLanguage Portal Project*, a joint partnership between the State Library of Victoria and other state and territory libraries and information services, commenced in 2004–05. This two-year project encourages and expands online access for CALD groups in their own language by developing a resource discovery tool in 60 languages (see *Examples of Good Practice* on page 9).

The Department also used interpreting and translating services for visiting delegations from Victoria's "sister states" in Japan and China.

Examples of Good Practice

Department of Education and Training Interpreter Awareness Tool: *Talking in Tune: A guide to working with interpreters in school*

The multimedia training tool *Talking in Tune: A guide to working with interpreters in schools* was developed by the Department of Education and Training in partnership with the Department for Victorian Communities' *Language Services Strategy*.

Talking in Tune, which is available as a video, DVD or CD-ROM, highlights effective strategies for working with interpreters. It is targeted at teachers and school personnel who communicate with CALD families in their school communities. The resource is accompanied by a user guide that contains key learning points and focus questions to generate group discussion.

MyLanguage Portal Project

The *MyLanguage Portal Project* began in 2004 and aims to encourage and expand online access of information resources for CALD groups in their own language.

The portal provides access to over six million information links, including search engines, web directories, government websites, digital library projects and syndicated news headlines in almost 60 languages other than English.

The national *MyLanguage* portal is a joint partnership between the State Libraries of New South Wales, Queensland, South Australia, Victoria and Western Australia, as well as the Northern Territory and Australian Capital Territory library and information services. (www.mylanguage.gov.au)

Reporting Areas

Use of Language Services

Forward priorities 2005–06

Department for Victorian Communities

Through the *Language Services Strategy*, the Department will continue to further enhance the delivery and quality of language services. Major projects will include:

- finalisation of a *National Interpreter Symbol* and public release of the Symbol, which will coincide with the launch of a new Victorian Interpreter Card;
- development and launch, in partnership with the Department of Justice, of the *Justice Translations* website of translated information about justice and the legal system;
- continuation of the DVC Interpreter Scholarships program assisting students to undertake interpreter courses in emerging languages, particularly languages spoken by recently-arrived refugees from Africa;
- interpreter awareness training programs in selected hospitals and community health services, in partnership with DHS;
- development of a preparatory course in interpreter skills for speakers of African languages living in Colac, Warrnambool and Geelong;
- survey of clients' experience of interpreting services in the health system;
- developing a resource, jointly funded with DHS, for interpreter awareness training for mental health professionals;
- research into the number of speakers of African languages in Victoria and their literacy levels;
- developmental work on the *Whole of Victorian Government Multilingual Website*, which will provide a single point of access to translated information, resources and services from across the Victorian Government; and

- finalisation of quality standards for contracts between government departments and organisations providing language services.

Department of Human Services

The Department will conduct a review of its arrangements for the funding and purchase of language services, as well as implementing a range of *Language Services Strategy* initiatives across its Community Health, Safety and Quality Branch, the Office for Children, and the Diversity Unit.

The Department will also develop a multimedia training tool for health services workers on working effectively with interpreters.

Department of Justice

The Department will launch and advocate the uptake and use of the *Justice Translations Project*. This project aims to enhance the accessibility of translated information about the Victorian justice system using an online search engine.

The Department will also develop and implement a languages services policy and guidelines for working with interpreters and translators.

Department of Premier and Cabinet

The Department will continue the *My Language Portal Project*, encouraging and expanding online access for CALD groups in their own language.

Reporting Areas

Communication in languages other than English

Major achievements in 2004–05

Department for Victorian Communities

In 2004–05 the Department was active in:

- translating the *Multicultural Victoria Act* 2004 discussion paper into: Amharic, Arabic, Bosnian, Cambodian, Chinese, Croatian, Filipino, Greek, Hindi, Italian, Macedonian, Maltese, Polish, Russian, Serbian, Sinhalese, Somali, Spanish, Turkish and Vietnamese;
- providing interpreters for participants in community consultations for the *CALD Women's Project*. Forty interpreters for 16 languages were engaged at consultation meetings held throughout Victoria. A summary of the consultation discussion paper was translated into 21 languages;
- ensuring that sufficient on-line and telephone information about the Melbourne 2006 Commonwealth Games was made available in Arabic, Greek, Italian, Hindi, Chinese, Turkish and Vietnamese;
- providing interpreter support and multilingual staff for clients of the Overseas Qualifications Unit from non-English speaking backgrounds;
- using interpreting and translating services in the delivery of its community strengthening and volunteering programs;
- providing translators and telephone interpreters for people from CALD backgrounds applying for – or changing details on – Victorian Seniors Cards;
- providing funding of \$243,000 to local councils to enable provision of language services for residents; and
- translating the *Codes of Behaviour for Junior Sporting Clubs* into Amharic, Arabic, Somali, Tigrinya, Vietnamese, Pashtun, Chinese, Dari, Persian, Croatian and Serbian.

Department of Human Services

The Department undertook a variety of projects, including:

- translation of updated information for mental health carers and about patients' rights;
- conducting interviews for the DHS *Victorian Population Health Survey*, in Italian, Greek, Mandarin, Cantonese, Vietnamese and Macedonian; and
- radio advertising in Arabic, Turkish, Spanish, Vietnamese, Cantonese and Mandarin to ensure a broad awareness of the key messages in the *Kindergarten is for Everyone* campaign.

Department of Justice

The Department responded to the increasing demand for consumer information in languages other than English across its many agencies:

- Consumer Affairs Victoria identified “high interest” areas for communities who spoke languages other than English, translating nine information fact sheets as a result. It also reprinted *New Country New Home*, in Arabic, English, Chinese and Vietnamese for tenants, and in Chinese, English and Vietnamese for landlords;
- The Dispute Settlement Centre of Victoria's brochures were translated into 21 languages, including Albanian, Amharic, Assyrian, Bosnian, Hungarian, Indonesian, Samoan, Tagalog, Thai and Urdu;
- The Multicultural Consumer Unit within Consumer Affairs Victoria regularly presented on SBS radio and provided translations of media releases;
- Corrections Victoria ensured that its privacy policy reached as many prisoners and offenders as possible, by translating the *Information Privacy* brochure into several languages, chosen on the basis of current available data on the birth country of Victorian prisoners; and
- Victoria Legal Aid's legal information and referral service answered 5,746 calls in languages other than English. This service was offered in 14 other languages.

Reporting Areas

Communication in languages other than English

Department of Education and Training

In 2004–05, the Department offered a range of translation and interpreter services to ensure that people from non-English speaking backgrounds had access to information about education and training in Victoria. These included:

- free interpreting and translating services to government schools, within guidelines, including the *Information and Referral Service*, a telephone interpreter service for callers seeking information about education and training options. In 2004, a total of 7,787 on-site and telephone interpreting assignments were provided in 69 languages, and 217 documents were translated into 39 languages for government schools;
- translation of standard school notices in 22 languages, available on the Internet; and
- translation of *Bringing Learning to Life – an information handbook for parents* into Arabic, Mandarin and Vietnamese. The Handbook explains the public education system, services, programs and initiatives.

Department of Infrastructure

On behalf of the Department, Metlink is responsible for the provision of public transport customer information services. In 2004–05, Metlink offered:

- a telephone interpreting service for public transport inquiries in languages other than English, including Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Somali, Spanish, Turkish and Vietnamese; and
- translations of three key brochures: *Fares and Travel Guide*, *Travelling with a Concession Metcard*, and *Travelling with Metcards: Your Rights and Responsibilities*, into ten languages.

Department of Innovation, Industry and Regional Development

Industrial Relations Victoria translated introductory information on their website and several information brochures, including child employment information and outworker information, into a number of languages, including Arabic, Cambodian, Chinese, Greek, Italian, Macedonian, Somali, Thai, Turkish and Vietnamese.

Department of Premier and Cabinet

Across agencies in the Department's Arts portfolio, information documents, tours and education programs continued to be produced and conducted in languages other than English.

The National Gallery of Victoria collaborated with *Alliance Francais* and other language associations on language programs for schools and the public. An Italian Education Officer was appointed to assist.

Department of Primary Industries/ Department of Sustainability and Environment

Both departments continued to share the Customer Service Centre, a state-wide service with a telephone interpreter contact point for non-English speaking customers. Languages include Serbian, Spanish, Vietnamese, Italian, Croatian, Mandarin, Russian, Arabic, Cantonese and Greek.

Department of Treasury and Finance

The State Revenue Office (SRO) continued to use telephone interpreting services for its service delivery and communications role. The SRO also maintained an internal database of staff with skills in languages other than English to enable clients to discuss taxation queries in their first language where possible.

Multicultural Communications Policy

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

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

Since 1999, the proportion of expenditure on ethnic advertising campaigns by government departments steadily increased, meeting the Government's five per cent target for the first time in 2003–04 (at 5.1 per cent). In 2004–05, only three departments met or exceeded the target (see table on page 14) and overall the proportion fell below the target, with 3.65 per cent of campaign expenditure committed to ethnic media, excluding expenditure on the Commonwealth Games.

While the Government did not meet the five per cent target in 2004–05, there was excellent work done by individual departments in reaching the CALD community through ethnic media.

Across government, specific communication strategies and projects included:

- launch of a joint partnership between DVC, SBS and nine regional local councils, for the *SBS Regional Broadcasting Project* to improve access to Language Other than English (LOTE) radio programs for CALD communities in regional areas.

The partnership will explore the possibility of extending SBS radio coverage into nine local government areas through feasibility studies, with a view to accessing the Commonwealth-funded SBS self-help re-transmission subsidy scheme to purchase radio transmitters;

- DOI assistance to CALD communities to establish online presence through the *Connecting Communities Policy Framework*. Funding was provided to 22 organisations, as part of DOI's goal of supporting free or affordable public Internet access for disadvantaged groups in Victoria; and
- in the Arts portfolio, development of the *MyLanguage Portal Project* (see *Examples of Good Practice*, page 9).

Campaigns advertised in ethnic media – some of which were produced in languages other than English – included:

- *Our Water, Our Future* campaign;
- *Back to School* campaign to raise awareness of the back-to-school date for government schools;
- *Kindergarten is for everyone* campaign;
- campaign for the recruitment of overseas doctors in rural areas;
- Tourism Victoria advertising campaigns, promoting destinations throughout the State; and
- advertising of the Victorian Government's programs and services for small businesses.

Through its problem gambling communications strategy, DHS committed at least five per cent of the television media buy to ethnic media. Advertisements were translated into 11 languages. Media releases and brochures were also translated.

Consumer Affairs Victoria's Multicultural Consumer Unit conducted over 100 radio interviews and ran features in newspapers to raise awareness of consumer issues in CALD communities.

Forward Priorities 2005–06

Departments will continue to work towards achieving five per cent ethnic media target within all campaign advertising programs.

Reporting Areas

Communication in languages other than English

Percentage of Total Expenditure on Ethnic Advertising Campaigns

Calendar Year	% of Total Expenditure on Ethnic Advertising Campaigns
1999	2.27
2000	2.16
2001	3.20
2002	3.84
2003	4.20
Financial Year*	%
2003-2004	5.1
2004-2005	3.65

* Since 2003, percentages have been compiled on a financial year basis

Percentage of Total Expenditure on Ethnic Advertising Campaigns by Department, 2004-05

By Department	% of Total Expenditure
Department of Education and Training	1
Department of Human Services	4
Department of Innovation, Industry and Regional Development	2
Department of Infrastructure	1
Department of Justice	5
Department of Premier and Cabinet	11
Department of Primary Industries	15
Department of Sustainability and Environment	3
Department of Treasury and Finance	3
Department for Victorian Communities	2

Examples of Good Practice

Under New Management (UNM) Program

The UNM program, conducted by the Office of Small Business within the Department of Innovation, Industry and Regional Development, offers valuable information to Victorian businesses and individuals contemplating small business ownership.

Recognising that many small business operators are from CALD backgrounds, a series of workshops were conducted aimed specifically at Victoria's CALD community.

In 2004-05, workshops were conducted in Mandarin with approximately 90 participants. In addition, there were 80 attendees at workshops hosted by the Adult Multicultural Education Service and 26 attendees at workshops hosted by the South Eastern Migrant Resource Centre.

In the years 2003, 2004 and 2005, 34 workshops were run that specifically targeted the CALD community, with 469 people attending in total.

Languages and Multicultural Education Resource Centre (LMERC) Library

The Languages and Multicultural Education Resource Centre promotes the importance of linguistically and culturally inclusive teaching.

The Centre has a collection of 24,000 items to support specific programs and curriculum for languages other than English (LOTE), English as a second language (ESL) and Multicultural Education. The collection contains teaching and learning resources in 40 languages, and includes resources for teachers of students from newly-arrived communities.

In 2004, over 3,500 teachers and educational professionals visited the Centre, and 16,000 items were borrowed for use in government and non government schools across Victoria.

The Centre encourages teachers to promote and affirm diversity in all aspects of their practice and interactions with other staff and students. It also ensures that resources selected by teachers reflect Australia's cultural diversity, expand students' cultural horizons and help students to develop cross-cultural understanding.

The Centre has close working relationships with other resource providers for CALD communities, educational providers, teacher associations and school communities. The Centre is open to Victorian teachers in all school sectors, including after hours community language schools.

For more information, please contact the LMREC on (03) 9349 1418.

Government Communications in a Multicultural World Seminar

The Department of Premier and Cabinet held its third consecutive *Government Communications in a Multicultural World* seminar in March 2005 as part of Cultural Diversity Week.

The full-day seminar gave 150 Victorian government representatives the opportunity to learn about the needs of CALD communities from a range of media and communications experts from across government and industry.

The Hon. John Pandazopoulos, Minister Assisting the Premier on Multicultural Affairs, addressed the audience on the importance of the *Multicultural Victoria Act* 2004 and reinforced the message that government has a clear responsibility to continue finding better ways to communicate to Victorians with limited English proficiency.

In raising awareness and an understanding of CALD strategies, it was hoped the attendees would be better placed to reach the whole of government commitment of a five per cent advertising spend in ethnic media, as required under the Government's *Multicultural Communications Policy*.

Reporting Areas

Major improvements and initiatives

Major achievements in 2004–05

Department for Victorian Communities

The most significant of the Department's achievements over 2004–05 was the introduction of the *Multicultural Victoria Act* 2004, which became operational on 1 January 2005.

The Act:

- establishes principles of multiculturalism;
- re-establishes the Victorian Multicultural Commission (VMC); and
- establishes reporting requirements for government departments in relation to multicultural affairs.

The Act does not create new rights or offences, and does not impose any obligations on Victorians to comply with other cultural norms or modify their own customs and beliefs.

A variety of programs were facilitated via the Department's *Community Building Demonstrations Project*. Areas of benefit in 2004–05 included:

- residents of different ages and cultural backgrounds coming together to share ideas and work towards improving their community in Greater Dandenong, by participating in project activities;
- involvement of people from CALD backgrounds in the planning and delivery of project activities, such as Neighbourhood Day in Darebin;
- in Maribyrnong, projects to build the capacity of people from CALD backgrounds to participate in community life, and also the mentoring and support of Ethiopian women;
- in Greater Shepparton, community public meetings were held to increase community awareness of Indigenous and CALD communities; and

- in Warrnambool, the involvement of the community in establishing a camp for young people in the region from Indigenous and newly arrived migrant families, with the aim of developing cultural tolerance and acceptance.

The Department's other major initiatives and achievements throughout 2004–05 included:

- in partnership with the Australian Football League, joint funding of the *Australian Football Multicultural Project*, to introduce new and emerging CALD communities to Australian football and influence mainstream Australian football clubs to embrace diversity;
- research into *Volunteering in Emerging Communities Project*;
- encouraging people from CALD communities to be part of the Commonwealth Games through the Games volunteers program, working with the VMC and the Ethnic Communities Council of Victoria;
- planning for the delivery of the Cultural Program for the Melbourne 2006 Commonwealth Games; and asking each local government area to "adopt" a second country;
- the launch of the *Victorian Multicultural Register*, which provides details of people from CALD backgrounds who are interested in serving on government boards and committees;
- initiating the *CALD Women's Project* and conducting a series of targeted community consultations in metropolitan, rural and regional areas across Victoria;
- continuing the *Women's Community Leadership Grants Programs*, which provides recognition and support for women's leadership activities. In 2004–05, 13 grants (46 per cent of total grants) were provided to organisations with specific projects targeted at CALD women;

- implementing projects through the *State Sporting Association Support Grants*. Project partners included Cricket Victoria, Life Saving Victoria and Football Federation of Victoria;
- implementing the *Active Cabbies: Moving People* project aimed at improving physical activity participation by CALD males working as taxi drivers in metropolitan Melbourne;
- provision of \$100,000 to VICNET to undertake the *Multilingual Senior Surfers* project aimed at providing awareness and training about the Internet to senior Victorians from CALD backgrounds;
- continuing Victoria's *Skilled Migration Strategy*, which promotes Victoria internationally as a migration destination, and links skilled migrants with regional communities and Victorian employers with skill shortages. In 2004–05, 1,700 skilled migrants and 750 business migrants were sponsored to Victoria. In August 2004, a Commonwealth-Victoria Implementation Committee was established to improve processes for skilled migration to Victoria;
- continuing a variety of employment programs aimed at providing assistance to unemployed job seekers and addressing skill shortages such as *Jobs for Young People*, *Community Jobs Program* and the *Community Regional Industry Skills Programs*; and
- continuing the *Overseas Qualified Professionals Program*, which provides orientation to the Australian labour market and local work experience for people with professional qualifications from overseas. In 2004–05, the program attracted over 150 participants.

The Department also administered a range of grants designed to strengthen communities.

The Victorian Multicultural Commission (VMC)

Through the VMC, the Government undertakes a process of continuous consultations on a range of matters and also general consultations with a wide range of ethnic groups in metropolitan, regional and rural Victoria.

As part of this role, consultations with newly emerged communities led to the establishment of the *New and Emerging Communities Forum*.

In 2004–05, the VMC partly funded two key projects: the *CALD Women's Project* and the *Culturally and Linguistically Diverse Community Needs Analysis in the Arts*.

The VMC also engaged with diverse communities to seek input into the review of the *Associations Incorporation Act* and the *Cemeteries and Crematoria Act*.

The VMC also coordinated the Government's state-wide *Celebrate our Cultural Diversity Week* held in March in 2005, which promotes community harmony and the elimination of racial discrimination. In 2005, the VMC provided \$70,000 in funding to 80 Victorian schools to participate in the week.

Across Victoria, more than 130 separate events were held to celebrate the week.

In 2004–05, the Victorian Government allocated approximately \$2.85 million to the VMC's *Community Grants Program* which included the following categories:

- Organisational support grants;
- Senior Citizen Grants;
- Building and Facilities Improvement Grants;
- Educational Program Grants;
- Multicultural Festivals and Events Grants; and
- Strengthening Multicultural Communities Grants.

Reporting Areas

Major improvements and initiatives

The Commission provided grants to 1,470 community organisations across these six categories.

In addition, the VMC organised Victoria's *Awards for Excellence in Multicultural Affairs*, of which eight categories are awarded to recognise and reward the contribution of individuals and organisations in the promotion of Victoria's multicultural harmony. In 2004–05, 147 individual and 47 organisational nominations were received, with over 500 persons attending the Awards.

The VMC was also involved in the renewal of the *Community Accord*, which was originally signed in 2002. The wording of the *Community Accord 2005* reflects the new principles of multiculturalism as outlined in the *Multicultural Victoria Act 2004*.

The Accord advocates racial and religious tolerance and respect for cultural, linguistic and religious diversity. The VMC appointed a Community Accord Ambassador to coordinate and promote signing of the Accord by a wide range of organisations across the government, corporate and community sectors.

Department of Human Services

In 2004–05, the Department's funding aimed exclusively at CALD communities totalled \$18.8 million.

The Department launched and implemented a number of broad, overarching guidelines and strategies, including:

- the *DHS Cultural Diversity Guide*, to provide guidance to DHS-funded agencies and services in the planning and delivery of culturally appropriate human services;

- the *Disability Services CALD Strategy* (launched in December 2004), a key initiative under the State Disability Plan 2002–2012, aims to enhance services to people with a disability from CALD backgrounds. The Strategy has been incorporated in DHS' quality planning and reporting process where all funded agencies must report on strategies, information provision and organisational processes responding to the needs of CALD people with disabilities; and

A total of \$1.3 million over 2004–05 was allocated to the *Problem Gambling Local Community Partnership Projects Grants Scheme*, to expand activities undertaken at a local level to address problem gambling. Local partnerships were formed with 10 CALD organisations.

The *Health Promotion and Best Practice Services for CALD Communities* research and needs analysis report was completed as part of the response to address problem gambling in CALD communities.

The Department also extended the two-year pilot program, the *Multicultural Health and Support Service for HIV, Hepatitis C and Sexually Transmissible Infections*.

The program targeted Vietnamese, Horn of Africa, Thai and Arabic speaking people. In 2004–05, 149 CALD clients were provided with one-on-one support and 33 community education and health promotion sessions for the CALD community were conducted.

The first stage of the *Transmission* project – a promotions strategy towards safer behaviours in young Vietnamese-Australians at risk of Hepatitis C – was implemented, including consultation, development and delivery of messages to identified "at risk" groups.

Other significant projects and initiatives included:

- providing funding of \$191,200 to the *Free Kindergarten Association* to assist kindergartens to be more inclusive and encouraging of the participation of children and families from CALD communities;
- allocating \$10,000 recurrent funding to three Neighbourhood Houses within the Norlane and Corio Neighbourhood Renewal area to assist the Houses to engage a more diverse range of people;
- providing \$148,500 to the Victorian Foundation for Survivors of Torture to purchase public health dental services. In 2004–05, 340 refugees received dental care through this program;
- providing additional funding to the *Family and Reproductive Rights Education Program* (FARREP) health promotion and health education initiative. The state-wide FARREP co-ordinator position was expanded to full-time and one-off funding of \$60,000 established an African Women's Clinic at the Greater Dandenong Community Health Service;
- allocating \$100,000 emergency relief funds to the Victorian Council of Social Service (VCOSS), to provide a safety net for asylum seekers;
- providing an additional \$100,000 of grant funding to VCOSS to assist refugee and asylum seeker support groups; and
- providing recurrent funding of \$100,000 to the Victorian Foundation for Survivors of Torture for a refugee mental health clinic.

Funding was provided for eight projects under the *Culturally Equitable Gateways Strategy* (CEGS) to increase the uptake and use of core Home and Community Care (HACC) services by people from culturally and linguistically diverse backgrounds. The projects aim to improve the relationships, partnerships, processes and strategies of CEGS funded agencies. In 2004–05, funding was provided to:

- local governments to enhance Assessment and Care Management;
- ethno-specific agencies to provide practical, hands-on support to local councils to offer culturally appropriate services and support service linkage; and
- the Municipal Association of Victoria and the Ethnic Communities' Council of Victoria to provide leadership and coordination for CEGS.

Department of Justice

The Diversity Issues Unit at DOJ celebrated World Refugee Day with a forum to raise the profile of refugee issues, and prompt critical thought and action amongst Departmental employees and key stakeholders.

Victoria Police

Victoria Police has managed a highly successful initiative aimed at reducing inequality. The *Multicultural Liaison Officer Network Program* consists of 10 members of the Victoria Police operating across the five police regions. The key role of the Network is to establish and maintain proactive connections with local communities. In 2004–05, the Program's achievements included:

- a partnership between Victoria Street traders and Victoria Police in Abbotsford to maximise crime prevention;
- a fireworks awareness campaign program with the Greek Orthodox community during their Easter period; and
- development programs for the Sudanese Community of Greater Dandenong in partnership with the local Migrant Resource Centre.

Reporting Areas

Major improvements and initiatives

In 2004–05, Victoria Police established the *New and Emerging Communities Forum* to connect new communities with Victoria Police services. One of the outcomes of the forum was establishing a program that offers small grants to police, service providers, or members of the community for projects that forge links between Victoria Police and new ethnic community groups. The VMC assisted Victoria Police to establish this grants program by providing funding of \$20,000.

The *Police and Community Multicultural Advisory Committee* continued its work in 2004–05 by providing a monthly forum for stakeholders from ethnic communities and Victoria Police to discuss and advance issues of interest. Community organisations have hosted some of the monthly meetings.

In 2004–05, the education program for all new police recruits incorporated training on multicultural matters, including information on utilising interpreter services. All Probationary Constables undertook training on multicultural youth issues and other multicultural issues. In 2004–05 a total of 212 Probationary Constables undertook the training. In addition, Victoria Police provides, on a needs basis, a private prayer room at the Victoria Police Academy, for employees of the Muslim faith.

The Judicial College of Victoria

The Judicial College of Victoria conducted a program on Horn of Africa Cultural Awareness in April 2005 to increase judges' and magistrates' awareness of the Horn of Africa community.

The Dispute Settlement Centre of Victoria (DSCV)

The DSCV increased the diversity of its mediator panel by recruiting and training 17 new mediators from Victoria's CALD community, drawn from rural areas of Victoria. These new mediators will service the rural and regional areas of Bendigo, Shepparton, Gippsland, Castlemaine, Wodonga, Ocean Grove, Macedon Ranges, Kangaroo Flat, Lara, Bylands, Port Arlington and Healesville.

The cultural backgrounds of the new mediators included Albanian, Spanish, Greek, Chinese, Italian, Argentinean, Polish, Tongan, Filipino, Iranian, Zambian, Chilean and Maori.

The DSCV also conducted training for Horn of Africa communities and held roundtable meetings to engage and evaluate the needs of the Sudanese community. Two one-day conflict management workshops for 15 people were held in Footscray and Dandenong.

The Metropolitan Fire Brigade (MFB)

The MFB established Multicultural Liaison Officer positions in each of the four MFB zones. These positions are to engage with CALD communities on a full-time basis with a minimum of 16 engagements per week.

The Equal Opportunity Commission of Victoria

The Equal Opportunity Commission of Victoria conducted two forums about human rights during March 2005 titled: *Young People, Human Rights and Migration*. The forums were attended by 65 people in total.

Consumer Affairs Victoria

A major initiative was the establishment of a Multicultural Consumer Unit, within Consumer Affairs Victoria, which has visited different groups within the Arabic, Chinese, Russian and Vietnamese communities.

Department of Education and Training

One of the Department's major initiatives through its *Excellence in Languages program* was the development of three *Centres of Excellence in Languages* in schools in metropolitan Melbourne and country Victoria. The Centres were established at the beginning of 2005, based at Berwick Secondary College, Warrnambool College and Western Region Cluster, which includes Essendon-Keilor College, Strathmore Secondary College, Moonee Ponds West Primary School and Mackellar Primary School. As part of a four-year program until 2007, the three Centres receive annual funding of \$780,000.

The establishment of the Centres was a key recommendation in the Department's 2002 report: *Languages for Victoria's Future: an analysis of languages in government schools*.

The Centres drive improvements in the teaching of languages other than English across the government school system by:

- raising the profile and fostering positive attitudes towards the learning of languages;
- developing the use of information and communication technology in the classroom and sharing knowledge and strategies with surrounding schools;
- identifying areas of research in relation to language learning and making these available for other schools; and
- promoting leadership in good teaching practice and providing a focus for professional development for teachers.

Also under its *Excellence in Languages Program*, the Department:

- continued to develop online teaching materials in Indonesian, Italian, French and German for middle years language students, including a series of engaging activities and games that introduce, reinforce and recycle languages; and
- implemented the *Rural Teachers Re-Train Program* which provides rural and regional teachers with the opportunity to retrain as language teachers.

The Department provided considerable support to schools through the *Languages and Multicultural Education Resource Centre (LMERC)* library (see *Example of Good Practice* on page 15).

The Department continued to promote and finance programs in schools for the study of languages other than English (LOTE). Funding initiatives in this area included:

- more than \$50 million in total for LOTE programs in schools;

- Over \$1.6 million in grants and salaries provided to support bilingual programs in 10 languages in 15 government schools. In addition to learning another language, students in bilingual programs also study some of the school curriculum in that language; and
- \$300,000 provided to associations of language teachers for professional development for LOTE teachers.

The Department also provided administrative support to the Ministerial Advisory Council on Languages, English as a Second Language and Multicultural Education (MACLEM). In 2004–05 the Council:

- provided advice on the School Resource Package Funding model in relation to LOTE;
- monitored the composition and settlement patterns of new arrivals in Victoria and consequent services required to meet their needs;
- provided representatives to the Review of Community Languages Schools Reference Group and the ESL component of the Victorian Essential Learning Standards Reference Group.

The Department also administered ESL programs in Victorian government schools.

In 2004–05, initiatives included:

- providing intensive ESL programs for 2,085 newly arrived students through four English language schools, five English language centres, the *Geelong English Language Program*, the *Shepparton New Arrivals Program*, outposting programs and the *Isolated ESL Students Program* in regional Victoria. Part-time or targeted support for ESL learners in mainstream schools was provided to a further 1,677 students;
- as part of the Department's *New Arrivals Program*, monitored the composition and settlement patterns of new arrivals in Victoria to determine their education needs;

Reporting Areas

Major improvements and initiatives

- providing transition coordinators to all English language schools and centres to assist students with their transition from intensive ESL programs into mainstream schools; and
- two new publications: *Language Games* and *Word Study* were developed to assist with classroom support.

The Department maintained Multicultural Education Aides in schools to assist with communication between families and schools, and to provide classroom assistance to ESL students. In 2004–05, 237.7 full-time equivalent positions were funded in 243 schools.

The Department also provided more than \$3.6 million of ongoing funding to after-hours Community Language Schools in a variety of languages and over \$3.5 million in one-off funding to various adult community education organisations.

Department of Infrastructure

The Department's major achievements over 2004–05 included:

- conducting a review of recruitment policies and procedures and developing the *Good Recruitment Guide*, launched to ensure that the Department's recruitment policies encourage inclusive and equitable practices;
- targeting an education campaign that promoted the checking of child restraints in vehicles at the Chinese community in VicRoads' Metropolitan South East Region; and
- conducting novice driver education for the Sudanese community in Greater Dandenong, including information about road safety, as well as information on licensing through local government, migrant resource centres, the police and through *Roadsafe* committees.

Department of Innovation, Industry and Regional Development

Nearly 29 per cent of all small business operators in Victoria were born overseas.¹ In recognition of this, the Department, through its *Under New Management* program, conducted a series of workshops aimed specifically at Victoria's CALD communities (see *Example of Good Practice* on page 14).

During 2004–05, a second term of the *Ethnic Enterprise Advisory Council* was approved, with 21 appointments of people from a CALD background.

The Department also provided financial and in-kind support for a number of multicultural events through Tourism Victoria, including:

- Beechworth Celtic festival;
- Swiss/Italia Festa;
- Pako Festival;
- Mungabareena Ngan-Girra Festival;
- Antipodes Festival;
- Chinese New Year; and
- Lygon Street Festival.

Department of Premier and Cabinet

The State Services Authority (SSA), established under the *Public Administration Act 2004*, acts as an internal adviser to government by providing an independent and whole of government perspective. In 2004–05, the SSA developed the *Getting the most out of your workforce data guide – a focus on diversity*, a guide that will enable public sector organisations to report to government on the application of the Equal Employment Opportunity principle. The guide was sent to approximately 250 Victorian public sector organisations.

The Authority also developed the book *A Fair Go for People from Linguistically and Culturally Diverse Backgrounds*, made available to 250 Victorian public sector organisations. The book contains best practice case studies of the employment of people from CALD backgrounds in the Victorian Public Service from 1997–2002.

¹ Australian Bureau of Statistics: *Characteristics of Small Business (8127.0)*, April 2005

The majority of the Department's achievements in this area were delivered through the Arts agencies for example the Australian Centre for the Moving Image, which:

- partnered a variety of cultural organisations to present diverse films. Partnerships were with Filmoteca for the *Melbourne Latin American Film Festival*, the Goethe Institut for the *German Film Festival* and the Melbourne Animation Posse for the *Melbourne International Animation Festival*;
- produced a *Digital Story Telling Program* a three-day workshop where participants are assisted to tell their personal stories through multimedia tools. Five digital stories were produced by a range of culturally diverse communities;
- produced the *Screen Gallery Exhibition Program* with artists from countries including America, the United Kingdom, Afghanistan, Iraq, Switzerland, Belgium, Denmark, Lebanon and Australia. The exhibition attracted 25,000 visitors.

The Department, through Film Victoria:

- provided infrastructure assistance to the *Melbourne International Film Festival*, which screened over 400 films from more than 50 countries during its 19-day duration; and
- provided funding assistance for the development of films with a multicultural focus.

Museum Victoria is responsible for the ongoing operation of the Immigration Museum, for delivery on public programs and exhibitions pertaining to Australia's immigration history. The Immigration Museum attracted 122,000 visitors during 2004–05. Its most notable exhibition was the successful *Station Pier: Gateway to a New Life* exhibition which opened in September 2004.

The Geelong Performing Arts Centre undertook two significant programs during 2004–05, including the *Splash! Dance Festival*, attended by 1,361 people over five days; and the *Melbourne International Travelling Film Festival* which featured culturally diverse films, entertaining an audience of 1,304 over three days.

The State Library of Victoria's *Changing Face of Victoria* exhibition brought together historical artefacts to tell the stories of people, places and events that have shaped life in Victoria over the past 200 years.

Department of Primary Industries

The Department continued to employ a multicultural facilitator for the culturally diverse Shepparton region. More than 20 per cent of the farmers in the Shepparton irrigation region have a CALD background, including farmers from Greek, Italian, Punjabi, Albanian, Slav Macedonian and Turkish backgrounds.

By engaging with the CALD community in this region, the Department has:

- increased awareness amongst departmental staff of the land management practices of multicultural communities;
- enhanced its relationship with the Ethnic Community Council of Shepparton; and
- targeted natural resource management information to emerging communities.

The Department also continued programs to increase awareness in the South Pacific communities about legal fishing and shellfish protection, and maintained ongoing relationships and liaison with Vietnamese vegetable growers from the Geelong area in relation to attending the Farm Chemical Users Course.

Reporting Areas

Major improvements and initiatives

Department of Sustainability and Environment

The Department's major initiatives in 2004–05 include:

- endorsing and implementing the departmental *Social Diversity Framework*, to strengthen organisational culture to be more inclusive of Victoria's diverse communities;
- implementing the *Regional Advocates for Diversity program*, to support staff in regions to work inclusively with their local and regional communities. In 2004–05, seven advocates received diversity training;
- employing a Diversity Manager to support the access of under-represented or disadvantaged CALD Victorians to the Department's resources and services;
- increasing awareness of water use and conservation through the *Refugee and Migrant Youth Water Conservation Project*;
- establishing the *Social Diversity Community of Practice* in response to staff requests for support from other departmental practitioners who are interested or experienced in social diversity issues; and
- the development of guidelines and recommendations in fire management aimed at multicultural communities.

Department of Treasury and Finance

The Department conducted an in-house awareness campaign on diversity and cultural diversity during *Celebrate Our Cultural Diversity* week in March 2005.

Examples of Good Practice

Community Consultation — CALD Women's Project

The Department for Victorian Communities commissioned research into the needs and issues of women from CALD backgrounds in order to achieve a better understanding of:

- the demographic profile of CALD women;
- current government and community activity; and
- a set of recommendations for consideration by the Victorian Government that will address the priority issues for CALD women.

This research informed the release of a discussion paper. The issues identified in the paper were then raised with CALD women for discussion during community consultations.

In 2004–05, 16 consultations were held across Victoria, targeting women from specific ethnic groups. One further consultation was held with service providers. Over 500 women from 62 different ethnic backgrounds participated. They provided feedback on issues of importance to them and suggested possible solutions.

Participants were provided with interpreters to allow them to attend and contribute. Forty interpreters for 16 languages were used during the consultation period, and a summary of the discussion paper was translated into 21 languages.

The project is a collaborative initiative between the Department for Victorian Communities, the Victorian Multicultural Commission, and the Ethnic Communities Council of Victoria, supported by a reference group of representatives of government departments and key CALD women's community organisations.

Department of Justice – Broadmeadows Secondary College

Broadmeadows Secondary College has a high proportion of students from a non-English speaking background, many of whom are refugees.

Arts Victoria and the Diversity Issues Unit of the Department of Justice provided funding for a film project at Broadmeadows Secondary College.

Under the guidance of a professional producer, refugee students wrote, workshopped, acted in, directed and produced a twenty-minute film based on their refugee experiences.

By participating in the film production students developed team skills and a stronger sense of their own identities.

The film was launched at the Australian Centre for the Moving Image in December 2004. Copies of the film have been distributed within the Department of Justice, and to the Broadmeadows Secondary College community.

Tarerer Community Festival, Warrnambool

The Warrnambool community has in recent years welcomed a large number of multicultural communities new to the area.

A community-based committee was formed to welcome and support the new residents. One of the group's initiatives in 2005 was a Multicultural Festival held during Cultural Diversity Week in March.

Festival planning committee members included representatives from the Indigenous, Dutch, Indonesian, Russian, Swedish, Maori, American, Arab, Filipino and African communities.

The Department of Sustainability and Environment advised the Multicultural Festival planning committee on how to integrate the *Coast Action* and *Coastcare* messages into the festival proceedings. The Department aimed to educate all residents in the area, including members of the CALD community, on how they could care for the coast, restoring and protecting it for future generations.

A group of entertainers recruited for the Festival ensured that the *Coastcare* message was widely promoted. The entertainers used an interactive and theatrical approach which helped to reduce language barriers.

It is hoped that this initiative has provided the basis for ongoing engagement with Warrnambool's diverse community on coast preservation issues.

Reporting Areas

Major improvements and initiatives

Examples of Good Practice

Let's Learn Together Program

The *Let's Learn Together* Program was a joint initiative between Victoria Police and the South East Migrant Resource Centre. The course was designed to prepare migrant young people between the ages of 15-17 to obtain their Learner Permit from VicRoads.

- Victoria Police's Multicultural Liaison Unit provided tuition to the students, including practical demonstrations and excursions to relevant Road Safety related venues;
- the South East Migrant Resource Centre provided a classroom in an informal setting for the students; and
- VicRoads provided two staff members for the excursions and the subsequent testing.

The majority of students were successful. Those not passing were offered a second test free of charge. The Program has created an excellent partnership between Victoria Police, VicRoads and the South East Migrant Resource Centre. All three parties have agreed to continue the program if future funding is available.

The New and Emerging Communities Forum

In April 2005, Victoria Police, in conjunction with the Victorian Multicultural Commission, facilitated a series of workshops across metropolitan Melbourne, involving police and representatives from Melbourne's new and emerging communities.

These workshops provided an opportunity for community representatives to engage with Victoria Police developed new partnerships.

The communities' response to the workshops was extremely encouraging with a larger than expected number of participants contributing enthusiastically to the workshops. Topics discussed included family strengthening, youth engagement, road safety, and recruitment of police from ethnic backgrounds.

To advance the issues raised at the workshops, a further meeting was held on 21 June 2005, at the Ethnic Communities Council of Victoria. Speakers presented on the previously identified issues, to an audience of community representatives, service providers, and Victoria Police members.

The forum also provided a platform to announce the New and Emerging Communities Fund. The objective of the Fund, established in partnership with the Victorian Multicultural Commission, is to provide small grants for projects that foster community engagement between emerging communities and Victoria Police, at a local district level.

Forward priorities 2005–06

Department for Victorian Communities

The Department's 2005–06 initiatives in multicultural affairs include:

- the commencement of consultation with service providers, local government and community organisations in preparation of a revised multicultural affairs whole of government statement, and internal departmental forums to ensure the statement reflects a whole of government approach;
- delivery of the Cultural Program for the Melbourne 2006 Commonwealth Games;
- as part of *A Fairer Victoria* (released in 2005), planning and implementing the Refugee Brokerage Program within the *Refugee Support Package*. Establishment of the program will be through local community partnerships in six metropolitan and regional locations with substantial refugee populations. The program aims to improve the delivery and use of existing services by refugee communities and increasing the participation by refugees in the community; and
- the *CALD Women's Project*, with research to identify:
 - current government and community sector policies and programs targeting migrant and refugee women;
 - priority areas of need of migrant and refugee women; and
 - possible gaps in service delivery.

Department of Human Services

The Department's future priorities include:

- the completion, launch and dissemination of the *Refugee Health and Wellbeing Action Plan*, which will identify the Department's priorities for meeting the needs of newly arrived refugees;
- implementation of the Refugee Health Nurse Initiative, which will provide four and a half equivalent full-time Refugee Health Nurses in selected community health services;
- completion and launch of hospital cultural diversity plans; and
- completion of a review of the arrangements for the funding and purchase of language services in order to improve their efficiency and effectiveness.

Department of Justice

The Department's future priorities include:

- the development of a three-year cultural diversity plan that will provide comprehensive strategies for improving the access and the knowledge that multicultural communities have of the legal system;
- developing and distributing the Islam Awareness package for Victoria Police members; and
- developing and distributing the Domestic Violence Package for the CALD community in Hume.

Department of Education and Training

The Department will continue to support CALD communities in the areas of education and training.

Reporting Areas

Major improvements and initiatives

Department of Innovation, Industry and Regional Development

Amendments to the *Outworkers Improved Protection Act 2003* are proposed.

Amendments will ensure that all outworkers receive minimum award wages and conditions. This is significant for the CALD community, with migrant women making up a large proportion of clothing industry outworkers.

Department of Infrastructure

The Department will provide an introduction to Australian driving conditions to newly arrived refugees, migrant young people and overseas students in the Metropolitan South East Region.

Department of Primary Industries

The Department will seek further opportunities to engage migrants living in rural communities in agricultural extension programs. The Program will enhance participants' capability to manage change in agricultural and horticultural practices.

Reporting Areas

Representation of CALD People on Boards and Committees

Of the 2,446 new part-time non-executive appointments to government boards, authorities and committees, in 2004–05, 15 per cent (a total of 368) were people from culturally diverse backgrounds*.

(see table on page 30)

This represents an increase from 2003–04, when 12.9 per cent of new appointments were people from CALD backgrounds.

As the data demonstrates, the percentage of new appointees to boards, authorities and committees of CALD background in 2004–05 varied widely across departments.

Departmental performance also varied in relation to their own 2003–04 figures.

These variations resulted in no change to the overall composition of boards from 2003–04. Total board numbers at 30 June 2005 were 8,063 of which eight per cent were from CALD backgrounds. This was consistent with the 2003–04 figures of 7.8 per cent.

(see table on page 30)

* Culturally diverse background is defined as
‘As indicated by LOTE spoken at home and/or
born outside Australia.’

Achievements

As part of the Government’s plan to increase diversity in appointments to boards and committees, the Victorian Multicultural Register was launched in June 2005. The Register provides departments with details of people from CALD backgrounds who are interested in seeking nomination to government-appointed boards and committees.

Reporting Areas

Representation of CALD People on Boards and Committees

Part-time non-executive appointments to government boards and authorities by people from CALD backgrounds, 1 July 2004 – 30 June 2005

	Bodies	New & re-appts	Culturally diverse background	
			Number	%
New appointments and re-appointments in 2004–05	879	2446	368	15

	Bodies	Members	Culturally diverse background	
			Number	%
Composition of all boards as at 30 June 2005	982	8063	646	8

Culturally diverse backgrounds by department in 2004–05 (as a %)

Department	New Appointments		All Boards	
	2004–05	2003–04	2004–05	2003–04
Department of Premier and Cabinet	27.7	16.7	24.2	16.0
Department of Treasury and Finance	4.7	3.0	3.4	3.0
Department of Human Services (excluding appointments to cemetery trusts)*	17.9 (22.8)	20.2 (26.1)	7.3 (21.9)	– (30.6)
Department of Justice	6.9	4.1	0.7	3.8
Department of Innovation, Industry and Regional Development	34.8	6.3	9.5	10.7
Department of Education and Training	0.9	2.0	0.5	2.0
Department of Infrastructure	3.3	11.1	6.5	7.4
Department of Primary Industries	16.5	9.6	16.4	14.0
Department of Sustainability and Environment	20.4	13.4	13.4	10.2
Department for Victorian Communities	9.2	5.3	12.7	4.8
Overall (excluding appointments to cemetery trusts)	15 (16.7)	12.9 (–)	8 (13.6)	7.8 (–)

Note: Cultural Diversity Background figures are indicative 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.

* Figures for DHS contained in the 2003–04 Multicultural Affairs Whole of Government Report excluded appointments to cemetery trusts. For comparative purposes, these figures have again been included.

- Figures not available.

Understanding Victoria's Diversity

Victoria continued to increase its share of the national migrant intake in 2004–05, becoming the destination for 24 per cent of total settlers to Australia.

Recent migration

In 2004–05, 29,413 settlers arrived in Victoria from other countries, an increase from 2003–04 (28,028) and a 24 per cent slice of Australia's total migration intake in the 2004–05 period (121,933 people).

Source: Department of Immigration and Multicultural Affairs (DIMA) Settlement Database as at 21 February 2006. "Numbers by Migration Stream" Report (nationally and in Victoria, 2003-04 and 2004–05)

Country of birth of settler arrivals

The United Kingdom was the country of birth for the majority of settlers to Australia in 2004–05 (21,166 people or 17.4 per cent), followed by China (13,240 people, 11 per cent) and then India (10,031 people, 8.2 per cent).

In Victoria, the top ten countries where new settlers to the state in 2004–05 were born include: China (11.7 per cent), India (11.5 per cent), the UK (11 per cent), Sudan (7 per cent), Malaysia (4.5 per cent), the Philippines (3.7 per cent), Sri Lanka (3.5 per cent), Singapore (3.4 per cent), Vietnam (3 per cent), and Indonesia (2.2 per cent).

By contrast, the UK represented the largest birthplace group of settlers to Victoria in 2003–04 (3,506 or 11.8 per cent of settlers), followed by India, China, Malaysia, Sudan, the Philippines, South Africa, Vietnam, Indonesia and Sri Lanka. 1,374 or 4.4 per cent of settlers had their country of birth listed as "unknown".

Source: DIMA Settlement Database as at 21 February 2006. "Top 10 Countries by Birth" Report (nationally and in Victoria, 2003-04 and 2004–05)

Understanding Victoria's Diversity

Settler arrivals in Victoria by migration stream

In 2004–05 there were two national migration programs through which settlers to Australia arrived: the Migration Program and the Humanitarian Program.

The Migration Program was made up of:

- a skilled migration stream, for people with particular occupation skills, outstanding talents or business skills;
- a family migration stream, where people can be sponsored by a relative who is an Australian citizen or permanent resident; and
- special eligibility migrants (usually former citizens or residents wanting to return to Australia).

The humanitarian program is open for refugees and others in special humanitarian need.

Source: DIMA website www.immi.gov.au "Overview Migration to Australia"

The majority of settlers to Victoria in 2004–05 arrived through the migration (non-humanitarian) program (25,458 or 87 per cent). Of these migrants, 14,863 (or 58.4 per cent) arrived as part of the skilled migration stream, 10,563 (or 41.5 per cent) as part of the family stream, with the remainder arriving through special or other arrangements.

Victoria took 22.4 per cent (14,863) of the 66,322 people to come into Australia under the skilled migration stream in 2004–05. As in 2003–04, the greatest number of migrants to Victoria came through this stream.

Source: DIMA Settlement Database as at 21 February 2006, "Top 20 Countries by Migration Stream" (nationally and in Victoria, 2003–04 and 2004–05)

Victoria also welcomed 3,955 new settlers from the 13,659 who entered Australia through the Humanitarian Program. The largest group, by birthplace, was from Sudan (2,010 or 50.8 per cent), with significant numbers also from South Korea (422 or 10.7 per cent), Afghanistan (164 or 4.2 per cent) and Indonesia (59 or 1.5 per cent).

While Victoria took a slightly lower percentage of Australia's total humanitarian intake than in 2003–04 (29 per cent compared with 31 per cent), the number of settlers to Victoria from the humanitarian migration stream overall rose by 527 persons.

Source: DIMA Settlement Database as at 21 February 2006. "Top 20 Countries by Migration Stream" Report (nationally and in Victoria, 2003–04 and 2004–05)

Indicators of Community Wellbeing

Victorian Population Health Survey 2004

The Survey provides information about the health of Victorians, including the determinants of health. Information is presented about health and lifestyle, including medical conditions, nutrition, physical activity, psychological distress and social networks. The findings of the Survey have a direct bearing on government policies to reduce inequalities in health for all Victorians.

Self-reported Health

Self-rated health assessments are considered a powerful predictor of future health care use and mortality. Almost 13 per cent of all survey respondents in 2004 reported their health as “excellent”, while 70.2 per cent reported they were in “very good” or “good health”.

Overseas-born Victorians had a higher proportion of respondents more likely to report their health as fair or poor than Victorians born in Australia (ratio of 1.08 to 1.00). This is a slight improvement, however, on the ratio in 2003–04 (1.15 to 1.00).

Mental Health

The 2004 Survey found that overseas-born Victorians were more likely to experience psychological distress than Victorians born in Australia (odds ratio of 1.13 to 1.00). This is a decrease on the odds ratio reported in 2003–04 (1.25 to 1.00).

Physical Activity

Australian-born Victorians were more likely to be classified as “sedentary or insufficiently active” and “overweight or obese” than overseas-born Victorians.

Tolerance of Diversity

Since 2001, Victorians have been increasingly more tolerant and accepting of diversity in their community.

Do you enjoy living with people of different lifestyles? (%)

	2001	2002	2003	2004
Yes, definitely	70	71	73	74
Not at all	6	5	3	3

Source: Department of Human Services, Victorian Population Health Survey — Selected Findings 2004

Do you think multiculturalism makes life in your area better? (%)

	2001	2002	2003	2004
Yes, definitely	57	59	64	66
Not at all	9	8	5	5

Source: Department of Human Services, Victorian Population Health Survey — Selected Findings 2004

Multicultural Victoria Act 2004

Preamble

- (1) The Parliament of Victoria recognises and values the cultural, religious, racial and linguistic diversity of the people of Victoria.
- (2) The Parliament of Victoria wishes to promote this State as a united community with shared laws, values, aspirations and responsibilities within which people from a diversity of backgrounds have-
 - (a) the freedom and opportunity to preserve and express their cultural heritage; and
 - (b) the freedom and opportunity to participate and contribute to the broader life of society; and
 - (c) equal rights and responsibilities under the laws of Victoria.

Principles Of Multiculturalism

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

Appendix

Department Contact Details

Department for Victorian Communities

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

Department of Education and Training

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

Department of Human Services

50 Lonsdale Street
Melbourne VIC 3000
Telephone: (03) 9096 7777
www.dhs.vic.gov.au

Department of Infrastructure

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

Department of Innovation, Industry and Regional Development

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

Department of Justice

55 St Andrews Place
Melbourne VIC 3002
Telephone: (03) 9651 0333
www.justice.vic.gov.au

Department of Premier and Cabinet

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

Department of Primary Industries

1 Spring Street
Melbourne VIC 3000
Telephone: (03) 9658 4000
www.dpi.vic.gov.au

Department of Sustainability and Environment

8 Nicholson Street
Melbourne VIC 3002
Telephone: 136 186
www.dse.vic.gov.au

Department of Treasury and Finance

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

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Department for Victorian Communities
1 Spring Street
Melbourne
Victoria, 3000