



Victorian Government Report in Multicultural Affairs

2017-18



VICTORIA
State
Government

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ISSN 2205-8257 (Print)

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Message from the Minister



Victoria's multicultural story is one of success. This comes from the contributions of all Victorians who have made our culturally and religiously diverse state a strong, vibrant and dynamic place to live.

A key strength of Victoria is our diversity and inclusiveness.

However, our work is far from done. As we continue to grow and welcome people from all over the world, we also must evolve and do more to ensure that every Victorian feels welcomed and have equal opportunities and a fair go.

The Victorian Government recognises that we should utilise the capabilities, experiences and expertise of our diverse communities and work in partnership with them to develop programs and initiatives across the whole government.

This report highlights the results of the initiatives undertaken by the Victorian Government in 2017-18 to provide for our diverse communities and improve social cohesion and participation. It is thanks to the work and effort of all departments, agencies and service providers that we have produced this report.

A handwritten signature in blue ink that reads "Richard Wynne". The signature is fluid and cursive, with the first name "Richard" and last name "Wynne" clearly distinguishable.

Hon Richard Wynne MP
Minister for Multicultural Affairs

Summary



SUMMARY

This report fulfils a requirement of the *Multicultural Victoria Act 2011*, which mandates government departments to report annually to the Minister for Multicultural Affairs and to the Victorian Parliament on programs and initiatives to support Victoria's multicultural population. The report is to be tabled in Parliament at the end of June each year for activities undertaken in the last financial year, that is, 2017-18 for this report.¹

The report reflects efforts to:

- » ensure that services are accessible and responsive to the needs of Victoria's increasingly diverse communities;
- » promote and support Victoria's multicultural communities and the benefits that diversity brings to Victoria's economy and society; and
- » strengthen social cohesion and encourage all Victorians to access opportunities and participate in and contribute to the social, cultural, economic and political life of the state.

Reporting on cultural diversity planning and implementation

The Victorian Auditor-General's Office Report (May 2014) on Accessibility of Government Services for Migrants, Refugees and Asylum Seekers, identified the need to improve cultural diversity planning to enhance the delivery of accessible and responsive services to culturally diverse communities.

At 30 June 2018, all departments had cultural diversity plans (CDPs) in place. DJR launched a new Cultural Diversity Plan for 2017 to 2021 and DEDJTR's new Multicultural Diversity Action Plan was released in early 2018.

All departments reported on how cultural diversity programs are being implemented, monitored or evaluated. Some departments have plans that are focused on achieving workforce diversity, participation and inclusion, while others emphasised cultural awareness and competency to enhance responsiveness in service delivery.

Departments reported significant progress in cultural diversity planning and implementation since the previous reporting year. Areas of progress include stronger departmental ownership and governance of CDPs; enhanced training for management on understanding of diversity, unconscious bias and inclusive workplaces; enhanced training for staff on cultural competence and respectful workplaces; increased provision of multilingual

information; greater involvement of culturally diverse communities in decision-making; increased commitment to monitoring and evaluation; and improvements in the use of data to guide service planning and delivery. Progress on CDPs by departments is summarised in Appendix 1.

Reporting on departmental initiatives and programs

The report outlines key programs and initiatives in multicultural affairs from 1 July 2017 to 30 June 2018 across Victorian Government departments. The report does not capture the full range of activities undertaken by departments and portfolio agencies, as the purpose is to provide a snapshot of achievements.

These initiatives are underpinned by the government's Multicultural Policy Statement, *Victorian. And proud of it.*, and are supported by a range of departmental policies and strategies that drive improvements in program planning and service delivery for culturally and linguistically diverse communities.

The program and project initiatives have been grouped under the three themes of: Benefits of Diversity; Social Cohesion and Participation; and Accessible and Responsive Services. Case studies to demonstrate the impact of initiatives on local communities have also been included. Through a range of departmental program areas, the government is actively supporting all Victorians to access critical government services through state-wide and local networks as well as participate in social, economic and cultural opportunities.

Departments would like to acknowledge the important role of government partners, including local councils and service agencies, in the delivery of programs and initiatives reflected in the report.

Additional reporting

In addition to reporting on major improvements and initiatives, departments are required to report on a number of specific activities in multicultural affairs as outlined in this section. More detailed examples of these activities from individual departments are provided in Appendices 2 to 6.

² Departmental names used throughout this report refer to names in the 2017-18 reporting year. Since then, some departments have undergone name changes due to machinery of government changes. These changes are detailed in the section on list of government departments. Abbreviations for departmental names are used in this report.

Culturally diverse representation on government boards, authorities and committees

At June 2018, 25.2 per cent of total appointees to Victorian Government boards, authorities and committees (excluding school councils, committees of Crown land management and cemetery trust boards) identified themselves as having a culturally diverse background, compared to 25.3 per cent at June 2017. New appointees, including re-appointees at June 2018 from culturally diverse backgrounds accounted for 26.3 per cent of total new appointees.

Use of interpreting and translating services

Departments made a significant investment in interpreting and translating (I & T) services to enable those with low English proficiency to better access government programs and services. Total identified expenditure for I & T services in 2017-18, including expenditure through funded agencies, was \$51,429,027, increasing by \$5,206,415 (or 11.3 per cent) from the 2016-17 expenditure of \$46,222,612.

Multilingual publications and resources

The extensive nature of multilingual publications and resources by departments continue to demonstrate commitment to the provision of information on government programs and services in relevant community languages. Many of these publications and resources are available from departmental websites. There was increasing use of social media and web-based audio-visual materials to reach out to wider audiences of all age groups.

Multicultural media campaign expenditure

In 2017-18, the Victorian Government, including agencies and statutory authorities, spent 5.0 per cent of total campaign expenditure on culturally diverse media, a slight decrease from 5.2 per cent in the previous year. The minimum target is 5.0 per cent as required by the government's Multicultural Communication Policy. These campaigns were conducted in various community languages to promote access to government programs and services.

Measures to promote human rights

Departments continue to improve on measures to promote human rights for culturally diverse communities in accordance with the *Victorian Charter of Human Rights and Responsibilities Act 2006* (The Charter). There were new initiatives in several areas, including programs focusing on new arrivals and humanitarian entrants; enhanced human rights training and education programs, tools and resources; dedicated human rights training for

diversity and inclusion in the workplace; anti-racism and discrimination and human rights awareness training; promoting inclusive practices and human rights awareness in schools; and targeting unconscious bias in recruitment through the Recruit Smarter campaign.

Reporting on indicators

Reports since 2012 have included a set of 30 indicators to provide a picture of how Victoria is faring in the support of multiculturalism, participation, social cohesion and responsive services. The data tables and charts for the indicators have been updated for the 2017-18 reporting year to show changes over time.

As with programs and initiatives, the indicators are also categorised under the same three themes of: Benefits of Diversity, Social Cohesion and Participation, and Accessible and Responsive Services. The indicators cover the broad areas of educational attainment, language learning, employment, social participation, sense of belonging, experiences of racism and discrimination and access to education, health and language services.

The indicators are not intended to measure the performance or impact of particular government services or programs, as outcomes often straddle multiple policy areas and levels of government and non-government initiatives. They should not be read as indicators of program performance, but rather as a means through which issues and patterns can be monitored and reported to support policy and program planning over time.

Terminologies for culturally diverse

The term culturally diverse has been used throughout this report to describe cultural and linguistic diversity, including religious diversity. The report does not use the acronym CALD for cultural and linguistic diversity, unless it is used in the title of a program.

The Australian Bureau of Statistics uses the term NMESC to represent non-main English-speaking countries, while MESC represents main English-speaking countries. MESC are the United Kingdom, Ireland, New Zealand, Canada, USA and South Africa. NMESC cover all other countries of birth.

Where appropriate and specifically relevant, some departments and agencies use the term NESB to stand for non-English-speaking background, and ESB to stand for English-speaking background. LBOTE stands for Language Background other than English while LOTE is for Language/s other than English.

² The acronym CALD is replaced with the terms culturally and linguistically diverse communities, culturally diverse communities, or multicultural communities, unless otherwise stated.

List of Government departments

DEDJTR	Department of Economic Development, Jobs, Transport and Resources ³
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DHHS	Department of Health and Human Services
DJR	Department of Justice and Regulation
CSV	Court Services Victoria ⁵
DPC	Department of Premier and Cabinet
DTF	Department of Treasury and Finance

List of abbreviations and acronyms

CALD	Culturally and linguistically diverse
CCT	Cultural competency training
CDP/s	Cultural diversity plan/s
EEO 2010	<i>Equal Opportunity Act 2010</i>
ESB	English-speaking background
HACC	Home and Community Care (Commonwealth and State-funded program)
I & T	Interpreting and translating
LGBTI	Lesbian, gay, bisexual, transgender and intersex
LOTE	Language/s other than English
LBOTE	Language background other than English
MASC	Multicultural Affairs and Social Cohesion (Division)
MESC	Main English-speaking countries
MVA 2011	<i>Multicultural Victoria Act 2011</i>
NMESC	Non-main English-speaking country(ies)
NESB	Non-English-speaking background
RACs	Regional Advisory Councils
RRT 2001	<i>Racial and Religious Tolerance Act 2001</i>
The Charter	<i>Victorian Charter of Human Rights and Responsibilities Act 2006</i>
VAGO	Victorian Attorney-General's Office
VCAT	Victorian Civil and Administrative Tribunal
VEOHRC	Victorian Equal Opportunity and Human Rights Commission
VicPol	Victoria Police
VLA	Victoria Legal Aid
VMC	Victorian Multicultural Commission

³ As of 1 Jan 2019, the Department of Economic Development, Jobs, Transport and Resources (DEDJTR) transitioned to the new Department of Jobs, Precincts and Regions (DJPR) and the new Department of Transport (DoT). These two departments are expected to report separately in the next Victorian Government Report in Multicultural Affairs for the 2018-19 reporting year.

⁴ As of 1 Jan 2019, the Department of Justice and Regulation (DJR) transitioned to a new name, Department of Justice and Community Safety (DJCS) to reflect a renewed focus on improving community safety and crime prevention in Victoria.

⁵ On 1 July 2014, Court Services Victoria (CSV) was established as a justice portfolio agency separate from the then Department of Justice. Due to CSV's substantial work with multicultural communities, their activities continue to be included in this report under the CSV heading where relevant.

Introduction



INTRODUCTION

Victoria's increasing diversity

Victoria is home to one of the most culturally diverse societies in the world and is also among the fastest-growing and most diverse states in Australia. At the 2016 Census, Victoria's population was 5.93 million, compared to 5.35 million at the 2011 Census. This represents an increase of 10.7 per cent, compared to 8.8 per cent for the whole of Australia.

Of Victoria's total population:

- » 28.4 per cent (1,680,271) were born overseas in over 200 countries (up from 26.2 per cent in 2011 and 23.8 per cent in 2006);
- » 49.1 per cent (2,910,631) were born overseas or born in Australia with at least one parent born overseas (up from 46.6 per cent in 2011 and 43.6 per cent in 2006);
- » 26.0 per cent (1,538,839) spoke 260 languages other than English at home (up from 23.1 per cent in 2011 and 20.4 per cent in 2006); and
- » 59.0 per cent (3,493,950) followed more than 130 faiths (compared to 67.7 per cent in 2011 and 68.7 per cent in 2006).

At June 2018, Victoria's estimated resident population was 6.46 million, increasing by 138,2000 persons over the previous year. Victoria's growth rate at 2.2 per cent was the fastest among all states and territories in Australia.⁶ Victoria's population is projected to increase to 12.0 million in 2066.⁷ Net overseas migration is expected to contribute to more than half of the increase.

Victoria continues to attract migrants from all over the world, contributing to an increasingly multicultural society and presenting challenges and opportunities that require considered responses by all levels of government and by the community as a whole.

Victoria's legislative frameworks

Victoria's approach to multicultural affairs is underpinned by a range of legislative and policy frameworks to guide policy and program planning and responsive service delivery. This will enable Victoria to reap the benefits of diversity and promote social cohesion and participation.

The *Multicultural Victoria Act 2011* provides the framework for a whole-of-government approach to multicultural affairs that recognises and values the cultural, religious, racial and linguistic diversity of the people of Victoria.

The Act establishes the Victorian Multicultural Commission (VMC) as a statutory authority to provide independent advice to the Victorian Government on multicultural affairs and citizenship matters. The VMC, government departments and agencies regularly consult with culturally diverse communities to obtain valuable feedback on the changing needs of our diverse population and how best to collaborate across government in service delivery to meet those needs.

The Act also requires the development and implementation of departmental cultural diversity plans to facilitate targeted responses by departments when delivering services and programs to our communities.

Victoria's legislative frameworks also include the Racial and *Religious Tolerance Act 2001*, enacted to prohibit the vilification of people on the grounds of race or religious belief. The *Equal Opportunity Act 2010* and the *Charter of Human Rights and Responsibilities Act 2006* ensure that allegations of discrimination and vilification against any Victorian are taken very seriously, and those responsible are held to account according to the law.

Victorian, And proud of it. Multicultural Policy Statement

Victoria's Multicultural Policy Statement (MPS), *Victorian. And proud of it.* was launched in February 2017. The policy outlines the government's approach to multiculturalism, which is to enable every Victorian to participate fully in society, remain connected to their culture and ensure that everyone has equal rights, protections and opportunities.

At the heart of the policy is the Victorian Values Statement, which sets out the core values that unify Victoria as a peaceful and prosperous society with a shared sense of belonging, respect, acceptance and contribution. The core values are:

- » One law for all,
- » Freedom to be yourself,
- » Discrimination is never acceptable,
- » A fair go for all, and
- » It is up to all of us to contribute to a Victoria we can be proud of.

The policy also highlights a range of government initiatives to assist and encourage all Victorians to contribute and belong. New initiatives cover broad areas such as education, employment, law and order, building social cohesion, fostering inclusion and ensuring services and supports are accessible.

⁶ The population for the Australian Capital Territory also increased by 2.2 per cent, compared to 1.6 per cent for all Australia. Source: ABS, Australian Demographic Statistics, Cat. No. 3010.0, June 2018.

⁷ Source: ABS, Population Projections, Australia, 2017 (base)–2066. Cat. No. 3222.0. Series B projection with medium level assumptions that reflect current trends in fertility, life expectancy at birth and migration.

Key initiatives

Key initiatives to date include:

- » The *Victorian. And proud of it.* campaign to promote community conversations around Victoria's shared values through the themes of contribution and belonging;
- » The Recruit Smarter initiative, a collaborative, cross-sector initiative to promote inclusive recruitment practices and to address unconscious bias in recruitment;
- » The Multicultural Sports Fund to help boost participation in sports; and
- » The Victoria Police Social Cohesion Partnership Project to support engagement between diverse communities and Victorian police and facilitate the delivery of local community-led projects.

The MPS makes a commitment to several initiatives that will be developed in 2018-19, including:

- » The Rights, Responsibilities and Consequences Program to support community-led activities to improve understanding of individual rights and responsibilities and their connection to individuals' roles as citizens and contributors to society; and
- » The Anti-Racism Action Plan, a whole-of-government strategy to address racism and race-based discrimination in Victoria.

Multicultural Affairs Outcomes Framework

Victorian. And proud of it. contains a whole-of-government Outcomes Framework to drive concrete improvements across government and ensure that every Victorian can belong, contribute, achieve and succeed. The Framework outlines an outcomes-based approach to focus on what has been achieved through government investment to create meaningful change for individuals, families and communities. The Framework will provide:

- » an improved evidence base for policy and program development;
- » a greater understanding of where targeted investment is required; and
- » increased capacity for the Victorian Government to respond to marginalised individuals and communities.

Future reporting will be aligned with the Outcomes Framework which covers five key domains, as shown in Figure 1.



Figure 1: Whole-of-Government Multicultural Affairs Outcomes Framework



Departmental policies and strategies

Departments undertake reviews of policies, strategies and planning frameworks on an ongoing basis to respond to the changing needs of culturally diverse communities and to reflect the government's commitment to multicultural affairs.

Department of Economic Development, Jobs, Transport and Resources

DEDJTR drives many programs, strategies and initiatives which directly support multicultural affairs, including in employment, creative industries, trade, migration, international education, business, agriculture and road safety.

DEDJTR maintains an international focus with dynamic financial and trade policies to secure Victoria's economic

future and engagement with the rest of the world.

Through Victoria's Trade Statement, the department is creating opportunities for establishing businesses with different cultures locally and in different parts of the world. Delivery of employment support to Victorian jobseekers through Jobs Victoria includes specialist multicultural services that are supporting recently-arrived migrants and other multicultural jobseekers to connect to employment opportunities.

These are strengthened further through language education policies, intercultural education initiatives, support for international students, promotion of trade and diplomatic ties; and most importantly, through the social and economic connections that our migrant communities maintain with their countries of origin.

Department of Environment, Land, Water and Planning

DELWP has a Diversity and Inclusion Strategy with actions to support cultural diversity and improve service provision to Victorian communities. The Diversity and Inclusion Council is responsible for overseeing implementation of the strategy and its associated plans, including the department's actions to support culturally diverse communities. This involves linking plans and actions to legislative obligations and government policy requirements of monitoring, evaluation and review.

In 2017-18, DELWP assisted staff to set up a voluntary network, Multicultural@DELWP. The network has developed an action plan that brings lived experience from multicultural staff to help inform and progress the department's broader strategy.

DELWP's operating model is based on a community-centred approach, using local networks and resources to enhance interactions and engagement with communities and key stakeholders through the co-design and co-delivery of services and programs.

Department of Education and Training

The Victorian Government plans to provide excellence and equity in education to make Victoria the Education State, where everyone regardless of background, location or circumstance has the best chance to thrive and prosper. Education is fundamental to Victoria's social, economic and global success.

Over the last four budgets, the Victorian Government has invested \$10.8 billion across early childhood education, schools, and training and skills sectors. This is supported by a wide-ranging suite of reforms.

DET contributes to the goals of the Education State through ensuring that early childhood development, school education and vocational training systems are:

- » accessible to all Victorians, including new arrivals and their children;
- » inclusive of diversity and difference, so that family background, language, religion or financial circumstances do not dictate their children's futures; and
- » equitable in impact, with professionals who translate high expectations into effective practice adapted to individual needs.

In addition, DET is committed to multicultural education by supporting schools to celebrate Victoria's diversity and promote inclusion and respect for cultural, linguistic and religious diversity and social cohesion. This is reflected in programs such as English as an Additional Language for students from migrant and refugee backgrounds, and support for the teaching of languages other than English.

The Victorian F-10 curriculum includes Intercultural Capability in addition to Personal and Social Capability. These capabilities assist students from different cultural backgrounds and commitments to interact and engage with each other. The aim is to better equip students with the skills to work and live in an increasingly globalised and interconnected world and reduce prejudice and stereotyping.

Equity and Diversity is a Practice Principle of the Victorian Early Years Learning and Development Framework. Early childhood professionals are expected to promote cultural awareness in all children, including greater understanding of Aboriginal and Torres Strait Islander ways of knowing and being.

There is also provision for learning about world views and religions to enable students to develop an understanding of diverse local community perspectives and the beliefs and practices of diverse traditions.

DET's Cultural Diversity Plan 2016-18 sets out how the department will continue to help Victoria grow and develop as a multicultural community. The plan includes actions to deliver on the Education State's vision for Victoria, which is to achieve excellence, equity and lifelong learning for all.

Department of Health and Human Services

Diversity access and responsiveness

DHHS efforts to deliver culturally responsive services are informed by Delivering for Diversity, the department's Cultural Diversity Plan 2016-19. The plan provides a framework to embed cultural diversity considerations in all of the department's services, programs and policies, recognising that responding to cultural diversity is core to its overall goals of improving the health and wellbeing of Victorians, and providing safe, effective care and support.

'Designing for Diversity' is the department's framework for embedding responsiveness to diversity at the outset of any policy reform or service design process. The framework comprises a suite of resources to highlight diversity considerations and identify gaps in the design process where diversity may not have been adequately addressed.

Family Safety Victoria's 10-year 'Everybody Matters: Inclusion and Equity Statement' seeks to ensure that diversity and intersectionality are deeply embedded in the implementation of all 227 recommendations of the Royal Commission into Family Violence. The statement aims to build a more inclusive, safe and accessible family violence prevention and response system for all Victorians.

'Safe and Strong: A Victorian Gender Equality Strategy', was launched in December 2016. The strategy recognises that women from culturally diverse communities, among others, face additional obstacles to education and employment because of language barriers, racism and discrimination, lack of culturally responsive services and access to information.

In March 2018, the Government released a report on actions and achievement in the first year of the strategy. Several key achievements provided direct support to women from culturally and linguistically diverse backgrounds to promote gender equality and freedom from all forms of violence.

Other departmental policies include the 'Charter of Healthcare Rights in Victoria', the 'Guide to asylum seeker access to health and community services in Victoria', the 'Cultural responsiveness framework – guidelines for Victorian Health Services' and the 'Charter of Human Rights in Healthcare'.

Languages Services Policy

DHHS Language Services Policy and accompanying guidelines, *How to work with interpreters and translators*, support the department and its funded services in responding to the needs of linguistically diverse people, including migrants, refugees and asylum seekers and those using a form of sign language. The policy identifies when language services should be offered to clients based on legislative requirements and best practice service delivery.

The policy and guidelines are regularly promoted within the department and to funded organisations alongside promotion of the department-funded Health Translations portal.

Department of Justice and Regulation

DJR's role in the provision of justice services to Victoria's culturally diverse communities is supported through its Cultural Diversity Plan (CDP) and a range of other policies and strategies. These policies are underpinned by the principles of fairness, community safety, human rights and social justice, self-determination and respect. These principles are aligned with the department's vision, which is to maintain 'a safe, just, innovative and thriving Victoria, where the rule of law is upheld, and rights and responsibilities are respected'.

The CDP is the department's primary multicultural policy. It provides broad parameters and principles outlining the organisation's response to Victoria's culturally diverse population. The CDP is complemented by a detailed implementation plan outlining specific commitments from DJR's diverse range of business units.

DJR maintains a 'Language Services Policy' outlining expectations and procedures in the provision of interpreting and translating services. This includes a Language Allowance Policy to acknowledge staff with language other than English skills to improve communication with culturally diverse communities.

There is a 'Respect in the Workplace' policy which articulates the value of a diverse workforce and outlines the organisation's behavioural expectations concerning the fair and respectful treatment of all employees regardless of cultural, ethnic or religious backgrounds. The policy includes guidelines for

the raising of concerns should staff be subject to or witness disrespectful behaviours.

The Victorian Equal Opportunity and Human Rights Commission (VEOHRC) launched the *Multicultural and Multifaith Engagement Action Plan 2018-22* in 2018 following an extensive consultation process with multicultural and multifaith communities, agencies and advocates.

The objectives of the Plan are to:

- » deepen VEOHRC's partnerships and engagement with multicultural and multifaith organisations;
- » empower multicultural and multifaith individuals to understand and exercise their rights; and
- » adopt digital strategies to encourage increased reporting of racism.

Department of Premier and Cabinet

DPC is responsible for whole-of-Victorian Government language guidelines to ensure departments, agencies and funded services are aware of, and follow, the Victorian Government's three language services policies, namely, 'Using Interpreting Services', 'Effective Translations' and 'Multilingual Information Online'.

DPC oversees the Victorian Government Accessible Communication Guidelines (2014) requiring all government communication activities be delivered in an accessible manner to Victorian communities. This is to ensure that all Victorians have knowledge of policies and programs and have the opportunity to attend events, read publications, use websites and respond in emergency situations regardless of disability, education levels, or cultural and linguistic differences.

DPC is also responsible for the Multicultural Communication Policy which requires departments and agencies to commit a minimum of five per cent of their net total media campaign expenditure to multicultural media. Departments and agencies are required to report annually on their multicultural media spend as part of the whole-of-Victorian Government reporting in multicultural affairs.

Department of Treasury and Finance

The department's Diversity and Inclusion Framework 2018-2020 aims to foster a workplace that reflects Victoria's multicultural society and leverage the experiences of Victoria's diverse population to inform policy development to benefit all Victorians.

The State Revenue Office has a strong focus on reducing barriers to obtaining and maintaining employment for people from culturally and linguistically diverse backgrounds as well as promoting inclusion and participation in the community.

Progress in Cultural Diversity Plans



PROGRESS IN CULTURAL DIVERSITY PLANS

Background

Departments are required to develop cultural diversity plans (CDPs) to enhance the delivery of accessible and responsive services to Victorians from culturally diverse communities. The *Multicultural Victoria Act 2011* mandates that departments report progress against their CDPs.

The Victorian Auditor-General's Office (VAGO) report *Access to Services for Migrants, Refugees and Asylum Seekers* (May 2014) recommended a more consistent, coordinated and efficient approach to service planning and provision across departments and agencies, including:

- » developing up-to-date and comprehensive CDPs and plan evaluations;
- » utilising data collection and analysis to inform the design and delivery of services; and
- » understanding how cultural competence training for staff improves the delivery of services to multicultural communities.

VAGO recommended that a more systematic and integrated approach to cultural diversity planning will enhance opportunities and better leverage resources to improve outcomes. In 2017-18, departments reported on the following areas of their CDPs:

- a. Status of CDPs, including ownership and governance;
- b. How cultural competency training has been embedded in staff professional development programs;
- c. How departments have ensured that multilingual information has been made available to culturally diverse communities and that this has been effective;
- d. How whole-of-department policies and processes are in place to engage culturally diverse communities in decision-making;
- e. How departments have ensured that program and service evaluations consider barriers and improvements for culturally diverse communities; and
- f. How consultation, demographic and service data on culturally diverse communities have been used to inform service delivery.

Overview of progress

The following summarises progress across departments under each of the CDP reporting areas, with selected examples. Refer to Appendix 1 for more details and comparison across departments.

Departmental cultural diversity plans

The following are departmental CDPs as at 30 June 2018.

Departments	Cultural diversity plans ^a
DEDJTR	Multicultural Diversity Action Plan 2018-2021
DELWP	Diversity and Inclusion Strategy 2016-2020
DET	Our Cultural Diversity Plan 2016-2018
DHHS	Delivering for Diversity: Cultural Diversity Plan 2016-2019
DJR	Cultural Diversity Plan 2017-2021
DPC	Cultural Diversity Inclusion Strategy 2015-18
DTF	Diversity and Inclusion Framework 2018-2020

Departments have made progress in implementing their CDPs during 2017-18, including routine data collection and analysis to improve service planning and delivery to culturally diverse communities and increased cultural competency training for staff.

All departments reported on cultural diversity program implementation, monitoring and evaluation. Some departments have plans focused on achieving workforce diversity, participation and inclusion while others emphasised cultural competency in the delivery of services in response to cultural diversity.

However, there is a need for more systematic measures of performance to monitor progress and assess achievements and outcomes of CDP programs and initiatives.

^a The general reference to cultural diversity plans (CDPs) instead of the actual titles may be used in the report.

Additional cultural diversity plans

Some departmental branches, divisions or agencies have in place additional structures and plans to support their work with culturally diverse communities. Examples include:

Parks Victoria Cultural Diversity Strategic Plan 2018-21

The plan is a framework to embed recognition of cultural diversity in park policies, programs, facilities and services. It builds on efforts to improve access to and enjoyment of services by culturally and linguistically diverse communities to provide a roadmap for the next five years. Culturally diverse communities include those with a long-established presence in Victoria, as well as recently-arrived migrants, refugees and asylum seekers.

The Strategic Plan is complemented by Parks Victoria's first Cultural Diversity Action Plan 2018-2021 which will provide directions and priorities to address:

- » What Parks Victoria needs to do to enable more cultures recreating and engaging with nature and parks;
- » What the barriers are to participation faced by different cultural groups;
- » How Parks Victoria can take the next steps to ensure access to parks is more equitable and how the organisation can reap the benefits of diverse thought and action;
- » How the organisation can be more 'culturally competent' and more representative of the communities it serves; and
- » How the organisation can work with other cultures to educate them on how to enjoy parks in line with Victorian conservation values.

Victorian Civil Administrative Tribunal, Diversity Committee

In September 2015, VCAT established the Diversity Committee responsible for the development, coordination, implementation, review and monitoring of issues of cultural and social diversity at VCAT. The primary purpose of the committee is to ensure that VCAT's services are accessible by all groups in the Victorian community through inclusion strategies and standards. The committee also acts as a vehicle for VCAT to comply with its obligations under the *Victorian Charter of Human Rights and Responsibilities Act 2006*.

Emergency Management Diversity and Inclusion Framework

The framework established by Emergency Management Victoria (EMV) lays the foundation for creating a diverse and inclusive emergency management sector that draws on the full potential of its members and connects with the diverse communities it serves.

EMV consulted with community and research organisations to understand the value and impact of diversity and inclusion on emergency management outcomes and design processes to better engage with people from communities who are often marginalised and under-represented in emergency management and planning, including multicultural communities.

Victoria Police's 'Equality is not the Same... Phase Two (2017-20)'

Equality is not the Same Phase Two is a three-year program of work that demonstrates a renewed commitment to making improvements in frontline service delivery and everyday engagement with Victorians. The first phase's action plan laid the foundation for cultural change to ensure VicPol is an accessible and respectful organisation responsive to the needs and expectations of Victoria's diverse community.

The second phase is aimed at delivering sustainable change in a measured and visible manner that strikes the right balance between engagement and enforcement. VicPol believes that being transparent and accountable to the community through regular engagement and fair and respectful law enforcement is critical to safeguarding community confidence and trust.

The Victoria Police Diversity and Inclusion Framework 2017-2020

The framework outlines the organisation's commitment to deliver dedicated strategies and action plans for priority areas, including culturally and linguistically diverse communities. A Culturally and Linguistically Diverse Inclusion Strategy and Action Plan for 2018-2021 will be finalised at the end of 2018 to ensure that VicPol is focused on delivering the required leadership, workplace behaviours and practices in an organisation where diverse employees are valued, supported and equipped to achieve their full potential.

Office of the Public Advocate, Cultural Diversity Plan 2016-18

OPA is strongly committed to a just and inclusive society that respects and promotes the dignity and human rights of all people and safeguards the rights and interests of people with a disability, working to eliminate abuse, neglect and exploitation.

OPA's Cultural Diversity Plan 2016-18 seeks to enhance service delivery and the work environment by respecting and promoting diversity to meet the cultural, religious and linguistic needs of the people OPA supports as well as its employees and volunteers. The plan's strategic priorities cover inclusion, service improvement, employment and community engagement.

Essential Service Commission, Workplace Diversity and Equal Opportunity Policy

The Commission aims to create an environment that values and utilises the contributions of people with different backgrounds, experiences and perspectives. The concept of workplace diversity includes the principle of Equal Employment Opportunity. The Commission's workplace diversity policy provides the opportunity for all people in the workplace regardless of gender, race, age, religion or physical difficulties to attain their full potential.

State Revenue Office, Diversity and Inclusion Plan

The plan demonstrates SRO's commitment to reducing barriers for persons from culturally and linguistically diverse backgrounds and achieve equity and access for people with a disability.

SRO recognises the positive effect that the plan can have on influencing everyday practices. The plan aims to continue building upon previous work to create a more equitable workplace and increase the understanding of diversity and inclusion across the organisation.

Vision and goals

The table below compares visions and goals of cultural diversity plans by departments. Some departments emphasise support for cultural diversity in their workforce to serve diverse communities and to achieve good public policies and outcomes. Other departments aim to create healthy and strong diverse communities through better service access and participation.

DEDJTR: Multicultural Diversity Action Plan 2018-2021**Vision**

To foster a culturally diverse and inclusive workplace that reflects the sectors and communities we work with by building team member capability to support an inclusive economy with equitable access to services and economic participation.

Goals

Our leaders will champion the cultural diversity plan to foster engagement at all levels.
We will build our understanding of internal cultural diversity.
We will build our understanding of the cultural diversity of the communities we work with.
We will capture cultural diversity initiatives to share internally, and report annually.
We will support opportunities to grow cultural diversity at all levels of the organisation.

DELWP: Diversity and Inclusion Strategy 2016-2020**Vision**

A culture that embraces individual differences in all forms and fosters innovation and inclusion, to support:

- » liveable, inclusive and sustainable communities and thriving natural environments;
- » all staff to achieve their full potential and work in a flexible way that meets their needs; and
- » a community charter that emphasises the diversity and inclusion values of building enduring and genuine partnerships.

Goals

Improve service delivery and decision-making through strong, inclusive leadership and training and development opportunities.
Foster attitudes and practices that better support diversity and inclusion.
Create opportunities to recruit and retain staff from diverse groups in the community.

DET: Our Cultural Diversity Plan 2016-2018

Vision

Recognises and celebrates diversity, in a range of forms, across the Victorian community.

Recognises that early childhood, schools, and Vocational Education and Training settings are essential environments in which to cultivate an appreciation for diversity.

Education is key to promoting social inclusion and breaking down communication and language barriers; providing connection to the broader Victorian community; and enhancing engagement.

Building on cultural diversity is fundamental to establishing Victoria as the Education State.

Goals

Make the Victorian learning and development system welcoming and inclusive to all.

Engage culturally and linguistically diverse communities to inform service planning and delivery.

Supports vocational education and training for refugees and new immigrants in response to changing patterns of need.

Improve information, reporting systems and program evaluation to monitor the effectiveness and value of services to culturally and linguistically diverse Victorians.

DHHS: Delivering for Diversity: Cultural Diversity Plan 2016-2019

Vision

DHHS recognises that at the heart of the department's work and that of the administrative offices *Family Safety Victoria*, *Safer Care Victoria* and the *Victorian Agency for Health Information*, are people from culturally and linguistically diverse backgrounds and their communities.

Goals

Priorities in responding to cultural and linguistic diversity in health and human services are:

- » Equitable and responsive services and programs;
- » A culturally responsive workforce;
- » Partnerships with diverse communities; and
- » Effective and evidence-based approaches.

DJR: Cultural Diversity Plan 2017-2021

Vision

An inclusive and accessible justice and regulation system that enables culturally and linguistically diverse communities to fulfil their potential as equal citizens.

Goals

A fair justice system that promotes equal rights and opportunities – to participate and to have career pathways.

An accessible and inclusive justice system – to inform and shape decision-making and provide culturally appropriate information and services.

A department that recognises and values diversity – to improve outcomes supported by policies, procedures and data; and is an employer of choice for diverse populations.

DPC: Cultural Diversity Inclusion Strategy 2015-18

Vision

To build a culturally diverse and inclusive work environment and ensure DPC's policy advice is inclusive of diverse perspectives to achieve good public policy and service delivery outcomes.

Goals

Increased understanding of, and respect for, culturally diverse communities through strengthened leadership and staff cultural competence and inclusion.

Increased participation and engagement between DPC and culturally diverse communities through inclusive policy development and project implementation.

Increased employment and economic participation through promotion of employment opportunities to culturally diverse communities and career progression; and supporting the economic development and growth of culturally diverse communities.

Established frameworks for reporting, accountability and measuring success regarding progress on culturally diverse inclusion and participation.

DTF: Diversity and Inclusion Action Plans 2016-18

Vision

The Diversity and Inclusion Framework outlines the department's commitment to building a workplace that is grounded in respect, fosters inclusion, promotes diversity and embraces the unique skills and qualities of all our people.

The framework commits to the development of further diversity and inclusion operational plans. The first operational plan being launched is the All Abilities Plan which aims to ensure an inclusive and disability-equitable workplace and increase advancement opportunities for people with a disability.

Goals

To have a workforce that reflects the Victorian population and makes the most of the talents and skills of all employees.

To recognise the importance of attracting, retaining and advancing diverse individuals, and promoting inclusion at all levels of the organisation.

To embrace and encourage all individuals to excel regardless of their gender and gender identity, mental or physical disability, age, family responsibility or cultural background.

To foster a workplace that reflects Victoria's multicultural society and leverages the experiences of Victoria's diverse population to inform policy development that benefits all Victorians.

Ownership and governance

All departments have established ownership and governance structures to oversee CDPs. Some departments, especially those with large service delivery programs and functions, have set up special entities with responsibility for the development and implementation of their respective CDPs.

These include a diversity and inclusion council, a dedicated diversity planning branch, a diversity issues unit and a project board. Other departments appointed their corporate services group and human resources divisions to oversee the governance and implementation of CDPs.

Examples

- » DEDJTR's Multicultural Diversity Action Plan 2018-2021 is included as part of the department's Workforce Diversity and Inclusion Framework, with oversight by the Executive Director of People and Workplace Services Division who reports to the Executive Board of the department. All business units are responsible for implementing individual actions within the plan.
- » DELWP's Diversity and Inclusion Strategy is overseen by a Diversity and Inclusion Council of staff representatives from each business group. Four Deputy Secretaries are on the Council and the Secretary attends when available. The Council is responsible for overseeing development and implementation of the strategy and its associated plans. This includes linking plans and actions to legislative obligations and Victorian Government policy requirements, including monitoring, evaluation and review.
- » Preparation of DET's CDP was overseen by the Cultural Diversity Project Board which reported to the department's Workforce Development and Culture Committee of Executive Board. The Board is also responsible for approving the CDP and its implementation as well as preparation of a new CDP for 2019-21.
- » DHHS's Executive Board has primary ownership of the CDP and all Deputy Secretaries are required to report on relevant activities in their areas through the Quality, Safety and Experience Sub-Committee of the Board, and to ensure that core business includes culturally responsive considerations and service design.
The action plan for 2017-18 was developed by staff across the department through collaborative workshops to support whole-of-department focus and commitment to improving health and wellbeing outcomes for culturally diverse Victorians.
- » The Diversity Issues Unit in DJR administers and has oversight of the CDP. The unit is responsible for liaising with other business units concerning actions under the CDP as well as managing annual reporting.

- » DPC's People and Culture Branch is responsible for leading the implementation of the CDP. Each departmental group is required to undertake specific actions and activities, and report on their progress to the DPC Board of Management annually through the People, Culture and Operations Group.
- » DTF's Diversity and Inclusion Framework is overseen by the People and Culture team and People Committee. To ensure effective implementation, People and Culture regularly review the progress of the plan and monitor employee engagement in diversity and inclusion practices through the annual People Matter Survey. Several targets have been established and these are tracked each quarter by DTF's People Committee, Senior Executive Group and the Board.

Cultural competency training

Cultural competency training (CCT) has been actively adopted by all departments, reflecting a wide variety of approaches, contexts, content and training methods. Some departments embed a cultural competency element in the qualifications for staff; and some include cultural awareness and CCT in staff induction, performance and progression.

Other approaches include more specific CCT workshops for executives and managers and the development of a cultural competency matrix for staff self-assessment. In addition, the contents of CCT have broadened to include more formal certificate-level CCT qualifications, unconscious bias training, cultural self-awareness, cultural intelligence and fair workplace modules for discrimination-free workplaces.

Examples

- » DEDJTR commenced active steps to begin embedding CCT in the professional development of staff, including online webinars with international offices and face-to-face training in metro offices. In addition, as part of the department's Managing Diversity for Excellence initiative, cultural intelligence training workshops were conducted to develop the skills and strategies essential for individuals, teams and managers to work successfully across cultures.
- » DELWP piloted an Inclusive Leaders, Inclusive Teams training program which focuses on understanding diversity, privilege and unconscious bias to create inclusive workplaces. The department's online learning management system also includes mandatory Appropriate Workplace Behaviour Training with content related to human rights and equal opportunities. Specific CCT is currently offered in relation to aboriginal and LGBTI communities and the department is investigating appropriate CCT on cultural and linguistic diversity.
- » Respectful workplaces training is a requirement for all DET, VPS and school-based staff, and is provided through an online learning module on DET's intranet.

The training focuses on treating others with respect, fairness and consideration, including consideration for equal opportunities and human rights. In addition, DET established a working group with the Multicultural Affairs and Social Cohesion Division, DPC, to develop online cultural competency training to be used across the public sector. An audit of 'like' resources has been undertaken and content development is underway.

- » DET's Respectful Relationships is an initiative supporting early childhood settings and schools to promote and model respect and equality, as well as support educators to teach our children how to build healthy relationships, resilience and confidence.
- » At DHHS, cultural competence workshops and resources are delivered to staff across the department and operational divisions, including unconscious bias and specialist family violence training to enable front-line staff to understand and work better with clients from culturally and linguistically diverse backgrounds.
- » CCT is included in prison officers' pre-service program at Corrections Victoria and as induction training for Youth Justice custodial staff. CCT for court registrars includes examination of Victoria's changing demographic landscape and language services provision. CCT for Bail Justices includes issues faced by culturally and linguistically diverse and newly-arrived communities. Victoria Legal Aid's cultural awareness and working with interpreters workshops are compulsory training for VLA lawyers.
- » All new Court Services Victoria employees complete the online module Respect in the Workplace outlining expectations of employees in relation to discrimination and harassment in the workplace and when dealing with clients. New employees complete an online Code of Conduct module that highlights VPS values and clarifies employee obligations in relation to respect and human rights. An online Cultural Competence Program was launched through the CSV's Learning & Development tool in mid-June 2018.
- » The Judicial College of Victoria provided judicial education and cultural awareness training for judges, magistrates and VCAT members, including Chinese Perspectives on the Operation of the Law, Human Rights Charter Training for VCAT and Drug Court Education focusing on matters of potential cultural misunderstanding.
- » VicPol staff wishing to gain management qualifications must complete the culture, community and diversity element of the Police Managers Qualifying Program. This involves meeting with stakeholders and subject matter experts from one of the Priority Community groups and prepare a presentation addressing their respective action plans.
- » DPC introduced the Cultural Awareness and Reflective Anti-Racism Training program, a 2.5-hour experiential session to provide participants with skills to improve their awareness of our shared human cognitive biases from a race lens. The session also explores the existence and significance of racial exclusion and privilege and provides participants with critical thinking strategies and practical behaviour tips to promote social cohesion and harmony and to challenge racism.
- » DTF runs a Building Positive Workplace Relationships training session as part of its People Matter Acton Plan to promote a culture of respectful inclusiveness for all. DTF also participated in the state-wide Recruit Smarter campaign in two pilot initiatives—unconscious bias awareness training and curriculum vitae de-identification of data.

Information dissemination

Departments recognise that the provision of information and resources in languages other than English is important for the effective delivery of government services to culturally diverse communities with low English proficiency. These resources raise awareness of, and improve access to, services as well increase participation in programs to promote wellbeing and social cohesion across the population.

A variety of translated information and dissemination strategies have been reported by departments. Multilingual information and resources are provided through a range of platforms and communication channels, including translated documents, signage, interpreting and translating services for individuals, advertising campaigns in press and radio and publications in languages other than English.

Examples

- » DEDJTR uses translating services to improve community access to department representatives and provide translated data, reports and ministerial statements as well as key information for the public. Examples include advising the local community about disruptions to rail services and making the State Library more inclusive with child safety signage and FAQs in Chinese and Vietnamese to support Play Pod visitors.
- » The Multilingual Content for Communities project at DELWP, to be completed in 2018-19, will assist people from culturally and linguistically diverse communities to access information and services. The project involves the translation of key online documents and web pages into a selection of key languages. Other website content across all DELWP groups will be prioritised for translation based on strategic alignment and website traffic.

- » At DET, translated material for parents about funded kindergarten programs is available in several languages through the All About Kindergarten and Free or Low-cost Kindergarten – Kindergarten Fee Subsidy brochures. The brochures provide advice about why and when children should attend kindergarten, how much it costs and how they can access bilingual and interpreter services.
- » DHHS conducted a range of campaigns and initiatives across various program areas targeted at key audiences from culturally diverse backgrounds. Several public health campaigns and initiatives have incorporated multilingual information to ensure access to the department's services. Key program documents and information have also been translated into community languages and for different levels of literacy skills.
- » At DJR, the dissemination of multilingual information is primarily face-to-face or over the phone with the assistance of interpreter services. Hard copy or online information is also made accessible through translations into relevant community languages.
- » ANZAC Day continues to be a platform for engagement with members of Victoria's diverse multicultural communities as a way for citizens to acknowledge the service and sacrifice of veterans and their families. In 2018, a greater number of young Victorians (370) participated in the Premier's Spirit of Anzac Prize, a key educational program that engages students from diverse backgrounds and assists in preserving Victoria's war history and heritage, including the contribution of Victorians from multicultural backgrounds.
- » DTF utilises the whole-of-Government Communications Access Policy when developing public consultations to ensure that they are held in venues that are welcoming and accessible to the community, including culturally diverse groups. DTF offers departmental publications including reports, plans, guidelines and procedures in languages other than English upon request.

Culturally diverse communities in decision-making processes

Departments encourage the participation of culturally diverse communities at various levels of the decision-making process in policy and program planning and service delivery. The views of communities are sought in different ways, ranging from broad stakeholder consultation forums through to more formal advisory groups, panels and committees and local networks.

Examples

- » DEDJTR's Multicultural Diversity Action Plan requires that delivery of programs, policy and services involves consultation with culturally diverse communities and advisory boards. DEDJTR uses available demographic and service data on cultural diversity to support decision-making and embeds cultural diversity considerations in policy, program and service delivery design, monitoring and evaluation.
- » As part of the Strengthening Parks Victoria project, Parks Victoria ensured that diverse communities were involved in Community Focus Groups and Community Vox-pops in different parts of Victoria. Such engagement activities help ensure that future directions for Parks Victoria are in line with community needs and interests and resulted in increased recruitment of staff who speak a language other than English.
- » DET's Stakeholder Engagement Framework includes a register of culturally and linguistically diverse community stakeholders to facilitate broader consultation in program and policy development.
- » In February 2018, DHHS rolled out the whole-of-department Public Participation Framework, Stakeholder Engagement Toolkit, Stakeholder Engagement Principles and other resources to support engagement practices with culturally and linguistically diverse communities. Continuous support is also provided to staff through a Stakeholder and Community Engagement Training module which further embeds the department's engagement principles.
- » At DJR, Emergency Management Victoria consulted with community and research organisations to understand the value and impact of diversity and inclusion on emergency management outcomes. This assisted in the engagement of people from communities, including multicultural communities, who are often marginalised and under-represented in emergency management planning.
- » VicPol's Social Cohesion Partnership Project with DPC establishes innovative ways e.g. through Community Connection Forums, to engage with diverse communities to strengthen community trust, especially with less connected groups. The purpose of the forums was to broaden police and community understanding of social cohesion issues such as racism, religious discrimination, ethnicity and culture, and to identify policing interventions as a response.
- » The Chief Magistrate's Family Violence Taskforce provides the opportunity to seek strategic and cross-sectoral advice on issues related to the intersection of justice and family violence and ensure that justice sector stakeholders are appropriately involved in consultation and co-design.

- » The Victorian Civil Administrative Tribunal's Strategic Communications team employs a user experience design and research methods to inform the development of VCAT forms, website and correspondence content. This includes involving culturally and linguistically diverse communities in the consultation and testing of communications projects and products.
- » MASC includes members of culturally diverse communities in decision-making through ongoing structures such as the Victorian Multicultural Commission, Regional Advisory Councils, the Multicultural Youth Network and the Multifaith Advisory Group. In addition, members of African communities have been directly involved in the development of the African Community Action Plan through the African Ministerial Working Group.
- » DTF conducts periodic diversity and inclusion forums for staff to discuss topics of interest. DTF utilises quarterly workforce metrics including statistics on culturally and linguistically diverse demographics to inform the implementation of the Diversity and Inclusion Framework. In addition, there is a dedicated diversity and inclusion intranet page to provide information and seek feedback on relevant matters.
- regular review and reflection by DELWP leadership team on staff feedback and delivery of engagement activities; and
- community feedback through established feedback channels, attendance at events, formal and informal interactions.
- » DET expects that all programs will undergo some form of periodic review and/or evaluation, informed by best practice methodology according to the department's Evaluation Policy and Product Standards. This includes incorporating the views of diverse and/or vulnerable groups in evaluation design and implementation and in data collection for program participants from culturally diverse communities.
- » DHHS undertook an evaluation, in partnership with the Centre for Multicultural Youth, of the Regional Presence Project which engages young people from diverse backgrounds to advise and design ways to increase social and economic participation by newly-arrived young people.
- » DHHS undertook a review of language services procurement, funding and management and developed a new departmental language services framework for reform. Key components included data collection, planning and funding. Implementation of the whole-of-government interpreter remuneration reforms began in 2018.
- » DJR: The 'We Stand Together' project is a partnership between VEOHRC, the City of Yarra, MiCare, Neighbourhood Justice Centre, Victoria Police, Fitzroy Legal Service, Carringbush Education Centre and CoHealth. The project addresses issues around racial and religious discrimination and vilification experienced by culturally diverse individuals and communities, including knowledge and reporting. Community facilitators were led through an evaluation process to assess the impact of their training and delivery.
- » DPC commissioned an external consultant to undertake a review of Victorian Government multicultural communication, designed to inform the development of communication policy to better meet the needs of multicultural audiences through improved audience targeting and channel use. The review's recommendations include greater use of digital and social media to reach multicultural audiences; target new audiences through grassroots engagement; and a review of the existing Government Multicultural Communication Policy.

Program and service evaluations

Some departments have undertaken or commissioned evaluation of their major programs and services to consider barriers to uptake and participation as a consequence of culture, religion and language. Evaluation surveys are also conducted to investigate satisfaction levels and outcomes.

Examples

- » DEDJTR's diversity action plan requires all business areas consult with culturally diverse communities and advisory boards when making decisions about programs, policies and services that directly affect culturally diverse communities; and use demographic and service data to support these decisions and embed cultural diversity considerations when designing, implementing and evaluating policies, programs and services.
- » DELWP's Community Charter includes a promise to Victorians to be available, speak and listen and act accordingly. DELWP measures its performance against charter commitments through:
 - the biannual Customer and Stakeholder Intelligence research;
 - self-evaluation through the People Matter Survey and the Organisational Cultural Inventory Survey;

Consultation, demographic and service data

Departments undertake research and data analysis to better understand stakeholders' needs to inform policy development and implementation and program planning. Some departments analyse demographic and socio-economic data and local community conditions to tailor programs accordingly. Others seek advice and collaboration from local service providers and partner organisations to assist in the planning and delivery of services to particular communities, including those in regional locations.

Examples

- » DEDJTR tailors its programs to meet the needs of stakeholders and strengthen economic participation of culturally diverse communities through consultation, research and analysis. For example, the Study Melbourne Welcome Party enabled international students to make new connections in a fun and inclusive environment. The party was used as a platform to raise awareness of Study Melbourne's services, launch the Unlock Melbourne app and announce the newly-appointed Study Melbourne Ambassadors.
- » Rail Project Victoria utilised Census data to better understand which culturally and linguistically diverse communities or individuals may be located near Metro Tunnel project construction sites to assist them in the planning of communication and engagement strategies for those affected.
- » DELWP's Community Charter specifies the department uses the skills and resources of local communities and networks, including sports clubs, local governments and neighbourhood houses, to build lasting relationships and two-way information flows.
- » Environment Protection Authority (EPA) Victoria utilises the Australian Bureau of Statistics' demographic data and extends on this information by partnering with local government to gather data relevant to municipalities to inform service delivery, in addition to intelligence gathered by EPA's field officers.
- » DET provided translated versions of the Parent Opinion Survey to parents from non-English-speaking backgrounds with limited English skills to enable them to participate in the survey and provide feedback to schools on student engagement, school climate and levels of parent satisfaction.
- » At DHHS, an analysis of the culturally and linguistically diverse related fields on the Client Relationship Information System (CRIS) has been completed. Work is underway to make changes to CRIS to reduce the number of fields and improve the relevance, accuracy and timeliness of information collected. It is anticipated that changes to CRIS will be completed by mid-2019. In addition, information contained in the child protection manual was reviewed and work has commenced to draft policy and practice advice on working with children and families from diverse cultural, ethnic, linguistic and faith backgrounds.
- » Consultations and customer data are used to inform all VCAT's major projects, including the Customer Service Improvement Program, Online Dispute Resolution and a new Case Management Pilot. VCAT also undertakes an annual Customer Satisfaction Survey to measure performance and satisfaction over time and to inform changes to service delivery consistent with the frameworks for court and tribunal excellence.
- » The Multicultural Affairs and Social Cohesion Division, DPC, has published several reports on the diverse socio-demographic characteristics of Victoria's multicultural population from the 2016 Census to inform program planning and delivery across departments. The publications on the Multicultural Victoria website include community fact sheets and profiles and a report on population diversity by local government areas.

Benefits of diversity



BENEFITS OF DIVERSITY

Victoria is a prosperous state due to successive waves of migrant settlement. Migrants bring with them valuable skills and investment and contribute to the creation of an innovative and dynamic workforce. Victoria's diversity makes it a great place to live, work, study and do business. By investing in diversity, we will continue to encourage creativity and innovation to grow our economy and to strengthen our multicultural society.

The Victorian Government promotes the benefits of diversity through a wide range of initiatives and programs that contribute to the state's reputation as a welcoming environment for migrants from all walks of life. These initiatives include promotion of international education and engagement and language learning; supporting the development of business opportunities to take advantage of our cultural diversity and connections; enhancing cultural precincts and community infrastructure; events to celebrate our diversity; and recognition through multicultural awards of excellence.

Hamer Scholarships Program

DEDJTR's Hamer Scholarships Program (\$500,000 in 2017-18) helps build Victoria's Asia capabilities to support linkages with governments, businesses and institutions overseas. The program was designed to enhance the Asian language and cultural capabilities of Victorians.

The program commenced in 2012, with up to \$10,000 in funding provided for Victorians above the age of 21 to undertake an intensive Chinese language course at a university in Jiangsu Province, Victoria's Sister State. In 2013, the program was expanded to Japan, Korea and Indonesia.

In 2017-18, an additional 36 Victorians were awarded the scholarship for intensive study and cultural immersion in these countries. Since the program's inception, there have been 287 Victorian recipients.



Asia Capabilities Program

The Victorian Public Service Asia Capabilities and Scholarships Program was established to strengthen Victoria's international profile and economic development with Asia. Building deeper understanding and capabilities in the public service will assist in developing informed policy on international engagement in the region, with Asia playing a key role in the state's economic development. Since the program's inception in early 2016, there have been over 1200 enrolments by VPS in the Program. DEDJTR provided \$333,000 in funding for the following program components:

- » VPS International Assignment opportunities to undertake specific projects, research or policy development in Asian cities;
- » VPS In-market Chinese language scholarship opportunities to undertake intensive Chinese language study at Nanjing University, Jiangsu Province, China;
- » VPS workshops and training focusing on Asia capabilities, cultural intelligence and protocols and exploring country-specific business, political and economic environments; and
- » Partnerships and engagement with key stakeholders to deliver forums and seminars to VPS staff by industry, government and academic leaders with first-hand experience in Asian engagement.

Skilled and Business Migration Program

Victoria's Skilled and Business Migration Program, managed by DEDJTR (\$2.5m in 2017-18) supports Victorian businesses to grow and address skills shortages by providing visa nomination, information and support to high calibre skilled, business and investor migrants to the state. Victorian nominated migrants increase investment and trade in Victoria's key sectors.

A range of services and programs promoted through the LiveinMelbourne website build on Victoria's ability to attract migrants and a dedicated team of investor and relationship managers connect nominated migrants to business and investment opportunities to drive economic growth. Services include:

- » Visa nomination;
- » Overseas qualifications assessment;
- » Market outreach;
- » Significant Investor Services Directory;
- » Settlement support information; and
- » Advocacy and collaboration with the Commonwealth Government on skilled and business migration programs and policies.

International Chamber House

The Victorian Government's International Chamber House (ICH) initiative managed by DEDJTR (\$1.7m in 2017-18) strengthens collaboration between government agencies and bilateral international chambers and business associations to promote trade and investment opportunities for Victorian businesses with key international markets.

The provision of facilities to conduct chamber business, activities and events has attracted a growing number of business and industry chambers and a full complement of eight tenant chambers, including:

- » Australia China Business Council;
- » German Australian Chamber of Commerce and Industry;
- » Australian-Arab Chamber of Commerce and Industry;
- » Australia Indonesia Business Council;
- » American Chamber of Commerce in Australia;
- » French Australian Chamber of Commerce and Industry;
- » Australia-Korea Business Council; and
- » Australian British Chamber of Commerce.

Approximately 14 additional bilateral chambers and business associations use the facility during the year for meetings, briefings and networking events.

Study Melbourne Student Centre

The Study Melbourne Student Centre (SMSC) in DEDJTR is an Australian-first initiative, providing a 'one-stop-shop' for international students to complement the support offered by Victorian education providers and agencies. The Centre provides 24-hour, seven day a week support by a team of multilingual social workers who conduct both preventative activities and case work for the international student community in Victoria.

In 2017-18, outcomes achieved by the Centre include:

- » Over 11,900 visits to the Centre for use of the space, including access to multilingual information around welfare related issues;
- » Over 1,500 enquiries responded to by professionally-trained multilingual social workers;
- » Longer-term casework support for over 119 international students;
- » Integrated legal service to provide support for over 100 international students experiencing work related issues; and
- » Centre staff attended over 35 orientations by Victorian education providers and distributed multilingual information about the Centre to international students.

The 2018 SMSC student enquiry satisfaction survey showed 97 per cent satisfaction rates.

Study Melbourne Website

The Study Melbourne website funded by DEDJTR (\$129,625) is a multilingual website providing information for prospective international students considering studying in Victoria and for current international students. The website is fully translated into Simplified Chinese and Latin American Spanish, and partially translated into Japanese, Arabic, Brazilian Portuguese, Bahasa Indonesian, Thai and Vietnamese.

The site includes student stories, details of support services and programs for international students such as the Study Melbourne Student Centre, information about student visas and accommodation options in Victoria, lifestyle and employment information. The site also includes a course search function with links to detailed course listings and contact points to Victorian education providers, as well as an interactive MyStory tool where students can design their own snapshot of life as a student in Victoria based on their lifestyle and study preferences.

Case Study

Me & Melbourne Storytelling Competition (DEDJTR)

Study Melbourne partnered with the Melbourne Writers Festival 2018 to organise the Me & Melbourne Storytelling competition for Victorian-based international students as part of the festival program.

The competition asked students to reflect on their time and experience in Victoria by creating and sharing their stories in both written and visual forms. The competition included an awards ceremony featured within the festival program where the local community was invited to join Victoria's international students in congratulating award winners. The ceremony also included a performance by the international student performance group Be You–Be Scene, funded by Victoria's International Student Welfare Program.

Students worked with festival program staff to produce videos in five languages to encourage diverse audiences to attend the festival. The project enhanced the students' skills and experiences and increased the visibility of their Melbourne cultural narratives throughout the festival. Over 2,000 people from Victoria and around the world voted for their favourite Me & Melbourne story.

Community Language School Funding Program

Community language schools are not-for-profit community organisations which provide out-of-school-hours language programs to school-aged children to support them to learn or maintain their family or heritage language.

In 2018, DET provided per capita funding support to approximately 36,500 P-Year 12 students attending 167 accredited community language schools (total of approximately \$7.85m), at a per capita rate of \$215 per student, to subsidise teachers' salaries, purchase curriculum resources and offset rental costs.

Victorian Young Leaders to China Program

The Victorian Young Leaders to China Program (DET funding of \$2.3m in 2017-18) is an immersion program for Year 9 students aimed at developing their Chinese language proficiency, leadership, global citizenship and intercultural understanding through in-country experiences.

On return to their schools and communities, the 'young leaders' and their teachers share their learning, help to dispel cultural stereotypes and contribute positively to a socially cohesive Victoria. From March 2014 to 30 June 2018, 1,354 students and 168 teachers have participated in the program.

International Student Program in Victorian Government Schools

Victoria is the number one destination for school sector international students in Australia—a testament to the quality of the education system and the liveability of Melbourne. As at June 2018, there were 5,702 international students from over 90 countries enrolled in Victorian government primary, secondary and English language schools (excluding those enrolled in non-government schools).

International students help to achieve the targets of the Victorian Government's International Education Sector Strategy and make Victoria the Education State by contributing to local students' intercultural literacy, language skills and global awareness vital for an increasingly interconnected and complex world.

Sister School Partnerships

In 2017-18, 342 Victorian schools were involved in 483 sister school partnerships with overseas schools (DET funding of \$111,000). Several of these partnerships include reciprocal visits for teachers and students. The program provides professional learning opportunities for teachers and opportunities to share curriculum and pedagogy.

The program also enables participating schools to develop a broader international outlook and cross-cultural understanding for students and teachers.

Inter-cultural education projects

Additional DET programs to foster intercultural and international education include:

- » The Intercultural Capability Teaching and Learning Resources Initiative, a partnership between the Victorian Curriculum and Assessment Authority (VCAA) and DET's International Education Division (IED) to publish classroom practice on intercultural understanding and a teachers' guide on the VCAA website;
- » The International Capability Assessment Project (Jan 2018 to Jul 2019), a partnership between IED and VCAA to develop and publish on the VCAA website a suite of assessment tasks to assist on-balance assessment of intercultural capability;

Case Study

Think Smart, Stay Safe Campaign (DJR)

Social media was chosen as the preferred platform for this campaign to provide crime prevention information to international students. The campaign content was developed and distributed via Meld Magazine, Australia's leading international student news website, with support from Victoria Police.

Victoria is home to approximately 200,000 international students, with almost 40,000 residing in Melbourne's CBD. The *Think Smart, Stay Safe* campaign provided an opportunity to engage with a community that often carries assumptions or misconceptions around law enforcement in Australia – ideas and biases brought on by students' perceptions of how police operate in their home countries.

A dedicated homepage was created within the City of Melbourne website with messages to increase awareness of international student safety across the city and to understand VicPol's role in their wellbeing.

The campaign provides international students with relevant resources to ensure that they are aware of when to report a crime, how to identify when a crime has happened to them and where to make a report. The campaign also incorporates safety presentations at international student events such as the Council of International Students' Australia's National Conference and the Victorian International Students' Conference.

- » The Intercultural Champions Pilot Project which recognises the need to enhance teachers' capacity to model teaching and learning to increase students' intercultural capability. It is a 12-month professional learning opportunity for 38 classroom teachers from Victorian government primary and secondary schools;
- » The Building Global Citizenship Program, a professional learning program for Principals and Leading Teachers conducted by the Bastow Institute in conjunction with IED to build practice excellence and support the development of students' global citizenship. Participants undertake onshore and offshore learning, workshops and online learning;
- » An annual International Student Forum hosted by IED to provide international and local students the opportunity to explore and discuss key local and global issues;
- » A two-week in-country program in China in 2018 undertaken by four early years educators. IED is scoping a reciprocal visit by Jiangsu early years educators and opportunities for policy discussions for 2019 as a part of the 40th anniversary celebration of the Victoria-Jiangsu Sister State relationship; and
- » A 12-month reciprocal international exchange for teachers from government, independent and Catholic schools. Participants teach in overseas schools and then share and use their experiences in their Victorian schools and classrooms.

Cultural Diversity Week

Cultural Diversity Week (funding of \$0.95m) is held annually in March to coincide with the United Nations International Day for the Elimination of Racial Discrimination on 21 March. The week-long event, co-ordinated by the Victorian Multicultural Commission (VMC) in partnership with the Victorian Government, celebrates the cultural heritage and traditions of all Victorians.

The 2018 CDW program included:

- » 90 community organised events held across metropolitan and regional Victoria, including art exhibitions, discussion forums, sporting events, community meals and performances;
- » Victoria's Multicultural Festival and Culture Waves concert which attracted 35,000 attendees to Federation Square;
- » the Premier's Gala Dinner attended by 1,400 guests; and
- » the VMC Film Festival which received over 70 entries and was attended by more than 200 people.

Multicultural Awards for Excellence

Victoria's Multicultural Awards for Excellence recognise individuals and organisations that have made an outstanding contribution to advancing multiculturalism, equality and inclusion. In 2017, the VMC received 161 nominations with a total of 60 awards presented across the following categories:

- » Premier's Award for Cultural Harmony;
- » Multicultural Honour Roll;
- » Awards for Meritorious Service to the Community;
- » Business Award;
- » Education and Early Childhood Award;
- » Youth Award;
- » Community Innovation Award;
- » Government and Civic Leadership Award;
- » Media Award; and
- » Police Awards.

Case Study

Celebrating Cultural Diversity Week (DET)

DET was a Gold Sponsor of Cultural Diversity Week 2018, which included a marquee at Victoria's Multicultural Festival in Federation Square.

The marquee featured language activities for kids, including picture books in community languages from the Languages and Multicultural Education Resource Centre, language posters and flip charts for drawing and practising writing in community languages, as well as information for parents on the many school programs available to support diversity in communities.

DET videographers made three films that celebrate the importance and diversity of language and culture in our schools which were shown on the Federation Square big screen.

In addition, the People Division developed a Cultural Diversity Resource Kit for central and regional staff to test their cultural awareness and help foster intercultural understanding and capability across the department. The kit contains a range of activities and discussion starters. For example, work groups were encouraged to host a story-telling event to reinforce DET's values of respect and human rights, and help build safe and inclusive workplaces, a key action in the Investing in Our People Strategy.

Multicultural Chamber of Commerce

The Multicultural Chamber of Commerce draws together representatives from various ethnic chambers of commerce. The Chamber aims to increase economic opportunities for members; assist newly-arrived migrants and refugees with employment opportunities, internships and mentoring; and promote unity and understanding among Victoria's diverse business communities.

Multicultural Champions Program

The Multicultural Champions program was a new initiative launched in 2017 under the Victorian Government's Multicultural Policy Statement. The program recognises Victorians who have been instrumental in promoting the benefits of multiculturalism and breaking down barriers and misunderstanding between diverse communities.

Through individual consultations, the VMC has gained a deep understanding of the champions' respective activities and the ways in which their work has had a positive impact on Victorian communities.

Australia Day 2018

Australia Day Victoria sought to foster positive engagement through a strong brand, a recognisable program of events and creative, inclusive public campaigns.

DPC's event program for the day was designed to:

- » bring people of diverse backgrounds together to inspire and unite them in the celebration of our national day,
- » reflect our national values and inspire a spirit of belonging;
- » recognise our connection to the lands of the Kulin nation and our shared cultural heritage;
- » support diversity and inclusion as elements of the contemporary face of Australia; and
- » promote civic values and active citizenship in our community.

The scope of Victoria's Australia Day program in 2017-18 included the planning, promotion and delivery of the following:

- » Australian of the Year Awards;
- » Australia Day Ambassador program;
- » Australia Day at Work program;
- » Aussie of the Month;
- » 26ers Club;
- » Official Australia Day Luncheon;
- » Official Flag Raising Ceremony; and
- » Australia Day Parade.



Social cohesion and participation



SOCIAL COHESION AND PARTICIPATION

Victoria is proud of its reputation as a socially cohesive, harmonious and vibrant multicultural society with strong support for multiculturalism. The continued success of our multicultural society depends on the ability of all Victorians to actively exercise their rights and responsibilities as citizens and to participate in the social, cultural and economic life of the state. Participation encourages personal development and community engagement to benefit our broader society.

This section highlights initiatives and projects to support diverse communities in social participation and engagement in local communities as well as to strengthen their social networks with the broader Victorian community. Examples include multicultural festivals, multicultural arts, libraries, museums, sports and community events that bring people from all walks of life together to share and celebrate diversity.

There are also initiatives that promote active citizenship and awareness of rights and responsibilities; increase cross-cultural and multifaith understanding; provide training in community leadership and build community capacity and resilience.

Creative Victoria – Learning Partnerships Program

The Creative Learning Partnerships artist residency program (\$90,000) supported primary and secondary schools to engage a professional artist or arts organisation to work with students and teachers from culturally and linguistically diverse backgrounds on a creative project. Partnerships include:

- » The Monash University Museum of Art and Dandenong Primary School where 82 per cent of students are from a language background other than English (funding of \$35,000);
- » Little Wing Puppets and the Mother of God Primary School where 52 per cent of students are from a language background other than English (\$10,000);

- » Artist Sarah Austin and Coburg Primary School where 42 per cent of students are from a language background other than English (\$10,000); and
- » Bus Projects and Collingwood College where 70 per cent of students are from a language background other than English (\$35,000).

Creative Victoria – International Engagement Funding

The International Engagement funding round under the Organisations Investment Program enables major performing arts organisations to undertake international activities to promote Victoria's skills and talents to new and growing international audiences.

Examples include the Cultural Partnership Agreement with China; sister-state agreements with China, Japan and Korea; general engagement with developing markets in Asia; and links with diaspora communities in Victoria.

The 2017-2018 round provided \$300,000 to 13 companies, including grants to Ilbjerri to tour North America; to Red Stitch and Arena Theatre to tour China for the first time; and to support incoming delegations from around the world to visit the Melbourne Fringe and Melbourne Writers Festivals.

Creative Victoria – Diversity and Inclusion Program

The Diversity and Inclusion Program (\$0.75m in 2017-18) is aimed at delivering new and sustainable approaches to addressing barriers to creativity, engagement and leadership in the creative industries. Through talent development, capacity building for organisations, strategic partnerships and evaluation, the program focuses on cultural and linguistically diverse communities, as well as other social groups. Activities funded include:

Case Study

Learning partnership – Objects of Longing (Creative Victoria)

Dandenong Primary School is located in Greater Dandenong which is the most culturally diverse local government area in Victoria. The school has a specialised English as an Additional Language class and offers language and literacy support across all year levels.

Creative Victoria funded contemporary artist Kym Maxwell to undertake a residency in the school to develop a multidisciplinary art project titled *Objects of Longing*. Grades 3 and 4 students and staff at the school participated in the project through an extended investigation focussed on ideas related to play, collecting and cultural production.

The project included class excursions to the Monash University Museum of Art where students learned about what museums collect and why.

Weekly workshops were held at the school with Kym and other artists to develop theatrical work which culminated in a suite of live performances at the school and at other venues.

The students were chosen to participate in the project to support their interpersonal development and to acquire new competencies in playground behaviour, including negotiation, independence, confidence, assertiveness and resilience.

- » Talent Development: Five two-year programs aimed at developing diverse new talent in the screen industry, writing, and festival programming and producing.
- » Capacity Building: Diversity Arts Australia was engaged by Creative Victoria to design and deliver a capacity-building program to 20 Creative Victoria funded-organisations over two years, 2019 and 2020.
- » Strategic Partnerships: A two-year partnership with the British Council aimed at providing international exchange opportunities for diverse creatives and establishing a policy and research dialogue between the UK and Australia.

Creative Victoria – VicArts Grants

The VicArts Grants program aims to develop a strong, innovative and diverse independent arts sector in Victoria. The program promotes the availability and accessibility of the arts to the public and builds on Victoria's creative strengths. The program is open to Victorian professional artists and arts/community organisations.

In 2017-18, the program supported 19 projects with a specific culturally and linguistically diverse focus across metropolitan and regional Victoria (total funding of \$376,000), including:

- » Presentation of 'Asian Grocery', an exhibition that aims to create a dialogue about Asian identity and Orientalism in contemporary Australia, by artist Youbi Lee;
- » Presentation of 'ButohOUT!', a program of artistic and cultural activities designed to activate local communities through the performing arts medium of Butoh (a Japanese theatre and dance form), in the context of Australian landscape, culture and history;
- » Development and presentation of 'Intercambio – a Conversation Between Two Trains' at the 2019 Bienal de la Habana, an exhibition exploring intercultural dialogue around themes of mobility, migration and colonialism, using the model of train lines in Havana and Melbourne;
- » Presentation of 'The Australian Ugliness' by artist Eugenia Lim, a multi-channel video installation exploring contemporary Australian identity via architecture, as part of Open House Melbourne 2018;
- » Development of 'Hood' by Maxine Beneba Clarke, a beat novel set in Footscray exploring themes of love and culture clashes, of triumph and tragedy; and
- » Development and presentation of 'Reciproco/ Reciprocal', an international artistic collaboration curated by Domenico De Clario and Laura Conci that connects artists in Italy and Australia to explore the cultural exchange inherent in migration.

Creative Victoria – Creators Fund

The Creators Fund is open to individual creative practitioners and collectives across all disciplines to enable them to take their practice and careers to the next level by providing them with dedicated time for research, experimentation and development.

In 2017, the fund supported 21 'Creators', with four of the projects directly engaging with culturally and linguistically diverse artists (total of \$187,000), including:

- » Research and development of 'The Last Bastion', a video game for phones and tablets, by culturally diverse creators at the Robot Circus development company;
- » Travel research focusing on land, climate change, conservation, spirit, art, community and diverse cultures, by performer Moira Finucane;
- » Development of an international music event in Suomenlinna, Finland, including research into cultural music rituals, by David Chisholm; and
- » Research and creative experimentation through engagement with works from the collection of SFMOMA, San Francisco, exploring how blindness can offer critical positions and methods for creative practice and new ways of experiencing artworks and exhibitions, by artist Fayen d'Evie.

Creative Victoria – Asialink's Global Project Space initiative

The Asialink Arts' Global Project Space initiative (\$107,500) responds directly to sector needs for deeper cultural engagement opportunities, while enhancing the capacity for artists to deliver high impact projects in Australia and Asia.

The initiative creates international opportunities for Australian creatives and arts professionals to work in Asia through established partnerships nurtured through decades of sustained engagement in the region. The initiative supported three 12-week creative exchanges for Victorians in Asia.

Creative Victoria – Music Works Grant

The Music Works Grants program supports musicians, music industry professionals and industry organisations to create, develop and showcase Victorian contemporary music. The program aims to build professional capacity, encourage sustainability and find new markets for Victorian music at home and overseas.

The Music Works funding suite includes Major Funding Rounds, Quick Response Grants, Good Music Neighbours, Rockin' the Laneways and Music Passport Grants. Of the \$1.68m granted in 2017-18, \$321,151 was provided to projects that involved culturally and linguistically diverse musicians.

Creative Victoria – Organisations Investment Program

The program invests in the creativity, capability and continuity of organisations that make a valuable contribution to the creative and cultural profile of Victoria, as well as to increase the diversity of audiences and participants. In 2017-18, several organisations targeting culturally diverse communities were funded, including:

- » Footscray Community Arts Centre, a multi-platform, multi-arts-based organisation working with culturally and linguistically diverse communities (funding not specified). From one-off projects to ongoing training programs, FCAC provides entry points for these communities at all levels of skills, experience and interest in arts and cultural activities through programs in theatre, animation, music, digital media and the visual arts.
- » Multicultural Arts Victoria, South Melbourne (\$336,000) is Victoria's peak arts organisation for the promotion of cultural diversity in the arts. It represents artists and communities from culturally diverse backgrounds and collaborates with key arts organisations to advance multicultural arts at the local, national and international levels. Activities include workshops, seminars, festivals, theatre and music performances, exhibitions, partnerships and publications.
- » Western Edge Youth Arts (\$80,000) provides access to high-quality arts experiences for young people, particularly from culturally diverse and disadvantaged backgrounds, who may not have access to such experiences or are unlikely to ever attend mainstream venues. Highlights include a youth theatre ongoing program, an emerging artists program and professional development, and extended school residences for emerging artists in disadvantaged culturally diverse schools.
- » Westside Circus, Brunswick (\$60,000) uses circus and physical theatre to build the creative capacity of young people from diverse social, economic and cultural backgrounds to make a tangible positive difference to their lives.
- » The Boîte, Fitzroy (\$128,100) programs embrace new relationships with artists from many cultural streams, including Seychellois, Mauritius, Reunion and the Rodriguan Islands and Iran through the Iranian women's choir. Besides regular performances at the Boîte World Music Café, programs include festivals and projects such as the Boîte Millennium Chorus, the Boîte Schools Chorus and a state-wide cultural touring program coordinated with culturally diverse communities.
- » Melbourne's Chinese Museum (\$107,100). The museum's five floors showcase the heritage and culture of Australia's Chinese community. The museum displays and promotes the history of Australian-Chinese relations along with a general appreciation of Chinese arts and culture.
- » Circus Oz (\$149,851) tours nationally and internationally. Throughout the Melbourne season, tickets are provided to a range of charities and not-for-profit organisations supporting asylum seekers and those with diverse ethnic backgrounds. Circus Oz continues to collect money to help organisations such as the Asylum Seekers Resource Centre.
- » Outer Urban Projects (\$60,000) facilitate performance and story-telling by migrant youth from Melbourne's northern suburbs. Programs and projects are linked to arts training and employment with external arts companies and include an associate artist and traineeship program.
- » Jewish Museum (\$73,080) aims to engage people with Jewish culture to promote pride, connection and knowledge of Jewish heritage; to promote understanding and appreciation of Jewish culture and Jewish people in the wider community; and to build a society in which cultural diversity and difference is embraced and respected.
- » Shepparton Arts Festival (\$75,000) celebrates cultural diversity at the local and regional level with initiatives that enhance a sense of belonging, cultural pride and confidence. Festival offerings include theatre, dance, installations, opera, literature and access to the Shepparton Art Museum collections, and
- » MTC Connect (\$485,575) is a partnership with Multicultural Arts Victoria. The tailored program appoints theatre artists of multicultural backgrounds to act as cultural and artistic ambassadors, advocates and facilitators to broaden the range of voices informing MTC's theatre-making and programming processes.

Melbourne Recital Centre

The Melbourne Recital Centre presents music and artists of the classical, traditional and popular genres from around the globe, including Asia, Europe, Africa, the Americas, Oceania and the Middle East. In addition to hosting or presenting regular multicultural performances from various countries through its venue hire engagement, activities included:

- » The Music Always program which targets multicultural aged care homes, regional audiences and other diverse communities;
- » The Rebetiko Festival, a one-day Greek popular music festival; and
- » A ticket and transport subsidy support scheme for clients from networks, schools and groups representing diverse communities.

Melbourne Recital Centre Outreach Programs

In 2017-18, the Centre presented 54 in-residence concerts at nine aged care facilities across Victoria, including Multicultural Aged Care Services Geelong. In total, 3,291 people participated in Music Always activities. The Centre's 'Share the Music' ticketing subsidy and transport scheme supported visits to the Centre for clients from the Asylum Seekers Resource Centre, Adult Multicultural Education Services, Wintringham Housing and St Vincent de Paul.

State Library of Victoria Volunteers Program

Volunteering at the SLV provides a range of benefits to volunteers, including the opportunity to give back to the community, meet new people, be part of a team in a highly regarded cultural institution and gain valuable knowledge, experience and skills.

The SLV volunteer program (funding of \$6,418) has been revitalised in the past 12 months with over 60 volunteers recruited as Greeters, Tour Guides, Family Programs Volunteers and Versatile Volunteers.

The program has significantly increased the Library's language capacity with 32 per cent of volunteers speaking another language, including Japanese, French, Mandarin, Cantonese, Arabic, Romanian, Hindi, Filipino, Croatian, Bosnian, Serbian, Spanish, Gujarati, Korean and Urdu. As at June 2018, the SLV had 149 volunteers who contributed over 9,000 hours to the library.

State Library of Victoria Community Programs

SLV runs a variety of community programs and events (funding of \$68,267) for a range of people, attracting significant participation from culturally diverse communities. Activities in 2017-18 include:

- » SalamFest Muslim Arts Festival, a partnership with the SLV, Islamic Council of Victoria and Islamic Museum of Australia which provided an opportunity to engage with Islamic culture through the sharing of stories, arts, culture and cuisine. Almost 4,000 attendees participated in 41 programs over three days;
- » Baby Bounce and Storytime, a program that aims to build early literacy skills for culturally and linguistically diverse children aged five and under by utilising rhyme, repetition, story and song;
- » New users' tour for international students;
- » 'Two twigs', a program discussing the journey of two groups of immigrants from the Ukraine in the 1950s and 1960s;
- » Jungle City, a pop-up dance series held on the forecourt to promote Jamaican culture; and
- » Story Camp, a three-day creative workshop program for teens from socially disadvantaged communities.

Case Study

State Library of Victoria Greeters Program (DEDJTR)

The Greeters Program is a new volunteer program to enhance visitor experience and is aligned with SLV's Future Service Model and Vision 2020.

The program aims to make the Library open and inviting, reduce barriers and place people at the heart of SLV. It supports the high visitation by international students and other culturally and linguistically diverse groups.

Volunteer Greeters are stationed alongside staff at entry points to help welcome visitors, provide directions, escort visitors to where they need to go, and refer questions to library staff as required. Volunteers recruited mirror the demographics of visitors to the library. More than half of SLV visitors are born overseas; half speak a language other than English; a third are students and of these, almost half are international students.

In November 2018, the Greeters Program won the Volunteering Victoria Awards 'Inclusion Category', awarded to an organisation that achieves the inclusion of individuals or groups who are often excluded from volunteering.

Film Victoria – Indian Film Festival

Launched in 2012, the Indian Film Festival Melbourne aims to promote awareness and strengthen relationships between Victoria and India (and their respective communities). The 2018 Festival (funded at \$200,000 in 2017-18) was held from 10 to 22 August. It attracted 3,900 paid attendees; 14,500 attendees to free events; screened 60 films in 22 languages over 12 days; and included a Bollywood dance competition, Indian Independence Day flag hoisting ceremony, industry master classes, Q&A events, short film competition and an awards night.

The Festival partnered with the City of Greater Dandenong and the City of Monash to deliver a program of films, cultural activities and guests to film screenings. The Festival also held a film session and 'in conversation' session at LaTrobe University for students and the wider community.

Film Victoria project funding

Film Victoria supports projects that promote multiculturalism and social cohesion through its production investment and incentives programs, including:

- » 'The Whistleblower', funded in 2017-18, was the largest Australian-Chinese official co-production in Victoria's history. The feature film is about a Chinese expat working in Australia for a local company. The production is expected to contribute more than \$40 million to Victoria's economy, with film locations in the Melbourne CBD, Dandenong, Footscray, Werribee and the Latrobe Valley.
- » The television series, 'Sunshine', aired on SBS in October 2017 was set in the working-class Melbourne suburb of Sunshine and follows the story of Jacob Garang, a star basketball player with dreams of climbing his Biblical namesake's ladder to heaven, the NBA. Running parallel to his sporting aspirations and life within Sunshine's South Sudanese community is a high-stakes criminal investigation. Film Victoria also supported two screen practitioners from multicultural backgrounds to undertake director's placements on the production.

National Gallery Victoria

The NGV's mission is to collect, conserve, develop and promote the state's works-of-art and bring art to the people of Victoria. Its goals include connecting audiences with knowledge and ideas and reflecting and engaging with Victoria's diverse community. From 15 Dec 2017 to 15 April 2018, the NGV Triennial featured the work of over 100 artists and designers from 32 countries to survey the world of art and design across cultures, scales, geographies and perspectives. Highlights of NGV's programs (aggregate funding of approximately \$2m) with a multicultural focus include:

- » A total of 20,434 students and teachers participated in a range of short and extended programs in conjunction with the NGV Triennial, including talks, workshops and online learning resources that extended the reach to other countries; 1,143 students from schools disadvantaged by economic, cultural or other circumstances, including schools with a high concentration of culturally diverse students, visited the NGV Triennial and participated in related education programs at no cost.
- » NGV's fifth annual Kids Summer Festival during the January school holidays was attended by 17,075 children accompanied by their families. Festival activities were inspired by the NGV's Triennial exhibition and included creative offerings of artists, designers and performers such as Indonesian artist Uji 'Hahan' Handoko Eko Saputro.
- » The NGV 'Kids on Tour' program, in its fifth year, encourages children and families across Victoria to participate in free activities and workshops. The program was featured at 57 venues in metropolitan and regional Victoria, including migrant resource centres.
- » For the NGV Triennial, Moroccan artist Hassan Hajjah created the Noss installation to transform NGV's ground floor café, the Gallery Kitchen, into a Moroccan-inspired tea house to create an immersive and lively experience for visitors. The café was furnished with Moroccan stools, pouffes, upturned milk crates and re-purposed food and drink packaging. It also featured an interactive photo booth, the Noss Studio.
- » The exhibition Hokusai featured 176 works from the Japan Ukiyo-e Museum, Matsumoto and the NGV Collection that encompassed the artist's remarkable 70-year career. Audiences learnt about the life and work of Hokusai and Japanese history and culture through curator's talks, art classes, film, discussions and poetry programs. Almost 4,000 teachers and students visited the exhibition under the Schools Program and participated in learning activities on the exhibition theme. More than 1,100 visitors joined the exhibition tours, including three tours presented in Japanese.
- » Pasifika Art (Siu I Moana), the 2017 NGV and Regional Arts Victoria 'on the road' program, was inspired by the exhibitions Art of the Pacific and Siu I Moana presented at the NGV in 2016. NGV educators travelled to primary and secondary schools in outer metropolitan and regional Victoria to introduce students to Pasifika art and culture.

Melbourne Museum

In February 2018, Melbourne Museum hosted the Imperial Dragon Sun Loong, the longest dragon in the world outside China. Sun Loong was celebrated, paraded and displayed as part of the Chinese New Year/Lunar New Year celebrations held in collaboration with the Golden Dragon Museum of Bendigo.

More than 4,000 people came to see Sun Loong parade around North Bank and Carlton Gardens. By the end of the day, over 4,500 visitors had passed through the Melbourne Museum.

The program offered further audience development and community engagement with diverse communities in collaboration with the Golden Dragon Museum, Bendigo Chinese Association, Chinese Society Melbourne and the City of Melbourne.

Immigration Museum

The Immigration Museum showcases Australia and Victoria's migrant communities through exhibitions, cultural festivals and resources for geological research. The museum also collaborates with culturally and linguistically diverse communities to explore, document and present stories and experiences of immigration and cultural diversity in Victoria. Programs and activities in 2017-18 (funding of \$21,440) included the following:

- » Immigration Museum was an official partner with the Victorian Multicultural Commission to celebrate Cultural Diversity Week (15-25 March 2018) with events that explored the theme 'Proud to belong'.
- » *One Love One Beat*, a celebration of Emerging African Talent in partnership with the City of Melbourne and OZ Africa TV.

- » *African gangs: Beyond Politics and Media Headlines*, a symposium delivered in partnership with the Monash University focus program.
- » Lord Mayor's Student Welcome. In partnership with the City of Melbourne's International Student Division, the Immigration Museum hosted the official welcome for all new students to Melbourne to celebrate the contribution that they make to the city.
- » Immigration Museum partnered with Benevolence Australia and the Victorian Multicultural Commission to celebrate Ramadan by hosting an inaugural Iftar dinner at the museum. Special guests (including from Victoria Police, State Government, media and communities' councils) and members of the public shared a meal and experienced the spirit of this rich annual celebration. The Immigration Discovery Centre was also transformed into a learning hub for the month of Ramadan encouraging visitors to engage with content created by the community.
- » The community exhibition *From Robe to Chinese Fortunes* explored individual stories of early Chinese migrants to Australia – their motivation, spirit, hardships and legacies – during the Victorian and New South Wales gold rushes.
- » The digital interactive exhibition, *Mahatma Gandhi: an Immigrant*, honoured the period of Gandhi's stay in South Africa and his subsequent transformation from this experience. The exhibition featured film footage and audio recordings to bring to life a critical person and period in India's rich history, and
- » *Mao's Last Dancer, the Exhibition: A Portrait of Li Cunxin* offered insight into Li Cunxin's poverty-stricken childhood in rural China, his extraordinary journey to becoming an internationally-renowned dancer and his current life as Artistic Director of Queensland Ballet.

Case Study

Talking Difference with North Melbourne Football Club (Immigration Museum)

Talking Difference is a multi-platform online digital media project developed by the Immigration Museum. Operating since 2011, the project is designed to facilitate dialogue about cultural difference and promote diversity. This project is funded by the VicHealth 'Arts about Us' program which challenges race-based discrimination through the arts.

The North Melbourne Football Club invited Immigration Museum to facilitate a Talking Difference workshop in June 2018 for a group of 10 boys aged 13 to 19 years in the North Melbourne area from migrant backgrounds and who have experienced racism and discrimination. These boys were featured in the club's anti-racism campaign 'Be Brave and Speak Up'.

The aim of the workshop was to prepare the boys for their role in the campaign and possible media attention they may receive as a result. The workshop was hosted by poet and performer Wani Le Frere and focused on themes of cultural difference and identity. The boys developed a strong bond with Wani throughout the day and were encouraged to be open and expressive about their feelings and share them through written word and poetry.

As a result of this successful initiative, the club has expressed interest in further Talking Difference workshops and studios for their staff as part of their professional development.

Australian Centre for Moving Image

ACMI, located in Federation Square, Melbourne, is Australia's national museum of film, TV, videogames, digital culture and art. ACMI strives to enable dynamic access to its collections, resources and stories, fostering participation and collaboration for the creative industries and the public at large. Programs and activities focusing on cultural and linguistic diversity include: (funding in brackets)

- » The hosting of numerous film festivals with a culturally and linguistically diverse focus (\$50,000 in-kind), including:
 - FilMOTECA (monthly);
 - Japanese Film Festival;
 - Indonesian Film Festival;
 - Human Rights Arts Film Festival;
 - Korean Film Festival;
 - Czech and Slovak Film Festival;
 - Iranian Film Festival; and
 - Russian Resurrection Film Festival.
- » ACMI Cinemas (\$51,762) presented 58 films in languages other than English in 2017-18 and introduced a total of 45 unique nations to audiences.
- » The ACMI Conversations series (\$14,000) explored bold ideas, encouraged discussion about the moving image and prioritised culturally diverse issues and voices.
- » The I am not your negro series (\$3,385) explored documentary themes through a forum on contemporary race relations with Nayuka Gorrie, Khoa Do and Areej Nur; a performance with Sampa the Great and Abe Nouk; and a conversation on US race politics and resistance with Donald Betts Jr. and Michael Ondaatje.
- » Michel Chion (\$6,838), a historian, composer, thinker and writer from France presented a concert featuring the classic composition Requiem and a lecture performance exploring his key ideas and themes.
- » ACMI piloted a new recruitment diversity program (\$8,768), 'Working with Refugee Talent', to reach out to new migrants and people from culturally diverse communities who may not have applied for a role through the normal recruitment channels. This initiative resulted in the successful recruitment of two candidates.
- » ACMI's Languages Program (\$20,000) included film programs and classroom resources for students studying language and culture. In 2017-18, the focus was on Japan, France, Germany, China and Indonesia.
- » A partnership with Series Mania France (\$180,000), Europe's pre-eminent TV festival, showcased TV created from around the world. Series Mania screened content from 23 countries. The festival included an industry conference to promote knowledge and build relationships with European production companies to support co-production activities with Australia.
- » ACMI Xcel (\$200,000) is a Creative Tech Accelerator which incubated five Creative Industries products, including the world's first AI language virtual tour guide. The guide, piloted in the Chinese Mandarin, has the market potential to enable the tourism and heritage sector to be more accessible to foreign language visitors.



Arts Centre Melbourne

Arts Centre Melbourne (ACM) works to enrich the lives of Victorians, culturally, socially and economically and make Melbourne more creative and vibrant by bringing families and communities together across generations and cultural divides. In 2017-18, programs and initiatives to increase the participation of culturally diverse communities included:

- » The Asia-Pacific Triennial of Performing Arts (Asia TOPA) which champions contemporary Asian performing arts and seeks to break down cultural barriers that inhibit diverse community participation. In the non-festival 2017-18 financial year, ACM directed resources towards the seeding and development of new works for the 2020 festival, including the Asia TOPA Creative LAB (\$132,889), project seed funding (\$310,106) and Bangsokol: a Requiem for Cambodia community engagement (\$56,301).
- » ACM Multicultural Programs (\$353,450) is an annual suite of performances across all its venues. In July 2017, ACM launched the Big World Up Close series which featured under-represented voices from diverse cultures from around the globe. The series included Three Monks by the China National Children's Theatre.
- » Stories in the Wall (\$22,013) is a literacy and arts project for professional playwrights placed in primary schools to work with students to produce scripts, which the students then perform and audio record. The recordings are given original music and sound design by emerging composers. The final audio stories are published online at www.artscentremelbourne.com.au/stories and accessible via a touring artistic installation.
- » The First Call Fund (\$140,674) supports schools and community groups to experience live performances, foster creativity and attend workshops and other events through partnerships with organisations representing disadvantaged groups from culturally diverse backgrounds, including asylum seekers. The program provides ticket subsidies to cover the cost of tickets and travel to the Arts Centre. In 2018, 1,827 community members benefited from access to the First Call Fund.

Arts Centre Melbourne Youth Outreach Program

ACM's Youth Outreach Program (\$207,615) aims to ensure that regardless of cultural background, gender or ability, young Victorians aged 13-30 have opportunities to participate in, engage with, and see themselves reflected within the annual ACM program. In 2017-18, ACM Youth Outreach programs included:

- » Dig Deep: ACM's weekly hip-hop music mentoring program Dig Deep celebrated 10 years of engagement with young people from culturally and linguistically

diverse and marginalised backgrounds. The milestone was marked with the production of a documentary about the program and its impact, launched at a block party to a diverse and enthusiastic public audience.

- » Sisters on the Mic: An extension of Dig Deep, Sisters on the Mic supported young women from culturally diverse backgrounds to participate in a series of workshops aimed at increasing confidence, skills and literacy, as well as building networks and opportunities in the creative industries.
- » Sisterhood: As part of the Sisters on the Mic program, ACM supported young leaders to produce and present Sisterhood, a series of four spoken-word events centred on the perspectives of young First Nations, Pasifika and African women.
- » AMKA: In partnership with the Coheath Arts Generator (formerly Barkly Arts Centre), ACM supported emerging artists from the African diaspora to produce and present AMKA, a multi-artform work to expand both their visibility and practice, and
- » 9DIMES: A multi-disciplinary dance work by an ensemble of culturally diverse artists to explore digital-transnational and migratory-diasporic identity in the 21st Century.

Victoria Timor-Leste Program

The Governments of Timor-Leste and Victoria have shared a relationship based on friendship and mutual respect since 2002. A formal MoU was signed in 2008 and officially reaffirmed in May 2017. The relationship reflects the involvement of many Victorian citizens and community groups during and after Timor-Leste's independence process. Victoria has one of the highest Timorese populations outside of Timor-Leste.

The program is administered collaboratively by MASC (DPC) and Local Government Victoria (DELWP). Key initiatives in 2017-18 included:

- » Development of the draft partnership strategy on Victoria's continued support for Timor-Leste initiatives. This was endorsed as the Victorian Government Timor-Leste Program 2018-2021.
- » Hosting of 16 Timorese public servants for a two-week fellowship program with the theme 'Gender equality in government institutions for effective governance', delivered with funding support from the Commonwealth Department of Foreign Affairs and Trade.
- » A grant to the Australia Timor-Leste Friendship Network to support the development and publication of a book capturing the efforts of the Friendship Groups, including translation of the book into the Tetum language.

Multicultural Festivals and Events Program

The Multicultural Festivals and Events Program (MASC funding of \$2.24m in 2017-18) supports cultural festivals and events across Victoria and offers opportunities for all Victorians to participate in and develop a better understanding of the customs and traditions of our diverse communities.

Programs funded in 2017-18 included:

- » The Multicultural Creative Arts Festival which provided an opportunity for artists from various cultural backgrounds to exhibit their work and break into the local industry;
- » The Wyndham Diwali festival which brought together over 20,000 people from various ethnic backgrounds to enjoy live performances, workshops and family activities;
- » A three-day Multi-Faith Pilgrimage which aimed to promote interfaith dialogue and deepen mutual respect;
- » The Victorian Interfaith Networks conference which brought together people of faith communities and organisations to recognise their contributions towards peace-building across Victoria; and
- » Support for the Islamic Youth Career Expo which provided an opportunity for young Muslims to connect with mainstream organisations and discuss employment fields and pathways.

Community Infrastructure and Cultural Precincts Program

The Community Infrastructure and Cultural Precincts Program (MASC funding of \$3.6m in 2017-18) supports the delivery of new or improved facilities or spaces for culturally diverse communities with the aim of promoting greater use through increased participation and service access.

Projects funded in 2017-18 included:

- » A new Multicultural Community Hub in Horsham to host various programs focusing on Community Learning and Volunteering as pathways for inclusion and participation;
- » Support for the construction of a Community Hall adjacent to the existing Multicultural Youth Centre in Broadmeadows to provide accessible and culturally appropriate services that enhance the resilience of newly-arrived and emerging communities;
- » Renovation of the roof of the Calabria Club in Bulla for community activities and events;
- » Upgrade of the heating and cooling systems at the Jewish Library of Australia to improve usage of services provided at the premises; and
- » Support for the upgrade of the power supply at the St Haralambos Greek Orthodox Church to improve safety on the premises.

Case Study

Fiesta 2017 at Pyramid Hill (DPC)

Pyramid Hill, a small regional town of around 500 people in western Victoria, received a significant boost to its population in the past ten years due to the growing number of Filipinos who call the place home, making up 20 per cent of the town's population.

In 2017, MASC provided \$4,800 under the Multicultural Festivals and Events Grants Program to support 'Fiesta 2017', the third town-wide annual cultural festival. The event was a celebration of multicultural Australia with activities designed to showcase Australian and Filipino cultures. Pyramid Hill residents came together, took over the streets and filled them with colour, music and excitement.

The Fiesta has proven to be a popular event, attracting over 500 patrons from the region and beyond, reaching nine local government areas and seven regional Filipino communities.

The pre-Fiesta and Fiesta activities promoted participation from all sectors of the community, built friendships, developed leadership skills and enhanced cross-cultural understanding. The event not only encouraged people within Pyramid Hill to meet each other, it also enabled volunteers from Filipino, Australian and other cultures to work side-by-side.

Multicultural Senior Citizens Organisational Support Program

This program (MASC funding of \$1.64m over four years, 2016-19) supports the vital role cultural and linguistically diverse senior citizens organisations play in promoting the wellbeing of Victoria's multicultural senior citizens.

Organisations in both metropolitan and regional Victoria are funded to undertake activities and projects that promote and preserve the rich cultural and linguistic diversity of Victoria in a way that is inclusive for the whole community.

Projects funded in 2017-18 (total of \$136,780) included:

- » Support for the Toscana Social Club's activities to reduce social isolation and foster friendship between club members and members of the community;
- » Support for new health-related activities undertaken by the Indian Senior Citizens Association of Victoria;
- » Establishment of the Monash Senior Chinese Volunteer Service Centre to engage senior citizens in social skills development and volunteer work; and
- » Funding for the Lalor and District Men's Shed's activities to reconnect elderly members with their community by being involved in projects, open days, cultural celebrations and educational workshops.

Community Support Fund

The Victorian Multicultural Commission's Community Support Fund provided \$247,778 in 2017-18 to assist multicultural communities to address urgent needs or finance activities which fell outside of the scope of the MASC Community Grants Program.

Programs funded in 2017-18 included:

- » a women's leadership forum run by the African-Australian Women's Advocacy Group;
- » a cultural concert by the Victorian chapter of the Vietnamese Community in Australia;
- » preparation of a community action plan by the Board of Imams Victoria; and
- » activities for the Mildura Interfaith Women's Group.

New and Emerging Community Leadership Program

Leadership Victoria (MASC funding of \$200,000) continues to deliver the New and Emerging Community Leadership Program which provides an opportunity for potential and current leaders from new and emerging communities across Victoria to build their leadership skills and capacity and contribute to community development.

The program features guest speakers, interactive activities and networking opportunities to provide a leadership development experience with long-lasting benefits for participants and the community. Over 100 participants attended training courses in Ballarat, Melbourne and Gippsland and a women-only course in Melbourne.

African Leadership Development Program

MASC continues to allocate \$50,000 for the development of leadership capacity across Victoria's diverse African communities. African Think Tank manages the program and partners with Leadership Victoria in program delivery.

The program involves ten weeks of Saturday workshops for potential leaders focusing on ethical leadership, communication, working with the media, project management, organisational capacity-building, negotiation and professional networking.

Case Study

Diversability Centre at Norlane (DPC)

MASC contributed \$211,500 through the Community Infrastructure and Cultural Precincts Program (2017-18) to support the establishment of a Diversability Centre in Norlane, a suburb to the north of Geelong. The centre will enable Diversitat's Diversability team to provide National Disability Insurance Scheme (NDIS) support services to culturally and linguistically diverse people with a disability, their families and carers. Services will include case management, home and respite care support and translated information and interpretation services to assist them to link in with NDIS.

New arrivals from refugee backgrounds face difficulties in navigating the Australian welfare system, NDIS and other support services, which put them in a vulnerable position with the potential risk of unemployment and poverty. Emerging communities require a service system that can provide information and support in a timely, relevant and contextualised manner. There is a great need for early intervention as a part of settlement on arrival to reduce incidences of getting lost in the system.

A standalone building, the Diversability Centre will be located at the Northern Community Cultural Hub with other site users that include Refugee Settlement Services, the Healthy Living Centre (community aged care for multicultural seniors), Women's Shed (hosting social enterprise and craft and sewing activities) and a community garden area for plot holders.

South Sudanese Partnership Fund

The South Sudanese Partnership Fund was allocated \$1m over four years (2016-2020) to support South Sudanese communities to build their capacity and promote new partnerships. In 2017-18, a range of projects were funded via this initiative under a participatory grants round to enable continued representation and support for South Sudanese communities.

An example of a funded project is the Positive Parenting Program in Shepparton and Melton to empower South Sudanese parents and young people to create positive relationships as well as connect parents to schools and existing local and national services.

Multicultural Sports Fund

The Multicultural Sports Fund (MASC funding of \$1m over four years) is a strategic partnership program with sports peak bodies to increase access and participation for culturally diverse communities, particularly young people and women. In addition, the program supports the Victorian sports sector to better understand and positively engage with culturally diverse communities.

An example of work being achieved through this program is Basketball Victoria's partnership with Afri-Aus Care Inc. to strengthen social cohesion and improve mental health outcomes of at-risk migrant youth and their families.

Community Hubs Regional Pilot

The Victorian Government established two regional multicultural community hubs (funding of \$0.82m over 2017-19) as a pilot project. Located in Geelong and Shepparton, the hubs run a myriad of programs to support early arrivals and reduce isolation of migrant and refugee families, particularly women and children.

Programs at the hubs include playgroups, English classes for women and children to learn and practise English and sessions to build pathways to volunteering and employment.

Direct Funding for Youth Engagement

MASC allocated \$0.5m over 2017-19 to targeted Horn of Africa community organisations to support current or planned work for youth engagement initiatives. Funding was provided to volunteer-run organisations to ensure the continuity and efficacy of their work.

Activities funded include a weekend homework club to support young people aged 12-17 years in a peer and buddy-supported environment run by senior youths in their community, and a mentoring program to connect young people with mentors to link them to career opportunities.

Case Study

Afghan Community Strengthening Project (DPC)

The Afghan Community Strengthening to Improve Health and Wellbeing Project was developed and delivered by Enliven Victoria from October 2016 to July 2018 with an \$80,000 grant from the Capacity Building and Participation Grant Program.

The project aimed to improve the health literacy of Afghan communities in Melbourne's southeast, many of whom are from refugee or asylum seeker backgrounds facing a range of health, economic and social challenges.

The project involved a series of community capacity-building and health literacy activities and stronger partnerships between local community, health, social and humanitarian organisations to improve service delivery.

The capacity of service providers to deliver key health and health services literacy messages was enhanced through information sessions and intensive training. In addition, trained Afghan community volunteers used a peer education model based on community meetings, ethnic print, radio, television and social media to promote health messaging and increase knowledge about preventative health.

Feedback from trainers and participants indicated that they were able to apply their skills learnt in mental health first aid; improve family relationships; and gain better access to health resources and services.

Regional Advisory Councils

The Victorian Multicultural Commission (VMC) conducted 27 Regional Advisory Council (RAC) meetings in 2017-18, with each meeting chaired by a Commissioner. There are three metropolitan and five regional RACs covering the whole of Victoria. RACs provide valuable information regarding the changing needs of culturally diverse communities to inform government on the development of policy and legislation and on service planning and delivery. RAC members provided advice on key multicultural and settlement matters, including:

- » new and emerging systemic issues;
- » settlement and newly-arrived groups;
- » employment;
- » access to services;
- » social cohesion and sense of belonging, discrimination and bias;
- » education, including culturally appropriate and transition to employment;
- » housing, especially access to and affordability;
- » young people, including youth disengagement;
- » family violence, including elder abuse;
- » aged care;
- » mental health;
- » transport; and
- » public safety, alcohol and other drugs.

VMC community consultations

In 2017-18, the VMC conducted a range of community consultations across the state. Issues raised in VMC consultations are responded to by the VMC or DPC or referred to other relevant Victorian Government or Federal Government departments.

Fourteen community consultations were held in May and June 2018, focusing on four broad themes – employment, mental health, housing and other priority matters. More than 350 community members from over 40 different cultural backgrounds attended the consultations across metropolitan and regional areas, providing the VMC with valuable information about their settlement experiences.

A comprehensive report on the matters raised will form the evidence base for future policy and program development.

The VMC undertakes additional consultations and community engagement activities to fulfil its statutory requirements and support its advisory role in multicultural affairs. Findings enable the VMC to inform departments and service providers in policy and program development as well as underpin its submissions to Federal and State Government Inquiries and Committees.

Community leaders participated in VMC coordinated panel events to discuss current issues, including the Race and Media Forum in partnership with VHREOC and the Private Sector Diversity and Inclusion forum in partnership with the accounting and audit firm, PwC.

In 2017-18, the VMC released the following publications:

- » Civic Participation Kit which aims to foster intercultural understanding and promote interaction between decision-makers and multicultural community members. The kit was produced in consultation with the Municipal Association of Victoria; and
- » Proud to Belong which featured profiles on Victorians from diverse backgrounds who have made outstanding contributions to the community.

VMC submissions

The VMC strongly advocated on behalf of multicultural communities in a number of forums in 2017-18, informed by matters raised at the RAC meetings, community consultations and research. Comments and submissions were presented to the following:

- » Victorian Civil and Administrative Tribunal Dispute Resolution Pilot;
- » Law Council of Australia's Justice Project;
- » Department of Home Affairs' Policy Consultation Paper, Visa Simplification: Transforming Australia's Visa System;
- » Department of Home Affairs Discussion Paper, Managing Australia's Migrant Intake;
- » Victorian Economic, Education, Jobs and Skills Committee Inquiry into career advice activities in Victorian schools;
- » Senate Select Committee on the Future of Work and Workers;
- » Joint Standing Committee on Foreign Affairs, Defence, and Trade Inquiry into the status of the human right to freedom of religion or belief;
- » House of Representatives Standing Committee on Health, Aged Care and Sport's Inquiry into the quality of care in residential aged care facilities in Australia; and
- » Commonwealth Joint Standing Committee on Migration Inquiry into the review processes associated with visa cancellations made on criminal grounds.

Accessible and responsive services



ACCESSIBLE AND RESPONSIVE SERVICES

All Victorians, regardless of their cultural, linguistic or religious backgrounds, should have equitable and easy access to government and community services to participate fully in society. As the diversity of our population continues to increase, our services need to be accessible and responsive to the community.

The Victorian Government is committed to reducing social disadvantage and facilitating positive settlement outcomes in areas including health, education and employment; and to support the specific needs of newly-arrived communities, young people as well as older, more established communities.

Departments and agencies are continually reviewing the services they provide and the manner in which they are delivered to ensure they are responsive to the diversity of their clients. This section outlines a variety of initiatives focusing on communities with specific needs and reducing cultural or language barriers that may otherwise limit their access to services.

English as an Additional Language Teaching

DET provides targeted support (approximately \$125m in 2017-18) to more than 64,000 English as an Additional language (EAL) learners, including newly-arrived migrants, students from refugee and asylum seeker backgrounds and Australia-born students, to become proficient in English.

Mainstream schools use the funding to provide specialist EAL classes, withdrawal for EAL specialist teaching and in-class support. English language schools and centres provide intensive English language programs that run between six and 12 months for students to attend on a full-time basis.

Refugee Education Support Program

DET provides funding (\$2.6m in 2017-18) for the Refugee Education Support Program (RESP), delivered in partnership with Foundation House and the Centre for Multicultural Youth; and in collaboration with Catholic Education Commission Victoria and Independent Schools Victoria. The RESP runs targeted professional development for teachers to improve their skills and knowledge in meeting the complex learning and wellbeing need for refugee and asylum seeker students. It also supports schools to develop partnerships with community organisations to build their capacity for student and family engagement with learning outside of school hours.

Schools participating in RESP are set up as a cluster. Clusters operate for two years and are grouped by geographical region. During 2017-18, clusters operated in Geelong, Cranbourne, Caroline Springs, Melton and Shepparton.

For schools not participating in RESP, or that may not have a cluster available in their region, DET funds additional support provided via Learning Beyond the Bell (delivered by the Centre for Multicultural Youth) and the Schools Support Program (delivered by Foundation House).

CurioUS Project

Under the Victorian Anti-Bullying and Mental Health Initiative, DET provided funding of \$350,000 in 2017-18 to the CurioUS project, delivered in partnership with the Centre for Multicultural Youth in six secondary schools with students of diverse cultural backgrounds in Melbourne metropolitan areas. The project provides principals and schools with the tools they need to build a culture of belonging and connection; to promote engagement with students around issues of racism and bullying; and to support students to make a positive impact within their own school environment.

Case Study

EAL New Arrivals Program in Wodonga (DET)

DET and the Wodonga Federation of Government Schools worked together to develop an innovative solution to provide specialised English as an Additional Language (EAL) program to newly-arrived students to enable them to participate in mainstream schooling.

Over recent years, an increasing number of EAL students and their families have settled in the Wodonga district, including Congolese refugees. Following extensive consultation on how best to support these families and other EAL students, the Blackburn English Language School situated in the eastern suburbs of metropolitan Melbourne established a new campus co-located on the site of a rural mainstream host school, the Wodonga Middle Years College. Operations commenced in March 2018 with 23 primary and secondary students.

Prior to the establishment of this campus, migrant and refugee background students in Wodonga were dispersed across mainstream schools and received limited English language support. They experienced varying degrees of success with their English language studies which impacted upon their academic achievements in other learning areas. It is anticipated that this partnership approach will result in better social, educational and/or employment outcomes for the students.

Kindergarten initiatives

DET funds several kindergarten initiatives specifically targeted at culturally diverse communities, including:

- » The Greek Language program pilot (funding of \$150,000) which aims to strengthen Greek language teaching in kindergartens through the employment of language specialists and the development of age appropriate, contemporary Greek language teaching resources.
- » FKA Children's Services (\$271,000) supports children and families from culturally and linguistically diverse backgrounds to engage in state-funded kindergarten programs. Activities include cultural capacity building and curriculum advice for educators; language support; cultural competency training for teachers; and practical resources to provide hands-on advice and share best practice.
- » The Kindergarten Fee Subsidy (\$19.9m) promotes kindergarten participation by enabling children with a refugee or humanitarian visa to attend a funded kindergarten program free of charge in the year before school.
- » The Pre-Purchased Places program (\$2.75m) reserves kindergarten places in approved services to enable children with a refugee or humanitarian visa (along with other vulnerable and disadvantaged cohorts) to attend kindergarten outside the normal enrolment processes.

Asylum Seeker VET Program

DET provides \$10m (over 2018-21) to fund the Asylum Seeker Vocational Education and Training (ASVET) program designed to increase support for eligible asylum seekers and refugees with temporary protection with access to government-subsidised training. The program includes additional non-accredited language and literacy courses available locally.

The program is on target to deliver up to 3,000 Skills First and non-accredited government-subsidised course enrolments in the 2018-21 period to eligible asylum seekers and refugees with temporary residence.

Workforce Training Innovation Fund

The Workforce Training Innovation Fund (DET) is a Skills First funding stream that has funded four innovative Victorian projects totalling \$3.84m to meet the identified needs of Victoria's diverse communities. The projects include:

- » training opportunities for migrant workers within the Victorian horticulture industry;
- » development of curriculum products in the Community Services Training Package (Ethics of Care) and resources for working with diverse people;
- » development of cross-cultural language training programs for Personal Care Attendants of culturally and linguistically diverse backgrounds; and
- » a project to skill and upskill Victorian businesses to attract and support Chinese visitors, students and residents through technology-driven business skills.

Case Study

Asylum Seeker VET Program participant (DET)

The Asylum Seeker Vocational Education and Training (ASVET) program at DET provides concessional and subsidy rates for asylum seekers on Bridging Visa Es, Safe Haven Enterprise Visas and Temporary Protection Visas to participate in VET through providers with a current Skills First contract.

This program has allowed Mujahid to pursue his passion for education after fleeing the Taliban's advance in Pakistan. After a period in off-shore detention and processing on the Australian mainland, Mujahid was released into the community on a Bridging Visa E.

Prior to being granted work and study rights, he volunteered at AMES Australia tutoring English to new migrants and at the Salvation Army, which he describes as allowing him to "feel like a vital part of [Australian] society". After being granted work and study rights, Mujahid was assisted through the ASVET Program to enrol in a Certificate IV in Education Support.

He successfully completed the course and quickly found work as a teaching assistant at an independent high school in Melbourne's West. Mujahid is proud to be working and have the ability to contribute back to the community.

Jobs Victoria Employment Network

The Victorian Government has allocated more than \$63m to the Jobs Victoria Employment Network (JVEN), which includes eight specialist multicultural services. A further 25 Jobs Victoria services help multicultural jobseekers, as well as assisting other groups who experience disadvantage in the labour market. Around 43 per cent of jobseekers supported by JVEN services are from culturally diverse backgrounds..

Refugee Health Program

DHHS's Refugee Health Program (\$5.9m funding in 2017-18) focuses on early health assessment, referrals and 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.

Program goals in 2017-18 were to increase the capacity for community health, including the provision of refugee health nursing, allied health and allied health assistants, bicultural health workers, language services, nurse training and state-wide refugee health nurse program facilitation.

The State Budget provided funding for a new model to co-locate refugee health nurses at AMES settlement services for health and human services orientation, early triage and referral services and support for language services.

The program delivered 49,847 service hours in 2017-18.

Case Study

KR Castlemaine (Don Smallgoods) initiative (Jobs Victoria)

Jobs Victoria was established in 2016 as a major Victorian Government commitment to assist the long-term unemployed and those at risk of long-term unemployment back into work, including to those from cultural and linguistically diverse backgrounds, recently-arrived migrants, refugees and asylum seekers.

KR Castlemaine (Don Smallgoods), a leading regional employer in Castlemaine in Victoria, had experienced high rates of turnover and difficulties in accessing new labour markets. Jobs Victoria assisted KR to reshape their recruitment strategies and processes, including efforts to attract multicultural and migrant jobseekers from Melbourne's west, particularly from Wyndham Shire.

As a result, KR is now recruiting recently-arrived jobseekers who have registered with Jobs Victoria funded partners – West@Work, the Westgate Community Initiatives Group, Wyndham Community & Education Centre and Djerriwarrh Community & Education Services – to access free employment readiness services.

Once placed, all new employees at KR receive 26 weeks of free post-placement support to ensure they settle well into employment. A feature has been the recruitment of Karenni jobseekers originally from Myanmar, many of whom have relocated to Castlemaine.

Feedback from Myanmar employees who secured new jobs at KR Castlemaine via Jobs Victoria is found at the link, <https://jobs.vic.gov.au/working-stories/building-a-future-through-work>.

Case Study

Thunderstorm asthma communications campaign (DHHS)

Investigations following the November 2016 epidemic thunderstorm asthma event indicated that people of Asian, South East Asian and Indian sub-continent ethnicities were over-represented in hospital emergency department presentations and admissions, suggesting these groups are at increased risk of thunderstorm asthma.

An objective of the 2018 campaign was to raise awareness of thunderstorm asthma with these multicultural groups. The campaign team developed information resources that included a new brochure with more pictures and simpler words translated into 10 languages; a two-minute news item on SBS World News; an online and printable multicultural resource toolkit; in-language links on the campaign webpage; promotion of campaign materials to international students via Study Melbourne; and direct community engagement at two community activation events targeting multicultural audiences.

A thunderstorm asthma stall with translated resources, activities for kids and advice from health professionals was promoted to more than 30,000 people attending Diwali Festival celebrations at Federation Square in November 2018. Engagement was enhanced with a roaming giant asthma puffer which gained a lot of attention with patrons wanting photo opportunities. DHHS and Asthma Australia staff talked to parents and bystanders about the risks of thunderstorm asthma and handed out translated resources.

Safety and Support Hubs – The Orange Door

The Victorian Government set up Family Safety Victoria in July 2017 to oversee the establishment of 17 Support and Safety Hubs (known as The Orange Door) in partnership with government and community organisations. The Orange Door is a new way to improve service access for women, children and young people who are experiencing family violence, and families who need assistance with the care and wellbeing of children or young people. The 2017-18 State Budget allocated \$448m over four years (2017-18 to 2020-21) for the establishment of The Orange Door.

As at 30 June 2018, four Orange Door physical locations were operational in Barwon, Bayside Peninsula, Mallee and North Eastern Melbourne areas. Over time, the hubs will also deliver services through a network of telephone and online access options, community-based locations, alternative satellite locations, out-posted hub workers and outreach/mobile workers.

The Orange Door brings together access points for family violence services, family services and perpetrator/men's services. Its functions include initial contact and advice, triaging, crisis response, risk assessment, safety planning, needs assessment and service planning and allocation. The Orange Door welcomes people of any age, gender, sexuality, ethnicity and ability, and works with multicultural services, LGBTI services and disability services to meet the diverse needs of individuals and families.

The Orange Door supports Victoria's culturally diverse population. Appropriate language support and cross-cultural training are being considered in workforce development and service delivery.

Healthy Mothers Healthy Babies

DHHS provided \$3.7m to Healthy Mothers, Healthy Babies (HMHB), a non-clinical support program that aims to maximise the health and wellbeing of vulnerable pregnant women and their babies during the ante-natal period.

Refugee mothers are among the priority groups. HMHB has produced guidelines and other relevant policy documents which provide guidance around targeting and working with refugee and culturally and linguistically diverse populations.

The program delivered 32,688 service hours in 2017-18. Recent data on the program has shown that:

- » 18 per cent of HMHB clients need an interpreter;
- » 16 per cent of clients of the HMHB program are refugees; and
- » 4 per cent of HMHB clients are also receiving services from the Community Health-funded Refugee and Asylum Seeker Health Program.

Victorian Transcultural Mental Health Service

DHHS provides funding of approximately \$1.28m to St Vincent's Health Melbourne for the Victorian Transcultural Mental Health Service, a state-wide unit which works with organisations and agencies to provide mental health community support services for culturally and linguistically diverse consumers and carers throughout Victoria.

A key activity of the VTMHS in 2017-18 was the evaluation of the Mental Health-Culturally and Linguistically Diverse Consumer and Carer Partnership Dialogue.



ACTiVIC Program

DHHS launched the ACTiVIC program in Geelong in April 2017, with funding of \$1m per annum (2017-21) under the Reclink Australia sports and recreation initiative. ACTiVIC is a place-based community-led program utilising sport, recreation and arts to engage people experiencing disadvantage, including alcohol and drug addiction, domestic violence, homelessness, long-term unemployment and mental health illness.

The program also supports at risk young people including those from the Horn of Africa and South Pacific Islander communities. Activities in 2017-18 include:

- » Street games and multi-sport programs in Dandenong, North Melbourne, Flemington, Melton, Broadmeadows, Werribee/Wyndham, Sunshine/Brimbank, West Heidelberg and Melton South;
- » Distribution of sporting equipment to participants and their families; and
- » Partnership with the Somali community group, Amssa, to run the Ramadan Cup indoor soccer program with eight teams and more than 90 players, culminating in a finals celebration.

Victorian Sport and Recreation Program

DHHS funded the Centre for Multicultural Youth (\$35,000 per annum) through the Supporting Victorian Sport and Recreation Program to partner with eight State Sporting Associations (SSA) in multicultural engagement. The associations are Tennis Victoria, Rugby Union, Volleyball Victoria, Athletics Victoria, Softball Victoria, Sailing Australia, Table Tennis Victoria and Bowls Australia.

In addition, staff or volunteers from sports bodies participated in cultural diversity workshops.

Pasifika Project

The Centre for Multicultural Youth was funded \$1.075m over two years (\$0.775m in 2017-18) by DHHS to deliver the 'Le Mana' (Empower) Pasifika Project which supports young people in the southeast of Melbourne (Dandenong and Casey) and in the west of Melbourne (Wyndham, Brimbank and Melton).

A Pasifika Community Project Coordinator and Pasifika Youth Workers work closely with schools, students and families to strengthen school connectedness and education outcomes. Activities include information and referrals for students and staff, individual and group support such as parent information sessions and consultations with school staff.

Victorian Family and Reproductive Rights and Education Program

The Victorian Family and Reproductive Rights Education Program (\$0.727m funding by DHHS) supports women who have undergone female genital mutilation/cutting prior to their settlement in Australia and facilitates attitudinal change in communities. The program aims to work in partnership with women, girls, men and communities who may be affected by female genital mutilation and with health professionals to ensure that:

- » Victorian girls, women and communities have access to health information about female genital mutilation;
- » Culturally sensitive health and other services are available to girls and women affected by the practice prior to their settlement in Australia; and
- » Health, education and other professionals provide support to girls, women and communities working to eradicate the practice.

Syrian and Iraqi Refugee Immunisation Program

The program (DHHS funding of \$0.764m for 2017-20) provides immunisations for all newly-arrived Syrian and Iraqi children, adolescents and adults against a range of diseases.

The program includes comprehensive recording of vaccines and client tracking processes to ensure follow-up and full completion of catch-up vaccinations for these clients.

Premier's Asylum Seeker Support Package

The Victorian Government funded a \$0.6m urgent support package over two years (2017-19) for people seeking asylum who were transferred to Community Detention arrangements to mainland Australia for medical treatment from Manus Island or Nauru. The package provides support for those who are no longer eligible for Commonwealth-funded income support, accommodation and case work support, in addition to torture and trauma counselling.

The package is coordinated and monitored by DHHS and includes:

- » a Housing Fund to cover accommodation costs and utilities;
- » funding to cover costs of basic needs such as food, medications, public transport, schooling costs, and other material aid; and
- » additional support for direct service delivery for the needy.

Regional Presence Program – Centre for Multicultural Youth

The Centre for Multicultural Youth's Regional Presence Program ((\$0.5m) targets young people (12 to 25 years) from migrant and refugee backgrounds living in East Gippsland and Greater Ballarat. The program supports young people in regional areas who are geographically and socially isolated and lack access to the range of youth services and programs that exist in metropolitan Melbourne.

The RPP provides advocacy, information, networking and training for young people as well as referrals to education and employment pathways. In 2017-8, the program engaged over 200 young people in a range of activities and enhanced the capacity of local services to better understand the needs of refugee and migrant young people and their families in regional areas.

Refugee Minor Program

The Refugee Minor Program (DHHS funding of \$0.5m per annum) provides additional support for refugee minors, including the establishment of:

- » a Children, Youth and Families Education and Training Advisor position to improve educational outcomes for refugee children and young people who are unaccompanied humanitarian minors;
- » a new Stronger Futures for Refugee Youth Team consisting of two advanced case managers to assist refugee youths in developing independent living skills; and
- » a new Community Engagement Team consisting of two advanced case managers and four team leaders to support other programs such as child protection to respond to the needs of culturally and linguistically diverse communities.

Refugee Health Fellows Program

The Refugee Health Fellows Program provides clinical services, coordination, advice, education and liaison to ensure that people with refugee and asylum seeker background are healthy and well. Total recurrent funding of \$0.68m was distributed to the Royal Children's Hospital, Royal Melbourne Hospital and Monash Health.

In 2017-18, additional DHHS funding of \$113,000 enabled a part-time, fixed term Refugee Health Fellow to hold regular clinics in the northern metropolitan area at Northern Hospital through outreach from the existing Refugee Health Fellow service at the Royal Children's Hospital.

Support Groups for South Sudanese Communities

Three Community Support Groups have been established in Dandenong, Melton/Brimbank and Wyndham as part of a \$5.54m package over two years (2017-19) for place-based activities and targeted services to strengthen South Sudanese communities. The support groups were formed in collaboration with young people, parents, community leaders and local services to identify the need for and planning of activities and services. Activities include homework clubs, leadership development programs, inter-generational forums, mentoring, women's empowerment programs, capability-building with local services and cultural celebration events.

Each CSG employs South Sudanese coordinators and project workers to work with local South Sudanese communities to develop a plan of activities to build individual and community resilience, strengthen families, engage young people in pathways to education, training and employment and social and civic participation.

Funding also provides for the engagement of youth outreach workers and alcohol and drug support workers; parenting programs, youth mentoring, family support and sport and recreation activities.

Case Study

Cherry Blossom Community Inclusion Activity (DHHS)

The Cherry Blossom Community Inclusion Activity project by the Japan-Australia Community Carenet (JACC) brought together isolated Japanese seniors over a period of twelve months for a monthly singalong session called Natsumero. The isolated seniors were identified through existing members and other community service providers. Transport was provided by volunteers where needed.

The monthly singalong sessions, held at a central Melbourne location, were based on music from the past (1945-1970s era) which brought back strong memories and led to fruitful conversations that helped to build friendships. The singing was especially beneficial for seniors struggling with dementia. Fifty-four seniors took part and younger family members and other carers were able to participate and learn from the older people.

The singing program was accompanied by activities such as traditional dancing, board games, health and wellbeing workshops, art activities (Ikebana, origami) and refreshments. The project brought about new friendships, stronger inter-generational connections, development of new skills and a better overall sense of wellbeing. The Natsumero singing activity will continue beyond the funded 12-month period through support from Australia New Elderly.

Participation for CALD Seniors Grants Program

The Participation for CALD Seniors Grants Program (DHHS) offers small grants for organisations to create or expand community participation opportunities for socially-isolated culturally and linguistically diverse (CALD) seniors. Evidence shows that older people from CALD backgrounds are often at higher risk of social isolation due to a range of factors, including language barriers, cultural differences, limited mobility, poor health, lack of confidence and knowledge of available services. In 2017-18, 54 grants were disbursed to a total value of \$300,232.

Screening and cancer prevention – Under-screened Program

The program, funded by the Victorian Government since 2009, aims to increase participation from under-screened groups, including culturally diverse communities, by responding to health literacy needs, developing new partnerships and improving service delivery. Initiatives include:

- » Ophelia Project: (\$750,000, 2015-17): BreastScreen Victoria (BSV) and Deakin University were funded to explore health literacy and related factors that may contribute to lower uptake of breast cancer screening mammograms in Melbourne's North Western region from the Italian, Arabic and Aboriginal and Torres Strait Islander communities.

Interventions include bilingual call centre operators calling lapsed screeners; ongoing promotion of Arabic educational animation through social media channels; Arabic peer education program; delivering screening messages through pharmacies with high Italian population; and training staff to work with culturally and linguistically diverse women.

- » Cancer Council Victoria, 'Improving Cancer Screening in Under-Screened Communities' (\$300,000): A joint small grants program with BSV to enable 18 CALD agencies to provide cancer screening education; train bilingual health educators in cancer screening; identify barriers and enablers to screening; and develop CALD-specific screening resources, and
- » BSV developed a video with a BSV CALD ambassador shown on the BSV website and in GP clinics.

Victorian Foundation for Survivors of Torture

Funding is provided to support the Victorian Foundation for Survivors of Torture (Foundation House) to provide a range of health and support services to survivors of torture and trauma. Funding of \$2m has been provided for the community health component. Community health-funded activities include health promotion, language services and workforce development; mental health-funded activities include the provision of mental health counselling services.

Case Study

Communities Cancer Screening Grants (DHHS)

The South Sudanese Australian Youth Association (SSAYU) runs a program called the 'Women's empowerment series' which aims to empower South Sudanese women in the areas of social, mental and physical wellbeing. SSAYU obtained a cancer screening grant from the Cancer Council Victoria to conduct an information session at Dandenong Civic Centre on HPV immunisation and cervical screening as well as encourage attendees to speak with family members in Australia about other cancer screening programs.

Approximately 30 individuals attended the event. Brochures and information pamphlets were handed out and participants had the opportunity to ask questions at the end of the session. SSAYU also created a video to promote the event through their Facebook page and broadcasting through a local South Sudanese radio program. The video had over 1,000 views and was shared on Facebook.

Participants were asked to fill out a questionnaire before and after the event to evaluate what they learned from the session. They were contacted one month after to confirm if they had participated in any of the screenings or had been immunised for HPV. The project increased self-efficacy, confidence and intent to screen. Twelve participants indicated intent to screen for cervical cancer and three have had a cervical screen test because of the project. Furthermore, many advised they would be encouraging their parents to also participate in cancer screening.

Better access to mental health services

DHHS funded Orygen Youth Health (\$0.677m in 2017-18) to establish a mental health triage, assessment and referral program for refugee children and young people at risk of mental health disorders. Orygen Youth Health delivered the program in partnership with Foundation House, AMES Australia, the Royal Children's Hospital and Austin Health. Key activities include:

- » a community mental health promotion and mental health first aid training program to build community resilience and rapid response;
- » a Community of Practice in child and youth refugee mental health supported through professional/organisational development and capacity building, particularly for primary mental health services; and
- » start-up funding for a University of Melbourne and HealthWest research partnership on refugee youth mental health.

Refugee Youth Project

The Refugee Youth Project (DJR funding of \$376,000 in 2017-18) targets disengaged young people from refugee backgrounds (aged 18-27 years) who are at risk of coming into negative contact with the justice system. The five-year project involves working with young people from refugee backgrounds to change the way they perceive their place in their own and broader Victorian community and change the way they interact with the justice system.

Refugee Court Program

The Refugee Court Program (DJR funding of \$107,031) provides culturally appropriate early intervention services designed to reduce the likelihood of offending and reoffending by young people from refugee backgrounds. The program provides first time and repeat offenders and accused persons with opportunities for rehabilitation, personal growth, education and skills development to enable them to reject anti-social and criminal behaviour.

Youth Crime Prevention Grants Program

DJR's Youth Crime Prevention Grants Program funds community-led initiatives that address offending behaviour and recidivism by young people aged 10 to 24 who have had contact with, or are at risk of involvement with the criminal justice system. The program received funding of \$10m over two years (2017-18 to 2018-19) to deliver 43 projects, two of which have a multicultural component:

- » The UTURN 193 project in Melton (\$200,000 over two years) to provide sporting activities, case management and wilderness activities to South Sudanese young people aged 10 to 24 years who have had contact with or are at high risk of involvement with the justice system.
- » The iStart-Engaging Arabic Speaking Youth project in Darebin (\$200,000 over two years) to address factors that increase the vulnerability and risk-taking behaviours of young, Arabic-speaking residents who have had contact with the criminal justice system.

Place-based Community Safety Grants Program

DJR's Place-Based Targeted Grants Program (2016-17 and 2017-18) supported locally-based partnership projects to reduce the risks of crime and increase community safety in nominated areas experiencing high rates of crime and disadvantage. The program received funding of approximately \$2m over two years to deliver 11 projects, four of which have a multicultural component (each was funded \$200,000 over two years):

- » The 'Culturally Connected Communities' project in Shepparton, delivered by the Council of Shepparton & District, used a variety of fun and educational programs and activities to engage young people from multicultural communities to strengthen social connectedness, build community capacity and improve intergenerational and intercultural connections.

Case Study

UTURN 193 wilderness program (DJR)

The UTURN 193 program funded by DJR's Community Crime Prevention Unit aims to help young people avoid getting involved with the criminal justice system. The program includes fun sport and outdoor adventures. In May 2018, eleven boys (who mainly identified as South Sudanese) participated in a range of wilderness and therapeutic activities over three days, including hiking, kayaking, climbing and abseiling facilitated by Quest Skills for Life. Representatives from Melton City Council, VicPol and Odyssey House were in attendance.

Through these activities, participants explored personal life experiences, providing them the opportunity to increase their self-confidence, self-awareness, personal responsibility, communication and leadership skills; and to work as part of a team to achieve a common goal.

The participants were incredibly engaged throughout the activities, were always proactive in discussions and willing to 'have a go'. They have acquired new memories and new skills to help them reach the goals embedded in their individual support plans. Police involvement in the activities also helped to improve their perceptions of police.

- » The 'Cultural, Community, Career Connections' project in Frankston North, delivered by Frankston City Council, provided a culturally relevant pathway for young Aboriginal, Maori and Pacific Islander people aged 17 to 25 years who were disengaged or at risk of being disengaged from existing pathways to education, training and employment.
- » The 'Community, Culture and Connection' project in Geelong, delivered by the City of Greater Geelong, developed a cultural walking trail in Corio Norlane to engage at risk Koori and multicultural young people to promote cultural respect and social cohesion in the community, and strengthen participants' cultural identity, leadership and educational levels.
- » The 'Brimbank Growing Healthy Communities Project', by Brimbank City Council, delivered a community food systems initiative to increase community engagement, social cohesion and community capability of young people, women and multicultural communities living in St Albans and Sunshine to reduce their risk of engagement in the justice system.
- » Financial Counselling Program: 13 agencies were funded to provide face-to-face and telephone financial counselling and dedicated family violence financial counselling to Victorian consumers, including multicultural communities.
- » International students renting campaign: CAV ran a campaign from 1 Jan to 31 Mar 2018 to raise awareness among international students of their renting rights and obligations. The campaign comprised of social media, stakeholder engagement, and information sessions for education providers and students. Campaign resources include a dedicated website landing page, online renting information and videos in several languages including Nepalese, Portuguese, Sinhalese and Urdu.
- » Travelling Con Men: Delivered in partnership with Crime Stoppers Victoria, the campaign aimed to raise awareness of the risk of travelling con men and educate the Victorian community on how to respond if they are approached. Activities targeting multicultural communities include translated media and radio advertisements.
- » Underquoting campaign: The campaign aimed to empower home buyers with knowledge of the new underquoting laws so they could understand pricing information provided by estate agents to make informed decisions when researching and buying real estate property. Multicultural communities targeted include the Burmese, Vietnamese, Indian, Chinese and Arabic communities.

Consumer Affairs Victoria Programs

CAV delivers a state-wide service focusing on the promotion of consumer rights and consumer protection. As an organisation of DJR with a significant public-facing focus, CAV is in constant contact with Victoria's culturally diverse and newly-arrived communities. Services and programs include:

- » Tenancy and Consumer Program: 11 agencies received funding to support disadvantaged and vulnerable consumers and tenants, including those from culturally and linguistically diverse communities.

Case Study

Reach One – Teach a Dozen fisheries project (DJR)

The Reach One – Teach a Dozen project in Shepparton is a partnership between the Victorian Fisheries Authority (VFA) and VicPol aimed at furthering community interaction with the area's culturally and linguistically diverse communities through fishing.

VFA provided funding to purchase fishing equipment. VicPol's Multicultural Liaison Officer and team members were trained and accredited by the VFA to run fishing activities in line with fisheries legislation and licensing requirements.

Ten fishing sessions were conducted with senior multicultural members who may feel isolated because of cultural and other barriers to participating in recreational life in Victoria. Due to its success, the project has been extended to 'at risk' youths as a way of engaging with police in an alternate setting to law enforcement.

Two youth groups of 30-40 were taken fishing in the local area under this program while another 40 participated in a fishing charter on Port Phillip Bay.

The local fishing tackle store in Shepparton reported increased patronage and sales from members of multicultural communities since the program commenced. This engagement has also encouraged youth participants to fall back into mainstream education and employment training opportunities.

Prisoner Support Programs

Corrections Victoria funds the following prisoner support programs for specific multicultural communities, delivered by community agencies: (amount for 2017-18 in brackets)

- » The Vietnamese Prisoner Support Program (\$267,579) is a culturally specific support program for Vietnamese prisoners and their families, administered in association with the Australian Vietnamese Women's Association.
- » Muslim Connect (\$115,582) provides culturally specific pre- and post-release support to prisoners of Muslim faith focusing on developing connections back into the community on release. It is administered in association with the Islamic Council of Victoria and is part of the Pip Wisdom Grants Program.
- » The African Visitation and Mentoring Program (\$126,825) matches prisoners of African ancestry with trained community volunteers for pre- and post-release mentoring support. It is administered in association with Jesuit Social Services and is part of the Pip Wisdom Grants Program.

Victorian Responsible Gambling Foundation Programs

In 2017-18, the Foundation's In-language Gambler's Help Services funded seven multicultural service agencies (total budget of \$996,000) to deliver counselling and gambling harm prevention activities to individuals, families and groups. They were the Arabic Welfare, Victorian Arabic Social Services, Australian Vietnamese Women's Association, Springvale Indo-Chinese Mutual Association, the Federation of Chinese Associations, Multicultural Centre for Women's Health and Chinese Gambling Concern.

These agencies provided a mix of culturally appropriate therapeutic and financial counselling by counsellors in their own languages; culturally-appropriate education and gambling harm prevention activities; and peer support and wellbeing activities in collaboration with other agencies across sectors.

Other programs funded by the Foundation:

- » Chinese Peer Connection (\$123,107): Eastern Access Community Health (EACH) provides a telephone support service to people who have experienced gambling harm, either as a gambler or affected other, in Cantonese, Mandarin and English. Activities include recruitment and training of volunteers, service promotion and networking with referral agencies.

- » CALD Prevention Grants Program (\$150,000): A new program to raise awareness within multicultural communities about the risks associated with gambling. Twelve ethnic organisations or agencies were funded for projects that aim to promote help-seeking and alternative recreational activities to prevent or reduce gambling harm.
- » Prevention Partnership Program CALD-specific projects, including:
 - The Horn of Africa Communities Network, funded to develop community-driven initiatives, such as audio-visual resources to assist refugee communities in the West, North and Southeast Melbourne areas to reduce their risk of gambling harm; and
 - The Ethnic Communities' Council of Victoria, funded to reduce stigma and raise awareness of gambling harms in culturally, linguistically, and religiously diverse communities in Melbourne and regional centres through community forums and culturally appropriate resources.

Metropolitan Fire Brigade

The Metropolitan Fire Brigade's Risk and Resilience Department undertakes prevention programs to improve community safety and build resilience. Initiatives that focus on Victoria's culturally and linguistically diverse communities include:

- » Seniors Fire Safety Program: The program adopts a peer presentation model utilising the skills and experience of retired firefighters to deliver fire safety presentations to groups of older people, including culturally and linguistically diverse activity groups. The Home Fire Safety Booklet and Age and Disability Insert have also been translated into several languages.
- » FLAMES for English language schools and centres: The home fire safety and fire brigade awareness program is presented to newly-arrived secondary school students in English language schools and centres. ESL teachers are provided with teaching materials to reinforce the presentations.
- » Cultural Diversity Week sponsorship: MFB is a 'Bronze Sponsor' for Victoria's Cultural Diversity Week. MFB partnered with CFA and SES to promote safety information at Victoria's Multicultural Festival at Federation Square hosted by the Victorian Multicultural Commission.

Magistrates' Court of Victoria Community Engagement

Magistrates, registrars and specialist court staff participated in various whole-of-government and community governance and reference groups to address access to justice for Koori and culturally and linguistically diverse communities in areas such as family violence, crime prevention, victims' needs, forensic mental health, homelessness, drugs and violent extremism.

MCV staff also participated in community events and activities that support and promote an understanding of the law and the courts to enhance awareness and access for culturally and linguistically diverse communities, including:

- » contributing to the work of the National Judicial Council on Cultural Diversity (JCCD) to support procedural fairness and equality of treatment for all court users regardless of their race, colour, religion, or national or ethnic origin;
- » making recommendations to the National Standards for Working with Interpreters in Courts and Tribunals and to the report on the Path to Justice: Migrant and Refugee Women's Experiences of the Courts;
- » hosting international judicial delegations; and
- » responding to ad hoc requests to work with or present to community organisations, forums, student groups and service clubs.

Neighbourhood Justice Centre, Collingwood

The Neighbourhood Justice Centre (NJC) is located in Collingwood, servicing the culturally diverse City of Yarra. It combines a court with a variety of treatment and support services to reduce crime and improve public safety. NJC's community engagement programs include:

- » Partnership with VicPol Youth Resource Officers in the City of Yarra to engage children from the Collingwood estate in the after-school Collingwood All Stars Soccer Program;
- » The NJC Reporting of Crime project utilising police forums, working groups and translated resources to increase reporting through 000 and Crime Stoppers;
- » Support for the NJC's CALD Men's Behaviour Change Programs Reference Group which aims to decrease the prevalence of family violence, increase access to support services and increase learning in relation to family violence;
- » Family Violence CALD Legal Education Project that includes translation of relevant materials in a variety of languages;
- » The Communities that Care project to enhance the healthy development of children, young people, families and their communities through the Berry Street education model and alcohol and other drugs education programs; and
- » Support for the African Communities Leaders and Workers Network in the local area to provide advice, build relationships and share information on current and emerging issues.



VCAT Diversity and Inclusion Projects

The Victorian Civil and Administrative Tribunal's (VCAT) Diversity Committee was established in 2015 for the development, coordination, implementation, review and monitoring of issues around cultural and social diversity at VCAT. Activities in 2017-18 included:

- » Participation in the Judicial Council on Cultural Diversity (JCCD), a national advisory body that assists Australian courts, judicial officers and administrators to respond to the diverse needs of the community;
- » Auditing of Australian courts interpreter website content and development of recommendations for JCCD, including a draft website template for all jurisdictions to upload on their webpages;
- » Update of VCAT's Language Services Guide and development of a Presidential Direction to include the Recommended National Standards for Working with Interpreters in Courts and Tribunals;
- » Development and implementation of member training for the new Language Services Guide and Presidential Direction;
- » VCAT representation on the Judicial College of Victoria's Cultural Awareness in the Courtroom Steering Committee;
- » Participation in key awareness-raising events, including Reconciliation Week, NAIDOC Week, R U OK? Day, Human Rights Day, Cultural Diversity Week, Harmony Day, Refugee Week and Wear it Purple Day;
- » Adoption of a form of oaths and affirmations that is inclusive of all people irrespective of their religious or spiritual beliefs and a more accessible process for administering the oath or affirmation; and provision of training on the new oath and affirmations to all staff and members; and
- » Attendance by tribunal members at the Human Rights Twilight on 19 July 2017 and the Diversity Committee Twilight on 22 March 2018.

Family Violence Prevention Initiatives

The Multicultural Affairs portfolio of the Victorian Government allocated \$2.4m over 2016-2018 to fund 18 family violence prevention and early intervention initiatives through the MASC Capacity Building and Participation Program.

The initiatives are aimed at building community capacity to respond to family violence in culturally diverse communities in Victoria by promoting gender equality, family violence prevention, family safety and family violence service access. Two of the funded projects are:

- » Let's Talk Money by Women's Health in the North: This is a financial literacy program that aims to support the economic empowerment of migrant and refugee women living in the northern metropolitan region of Melbourne. The program addresses gender inequality as a driver of violence against women. The project employs and trains women from diverse cultural and language backgrounds to deliver practical, tailored financial literacy workshops to women in their own language in community settings.
- » Afghan Guiding by Girl Guides Victoria: The Afghan Guiding program enables women from the Afghan community to participate in leadership roles in Girl Guides programs and to assist in weekly group sessions and weekend camps, including on a volunteer basis. The program provides personal development opportunities and confidence for the women and girls, with a flow-on effect on their communities. Other learnings include financial literacy, communication skills, and information gained and shared on key local services such as family violence, health and mental health services in the region.

Case Study

Myanmar community change of name (DJR)

Over 4,000 Myanmar/Burmese persons live in Victoria, mostly resettled through Australia's humanitarian program. They often face significant challenges in establishing an accurate legal identity in Victoria which impacts their access to government services and benefits required for successful settlement.

This is due to Burmese naming conventions differing from European practices, separate to issues relating to the refugee intake process.

Births, Deaths and Marriages (BDM) Victoria change of name process can help address some of these issues. To understand the challenges, BDM partnered with WEstjustice to pilot a change of name project for Myanmar community members to access BDM's change of name process. During the first phase of the project, BDM assisted 18 families from the refugee communities of Myanmar to change their names.

In the current phase, 2018 and beyond, BDM will evaluate outcomes and recommendations from the pilot to create sustainable improvements for the community and engage with other government departments and agencies such as the United Nations High Commissioner for Refugees to improve naming processes for refugees.

inTouch Multicultural Centre Against Family Violence

The Victorian Government allocated \$650,000 over 2016-18 to enable inTouch Multicultural Centre Against Family Violence to expand its services as a state-wide family violence specialist body.

Through this funding, inTouch provided training, networking, advocacy and expert knowledge to strengthen the responsiveness of the broader family violence service system and universal services to meet the needs of culturally, linguistically and religiously diverse communities.

Safer and Stronger Communities Pilot

The Victorian Government allocated \$2.8m over 2017-20 to fund the Safer and Stronger Communities Pilot, a new place-based approach to test what works best to prevent family violence in multicultural communities.

The pilot aims to build the internal prevention expertise of five multicultural organisations to work with and support local communities to design and deliver family violence prevention initiatives. The pilot will create stronger partnerships between the five multicultural organisations and with the pilot's coordinator the Multicultural Centre for Women's Health, and Our Watch, the national organisation established to drive nation-wide change in the culture, behaviours and power imbalances that lead to violence against women and their children.

Independent Review of Victorian Government Procurement of Language Services

An Independent Review of Victorian Government Procurement of Language Services (the Review) conducted in 2016-17 found that the level of interpreter remuneration, work conditions and job insecurity were having a significant impact on industry sustainability.

In response to the Review, the 2017-18 State Budget allocated funding of \$21.8m over four years and committed \$8.4m per year ongoing to improve the pay and working conditions of contracted and casually employed interpreters who provide services to the Victorian Government.

New minimum rates of remuneration for interpreters came into effect on 1 July 2018. The new rates include a service charge to compensate interpreters who travel to deliver services in regional areas. The Victorian Government is working with language service providers to ensure that interpreters are being paid at the new remuneration rates prior to the development of a whole-of-government State Purchasing Contract (SPC).

The SPC will be developed over the next nine months and will apply the new rates as well as introduce other entitlements such as consistent penalty loadings and superannuation. The Victorian Government will also establish a Language Services Quality Committee to provide advice on the sustainability and quality of the language services workforce.

Case Study

Matter of Trust – Supporting Elders (DPC)

MASC provided \$131,000 over 2016-18 to the Eastern Community Legal Centre (ECLC) for its innovative Matter of Trust program to support senior culturally and linguistically diverse communities and their leaders in Melbourne's eastern suburbs. The program is aimed at raising awareness of elder abuse and challenging ageist beliefs and behaviours that can lead to elder abuse, including financial abuse.

Building trust and working closely with community leaders has led to a better understanding of the preferred culturally appropriate language, presentation styles and the best way to get communities involved.

An example is the Build the Story workshop where participants work with ECLC staff to create a fictional scenario representative of elder abuse. The workshop provided a safe environment for community members to explore the issues without disclosing personal experiences or identifying victims and/or perpetrators.

The wider community was then invited to a presentation on elder abuse followed by a panel of key partner organisations to discuss the scenario created in the workshop. The discussion enabled a broader and more holistic response to the issues identified.

ECLC staff found that the Matter of Trust model works best for multicultural communities that have a shared understanding of how elder abuse is expressed within their community.

Indian community leader, Anand Shome said, "As someone who represented the Indian community, I felt I was heard and empowered 100 per cent. This resulted in our owning the program".

Language Services Innovation Grants

In March 2017, DHHS established a four-year language services innovation grants program totalling \$155,000 (two rounds of grants of two years in duration) to improve language services in hospitals. The 2017-18 funding comprised the second year of grants funding (3 x \$45,000 plus \$20,000 funding for grants coordination by Victorian Refugee Health Network).

Interpreter Scholarship Program

The program (MASC funding of \$364,620 in 2017-18) aims to increase the supply and quality of interpreters in particular languages in Victoria, with 127 scholarships awarded to students enrolled in the RMIT Diploma or Advanced Diploma in Interpreting for the Arabic, Assyrian, Hazaragi, Italian, Karen, Turkish, and Vietnamese languages.

Twenty-six bursaries for the online Interpreter Skill Set course were also provided to students from the following language groups: Bahasa Indonesia, Bahasa Malaysia, Burmese, Cantonese, Croatian, Dari, Farsi, Greek, Hazaragi, Kachin, Khmer, Nepali, Persian, Polish, Somali, South Sudanese Arabic, Tamil and Thai.

In addition, 61 students from the previous year's Interpreter Scholarship Program, representing Amharic, Assyrian, Burmese, Chaldean, Deaf Interpreters, French, Greek, Italian, Karen, Khmer, Pashto, Portuguese, Samoan, Tongan, Sinhalese, Somali, Tamil, Thai, and Vietnamese language groups, attained accreditation with the National Accreditation Authority for Translators and Interpreters (NAATI).

Professional Development Program for Interpreters and Translators

Monash University delivered 16 Professional Development Program short courses in 2017-18 (MASC funding of \$108,204) to provide training for language professionals to work in specialised areas, including in health, mental health, justice and family violence settings.

Courses ranged from entry-level interpreting through to using specialised terminology and computer-assisted translation tools, as well as advanced ethics in interpreting. The program provides opportunities for interpreters and translators to extend their skills and assists them to meet NAATI certification requirements. Bursaries were also awarded to selected participants.

Health Translations (HT) Portal

The HT Portal (DHHS funding of \$275,000 per year for three years, 2018-21) is an online portal for health professionals and the wider community to access multilingual health resources. The portal enables culturally and linguistically diverse communities to access high quality translated health information needed to make informed health and lifestyle choices. The portal currently contains links to more than 10,000 resources in 90 languages and attracts more than 30,000 unique visitors per year. The Centre for Culture, Ethnicity and Health is contracted to manage and expand the directory which includes community services information as well as the development of new language resources.



Victorian African Community Action Plan

The Victorian African Community Action Plan developed through the African Ministerial Working Group with support from MASC/DPC was launched in April 2018. The Action Plan aims to strengthen communities and improve educational and employment outcomes for Victorians of African heritage.

The Victorian Government announced its response to the Action Plan on 13 July 2018, outlining a total investment of \$8.6m in the Victorian Budget of 2018-19 to support the Action Plan over the next two years – \$3m for priorities for immediate action and \$5.6m to assist in the design, development and delivery of actions across the six focus areas of the Action Plan, namely business, employment, education and training, health and wellbeing, inclusion and empowerment and leadership, cohesion and connection.

A new Victorian African Communities Implementation Committee was formed in September 2018 consisting of 13 community members to oversee implementation of the recommendations of the Action Plan, including funding priorities.

South Asian Communities Ministerial Advisory Council

The South Asian Communities Ministerial Advisory Council (SACMAC) was established in early 2018 to bring together 25 representatives from South Asian communities and the Victorian Government to address community concerns and challenges and identify opportunities to strengthen community outcomes. For the purpose of SACMAC, South Asia includes India, Pakistan, Sri Lanka, Bhutan, Bangladesh, Nepal and Maldives.

SACMAC provides a platform for these community groups to influence government departments and agencies on matters relating to health, education, police, justice, courts, family violence, employment and other areas of importance.

At the inaugural meeting of SACMAC, members raised a number of issues which will form the basis of a discussion paper to be released to the community to gather feedback.

Supporting Youth Engagement

The Victorian Government established a whole-of-government funding package of \$15m over 2017-19 to deliver eight initiatives targeting multiple risk factors that lead to youth disengagement and youth offending in some African and Pasifika communities.

MASC allocated \$500,000 of this amount over 2017-19 to targeted Horn of Africa community organisations to support their current or planned work in youth engagement initiatives. The funding is provided to volunteer-run organisations to ensure the continuity and efficacy of their youth engagement activities.

Examples include a weekend homework club to support young people (12-17 years) in a peer and buddy-supported environment run by senior young people in their community; and a mentoring program to connect young people with mentors to link them to career opportunities.

Multifaith Advisory Group

The Multifaith Advisory Group (MAG) is comprised of twenty-seven religious leaders from various faith backgrounds chaired by the VMC Chairperson. The MAG assists the Victorian Government to understand and appropriately respond to faith-related issues in Victoria, and to support people from diverse cultural and religious backgrounds. In 2017-18, the MAG played a strong role in advising the Victorian Government on family violence policy to include:

- » providing feedback to the Department of Justice and Regulation on the implementation of Recommendation 156 of the Royal Commission into Family Violence regarding forced marriage and dowry-related abuse; and
- » developing a participatory action research project in collaboration with the University of Melbourne and the Multicultural Centre for Women's Health to respond to Recommendations 163 and 165 of the Royal Commission into Family Violence.

Case Study

Training for the Future, LXRA (Public Transport Victoria)

The Level Crossing Removal Authority (LXRA) manages the GEN8 training program which aims to provide eight internships a year for mid-career professionals who are from refugee and/or asylum seeker backgrounds. This year's program has exceeded the target with 13 interns being placed across the transport sector.

With a degree in Civil Engineering from Ethiopia, Samrawit Wako's first opportunity to enter the industry came through the GEN8 internship program.

"When I started I had zero local knowledge about the local industry. The GEN8 internship with LXRA led to a full-time job with the John Holland Group through their Pathways Program. I am really proud to be working now on the Buckley Street Level Crossing Removal Project in Essendon.

I've learned so much as part of the team responsible for building and installing the retaining walls for the road underpass".

ABS Census publications on population diversity

MASC has produced several publications on the 2016 Census that include tables, charts and maps on the socio-demographic and economic characteristics of Victoria's multicultural population.

The publications assist departments and agencies in policy development and service planning for population groups and by geographic locations. The publications are available for free download at www.multicultural.vic.gov.au.

- » Population Diversity in Victoria, 2016 Census, Local Government Areas (345-page report);
- » Victoria's Diverse Population: 2016 Census (8-page brochure);
- » Community Profiles: 2016 Census (49 pages each for the top 100 birthplace groups); and
- » Community Fact Sheets: 2016 Census (4 pages each for the top 100 birthplace groups).

Level Crossing Removal Authority – Training for the Future

The Level Crossing Removal Authority manages the Training for the Future Program (\$0.5m over six years) which provides targeted employment opportunities for under-represented, disadvantaged and/or culturally and linguistically diverse jobseekers. The program includes the following streams:

- » GEN8 is a 12-week paid internship for mid-career asylum seekers or recently-arrived refugees who strive to re-establish their careers in Australia. Thirteen interns were offered paid internship placements sourced from Career Seekers;
- » GEN44 program involves internship placements with participating program partners representing a mix of both government agencies and commercial organisations, targeting the disadvantaged, including refugees and asylum seekers; and
- » GROW initiative (Gain Real Opportunities in the Workforce) which aims to create pathways to training and employment opportunities in the construction and railway sector for people from marginalised or disadvantaged backgrounds, including refugees and asylum seekers. GROW delivered ten training programs over the last year and placed 29 people to work across the transport industry.



VicRoads Programs

VicRoads programs and initiatives focused on culturally and linguistically diverse communities include:

- » Road Safety for New Arrival Program (\$134,086): VicRoads funded 23 community organisations to support newly-arrived migrants and people from culturally and linguistically diverse backgrounds to increase their road safety knowledge, awareness and skills.
- » 'L2P Driver Mentor' Program (\$15,370): The program provides disadvantaged young people, particularly those from multicultural backgrounds, with supervised driving experience using volunteer mentors. This helps them to attain 120 hours driving experience to make them safer drivers and meet the requirements for a probationary licence. The L2P program also aims to establish a community mentoring system and integrate participants into a caring local community. The program is based on a partnership between local government, local communities, youth agencies and local businesses.
- » Cycling interventions (\$20,500): Targeting a range of newly-arrived community members, including children, youth, and women, these programs have been developed to encourage active transport and building a safe bike riding culture in Victoria.
- » Child restraint checking sessions (\$7,200): Delivered via a VicRoads contract with Early Learning Association Australia, 'Starting Out Safely' presents free information sessions on the safe transportation of children and correct use of child car seats. Information sessions were held specifically for multicultural and newly-arrived communities.
- » Pedestrian safety interventions (\$13,500): Targeting a range of newly-arrived and multicultural community members, including parents and carers of preschool-aged children, primary and secondary students and older adults, this program was developed to encourage active transport and building a safe walking culture in Victoria.
- » Sponsorship of the Vietnamese Tet Festival (\$3,000): VicRoads was a part sponsor of the Tet (New Year) Festival celebration by the Vietnamese community in Victoria. VicRoads hosted an information stall where multicultural customer service staff spoke in Vietnamese to attendees about a variety of VicRoads products and services.
- » Sponsorship of Cultural Diversity Week (\$5,495): VicRoads was a part sponsor of the Cultural Diversity Week Festival which is a state-wide event to celebrate multiculturalism in Victoria. VicRoads had an information stall where customer service staff spoke to attendees about a variety of VicRoads products and services, including MyVicRoads in a variety of languages, and assisted customers to sign up on the spot, and
- » VicRoads CALD Network (\$9,745): The diversity employee network is one of five employee networks operating within VicRoads to provide support to staff from multicultural communities. Annual network activities include internal inclusion events, external training opportunities and support and advocacy.

Case Study

Mandarin-speaking rangers at Twelve Apostles (Parks Victoria)

The Twelve Apostles on the Great Ocean Road is one of the most visited tourist spots in Victoria and Australia and attracts large numbers of visitors from China. The Visitor Kiosk has functional and interpretive signage in Mandarin.

In addition, a Mandarin-speaking ranger (ongoing for 2 years) and a seasonal ranger (for 3 months during the busy summer season) have been employed to interpret for the increasing number of Chinese tourists visiting the area.

The rangers provide welcome and orientation services as well as perform compliance activities where required to ensure safety for everyone. This includes additional work and resource requirements during Chinese New Year when large crowds necessitate more people management, including the provision of a Licenced Tour Operators Alert in English and Mandarin to help manage vehicle traffic around Port Campbell at peak visitor times.

The rangers also develop working relationships with key Chinese tourist operators and perform market research. For example, Parks Victoria staff have attended tourism forums to provide feedback on trends in the Chinese tourism market and to gain a better understanding of the experience the audience is after to fill in gaps in the service offer.

The rangers have also provided advice on how the 'WeChat' Chinese social media platform can be used to promote conservation and visitation messages to a broader audience.

Forest and Fire Operations Officer Trainee Program

As part of the Reducing Bushfire Risk initiative, the Forest and Fire Operations Officer traineeship program at DELWP has been developed in partnership with Bendigo Kangan Institute to enhance the diversity of the bushfire management workforce to better reflect the community it serves.

The program will provide 12 participants from culturally and linguistically diverse and Aboriginal and Torres Straits Islander backgrounds with a two-year traineeship with Forest Fire Management Victoria. Participants will receive English language lessons and social and emotional support to assist them in transitioning to their new workplaces. Work centre staff will participate in pre-placement cultural induction and regular progress meetings to enhance engagement with trainees.

The program aims to:

- » improve cultural awareness among DELWP's staff;
- » build connection to the multicultural community;
- » increase the cultural diversity in DELWP regional locations;
- » support youth with disadvantaged backgrounds to gain on-the-job experience; and
- » improve employment opportunities for trainees and an increase in DELWP's pool of future applicants.

Case Study

Sakura Picnic Day (Parks Victoria)

Parks Victoria has partnered with the Japanese Society of Melbourne, Australia Japan Society of Victoria, Manningham City Council, and the Rotary Club of Templestowe to host Sakura Picnic Day in Banksia Park, Bulleen, in October each year. This festival celebrates the blooming of the cherry blossoms in a grove of trees that were donated by the Japanese Prime Minister in 1980.

The event this year showcased Japanese cultural performances, traditional tea ceremony demonstrations, activities for children and nature walks among the Cherry Blossom Loop walk. More than 2,000 people attended.

Ongoing maintenance of the cherry blossom grove is undertaken by the Cherry Blossom Friends group and Parks Victoria, including watering, pruning, mulching, planting and generally improvements to enhance the annual event. This cooperation helps to strengthen relationships with the Japanese community through cultural exchange while working towards shared goals.

Case Study

Forest and Fire Operations Officer Traineeships (DELWP)

In 2017, DELWP partnered with the St Joseph's Flexible Learning Centre's Asylum Seekers Pathway Program (ASPP) to support young asylum seekers who, upon completion of Year 12, have no clear pathway to employment by providing them with on-the-job experience to improve their future job prospects.

A pilot project under the program commenced with the employment of two young asylum seekers to Forest and Fire Operations Officer Job Placement positions with DELWP in regional Victoria at Toolangi and Ballarat. The participants were fully integrated into the local work crews.

The placements have benefited the participants, staff and the department through increased cultural awareness and exchanges. The project has clear linkages to DELWP's Diversity and Inclusion Strategy and Community Partnerships Framework. It received the Government and Industry Diversity Award at the Fire Awareness Awards in December 2017.

DELWP used the pilot to further develop a new Forest Fire and Operations Traineeship Program, funded through the Reducing Bushfire Risk Initiative, for an additional 12 traineeships over four years for disadvantaged youth from culturally and linguistically diverse backgrounds or of Aboriginal or Torres Strait Islander descent. The program has also since served as a model for similar schemes across other government departments and agencies.

Appendices



APPENDIX 1: CULTURAL DIVERSITY PLANS – COMPARISON ACROSS DEPARTMENTS

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
Title	Diversity and Inclusion Strategy 2016-2020	Our Cultural Diversity Plan 2016-2018	Delivering for Diversity: Cultural Diversity Plan 2016-2019	Cultural Diversity Plan 2017-2021	Cultural Diversity Inclusion Strategy 2015-2018	Diversity and Inclusion Framework 2018-2020
Vision	<p>DELWP is a workplace that embraces individual differences and fosters innovation and inclusion. We are building a culture that:</p> <ul style="list-style-type: none"> – supports liveable, inclusive and sustainable communities and thriving natural environments; – enables staff to bring their whole selves to work and feel safe, achieving their full potential and working in a flexible way that meets their needs; and – ensures DELWP reflects the community that it serves and places this community at the centre of what it does. 	<p>DET's Cultural Diversity Plan recognises and celebrates diversity in a range of forms across the Victorian community. DET recognises that early childhood, schools, and Vocational Education and Training settings are essential environments to cultivate an appreciation for diversity.</p> <p>Building on cultural diversity is fundamental to establishing Victoria as the Education State</p>	<p>To develop and deliver policies, programs and services that support and enhance the health and wellbeing of all Victorians.</p> <p>The drivers of good health and wellbeing include the social, cultural and economic context in which people live.</p> <p>At the heart of DHHS's work are people from culturally and linguistically diverse backgrounds and their communities.</p> <p>Consideration of cultural diversity in all DHHS policies, practices and programs will ensure it delivers inclusive, safe and accessible services.</p>	<p>Our vision is of an inclusive and accessible justice and regulation system that enables diverse communities to fulfil their potential as equal citizens.</p> <p>(Other Justice Portfolio CDPs include VicPol's Equality is not the same, and Office of Public Advocate's Cultural Diversity Plan 2016-2018).</p>	<p>To build a culturally diverse and inclusive work environment and ensure DPC's policy advice is inclusive of diverse perspectives to achieve good public policy and service delivery outcomes for Victorians.</p>	<p>Victoria is the most diversely populated Australian state and it is the aim of the Victorian government that the Victorian Public Sector reflects this diversity in its workforce. This helps us to make policy and program decisions that best meet the needs of the Victorian community we serve.</p>

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p>Goals</p> <p>1. Leadership: Our leaders will champion the cultural diversity plan to foster engagement at all levels. We will support cultural diversity through ownership at all levels.</p> <p>2. Information Building: We will build our understanding of internal cultural diversity and the cultural diversity of the communities we work with. We will capture cultural diversity initiatives to share internally and report annually.</p> <p>3. A Culturally Diverse Workforce: We will support opportunities to grow cultural diversity at all levels of the organisation. Our workforce will reflect the communities we work with.</p>	<p>1. Improve service delivery and decision-making through strong, inclusive leadership and training and development opportunities.</p> <p>2. Foster attitudes and practices that better support diversity and inclusion.</p> <p>3. Create opportunities to recruit and retain staff from diverse groups in the community.</p>	<p>Deliver on the Education State's vision for Victoria – achieving excellence, equity and lifelong learning for all.</p> <p>1. Make the Victorian learning and development system welcoming and inclusive to all.</p> <p>2. Provide accessible information to culturally and linguistically diverse communities in line with community needs.</p> <p>3. Sustain and improve support in vocational education and training for refugees and other new immigrants in response to changing patterns of need.</p> <p>4. Engage culturally and linguistically diverse communities to inform planning and delivery of services.</p> <p>5. Improve DET's information and reporting systems and program evaluation to monitor the effectiveness and value of services to culturally and linguistically diverse Victorians.</p>	<p>CDP priorities in responding to cultural and linguistic diversity in health and human services:</p> <p>1. Equitable and responsive services and programs;</p> <p>2. A culturally responsive workforce;</p> <p>3. Partnerships with diverse communities; and</p> <p>4. Effective and evidence-based approaches.</p> <p>Annual action plans will reflect the areas of responsibility of the department to fulfil short, medium and long-term objectives.</p>	<p>1. A fair justice system that promotes equal rights and opportunities.</p> <p>2. An accessible and inclusive justice system.</p> <p>3. A department that recognises and values diversity.</p>	<p>1. Increased understanding of, and respect, for culturally diverse communities through strengthened leadership and staff cultural competence and inclusion.</p> <p>2. Increased participation and engagement between DPC and culturally diverse communities through inclusive policy development and project implementation.</p> <p>3. Increased employment and economic participation through promotion of employment opportunities to culturally diverse communities and career progression; and supporting the economic development and growth of culturally diverse communities.</p> <p>4. Established frameworks for reporting, accountability and measuring success regarding progress on culturally diverse inclusion and participation.</p>	<p>1. To have a workforce that reflects the Victorian population and makes the most of the talents and skills of all employees.</p> <p>2. To recognise the importance of attracting, retaining and advancing diverse individuals and promoting inclusion at all levels of the organisation.</p> <p>3. To embrace and encourage all individuals to excel, regardless of their gender and gender identity, mental or physical disability, age, family responsibility or cultural background, and</p> <p>4. To foster a workplace that reflects Victoria's multicultural society and leverages the experiences of Victoria's diverse population to inform policy development that benefits all Victorians.</p>

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
Ownership	<p>The Executive Director, People and Workplace Services is responsible for the plan's delivery, supported by governance arrangements within Corporate Services through to the Executive Board.</p> <p>DELWP has also formed a group of diversity and inclusion advocates to support the department's activities in these areas.</p>	<p>The Executive Board is responsible for approving the Cultural Diversity Plan, as well as action and implementation plans.</p> <p>The Plan is overseen by the Policy and Implementation Committee.</p>	<p>DHHS's Executive Board has approved the Cultural Diversity Plan. The Quality, Safety and Experience Sub-committee of the Board has oversight of the implementation, monitoring and evaluation of the CDP and annual action plans.</p>	<p>Ownership or oversight of the DJR Cultural Diversity Plan is the responsibility of the department's Diversity Issues Unit (DIU).</p> <p>DIU is a central policy unit with justice-wide responsibilities in providing advice on behalf of a range of communities.</p> <p>The unit is responsible for the development and monitoring of the department's CDP.</p>	<p>People and Culture Branch is responsible for leading the implementation of the Inclusion Strategy.</p>	<p>The People and Culture team will manage the framework's overall implementation of the action plans, with assistance from Working Group members across DTF.</p> <p>DTF has an executive Diversity and Inclusion champion who advocates, promotes and facilitates the implementation of the framework through DTF's People Committee activities.</p>
Governance structure	<p>The department's Corporate Services Group reports every six months to the Executive Board on its progress against the Workforce Diversity and Inclusion Framework.</p> <p>All areas of the business are responsible for implementing individual actions within the plan, working with their HR leads to report up through to the Executive Director, People and Workplace Services who then reports to the Executive Board.</p>	<p>Ongoing reporting responsibilities are monitored by the Policy and Implementation Committee.</p>	<p>The 2017-18 Action Plan was developed in consultation with central and divisional staff from across DHHS through collaborative workshops. The plan supports whole-of-department focus and commitment on improving health and wellbeing outcomes for culturally diverse clients.</p>	<p>DJR's Diversity Issues Unit is responsible for liaising with DJR business units in relation to their actions under the CDP. The unit also manages annual reporting.</p>	<p>Each departmental group will be required to undertake specific actions and activities, and report on progress to the DPC Board of Management annually through the Government Policy and Coordination Group.</p> <p>This group will have responsibility for reporting DPC organisational progress against the CDP for whole-of-government reports and any evaluations required.</p>	<p>People and Culture regularly review the progress of the plan. Several indicators have been developed and included in the framework.</p> <p>By monitoring progress against these key indicators, DTF will be able to determine the effectiveness of actions and adjust them as appropriate.</p>

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
Cultural competence training						
DEDJTR commenced active steps to embed CCT in the professional development of staff to include online webinars with international offices and face-to-face training in metro offices. DEDJTR's Managing Diversity for Excellence initiative focusses on different aspects of diversity and inclusion and is designed to build the skills and confidence in our people to create, support and realise the benefits of diverse teams and stakeholders.	DELWP encouraged staff involvement in celebrations for Cultural Diversity Week and Harmony Day. DELWP piloted its Inclusive Leaders program on the understanding of diversity, privilege and unconscious bias to create inclusive workplaces. DELWP's online learning includes appropriate Workplace Behaviour Training on human rights and equal opportunity.	Respectful workplaces training is a requirement of all DET's VPS and school staff, provided through an online learning module via DET's intranet. The training focusses on treating others with respect and consideration, including opportunities for equal human rights. CCT also includes specific training for relevant staff about the cultural backgrounds of particular faith communities; as well as e-learning modules on cultural competence for Australian Children's Education and Care Quality Authority authorised officers.	CCT activities include: - Unconscious bias training provided across the department and operational divisions under the Executive Board. - Inclusive leadership training that embeds diversity of thought and inclusion. - Development of recruitment processes that encourage diversity, and - Inclusion of cultural diversity information in staff orientation programs. The department is reviewing training held in the regions to consider improvements in consistency.	CCT is incorporated as part of Prison Officer Induction Training. In addition, the Diversity Issues Unit participated in the delivery of diversity training for trainee court registrars as part of their Certificate IV training in Government. CCT training was provided to Bail Justices through the Honorary Justice Office to include issues faced by culturally and linguistically diverse and newly-arrived communities. Induction training for Youth Justice staff includes modules specifically focussing on working with culturally diverse young people.	The CDP has an explicit objective to strengthen staff cultural competence and inclusion. Actions to support this goal include: - CCT in the DPC learning and development calendar. - staff forums to support the development of initiatives and programs to increase cultural diversity in the workplace. - review of e-learning modules to ensure they promote cultural inclusiveness, and - delivery of Aboriginal Cultural Awareness Training. Survey results guide the development of action plans to ensure a collaborative and respectful environment for all employees.	DTF leaders participate at key DTF diversity functions and encourage staff involvement in activities for International Women's Day, Harmony Day and International Day for People with a Disability. These events are posted on LinkedIn to promote DTF leaders as 'champions of diversity'. The People Matter Survey includes a diversity module to benchmark group or divisional diversity and inclusiveness practices against VPS standards. Survey results guide the development of action plans to ensure a collaborative and respectful environment for all employees.

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p>DEDJTR engaged translation and interpreting services to make multilingual information available on business, employment, transport services and the arts.</p>	<p>DELWP's Customer Contact Centre and Land Victoria customers can access I & T services to support business transactions and obtain information in languages other than English, as well as communicate with individuals who speak languages other than English.</p> <p>The department and portfolio agencies produce information brochures in a variety of languages for diverse audiences and communities.</p>	<p>DET ensures that multilingual information is made available to culturally diverse communities, including translated information on its website and through publications and other communication channels.</p>	<p>DHHS identifies key audiences from culturally diverse backgrounds across various program areas and multilingual information is produced to support their access to services and increase health literacy.</p> <p>Translated health and human services information is provided in the Better Health Channel (including videos) and the Health Translations Portal.</p> <p>DHHS also translates a variety of health resources to ensure that culturally and linguistically diverse communities have access to critical health and emergency alerts.</p>	<p>DJR ensures that information is made accessible to the Victorian community including Victorians from culturally diverse backgrounds.</p> <p>The dissemination of multilingual information is primarily face-to-face or over the phone with the assistance of interpreter services, in hard copy or online information made accessible through translations into relevant community languages.</p>	<p>Communications on ANZAC Day are focused first on veterans, then family and friends, then the general public.</p>	<p>DTF ensures that public consultations are held in venues that are welcoming and accessible to the community, including culturally diverse groups.</p> <p>DTF offers departmental publications, including reports, plans, guidelines and procedures in languages other than English upon request.</p> <p>Essential Services Commission has brochures on customer bill information on its website in multiple languages.</p>

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
Decision-making processes	<p>DEDJTR's Cultural Diversity Plan requires delivery of programs, policy and services to involve consultation with culturally diverse communities and advisory boards when making decisions.</p> <p>DELWP's Community Charter recognises that diverse and commits to delivering services that support an inclusive community and thriving natural environments.</p> <p>The department uses local networks, processes, tools and resources to enhance interactions and engagement with communities in policy planning and delivery of programs and projects.</p> <p>Guidelines on engaging with culturally and linguistically diverse communities are available in the department's 'Effective Engagement' handbook.</p>	<p>DET's Cultural Diversity Plan includes processes to meet the needs of culturally diverse communities so that early childhood services, schools and the vocational education and training system are more welcoming and inclusive for all Victorian learners and their families.</p> <p>These processes are reviewed under DET's Stakeholder Engagement Framework to update the register of culturally and linguistically diverse community stakeholders and to facilitate consultation in program and policy development more broadly.</p> <p>Advice is included in DET's 'Engaging Multicultural Communities in the Education State'.</p>	<p>DHHS supports consumers, carers, communities and patients from diverse cultural and linguistic backgrounds in care decision-making via a suite of policies and guidelines.</p> <p>These include engaging mental health carers and consumers from multicultural backgrounds to identify issues and solutions with the mental health system; utilising a Cultural and Linguistic Diversity Advisory Group to guide initiatives in cancer screening projects; and embedding the voices and experiences of multicultural and faith-based communities across family violence reforms.</p>	<p>DJR's local and regional management units undertake consultation activities to ensure that services are responsive to the diverse cultural, religious and linguistic needs of Victorians.</p> <p>Business planners are encouraged to examine local requirements and tailor the provision of services accordingly. In addition, ethnic associations are consulted in the delivery of programs where relevant.</p>	<p>During 2017-18, MASC engaged members of culturally diverse communities in decision-making through ongoing structures such as the Victorian Multicultural Commission, Regional Advisory Councils, the Multicultural Youth Network and the Multifaith Advisory Group.</p> <p>Members of African communities have been directly involved in developing co-design programs. This includes the development of the African Community Action Plan through the African Ministerial Working Group, and the South Sudanese Partnership Fund participatory grants round.</p>	<p>DTF develops its quarterly workforce metrics with statistics on culturally diverse population characteristics. DTF also consults with culturally diverse groups in the development and implementation of its Aboriginal Employment and Inclusion Action Plan and the Diversity and Inclusion Action Plan.</p> <p>DTF has a dedicated Aboriginal matters and diversity and inclusion action plan page on its intranet and seeks feedback from employees to help shape relevant activities.</p>

DEJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p>The Cultural Diversity Plan requires that all business areas consult with the community when evaluating programs and services. This is done by:</p> <ul style="list-style-type: none"> - using available demographic and service data on cultural diversity to support decision-making for programs, policies and service delivery; and - embedding cultural diversity considerations when designing, implementing and evaluating policies, programs and services. <p>DEJTR is currently in the design and early implementation phase of its CDP and will include evaluation outcomes in future reports.</p>	<p>CDP targets and associated action plans are evaluated and reported on quarterly, including:</p> <ul style="list-style-type: none"> - bi-annual Customer and Stakeholder Intelligence research; - self-evaluation through the People Matter Survey and the Organisational Cultural Inventory survey; - regular review and reflection by the leadership team on the delivery of engagement activities and staff feedback; and - community feedback through established feedback channels, attendance at events, formal and informal interactions. 	<p>DET expects that all programs, including those ongoing or recurrent, will undergo some form of periodic review and/or evaluation, informed by best practice methodology. This includes incorporating the views of diverse and/or vulnerable groups in evaluation design and implementation.</p> <p>The department's Evaluation Policy and Product Standards provide guidance and expectations for the conduct of evaluations to include ethical design and ethical safeguards.</p> <p>Consideration must be given to appropriate data collection of program participants from culturally diverse communities.</p>	<p>Program and service evaluations and reviews take into consideration barriers to, and improvements for, diverse communities.</p> <p>An example is the Victorian Healthcare Experience Survey, which allows a wide range of people to provide feedback on their experiences of Victorian public health services. The survey features specialised questionnaires for adult and child inpatients, maternity clients, adult and child emergency department attendees, including parents/guardians. The survey is available in 15 community languages.</p>	<p>DJR units seek advice from, and collaborate with, key ethnic bodies to deliver programs and services to culturally diverse Victorians.</p> <p>Examples include a review of the Vietnamese Prisoner Support Program through the Australian Vietnamese Women's Association; and a review by the Registry of Births, Deaths and Marriages of naming protocols in the Myanmar community to enable the consistent registration of community members in BDM systems.</p> <p>Youth Justice is undertaking evaluation of programs specifically targeting youth from culturally diverse backgrounds.</p>	<p>During the communication planning stage, program areas are encouraged to build evaluation methods into their communication activities, including the targeting of key demographics, through a mix of quantitative and qualitative measures. Through reporting on the demographics of participants, groups that are not represented may be identified and targeted communications developed for these groups.</p> <p>ANZAC Day continues to be a platform for engagement with members of Victoria's diverse multicultural communities as a way for citizens to acknowledge the service and sacrifice of veterans and their families.</p>	<p>As a central agency, DTF does not deliver services directly to culturally diverse communities.</p>

DEDJTR	DELWP	DET	DHHS	DJR	DPC	DTF
<p>DEDJTR's policy development, program planning and implementation processes are informed by community consultation, research and analysis.</p> <p>DEDJTR tailors its programs to meet the needs of stakeholders to strengthen economic participation of culturally diverse communities.</p>	<p>DELWP's Community Charter specifies that the department uses the skills and resources of local communities and networks, including sports clubs, local governments and neighbourhood houses, to build lasting relationships and two-way information flows.</p> <p>This sets clear expectations on how DELWP will deliver on requests, make decisions and share progress.</p> <p>DELWP will help build the capacity and capability of communities by being more visible and engaging with local communities on a more regular, informal basis.</p>	<p>The language background of students, reported through the school census, is linked to student outcome data.</p> <p>The language background of kindergarten enrolments, a requirement for funding, is reported through the kindergarten census and is linked to kindergarten participation data.</p> <p>DET obtains advice based on local knowledge and demographic analysis to plan for pre-accredited training in locations that target culturally and linguistically diverse communities.</p> <p>Translated versions of the Parent Opinion Survey are provided to parents from non-English-speaking backgrounds (NESB) to obtain feedback on student engagement, school climate and levels of parent satisfaction.</p> <p>Translated versions of the Kindergarten Parent Opinion Survey have been provided for the first time in 2018 to NESB parents to obtain feedback on their level of satisfaction with their child's kindergarten program.</p>	<p>DHHS utilises consultation, demographic and service data to inform policy development and program delivery</p> <p>This includes progressing a Victorian pilot project linking hospital data to national settlement data, and mapping measures from culturally and linguistically diverse communities across the department's operational areas based on Census results.</p>	<p>Demographic and local community conditions are assessed to assist in the planning and delivery of services to particular communities especially in regional and country locations.</p> <p>DJR seeks advice through ethnic associations and collaborates with them in the delivery of community services.</p> <p>DJR consulted various ethnic groups, including the Ethnic Council of Shepparton in the Hume Region, to inform delivery of Consumer Affairs Victoria education sessions.</p>	<p>Consultation has informed program and communication strategy and demographic data is used to ensure effective targeting of low uptake areas for key programs.</p> <p>DPC participated in the Recruit Smarter initiative, a Victorian Government initiative to target unconscious bias in recruitment processes. DPC implemented applicant de-identification from CVs during the recruitment process as a pilot intervention, including the removal of applicants' names.</p>	<p>As a central agency, DTF does not deliver services directly to culturally diverse communities.</p>

Consultation, demographic and service data

APPENDIX 2: CULTURALLY DIVERSE REPRESENTATION ON GOVERNMENT BOARDS, AUTHORITIES AND COMMITTEES

The Victorian Government Appointment and Remuneration Guidelines (2016) for appointing and remunerating board members for non-departmental entities in Victoria include three related questions for appointees to obtain data on representation from culturally diverse communities.⁹

The questions are:

- » whether they or their parents were born in Australia¹⁰;
- » whether they speak a language other than English at home; and
- » whether they have a culturally diverse background other than those indicated in the previous questions.

Representation from culturally diverse communities is identified on the basis of one of the above criteria.

Due to data limitations for certain types of board, the following description of culturally diverse representation does not include school councils, committees of Crown land management and cemetery trust boards, which account for approximately 50 per cent of board appointments.

At June 2018, 25.2 per cent of board appointments (924 out of 3,670) were identified as being from culturally diverse backgrounds (Table 1). This is a slight decrease from June 2017 when 25.3 per cent (938 out of 3,712) of board members were identified as culturally diverse.¹¹

Between 1 July 2017 and 30 June 2018, 26.3 per cent (or 342 out of 1,298 appointments – including both new and re-appointments) to government boards were from culturally diverse backgrounds (Table 2).

Table 3 shows the proportion of total board appointments from culturally diverse backgrounds for departments at 30 June 2018, compared to 30 June 2017.

Table 1: Composition of boards as at 30 June 2018

Total number of boards as at June 2018	Total board appointments	Culturally diverse appointments	Culturally diverse %
390	3,670	924	25.2

Table 2: Appointments to boards, including re-appointments as at 30 June 2018

Number of boards with new appointments or re-appointments in 2017-18	Total new appointments or re-appointments	Culturally diverse appointments or re-appointments	Culturally diverse %
298	1,298	342	26.3

⁹ An individual can be appointed to more than one board. This appendix shows representation by counting the number of appointments or appointees, not individuals.

¹⁰ Persons born overseas, or if born in Australia, have at least one parent born overseas (whether from English-speaking or non-English-speaking countries) are considered as having a culturally diverse background.

¹¹ Data remediation and improved data capture methods have been adopted and applied to previous years, so the 2017 figure is different than the one reported previously in the Victorian Government Report in Multicultural Affairs, 2016-17.

Table 3: Board appointments with culturally diverse backgrounds as proportion of total appointments, by departments as at 30 June 2017 and 30 June 2018

Department	Proportion (%) of total board appointments with culturally diverse backgrounds	
	At 30 June 2017 ¹²	At 30 June 2018
Department of Economic Development, Jobs, Transport and Resources	31.4%	30.9%
Department of Education and Training	15.6%	15.5%
Department of Environment, Land, Water and Planning	24.8%	26.1%
Department of Health and Human Services	26.6%	25.3%
Department of Justice and Regulation	28.6%	30.2%
Department of Premier and Cabinet	16.4%	15.8%
Department of Treasury and Finance	15.3%	13.6%
Total	25.3%	25.2%

Note:

Boards referred to in these tables exclude school councils, small committees of Crown land management and cemetery trust boards.

¹² Data remediation and improved data capture methods have been adopted and applied to previous years, so some departmental figures for 2017 differ from those reported previously in the Victorian Government Report in Multicultural Affairs, 2016-17.

APPENDIX 3: USE OF INTERPRETING AND TRANSLATING SERVICES

The Victorian Government is committed to addressing the language and literacy needs of culturally diverse communities not only through English language tuition, but also through interpreting and translating (I & T) services to ensure access to, and effective delivery of government services. This appendix provides a description of the types of I & T services and associated expenditure incurred by departments and their agencies in 2017-18.

Total identified expenditure for I & T services in 2017-18, including expenditure through funded agencies, was \$51,429,027, increasing by \$5,206,415 (or 11.3 per cent) from the 2016-17 expenditure of \$46,222,612.

Summary of expenditure on interpreting and translating services by departments

Table 4: Summary of expenditure on interpreting and translating services by departments, 2017-18

	Initiatives	\$	as % of total
DEDJTR	Rail Projects Victoria Metro Tunnel interpreter phone number	510	
	Rail Projects Victoria stakeholder meetings	609	
	State Library of Victoria	4,537	
	Film Victoria	1,940	
	National Gallery of Victoria	3,125	
	ACMI translation services	1,294	
	Arts Centre Melbourne	1,000	
	Study Melbourne Student Centre	8,361	
	Study Melbourne website	56,511	
	Automotive Industry Transition Campaign	4,574	
	Level Crossing Removal projects	869	
	Fisheries Compliance interpretation services	7,500	
	Small Business Victoria public holidays and shop trading information	2,285	
	Victorian Small Business Commissioner interpreting services	4,628	
	Public Transport Victoria, translating	8,000	
	Public Transport Victoria, National Relay Services	12,000	
	Transport for Victoria interpreting services	2,567	
	VicRoads interpreter assisted learner permits	2,110,032	
	Language allowance for staff	4,697	
	Sub-total	2,235,039	4.3
DELWP	Polaron Language Services	8,426	
	VITS Language Loop	233,532	
	Language allowance for staff	6,999	
	Sub-total	248,957	0.5
DET	Parents and Guardians I & T services	1,624,277	
	Early Childhood Services I & T services	2,406,063	
	International Student Program in Victorian Government Schools	43,114	
	Culturally and Linguistically Diverse Community Information forums	7,133	
	Sub-total	4,080,587	7.9
DHHS	Victorian Health Services	28,600,000	
	Language Serives Credit Line-Human Services Programs	3,050,054	
	Language Serives Credit Line-Health Services Programs	1,955,0187	
	Community Health Services	2,900,000	
	Dental Health Services direct funding	891,000	
	Home and Community Care for Younger People direct funding	32,649	
	Family Safety Victoria I & T services at The Orange Door	13,317	
	Smoke free outdoor dining fact sheets	13,365	
	Senior concessions Information and Companion Card line	6,165	
	Seniors and Companion Card issues	3,762	
	Patient Review Panel	955	
	Language allowance for staff	23,399	
	Sub-total	37,489,853	72.9

(continued)

(continued)

	Initiatives	\$	as % of total
DJR	Criminal Law Governance and Resources telephone interpreting	462,976	
	Victims Support Agency Interpreting	70,856	
	Working with Children Customer Support Line	3,975	
	Domestic Building Dispute Resolution Victoria Interpreting Services	17,589	
	Consumer Affairs Victoria Under-quoting Campaign Translation Services	1,813	
	Translation of Consumer Affairs Victoria media releases	2,000	
	Consumer Affairs Victoria Rental Rights Translation Services	5,209	
	Consumer Affairs Victoria interpreting service via TIS and VITS	76,125	
	Prisoners and Community Correctional Services Offenders I & T Services	326,044	
	Youth Justice interpreting through Expression Victoria	9,559	
	Barwon Southwest Region VITS	361	
	Hume Region I & T services	5,412	
	South East Metropolitan Region I & T services	99,597	
	Gippsland Region I & T services	2,898	
	Community Correctional Services VITS	147,700	
	Prisons VITS	18,868	
	Youth Justice VITS	2,136	
	OnCall I & T Service	9,171	
	Interpreting for Street talk	371	
	VicPol Interpreting Spend	1,431,067	
	Emergency Service Telecommunications Authority I & T Services	268,810	
	Melbourne Fire Brigade I & T Services	24,869	
	VEOHRC Interpreting	5,041	
	Victorian Legal Aid Legal Help I & T Services	85,307	
	Community Legal Centres I & T Services	100,000	
	Victoria Legal Aid practice	265,921	
	Office of Public Advocate I & T Services	20,005	
	Office of Public Prosecutions interpreter usage	382,542	
	Dispute Settlement Centre of Victoria Interpreting services	26,386	
	Registry of Births, Deaths and Marriages	28,517	
	Legal Services Board and Commissioner	14,880	
	Language allowance for staff	40,333	
	Sub-total	3,956,338	7.7
CSV	Supreme Court of Victoria I & T Services	1,714	
	Country Court Registry I & T Services	1,458	
	Magistrates' Court of Victoria	2,372,725	
	Neighbourhood Justice Centre interpreting services	79,836	
	Children's Court of Victoria I & T Services	503,211	
	Coroners Court of Victoria I & T Services	11,524	
	Victorian Civil and Administrative Tribunal I & T Services	405,498	
	Language allowance for staff	6,395	
	Sub-total	3,382,361	6.6
DTF	State Revenue Office I & T services	35,892	
	Sub-total	35,892	0.1
Total all departments		51,429,027	100.0

Details of interpreting and translating programs and expenditure by departments

Details of interpreting and translating (I & T) programs and expenditure by departments and their entities are provided below:

Department of Economic Development, Jobs, Transport and Resources

Service	Expenditure \$	Description/Outcome
Rail Projects Victoria Metro Tunnel interpreter phone number	\$510	RPV utilises an interpreter phone number supplied by Victorian Interpreting and Translating Services (VITS). The phone number is advertised on the Metro Tunnel Project website, collateral and works notifications.
Rail Projects Victoria stakeholder meetings	\$609	RPV has used interpreters during meetings with impacted business owners within Melbourne CBD for a presentation with an impacted group of residents in Kensington.
State Library Victoria	\$4,537	SLV translated materials include business cards in Chinese and Japanese; child safety signage and FAQs in Chinese and Vietnamese; translation of Library Highlight maps; speeches, flyers and subtitles for videos in several languages.
Film Victoria	\$1,940	Translation of a 16-page brochure promoting Victoria's locations, production businesses and services and Film Victoria incentives to overseas producers and companies.
National Gallery of Victoria	\$3,125	Translation of print collateral, exhibition advertising and signage for major NGV exhibitions into Chinese, including: <ul style="list-style-type: none"> — The House of Dior: Seventy Years of Haute Couture, — NGV Triennial, — Colony: Australia 1770-1861, and — MoMA at NGV: 130 Years of Modern and Contemporary Art.
ACMI	\$1,294	Translation services for signage and brochures, including for Series Mania, Wonderland and general ACMI brand marketing purposes in Spanish and Mandarin.
Arts Centre Melbourne	\$1,000	Bangsokol: A Requiem for Cambodia. Interpreting services for community liaison and rehearsal room, promotional materials and website translations.
Study Melbourne Student Centre	\$8,361	Translation of a document on rights and responsibilities when using the centre into Spanish, Vietnamese, Japanese and Chinese. Use of interpreters in group presentations.
Study Melbourne website	\$56,511	The Study Melbourne website, including the MyStory interactive tool, is a multilingual website providing information for prospective international students considering studying in Victoria and those currently in Victoria. The website is fully translated into Simplified Chinese and Latin American Spanish and partially translated into Japanese, Arabic, Brazilian Portuguese, Bahasa Indonesia, Thai and Vietnamese.
Automotive Industry Transition Campaign	\$4,574	The campaign aims to promote services available to workers in auto industry supply chain businesses affected by industry transition to help them secure employment and/or training. Information brochures were translated into Vietnamese, Simplified Chinese, Macedonian, Filipino and Thai.
Level Crossing Removal projects	\$869	Project information or advice was provided via a combination of face-to-face meetings and the Telephone Interpreter Service in Mandarin, Greek, Italian, Spanish, Korean and Arabic.
Fisheries Compliance interpretation services	\$7,500	This program provides support to fishers for whom English is an additional language to help them understand their rights and improve communication with fisheries officers when being questioned in relation to an alleged fisheries offence.

Small Business Victoria public holidays and shop trading information	\$2,285	Translated statutory information about public holidays and shop trading hours is published on the business.vic.gov.au website in 23 languages.
Victorian Small Business Commissioner	\$4,628	Interpreting services are provided when clients make phone enquiries about their rights and responsibilities under relevant legislation or when they attend mediations arranged by VSBC for business disputes.
Public Transport Victoria, translating	\$8,000	Translation of customer information.
Public Transport Victoria, National Relay Service	\$12,000	Interpreting services provided over the phone.
Transport for Victoria interpreting services	\$2,576	Interpreting services provided through the Public Infringements call centre.
VicRoads interpreter-assisted learner permits and translation services	\$2,110,032	People from non-English speaking backgrounds can receive VicRoads-funded interpreter assistance for a learner permit or licence test. They can also access translating services when calling VicRoads.
Language Allowance	\$4,697	Four staff received the allowance.
Department Grand Total	\$2,235,039	

Department of Environment, Land, Water and Planning

Service	Expenditure \$	Description/Outcome
Polaron Language Services	\$8,426	Translation of four fact sheets for Victorian Energy Compare.
VITS Language Loop	\$233,532	Translation for DELWP's Multilingual Content for Communities project.
Language Allowance	\$6,999	Seven staff received the allowance.
Department Grand Total	\$248,957	

Department of Education and Training

Service	Expenditure \$	Description/Outcome
Parents and Guardians I & T Services	\$1,624,277	I & T services enable parents and guardians with limited English proficiency to communicate with school communities to support their children's education, including kindergarten to prep transition, parent/guardian teacher interviews and the dissemination of key information to parents/guardians.
Early Childhood Services I & T Services	\$2,406,063	I & T services enable families to provide and receive information relevant to their child's health and development in their own language from early childhood services, including Maternal and Child Health Services, Kindergarten and Early Childhood Intervention Services.
International Student Program in Victorian Government Schools	\$43,114	International students and their parents are provided with I & T support to access DET services relating to the International Student Program.
Culturally and Linguistically Diverse Community information forums.	\$7,133	The Regional Services Group in partnership with the Centre for Multicultural Youth conducted six regional community information sessions across Victoria to inform the community about the Victorian government education system. Interpreters and a video with English captions were provided. Locations included South Morang, Point Cook, Richmond, Mulgrave, Frankston and Cranbourne. RSG is working with CMY to draft an Evaluation Report including learnings and recommendations for future engagement with culturally and linguistically diverse communities.
Department Grand Total	\$4,080,587	

Department of Health and Human Services

Service	Expenditure \$	Description/Outcome
Victorian Health Services	\$28,600,000	Languages services are funded as part of activity-based funding arrangements for Victorian health services and hospitals. Health services report to the department on expenditure on language services via financial reporting processes.
Language Services Credit Line — Human Services Programs	\$3,050,054	The Human Services credit line enables funded human services agencies to access interpreting, translating and Auslan interpreters for clients who require language support and/or are deaf, including agencies across housing and homelessness, child family protection, children and families, safety and disability services.
Language Services Credit Line — Health Services Programs	\$1,955,187	This credit line is a centrally-funded and administered contract for the provision of language services in health services, including community health, mental health, drug and alcohol, rural health, community care/ HACC-PYP and refugee health (comprised of funding received from the 2016-17 Syrian and Iraqi refugee health and wellbeing budget). Program areas allocate and expend annual budget for their credit line/s. This pool of funds is used to provide language services to eligible health programs and funded agencies.
Community Health Services	\$2,900,000	Direct funding is provided to community health services that are large users of language services for interpreting and translation in the delivery of care to people from non-English speaking backgrounds.
Dental Health Services direct funding	\$891,000	Direct funding is provided to the Royal Dental Hospital and public dental services for I & T services, targeted at people from culturally diverse and/or refugee backgrounds who are eligible for public dental services.
Home and Community Care for Younger People direct funding	\$32,649	Direct funding was provided to 17 service providers under the Home and Community Care for Younger People program.
Family Safety Victoria I & T Services at The Orange Door	\$13,317	People from non-English-speaking backgrounds can access I & T services at The Orange Door safety hubs. Service stickers and posters are displayed at each site alongside language identifier posters.
Smoke free outdoor dining fact sheets	\$13,365	Translation of fact sheets to inform people from non-English-speaking backgrounds with low English language literacy skills about smoke-free outdoor dining as well as the regulation of e-cigarettes and shisha tobacco.
Seniors concessions Information and Companion Card line	\$6,165	Use of interpreters when required through Language Loop and TIS National for the Concessions Information Line (1800 658 521).
Seniors and Companion Card issues	\$3,762	Provision of interpreter services regarding Seniors and Companion Card issues in community languages.
Patient Review Panel	\$955	Applicants from non-English-speaking backgrounds can receive DHHS-funded interpreter assistance when attending the hearing of their application by the Patient Review Panel.
Language Allowance	\$23,399	23 staff, various languages.
Department Grand Total	\$37,489,853	

Department of Justice and Regulation

Service	Expenditure \$	Description/Outcome
Criminal Law Governance and Resources telephone Interpreting	\$462,976	A number of Community Legal Centres provide non-English-speaking clients with free legal advice and information in more than 160 languages via the Translating and Interpreting Service.
Victims Support Agency Interpreting	\$70,856	Interpreting services were accessed in the provision of support services to victims of crime through the Victims of Crime Helpline and the state-wide Victims Assistance Program.
Working with Children Customer Support Line	\$3,975	Interpreter services were accessed to support the work of the Working with Children Check Unit.
Domestic Building Dispute Resolution Victoria Interpreting Services	\$17,589	DBDRV provided interpreting services for telephone assistance and face-to-face conciliations.
Consumer Affairs Victoria Underquoting Campaign Translation Services	\$1,813	Translated materials relating to the consumer Underquoting Campaign (online content, Statement of Information explanatory notes, poster) into 6 languages, Karen, Burmese, Vietnamese, Hindi, Chinese, Arabic.
Translation of Consumer Affairs Victoria media releases	\$2,000	Translation of media release into 6 languages (Vietnamese, Italian, Hindi, Greek, Chinese, Arabic) and a radio ad into Mandarin.
Consumer Affairs Victoria Rental Rights Translation Services	\$5,209	Translation of descriptions from existing CAV Rental Rights video scripts on Bonds, Condition Report, Repairs, Starting and ending a lease. Translation of renting fact sheet and social media into Hindi, Nepalese, Urdu, Sinhalese and Portuguese.
Consumer Affairs Victoria interpreting service via TIS and VITS	\$76,125	Most of the funds spent on this service relate to telephone interpreting. A small amount relates to face-to-face interpreting.
Prisoners and Community Correctional Services Offenders I & T Services	\$326,044	To contribute to ensuring prisoners and offenders understand their legal obligations and rights and available services within the correctional system.
Youth Justice interpreting through Expression Australia (formerly Victorian Deaf Society) and VITS	\$9,559	Services provided through VITS and Expression Australia for young people in contact with Youth Justice and their family members via telephone or face-to-face interpreting to facilitate communication with Youth Justice workers, professionals, health staff and lawyers.
Barwon Southwest Region VITS	\$361	In person and phone interpreting for clients and families in Youth Justice in the BSW region to assist with case management and court appearances.
Hume Region I & T Services	\$5,412	Interpreter services are used in the provision of various services.
South East Metropolitan Region I & T Services	\$99,597	Provision of interpreter services.
Gippsland Region I & T Services	\$2,898	Provision of interpreter services.
Community Correctional Services VITS	\$147,700	Interpreters are used at initial induction of offenders on new correctional orders.
Prisons VITS	\$18,868	To ensure that prisoners from culturally and linguistically diverse backgrounds are provided with support services that facilitate their comprehension and provision of important information.
Youth Justice VITS	\$2,136	Interpreter Services provided for Youth Justice clients.

Department of Justice and Regulation (continued)

Service	Expenditure \$	Description/Outcome
OnCall I & T Service	\$9,171	The OnCall I & T Service enables local Gambler's Help services to access interpreters and Auslan providers to support people requiring services in their own language.
Interpreting for Street Talk	\$371	Interpreting services were sourced to assist in the Victorian Commission for Gambling and Liquor Regulation's Street Talk and industry presentations for licensees from culturally and linguistically diverse backgrounds.
VicPol Interpreting Spend	\$1,431,067	Interpreting services provided a greater level of engagement with multicultural communities in the delivery of policing services.
Emergency Services Telecommunications Authority I & T Services	\$268,810	I & T services provided by ESTA include telephone interpreting for 000 callers; an automated telephone interpreting option; pre-booked telephone interpreting; and interpreting via video conferencing. Services are provided 24/7 and 365 days a year.
Melbourne Fire Brigade I & T Services	\$24,869	MFB funds the use of interpreters for Multicultural Community Liaison Officers and fire safety presentations as well as translations of all required materials.
VEOHRC Interpreting	\$5,041	VEOHRC enquiries service uses both TIS and VITS. VEOHRC has a dedicated TIS line to offer interpreting service. In-person visits are booked with interpreters when requested.
Victoria Legal Aid Legal Help I & T Services	\$85,307	23 Legal Help language lines operated in this period to provide legal triage and appropriate referral, information or advice in the caller's language via a combination of dedicated Legal Help Language Lines and the Telephone Interpreter Service.
Community Legal Centres I & T Services	\$100,000	Victoria Legal Aid provides funding to the Federation of Community Legal Centres to assist with CLCs' access to interpreters and translators.
Victoria Legal Aid practice	\$265,921	Purchase of interpreting services for legal advice services.
Office of Public Advocate I & T Services	\$20,005	OPA provides I & T services for users of its advice service and to support OPA clients.
Office of Public Prosecutions interpreter usage	\$382,542	Interpreter usage in the Office of Public Prosecutions.
Dispute Settlement Centre of Victoria Interpreting services	\$26,386	DSCV provides support for people with disputes (including neighbourhood, organisational, workplace, share housing and extended families). Services include conflict coaching, mediation and facilitated meetings. Most of the interpreting sessions at DSCV are booked at the time of intake with clients over the phone.
Registry of Births, Deaths and Marriages	\$28,517	Registry customers may access information and advice in their own language with the assistance of the Translation and Interpreting Service.
Legal Services Board and Commissioner	\$14,880	Interpreting services (via face-to-face meetings and over the phone).
Language allowance	\$40,333	<ul style="list-style-type: none"> — Four staff from Metropolitan Fire Brigade (\$4,860); — Two staff from Registry of Births, Deaths and Marriages (\$2,003); — Two staff from South East Metropolitan Region (VicPol) (\$896, Mandarin and Greek); and — VicPol (\$32,574).
Department Grand Total	\$3,956,338	

Court Services Victoria

Service	Expenditure \$	Description/Outcome
Supreme Court of Victoria I & T Services	\$1,714	The Supreme Court provides an ongoing, professional interpreting and translating service to parties from a non-English-speaking background.
County Court Registry I & T Services	\$1,458	The County Court uses telephone interpreting services when communicating with non-English-speaking clients.
Magistrates' Court of Victoria	\$2,372,725	The Magistrates' Court arranges and pays for interpreters in a range of circumstances, including being accused in a criminal matter; for an applicant or respondent in a Family Violence Intervention Order; or an applicant in a Victims of Crime Assistance Tribunal matter.
Neighbourhood Justice Centre interpreting services	\$79,836	NJC provides interpreters to clients at interviews and at community engagement activities.
Children's Court of Victoria I & T Services	\$503,211	Interpreters are provided to any party at a Children's Court proceeding. This includes children, young people and their parents and carers in child protection, family violence and criminal cases.
Coroners Court of Victoria I & T Services	\$11,524	Provision I & T services through the VITS Language Loop, On Call Language Services and Victorian Transcript Services.
Victorian Civil and Administrative Tribunal I & T Services	\$405,498	VCAT provides professional interpreters to diverse non-English-speaking clients, including onsite and telephone translating services.
Language allowance	\$6,395	Seven staff (Italian, Macedonian, Spanish and Vietnamese).
CSV Grand Total	\$3,382,361	

Department of Treasury and Finance

Service	Expenditure \$	Description/Outcome
State Revenue Office I & T Services	\$35,892	SRO customers are able to access a free interpreting service for languages other than English.
Department Grand Total	\$35,892	

APPENDIX 4: MULTILINGUAL PUBLICATIONS AND RESOURCES

Apart from the provision of I & T services, departments and agencies provide a range of publications and resources in several languages other than English to ensure that various culturally and linguistically diverse communities can access

information related to government programs and services, most of which are available from departmental websites.

The following examples are not intended to be an exhaustive record of the resources available.

Examples of multicultural publications and resources by departments

Department of Economic Development, Jobs, Transport and Resources

Publication/resource	Description	Languages other than English
Study Melbourne website	The Study Melbourne website includes information about studying in Melbourne for international students. The site contains a My Story interactive tool where prospective students can select their level of study, type of accommodation, commuting preference and leisure interests and obtain a tailored short video of their potential life experiences in Melbourne.	Latin American Spanish, Vietnamese, Thai, Japanese, Brazilian Portuguese, Chinese, Arabic and Bahasa Indonesia.
Study Melbourne Student Centre brochure	SMSC's student brochure is translated into the top languages spoken by the international student community. A document outlining student rights and responsibilities while at the SMSC is also translated into four key languages: Spanish, Vietnamese, Japanese and Chinese.	Simplified and Traditional Chinese, Japanese, Indonesian, Vietnamese, Korean, Portuguese and Spanish.
LiveinMelbourne website, Skilled and Business Migration	The LiveinMelbourne website has a Significant Investor Services Directory and marketing collateral promoting Victoria as a premium migration destination to prospective skilled, business and investor migrants and includes translated information on living, migrating, settling and investing in Victoria.	Chinese.
Victorian Fisheries Authority fishery rules and regulations	Responsible Fishing Victoria provides translated information to culturally and linguistically diverse communities about fisheries rules and regulations including bilingual fact sheets, measuring devices and stickers.	Several languages, including Traditional Chinese, Vietnamese, Khmer and Burmese.
Victorian Small Business Commissioner website content and brochures	Four documents related to dispute resolution were translated and made available on the VSBC website: VSBC general information; Don't let a commercial dispute drag your business down, Information Brochure – <i>Retail Leases Act 2003</i> ; and Guide to Mediation.	Arabic, Simplified Chinese and Vietnamese.
Small Business Victoria translations	Translation of statutory information about public holidays and shop trading hours is published on business.vic.gov.au in 23 languages. A review of the languages will be conducted in early 2019.	Arabic, Burmese, Chinese, Croatian, Greek, Indonesian, Italian, Japanese, Korean, Macedonian, Maltese, Persian, Polish, Russian, Serbian, Sinhalese, Somali, Spanish, Tagalog, Tamil, Thai, Turkish and Vietnamese.

State Library Victoria visitor information	<p>Translated information in several languages include:</p> <ul style="list-style-type: none"> – Exhibition wall labels for the gold-rush display in the <i>Changing face of Victoria</i> exhibition and highlights map; – Child safety signage and FAQs in Chinese and Vietnamese to support Play Pod visitors; – Flyer advising of changes to children's programming in the library; – Tent cards advising of free Wi-Fi, no food and drink in quiet space and other spaces; – Translated Library Highlights map; and – Inclusion in Destination Melbourne Chinese Official Visitor's Guide. 	<p>Chinese and Japanese.</p> <p>Chinese and Vietnamese.</p> <p>Simplified Chinese.</p> <p>Simplified Chinese.</p> <p>Simplified Chinese, Japanese.</p> <p>Simplified Mandarin.</p>
Film Victoria promotional brochure	16-page brochure promoting Victoria's locations, production businesses and services and Film Victoria incentives to overseas producers and companies.	Chinese.
National Gallery Victoria translated resources	<p>Resources include:</p> <ul style="list-style-type: none"> – Translation of visitor guides and map, self-guided tour of special collections, print advertising, audio guides or signage for special exhibitions; – Translation of key sections of the website of visitor information, key works and location maps; and – Weekly posts promoting NGV collections, exhibitions and public programs on NGV's official WeChat and Weibo accounts. 	Languages include some or all of: Simplified Chinese, Arabic, French, German, Japanese, Italian, Korean and Hindi.
Museums Victoria	<p>Resources to target the growing number of Chinese visitors to Melbourne include:</p> <ul style="list-style-type: none"> – Creation of a 20-page Museums Victoria's corporate brochure and for each of the three museums visitor guides in Chinese; – Production of 3,500 copies of the 'What's On' activity guide in Chinese; – Paid advertisement in the official Chinese Destination Guide to Victoria; – Collaboration with influential WeChat accounts in Victoria to promote Museums Victoria campaigns and destination information; – Creation of a YouTube video in Mandarin for the exhibition 'Inside Out'; and – IMAX theatre presented the first IMAX 3D Indian film, <i>Padmaavat 3D</i> to over 1,600 attendees. 	Chinese.
Visiting driver road safety initiatives	This initiative aims to raise visiting drivers' awareness of key road safety issues with an initial focus on the Great Ocean Road region. The initiative includes communications activities in English and Chinese for in-vehicle materials such as mirror hangers and steering wheel tags, car rental carpark posters, digital screens and a short road safety video.	Standard Chinese.

Metro Tunnel Community Hubs	<p>The Metro Tunnel Culturally and Linguistically Diverse (CALD) Strategy and Collaborative Agreement with the Victorian Multicultural Commission was completed in the 2016-17 financial year but continued to inform Rail Projects Victoria's approach to engagement with culturally and linguistically diverse communities along the tunnel project alignment.</p> <p>Community Hubs continue to provide related information at the North Melbourne Community Centre and the New Hope Foundation at the Grattan Gardens Community Centre in Carlton.</p>	n.a.
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Department of Environment, Land, Water and Planning

Publication/resource	Description	Languages other than English
'Victoria's Climate Change Framework' page on DELWP website	The framework page on DELWP's website (https://www.climatechange.vic.gov.au/victorias-climate-change-framework) has been translated into several languages.	Arabic, Farsi, Greek, Hindi, Italian, Punjabi, Simplified and Traditional Chinese, Tagalog and Vietnamese.
Victorian Energy Compare fact sheets	Translation of four Victorian Energy Compare fact sheets to assist with community engagement.	Greek, Arabic, Chinese and Vietnamese.
DELWP website and online resources	The Multilingual Content for Communities project at DELWP has produced several translated pages and documents on the department's business activities including Corporate Information, Energy, Environment, Forest Fire management, Forests and Reserves, Heritage Victoria, Local Government, Planning, Property and Land Titles, Suburban Development, Water and Catchments and Wildlife.	Arabic, Farsi, Greek, Hindi, Italian, Punjabi, Simplified Chinese, Tagalog, Traditional Chinese and Vietnamese.

Department of Education and Training

Publication/resource	Description	Languages other than English
Translated material on the DET website	The DET website provides links to translated information for parents with young children and children at school including 20 commonly-used school notices and documents on financial assistance, kindergarten, health issues and bullying.	Albanian, Amharic, Arabic, Bosnian, Burmese, Cambodian, Chin, Chinese, Croatian, Dari, Dinka, Farsi, Filipino, French, Greek, Hindi, Bahasa Indonesia, Italian, Japanese, Karen, Khmer, Korean, Macedonian, Nuer, Pashto, Persian, Polish, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tamil, Thai, Tigrinya, Tongan, Turkish and Vietnamese.
NAPLAN Parent Information booklet	This leaflet provides information on NAPLAN testing specifically for parents and carers.	Arabic, Bosnian, Simplified and Traditional Chinese, Farsi, Hindi, Khmer, Samoan, Serbian, Sinhala, Somali, Spanish, Tagalog, Turkish and Vietnamese.
NAPLAN individual student report booklet	This leaflet provides information on how to read NAPLAN reports for parents and carers.	Arabic, Bosnian, Simplified Chinese, Traditional Chinese, Farsi, Hindi, Khmer, Samoan, Serbian, Sinhala, Somali, Spanish, Tagalog, Turkish and Vietnamese.

VCE and VCAL Booklets 'Where to Now' and 'Return to Study'	Two VCE and VCAL information booklets for students and parents and for students returning to study respectively have been translated into several languages.	Amharic, Arabic, Bosnian, Burmese, Simplified and Traditional Chinese, Chin Hakha, Croatian, Farsi, Greek, Hindi, Indonesian, Japanese, Karen, Khmer, Macedonian, Persian, Russian, Samoan, Serbian, Sinhala, Somali, Spanish, Tagalog, Turkish and Vietnamese.
International Student Program website	The Victorian Government Schools' International Student Program website www.study.vic.gov.au and publications are translated into four languages to provide information on studying and living in Victoria to currently enrolled and prospective international school students, their families and education agents.	Simplified Chinese, Vietnamese, Korean and Japanese.
International Student Program Chinese Social Media Channels	DET's three International Student Program Chinese social media channels consist of WeChat, YouKu and Tencent. The channels provide key information to currently enrolled and prospective Chinese international students and their families including competitions to engage students while studying in Victoria. The channels also showcase the state's internationalising education initiatives, including sister schools, school delegations and the Victorian Young Leaders to China Program.	Simplified Chinese.
'Help in your Language' Webpage	This webpage provides links to multilingual information for parents about the importance of being involved in improving their understanding of their child's experience of school; who to talk to; and how to help their child learn at home. There is also a link to free online multilingual learning activities to carry out with children. Tech School brochures outlining the nature of Tech Schools as a response to frequently asked questions and a flyer were translated into five languages accessible via a link to this webpage.	Arabic, Greek, Hindi, Italian, Punjabi, Chinese, Sinhalese, Turkish, Urdu and Vietnamese. Arabic, Chinese, Hindi, Sinhalese and Vietnamese.

Department of Health and Human Services

Publication/resource	Description	Languages other than English
Extreme heat videos	An extreme heat animated video was produced to explain the dangerous effects heat can have on different parts of the body when heat exhaustion and heat stroke take hold.	Arabic, Cantonese, Greek, Italian, Mandarin, Somali, Turkish and Vietnamese.
	An extreme heat video was also produced to provide information on steps people should take to survive the heat.	Arabic, Simplified and Traditional Chinese, Hindi, Punjabi, Sinhalese, Tagalog, Turkish and Vietnamese.

Survive the heat resources and advertisements	<p>The Survive the Heat brochure contains information on how individuals can take care of themselves and look out for family, friends and neighbours who may need help coping with the heat.</p> <p>The poster can be used by health and community service providers to promote heat health messages.</p> <p>In addition, the Survive the Heat campaign aims to minimise the health impacts of extreme heat on the Victorian community and health services (including ambulance services, primary health and hospitals) by encouraging the public to prepare for heat events and protect themselves and those in their care during a heat event. Paid advertisements were provided for eight commonly-used languages.</p>	<p>Including all or some of the following languages: Amharic, Arabic, Assyrian, Burmese, Simplified and Traditional Chinese, Croatian, Dari, Dinka, Dutch, Farsi, Greek, Gujarati, Hazaragi, Italian, Khmer, Kurdish, Macedonian, Nuer, Polish, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese.</p> <p>Advertisements in Arabic, Cantonese, Greek, Italian, Mandarin, Somali, Turkish and Vietnamese.</p>
Asthma first aid poster	Translation of a poster that outlines the four steps people should take when performing asthma first aid on someone with difficulty breathing.	Amharic, Arabic, Assyrian, Simplified and Traditional Chinese, Croatian, Dari, Farsi, Gujarati, Italian, Khmer, Kurdish, Macedonian, Nuer, Russian, Serbian, Somali, Turkish and Vietnamese.
Thunderstorm Asthma campaign resources	<p>Resources produced in several languages include:</p> <ul style="list-style-type: none"> – Poster: ‘Protect yourself from thunderstorm asthma’ outlines three steps people should take to protect themselves from thunderstorm asthma. – Community Fact Sheet: Information on occurrence, risks, symptoms and protection during the pollen season. – Video: Overview to help people find out more about thunderstorm asthma and how it affects people with asthma and hay fever. – Brochure: ‘What is thunderstorm asthma’ with animations and illustrations that explain thunderstorm asthma and how to protect yourself. 	Including all or some of the following languages: Amharic, Arabic, Assyrian, Simplified and Traditional Chinese, Croatian, Dari, Dinka, Farsi, Gujarati, Italian, Khmer, Kurdish, Macedonian, Nuer, Russian, Serbian, Sinhalese, Somali, Spanish, Tagalog, Turkish, Urdu and Vietnamese.
Meningococcal ACWY vaccination program	<p>To address increasing cases of meningococcal disease, the Victorian Government extended the offer of a free meningococcal ACWY vaccine program in 2018 for young people in Year 10 of secondary school until 31 December 2018.</p> <p>Consent form for parents to sign was translated into several languages.</p>	Arabic, Assyrian, Bosnian, Burmese, Simplified and Traditional Chinese, Dari, Farsi, Hindi, Indonesian, Karen, Khmer, Macedonian, Serbian, Sinhalese, Somali, Turkish and Vietnamese.
Gas heating health and safety issues	Translated information in ten community languages ensures that multicultural audiences, including public housing residents, are made aware of the danger of carbon monoxide poisoning linked to the use of an open-flued gas heater.	Arabic, Dinka, Khmer, Korean, Russian, Simplified Chinese, Somali, Spanish, Turkish and Vietnamese.
Kidsafe Victoria child injury prevention fact sheets	Kidsafe Victoria offers free online translated fact sheets to provide parents and carers with child injury prevention and safety information. These are distributed by DET’s Maternal and Child Health Nursing Services at key age and stage visits and via Kidsafe Victoria’s Community Outreach Program.	Arabic, Burmese, Chinese, Chin Hakha, Dari, Karen, Khmer, Persian, Punjabi and Vietnamese.

'Ladder Safety Matters' community awareness and education campaign	<p>Campaign materials on ladder safety with four case studies have been translated into several languages and distributed online via the Better Health Channel.</p> <p>The campaign aims to reduce death and serious injury from domestic ladder falls by encouraging older men to practise safe ladder use and consider the consequences of a ladder fall.</p>	Arabic, Simplified and Traditional Chinese, Greek, Hindi, Italian, Macedonian, Punjabi, Turkish and Vietnamese.
Smoke Free and Tobacco fact sheets	<p>DHHS has developed several fact sheets in relation to tobacco control, including:</p> <ul style="list-style-type: none"> – Four fact sheets related to smoking bans in outdoor dining drinking areas to assist hospitality business owners and event organisers comply with bans; – A fact sheet designed to explain the reforms to the broader community; – A fact sheet on the use of e-cigarettes explaining the new reforms applicable to retail sale, advertising and restricted places for the use of e-cigarettes; and – Three fact sheets related to shisha tobacco reforms to help business owners understand and comply with the reforms; to explain the reforms to the community; and to provide a summary of the health harms of shisha tobacco. 	Chinese, Vietnamese, Arabic, Dari, Turkish, Hindi, Singalese, Somali and Pashto.
Refugee Minor Program information resources	Translated Refugee Minor Program information resources for service providers and service users include a new brochure for clients explaining the role of RMP and a new Client Welcome Kit with departmental fact sheets and materials on Freedom of Information, Making a Complaint and Privacy Rights.	Karen. Arabic, Dinka. Hakka Chin Nuer. Oromo. Somali, Swahili and Dinka.
Family Safety Victoria, Safety and Community Hubs (The Orange Door) brochures and posters	<p>Brochures are available at each Orange Door site and on The Orange Door website with the following information:</p> <ul style="list-style-type: none"> – What is The Orange Door? – What can The Orange Door do for me? – I need an interpreter – Is The Orange Door a service designed for me? – Where is The Orange Door? – When is The Orange Door open? – Where should I go when The Orange door is not open? <p>In addition, Welcome posters (with the word 'welcome' written in Victoria's 20 most commonly spoken languages) have been designed and displayed at each The Orange Door site as a sign of welcome for culturally and linguistically diverse communities.</p>	Arabic, Bosnian, Burmese, Dari, Dinka, Filipino, Greek, Hindi, Italian, Macedonian, Persian/Farsi, Russian, Simplified and Traditional Chinese, Somali, Spanish, Tamil, Turkish and Vietnamese.

Public Housing Renewal Program information campaign	<p>The Public Housing Renewal Program is redeveloping seven old, rundown public housing estates across Melbourne. DHHS has been conducting community consultation sessions and establishing pop-up information stalls. Several fact sheets in various languages have been produced, including project updates.</p> <p>Staff can request for documents to be translated, and interpreters may be accessed in face-to-face meetings to ensure tenants from non-English-backgrounds are aware of the alternative accommodation available to them.</p>	Amharic, Dinka, Oromo, Somali, Tigre, Russian, Polish, Simplified Chinese, Farsi, Vietnamese, Turkish and Arabic.
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Department of Justice and Regulation

Publication/resource	Description	Languages other than English
Community Correctional Services Rules and Regulations	All new offenders are provided with the rules and regulations upon reception into CCS. These outline the necessary information about what offenders can and cannot do during the operational period of their orders. These have recently been amended to differentiate between offenders supervised on a court order versus parole.	Arabic, Dinka, Hindi, Punjabi, Simplified Chinese, Somali, Turkish and Vietnamese.
Prison Signage	Prisons in Victoria are equipped with signage in languages other than English for the benefit of visitors. 'Notice to Visitors' signage provides advice about contraband, identification requirements and other issues relevant to prison safety and security.	Varies across locations including Vietnamese, Arabic, Turkish and Chinese.
Prisoner Survey	The prisoner survey focuses on prisoners' perceptions of how well the prison is performing in the four areas of healthy prison principles: safety, respect, constructive activity and family and community support.	Chinese, Vietnamese and Arabic.
Religious Texts	Religious texts in foreign languages are made accessible on request to prisoners from culturally and linguistically diverse backgrounds serving sentences in Victorian prisons.	Various.
Multilingual brochures	<p>Corrections Victoria provides prisons (Tarrengower and Loddon Prison Precinct) with publications and posters in a variety of languages to support prisoners in their transition to the community and provide information whilst in custody.</p> <p>CV Central provides flyers in a variety of languages for offenders prior to consenting to a community corrections order.</p>	Various.
Dispute Settlement Centre of Victoria multilingual brochures	DSCV provides information brochures in seven community languages to assist in the resolution of conflict.	Chinese, Mandarin, Spanish, Italian, Greek, Turkish and Vietnamese.
Loddon Prison Precinct and Tarrengower Prison Health, Quit and Gambling Information	Gambling, health and quit information is made available in various languages within the health centres to assist prisoners of culturally and linguistically diverse backgrounds to manage health and addiction-related issues.	Vietnamese, Chinese, Greek, Mandarin, Arabic, Turkish, Italian, Macedonian and Serbian.
The Victorian Association for the Care and Resettlement of Offenders Parole Information	VACRO Re-Link program information is made available in multiple languages to explain the changes to parole and the parole process as well as to provide details of support agencies.	Amharic, Arabic, Cantonese, Dari, Dinka, Easy English Hindi, Karen, Khmer, Mandarin, Pashto, Sinhalese, Somali and Spanish.
Leaving Prison	Corrections Victoria Reintegration Pathway information is provided in multiple languages detailing community support services aligned to the critical domains of the pathway.	Arabic, Dinka, English, Farsi, Karen, Nepalese and Tamil.

My Health Records	<p>A fact sheet with tips to help clients to develop and maintain a positive and productive relationship with their lawyer.</p> <p>A poster on assistance from the Legal Services Commissioner for people who have problems with a lawyer, contact details and stating availability of interpreter services.</p>	Arabic, Assyrian, Traditional Chinese, Croatian, Dari, Dinka, Tagalog, French, Greek, Italian, Karen, Khmer, Macedonian, Nepalese, Persian, Russian, Serbian, Spanish, Thai, Turkish, Urdu, Vietnamese.
Consumer Affairs Victoria My Consumer Rights	CAV has videos related to My Consumer Rights in seven languages. The animatic videos feature consumer rights topics including my shopping rights, shopping refunds, guarantees and warranties, contracts, lay-by agreements, resolving issues and lodging complaints. The videos are accessible on YouTube and through links on the CAV website.	Arabic, Dinka, English, Farsi, Karen, Nepalese and Tamil.
Consumer Affairs Victoria Consumer Online www.consumer.vic.gov.au	CAV has information available in 31 languages on its website on the following topics: shopping, renting, door-to-door sales, buying a car, avoiding scams, travelling con men, mobile phone contracts, underquoting and using myCAV for incorporated associations.	Amharic, Arabic, Burmese, Simplified and Traditional Chinese, Chin Haka, Croatian, Dari, Dinka, English, Farsi, Greek, Hindi, Italian, Japanese, Karen, Korean, Macedonian, Maltese, Nepalese, Nuer, Portuguese, Punjabi, Russian, Sinhalese, Somali, Spanish, Swahili, Turkish, Urdu and Vietnamese.
Community Correctional Services documents regarding order conditions	CCS staff can access translated forms on their internal IT systems to be provided to offenders in some languages other than English to ensure that offenders comply with the conditions of their order and are informed of their obligations and responsibilities.	Arabic, Cantonese, Chinese, Serbian, Somali, Turkish, Greek, English, Dinka and Croatian.
Translated information for prisoners	<p>Prisons in the North West Metropolitan Area are provided with a range of translated publications, including information concerning:</p> <ul style="list-style-type: none"> – visitors and general Information; – the Remand Release Assistance Program; – parole information; – prisoner orientation; – prisoner release information; and – Safe Steps information concerning family violence. 	Various languages including Arabic, Chinese, Dinka, Indonesian and Vietnamese.
Gambler's Help in-language website content gamblershelp.com.au	Gambler's Help provided in-language content via its website on the In-language gambling counselling service. The 'Check your gambling quiz' was also provided in eight languages.	Arabic, Simplified and Traditional Chinese, Vietnamese, Spanish, Turkish, Greek, Italian.
Victorian Commission for Gambling and Liquor Regulation Fact Sheets	<p>The Victorian Commission for Gambling and Liquor Regulation produced the following translated fact sheets:</p> <ul style="list-style-type: none"> – Understand your liquor licence; – Licensees Q&A; – Licensees Action Plan; – Minors Quiz; – Packaged liquor, Sample House Rules; – Packaged liquor, Code of Conduct; – Packaged liquor, Action Plan; and – Packaged liquor, Self-paced Guide. 	Vietnamese and Chinese.

Victorian Commission for Gambling and Liquor Regulation articles	<p>The Victorian Commission for Gambling and Liquor Regulation published the following articles:</p> <ul style="list-style-type: none"> – Are you displaying the right posters? – Free water in licensed premises – Is your red line plan up to date? – Are you a member of your local liquor forum? – Are you a licensed restaurant and/or café? – How much do you know about your liquor licence? – Are you running a raffle? – Are you running a trade promotion? 	Vietnamese and Chinese.
Body-worn cameras media release	A media release about the introduction of body-worn cameras that capture video and audio evidence was translated into 10 languages. The cameras are expected to improve community safety and justice outcomes.	Arabic, Simplified and Traditional Chinese, Hindi, Italian, Punjabi, Sinhalese, Spanish, Vietnamese and Turkish.
VicPol proactive media interviews	<p>VicPol members who speak a language other than English are often approached to facilitate media interviews on various topics and issues. These interviews are conducted in relevant languages and are often published or aired through multicultural media channels.</p> <p>The use of VicPol staff/members as organisational spokespeople helps inform the community about various issues and highlight the diverse workforce that VicPol strives to achieve and maintain.</p>	Various languages.
Emergency Management Victoria, Common Operating Picture resources hub	In 2017, a central hub was created in Emergency Management Victoria's Public Information Section to house all translated resources and collateral from Forest Fire Management Victoria, State Emergency Services, DHHS, Metropolitan Fire Brigade and DJR (summer fire campaign). The purpose of the hub is to make it easier for agency personnel, local councils and other key stakeholders to access translated material from one central location.	Material is available in Afrikaans, Amharic, Arabic, Assyrian, Burmese, Cantonese, Simplified and Traditional Chinese, Croatian, Dari, Dinka, English, Farsi, Fijian, French, German, Greek, Gujarati, Hazaragi, Hindi, Indonesian, Italian, Japanese, Karen, Khmer, Korean, Kurdish, Macedonian, Malay, Maltese, Nepali, Nuer, Polish, Portuguese, Punjabi, Russian, Serbian, Sinhalese, Somali, Spanish, Swahili, Tagalog, Tamil, Thai, Tigrinya, Tongan, Turkish, Urdu and Vietnamese.
Metropolitan Fire Brigade Home Fire Safety booklet	The Home Fire Safety Booklet translated into 21 languages is the foundation engagement tool for the community in relation to home fire safety.	Arabic, Cantonese, Croatian, Dinka, German, Greek, Italian, Japanese, Khmer, Korean, Macedonian, Maltese, Mandarin, Polish, Russian, Serbian, Somali, Spanish, Turkish, Urdu and Vietnamese.
Aged and Disability Insert for the Home Fire Safety booklet	The Metropolitan Fire Brigade's 'Aged and Disability' insert for the Home Fire Safety Booklet contains information targeting older people and those with a disability who are over represented in fire-related injuries and preventable residential fatalities. The information has been translated into 21 languages to address this risk for culturally and linguistically diverse Victorians.	Arabic, Cantonese, Croatian, Dinka, German, Greek, Italian, Japanese, Khmer, Korean, Macedonian, Maltese, Mandarin, Polish, Russian, Serbian, Somali, Spanish, Turkish, Urdu and Vietnamese.

Fire Ed for Preps and Fire Ed for Upper Primary	Fire Ed information programs for Preps and Upper Primary are designed to increase access to fire safety and prevention information for children and their families from culturally and linguistically diverse communities.	Chinese, Arabic, Greek, Vietnamese, Turkish, Somali and Amharic.
Metropolitan Fire Brigade high-rise building fire safety information	Recent high-rise building fires have highlighted the risk to people living in such buildings. Many people from culturally and linguistically diverse communities live in high-rise buildings. MFB collaborated with the Victorian Cladding Taskforce to develop high rise building fire safety flyers translated into six languages.	Arabic, Hindi, Cantonese, Mandarin, Punjabi and Vietnamese.
Smoke Alarm brochure	The brochure is available as a pdf on the MFB website in 25 languages. It provides simple information regarding different types of smoke alarms, their installation and maintenance.	Arabic, Cantonese, Croatian, Dari, Dinka, German, Greek, Italian, Japanese, Khmer, Korean, Macedonian, Maltese, Mandarin, Persian, Polish, Punjabi, Russian, Serbian, Sinhalese, Somali, Spanish, Turkish, Urdu and Vietnamese.
Bamboo Spatulas	The Metropolitan Fire Brigade produced and distributed bamboo spatulas with fire safety messaging in eight languages. The spatulas are effective when engaging with culturally and linguistically diverse communities such as at festivals, meetings and presentations.	Arabic, Cantonese, Japanese, Hakha Chin, Korean, Mandarin, Turkish and Vietnamese.
Country Fire Authority Fire Safety Information	CFA provides fire safety publications and audio files in 38 languages other than English on the CFA website cfa.vig.gov.au . These include Fire Danger Ratings, Home Fire Safety, Early Fire Safety Fact Sheets, Fire Orders and Fire Safety for Older People and People with a Disability.	Amharic, Arabic, Burmese, Simplified and Traditional Chinese, Chin, Creation, Dari, Dinka, Fijian, French, German, Greek, Hindi, Indonesian, Italian, Japanese, Karen, Khmer, Korean, Macedonian, Malay, Maltese, Pashto, Persian, Polish, Punjabi, Russian, Serbian, Sinhalese, Somali, Spanish, Tamil, Thai, Tongan, Turkish, Urdu and Vietnamese.

Court Services Victoria

Publication/resource	Description	Languages other than English
Funds in Court booklets	FIC has published Easy English Booklets for people with Acquired Brain Injury to provide information about the services it provides. FIC also provides information about their services on their website in languages other than English.	Easy English. Turkish and Vietnamese.
Magistrates' Court of Victoria brochures	MCV has produced resources in languages other than English including the Client Services Charter and brochures on Civil Procedures, Criminal Justice Diversion, Court Integrated Services, Magistrates' Court General Information, When you receive a Witness Summons and Going to Court. The new MCV website includes a translation feature on the Text-to-Speak tool, BrowseAloud. The website also provides links to Victoria Legal Aid's website which includes translated fact sheets and publications about different areas of the law.	Arabic, Simplified Chinese, Greek, Hindi, Italian, Punjabi, Tamil, Turkish, Vietnamese.

Victims of Crime Assistance Tribunal brochures	VoCAT has translated brochures in eight languages on Primary Victim, Related Victim, Secondary Victim and Variation.	Arabic, Chinese, Greek, Italian, Macedonian, Polish, Turkish and Vietnamese.
Neighbourhood Justice Centre resources	The NJC has produced resources in targeted languages on community safety initiatives, including Safety on the Estates and Reporting of Crime.	Simplified Chinese and Vietnamese.
Coroner's Court of Victoria 'What do I do now?' document	Versions of the 'What do I do now' information brochure are available in fifteen community languages to provide information about what happens when a loved one's death is reported to the Coroners Court of Victoria.	Arabic, Cambodian, Chinese, Croatian, Greek, Hindi, Italian, Macedonian, Polish, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese.
Children's Court Conferencing Centre pro forma letters	The Children's Court Conferencing Centre translates pro forma letters into other languages when required by conference participants.	Arabic, Dinka, Chinese, Somali, Vietnamese and Samoan.
Victorian Civil Administrative Tribunal's 'About Us' webpage	VCAT's website includes an overview of its services in eight languages. There are plans to expand the multilingual website information.	Greek, Vietnamese, Italian, Farsi, Simplified and Traditional Chinese, Arabic and Turkish.

Department of Premier and Cabinet

Publication/resource	Description	Languages other than English
Multicultural.vic.gov.au website	The Victorian Government website on multicultural affairs contains a wide range of materials on policies, programs, events, initiatives and information resources. A summary of the government's approach to multicultural affairs is provided in 40 languages. The website also includes interpreter contacts to assist in accessing further information and services.	40 languages.
Cultural Diversity Week website	Information about Cultural Diversity Week activities is provided in 24 languages on the website including interpreter contact information to assist in accessing further information and services.	24 languages.
Victorian Multicultural Commission Facebook page/Instagram page	Social media posts in languages other than English are aimed at targeting specific groups accessible on Facebook to engage them in Cultural Diversity Week celebrations.	n.a.

APPENDIX 5: MULTICULTURAL MEDIA CAMPAIGNS

Multicultural campaign expenditure

The Victorian Government undertakes advertising campaigns to promote access to government programs and services and encourage the public to exercise their rights and responsibilities as good citizens. Under the government's Multicultural Communication Policy, departments and agencies are required to:

- » ensure that multicultural communities are informed of government programs and services; and
- » commit a minimum of 5.0 per cent of total net media campaign expenditure to multicultural media.

The following tables show the percentage of media expenditure spent on multicultural advertising campaigns over time and compared across departments (all figures refer to net media campaign expenditure exclusive of GST). These figures do not include digital media expenditure as reporting methods do not support separate reporting of multicultural advertising undertaken through digital channels.

Table 5 shows multicultural media campaign expenditure as a percentage of total media campaign expenditure for the Victorian Government (including all government departments and entities) from 2007-08 to 2017-18. The percentage spent on campaign advertising undertaken via non-digital multicultural media in 2017-18 was 5.0 per cent which is in line with the government's target.

During 2017-18, the Department of Premier and Cabinet formed a specialist Multicultural Communications team to better inform the government's communications with multicultural audiences, including its use of campaign advertising.

Table 6 shows multicultural media campaign expenditure as a percentage of total media campaign expenditure by government departments only (not including agencies) for 2016-17 and 2017-18.

Table 5: Multicultural media campaign expenditure as percentage of total media campaign expenditure, 2007-08 to 2017-18

Financial Year	Multicultural expenditure as % of total expenditure*
2017-18	5.0
2016-17	5.2
2015-16	6.0
2014-15	5.5
2013-14	5.8
2012-13	5.0
2011-12	3.7
2010-11	3.7
2009-10	3.5
2008-09	3.2
2007-08	3.5

* Figures do not include advertising undertaken through digital channels.

Table 6: Multicultural media campaign expenditure as percentage of total media campaign expenditure by departments, 2016-17 and 2017-18

Department (excluding entities)	Multicultural expenditure as % of total expenditure	
	2016-17	2017-18
Department of Premier and Cabinet	5.2	5.5
Department of Treasury and Finance	N/A ¹³	4.0 ¹⁴
Department of Economic Development, Jobs, Transport and Resources	3.8	2.6 ¹⁵
Department of Environment, Land, Water and Planning	7.5	8.0
Department of Education and Training	5.5	2.3 ¹⁶
Department of Health and Human Services	5.6	8.1
Department of Justice and Regulation	5.9	9.8

* Figures do not include advertising undertaken through digital channels.

¹³ DTF did not undertake any campaign advertising in 2016-17.

¹⁴ DTF undertook two campaigns in 2017-18, the Regional First Home Owners Grant and Payroll Tax awareness campaigns.

¹⁵ In addition to the multicultural advertising expenditure included here, DEDJTR undertook the Study Melbourne campaign, a dedicated campaign to increase digital engagement with recently-arrived international students in Victoria to support them to access Study Melbourne support services, information and activities.

¹⁶ In 2017-18, DET focused on 'below-the-line' (i.e. non-paid) and functional advertising activities to engage with multicultural communities. These included functional in-language advertising targeting 10 communities on ways to become involved with their child's school, and in-language advertising to encourage attendance at community education forums and stalls at community events where in-language information would be available. During 2017-18, DET spent \$110,000 on these activities in addition to the campaign advertising expenditure reported here.

Examples of campaigns by departments

Department of Economic Development, Jobs, Transport and Resources

Name of campaign	Description	In what languages
'There's a place for you in Melbourne' campaign	A multilingual international marketing campaign was delivered to offshore audiences in several languages to raise awareness of Melbourne and Victoria as a study destination as well as connect international students currently studying in Victoria with Study Melbourne support services and resources.	English, Thai, Vietnamese, Simplified Chinese, Greek, Bahasa Indonesia, Latin American Spanish and Brazilian Portuguese.
Ballarat Line Upgrade CALD audience analysis	Rail Projects Victoria consulted with culturally and linguistically diverse communities along the Ballarat Line about communication preferences and whether RPV's communication efforts were meeting their needs. Part of the engagement strategy includes advertising of the project in seven languages. A survey found that 40 per cent of respondents would like to receive project information in their own language.	Several languages.
Industry Transition campaign 2017-18	The Auto Industry Transition campaign aims to promote the services available to workers in auto industry supply chain businesses affected by industry transition to help them secure employment and/or training. Advertising was an important element in raising awareness among priority audiences including Victoria's culturally and linguistically diverse communities.	Vietnamese, Simplified Chinese, Macedonian, Filipino and Thai.
West Gate Tunnel Project 'Get Moving again' advertising campaign	The campaign aims to increase awareness of the tunnel project and disruptions to travel. A key message is to encourage people to go to the website to find out how they can plan their journey and how to contact an interpreter service for travel information.	Arabic, Italian, Greek, Vietnamese, Simplified and Traditional Chinese.
Level Crossing Removal Authority campaigns	LXRA disruptions campaign activity advising the travelling public and local community about disruptions to rail services across Melbourne was announced in several ethnic language newspapers and radio.	Several languages including Arabic, Chinese, Turkish, Italian, Urdu, Greek and Vietnamese.
National Gallery of Victoria advertising campaigns	The NGV carried out a series of advertisements to promote Japanese and Chinese films and the Chinese New Year Festival at cinemas and relevant venues, and through digital and print mediums and social media posts.	Japanese, Simplified Chinese.
Immigration Museum	Multicultural media campaign activities included the promotion of: – 'Mahatma Gandhi: an Immigrant' exhibition at the Immigration Museum in the Hindi press; – 'From Robe to Chinese Fortunes' bilingual exhibition in Mandarin; – Diwali celebrations with activities for children and adults in Hindi and English; and – the Lunar New Year program through various media channels and stakeholder engagement events.	Chinese and Hindi.

ACMI multicultural advertising	ACMI advertising included the LEBA Ethnic Media publications Jewish News; Extra Informativo (Spanish) for the Series Mania TV festival; and social media content via Lion Media across multiple WeChat and Weibo channels to promote ACMI exhibitions to local Chinese audiences.	Spanish, Mandarin.
	ACMI editorial coverage with multicultural media outlets included Vision magazine, Hello Asia, Neos Kosmos, Viet Times, Australian Jewish News, Sing Tao Daily, dengonnet.net, Africa Media Australia, La Fiamma, Il Globo, and Japanese Vogue online.	Several languages.
Public Transport Victoria campaigns	<p>PTV has undertaken a number of media campaign activities in several main languages other than English, including campaigns to:</p> <ul style="list-style-type: none"> – build awareness and promote benefits of the Myki Auto Top Up product to encourage conversion; – enhance perceptions of safety across the public transport network; – promote the iUSE (International Undergraduate Student Education Pass) pass product to international students; – engage with the public about the benefits of the new High Capacity Metro Trains and build awareness about the project delivering new rolling stock; – promote travel by public transport to the Australian Open; – communicate the free travel benefits on Christmas Day and New Year's Eve; – raise awareness of the annual fare change and communicate new fares through press advertising in both metropolitan and regional areas; and – educate changes to bus routes or timetables through Facebook. 	Including some or all of the following languages: Chinese, Vietnamese, Mandarin, Italian, Greek, Arabic, Nepalese, Malay, Indian, Cantonese, Hindi, Punjabi and Italian.

Department of Environment, Land, Water and Planning

Campaign	Description	In what languages
Victorian Energy Compare, Take Charge, Save on Bills	Take Charge is a pro-active advertising campaign to promote the Victorian Energy Compare website which allows Victorians to obtain independent advice on the best energy deal for them.	Radio: Arabic, Cantonese, Hindi, Mandarin and Vietnamese.
\$50 Power Saving Bonus	Victorian Energy Compare also ran the \$50 Bonus campaign to encourage visits to the website and claim the bonus. This campaign occurred in the first half of 2018 and will be repeated in the first half of 2019.	<p>Radio: Arabic, Hindi, Mandarin, Somali and Vietnamese.</p> <p>Print (press): Chinese and English targeting the Sudanese community through specific community publications.</p>

Prepare for Power Outages	<p>This is an annual activity advising Victorians on energy safety tips, food handling and health advice in the event of a power outage caused by bushfires or damage to power infrastructure.</p> <p>The campaign is mainly focused on social media, online and print materials such as brochures to advise Victorians of what to do in a power outage. The campaign is in response to a recommendation of the Bushfire Royal Commission and has a regional focus.</p>	Radio: Arabic, Cantonese, Filipino, Hindi, Mandarin and Vietnamese.
Department of Education and Training		
DET Victorian Global Learning Awards	The annual Victorian Global Learning Awards celebrate international student excellence and recognise schools and homestay families for outstanding global learning and engagement. The awards are opened to all current Victorian Year 11 and 12 international school students, government and non-government schools and their homestay families. Multimedia celebrating award recipients' stories are promoted within Victoria and internationally through DET social media channels and other media.	English, with subtitles in Simplified Chinese, Vietnamese, Korean and Japanese.
DET International Student Program Chinese social media campaigns	DET launched three campaigns targeting currently enrolled and prospective Chinese international students, their families and education agents to promote studying in Victorian government schools. These include offline campaign engagement at education recruitment events in China, an Amazing Race at Melbourne Zoo and a Golden Ambassador Campaign.	English and Simplified Chinese.
TAFE will take you there and the National Disability Insurance Scheme	This is a general TAFE brand awareness campaign which also includes multicultural communications channels advertising. The aim is to build the TAFE network brand and reputation and promote TAFE courses, including courses on working with people with a disability.	Arabic, Chinese, Vietnamese, Turkish, Greek, Italian, Spanish and Punjabi.
Never Leave Kids in Cars	This public awareness campaign is a reminder to parents that kids should never be left in cars during summer when there can be serious consequences.	Arabic, Cantonese, Hindi, Punjabi, Turkish and Vietnamese.
Look Before You Lock	Public awareness campaign prompts parents to beware of accidentally leaving their children in cars.	Arabic, Cantonese, Hindi, Punjabi, Turkish and Vietnamese.
Promoting a Victorian education	DET delivered its first functional and editorial advertising campaign aimed at some of Victoria's culturally and linguistically diverse communities. The campaign consisted of 'in-language' advertising across print, radio and social media (Facebook).	Dari, Pashtu, Arabic, Cantonese, Mandarin, Punjabi, Turkish and Vietnamese.
Premiers' Reading Challenge	The reading challenge was aimed at children from birth to 18 years to encourage them to read books over an eight-month period. The campaign was based on social media in several languages.	Arabic, Cantonese, Hindi, Punjabi, Turkish and Vietnamese.

State Schools Spectacular	The advertising campaign promoted the annual 2018 State Schools Spectacular to showcase students' performing arts talents.	Mandarin, Indian, Vietnamese, Hindi and Chinese.
Maternal and Child Health for parents	The functional advertising campaign utilising social media aimed to raise awareness about the new Maternal Child Health app for parents.	Mandarin, Indian, Vietnamese, Hindi and Chinese.
Media relations focused on culturally and linguistically diverse communities.	<p>DET's media team has proactively pitched over 20 stories to culturally and linguistically diverse media outlets, as well as prepared media releases for the minister's office for distribution.</p> <p>The media outlets include:</p> <ul style="list-style-type: none"> – El Telegraph (Arabic) – Seabrook (Diversity); – An Nahar (Arabic) – Seabrook (as above); – Dunya (Turkish) – Dallas Brooks (Equity funding) – Indian Weekly (English) – Sheil (Premier's VCE Awards); and – Viet Times (Vietnamese) – Braybrook College (Numeracy Centre). <p>Other media highlights include:</p> <ul style="list-style-type: none"> – Chengdu TV – a 20-minute feature highlighting the importance of the relationship between Chengdu and Melbourne aimed at a Chinese audience, including interviews with ministers and the DET Secretary and featuring Chinese students in Melbourne; – Celebrated International Mother Tongue Day – with over ten culturally and linguistically diverse media outlets in attendance; – 'Back to School' stories of diverse schools (some with kids from 40 culturally and linguistically diverse backgrounds heading to prep) appearing in local media such as the Dandenong Leader; – Working with the ABC and bilingual Abbotsford Primary School to produce a video on the 2018 Chinese New Year for ABC Breakfast, ABC Online and ABC social media; and – December 2017: ATAR results day – a media story about the Maribyrnong College program designed to engage and mentor boys from African backgrounds in the school. 	Arabic, Turkish, Indian and Vietnamese.

Department of Health and Human Services

Name of campaign	Description	In what languages
Supercare Pharmacies	To raise awareness of the scale and scope of services offered by Supercare pharmacies throughout Victoria. Use of radio and print advertising to target select multicultural communities.	Vietnamese and Chinese.
Heat Health 2017-18	To ensure the community understands the risks of extreme heat to their health and how to manage these risks appropriately. Use of radio advertising to target select multicultural communities.	Arabic, Cantonese, Punjabi, Turkish, Vietnamese and Greek.
Epidemic Thunderstorm Asthma	This campaign was developed in response to recommendations identified in the Inspector-General of Emergency Management's Review of response to the thunderstorm asthma event of 21–22 November 2016. Multicultural advertising included community radio and translated animations promoted via social media.	Arabic, Cantonese, Greek, Hindi, Italian, Malayalam, Mandarin, Punjabi and Vietnamese.
Save 000 for emergencies (Phase 2)	To remind Victorians to save Triple Zero for emergencies and promote a range of other health services as options for non-life-threatening situations. Use of radio advertising to target select multicultural communities.	Arabic, Cantonese, Hindi, Filipino, Greek, Italian, Mandarin, Punjabi, Spanish and Vietnamese.
Seasonal Influenza	To prepare Victorians for the 2018 flu season by raising broad awareness of the risks of influenza particularly among those most at risk of complications, and the protective steps available, including immunisation. Use of radio advertising to target select multicultural communities.	Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese.
<i>Insure it, it's worth it!</i>	To inform and educate the public on the risks involved if they do not have proper insurance coverage. Use of radio advertising to target select multicultural communities.	Filipino, Sinhalese, Hindi, Punjabi and Urdu.
<i>Kilojoules on the menu</i> campaign	This campaign supports the implementation of the Food Amendment (Kilojoule Labelling Scheme and Other Matters) Act 2017 by raising awareness of kilojoule labelling and required daily intake, encouraging Victorians to make better informed, healthier food choices. Culturally diverse radio ads targeting Greek and Mandarin audiences formed part of the campaign advertising mix.	Greek and Mandarin.
Meningococcal ACWY Immunisation program campaign	To continue to combat increasing cases of meningococcal disease, the Victorian Government is extending the offer of a free meningococcal ACWY vaccine program in 2018 for young people in Year 10 of secondary school. Supplementary editorial campaign targeting key multicultural demographics was undertaken as part of the campaign, including print and radio platforms and a translated media release.	Indian, Simplified Chinese, Turkish, Arabic and Vietnamese.

Sexually Transmitted Diseases Testing Week	<p>STI Testing Week 2018 aims to promote STI testing and increase sexual health literacy among target populations and healthcare workers. The communications objectives were to:</p> <ul style="list-style-type: none"> – promote positive messaging around the importance of regular STI testing; – increase awareness of primary prevention strategies and sexual health; – increase awareness of STI testing services in each local area; and – normalise and generate positive sentiment towards getting tested for STIs. <p>A media release was translated and sent to all multicultural media outlets.</p>	Hindi, Indonesian, Malay, Simplified Chinese, Tagalog, Thai and Vietnamese.
Seasonal flu campaign – <i>You never forget the flu</i>	<p>Given the severity of the 2017 season, a communications campaign was developed for the 2018 influenza season to raise broad awareness of the risks of seasonal influenza and the protective steps available, including immunisation.</p> <p>Paid advertising for the campaign included multicultural radio spend targeting the largest language communities via SBS and community radio. Indigenous stations were also included.</p>	Mandarin, Italian, Greek, Vietnamese and Arabic.
<i>Smoking is off the menu</i> campaign	The <i>Smoking is off the menu</i> communications campaign included a multicultural radio component, promoting smoke-free outdoor dining reforms across radio, social media and search engines.	Arabic, Filipino, French, Greek, Hindi, Indian, Italian and Spanish.
2018 Victorian Seniors Festival and the Victorian Senior of the Year Awards	<p>The campaign for the 2018 Victorian Seniors Festival focused on social media and website-based promotion. A public relations toolkit was distributed electronically to a broad range of organisations, including those with membership from multicultural backgrounds, for translation into different languages as required.</p> <p>In addition, the 2018 Victorian Senior of the Year Awards were promoted in Arabic, Mandarin, Greek and Italian language newspapers as part of the print media campaign.</p>	English, Arabic, Mandarin, Greek and Italian.

Department of Justice and Regulation

Campaign	Description	In what languages
Victorian Responsible Gambling Foundation Campaign	The 'Gambling can be an issue' campaign aims to build empathy and understanding around the unifying truth that in any language (culture), the harm that can be caused by gambling can be hard to talk about.	Arabic, Vietnamese, Cantonese and Mandarin.
VicPol 'Be a force for good' recruitment campaign 2017-2021	VicPol's 'Be a force for good' campaign seeks to recruit more than 3,000 Police and Protection Service Officers, including the encouragement of multicultural communities to consider a career with VicPol. The campaign committed 5 per cent of its media spend to multicultural channels.	n.a.

VicPol's Multicultural Media Engagement Strategy	<p>The strategy is designed to increase engagement and improve information flow between VicPol and multicultural communities through the conduit of multicultural media.</p> <p>As part of this strategy, VicPol established a Multicultural Media Reference Group consisting of editors and journalists from a range of communities. The group meets bi-monthly to discuss relevant issues and share crime prevention information.</p> <p>Initiatives include appointing a Greek-speaking police member on 3XY every Friday morning and crime prevention messages read out on 3ZZZ ethnic radio across 56 language programs.</p>	Where relevant.
'Play it Safe by the Water' campaign	'Play it Safe by the Water' is a community safety campaign aimed at increasing safety around water and reducing the number of fatal and near fatal drowning incidents in Victoria. Targeted advertising contributes to raising awareness among priority audiences, including Victoria's multicultural communities.	Chinese (Mandarin and Cantonese), Punjabi, Hindi, Arabic and Vietnamese.
Radio presence in the South East Metropolitan Region	Consumer Affairs information was made available through various recorded and live radio appearances. Topics included online scams, consumer rights, unfair contract terms and licensing education.	Mandarin.
VicEmergency Facebook ad campaign – translated information	<p>During the Victorian storm event in December 2017, seven Facebook advertisements targeting multicultural communities were run through the VicEmergency Facebook page using translated text provided by Victoria State Emergency Service for use during a predicted storm event.</p> <p>The translated ads reached 69,811 Victorian Facebook users during the campaign period.</p>	Arabic, Greek, Hindi, Mandarin Chinese, Italian, Vietnamese and Cantonese.
Victoria Recruit Firefighter Course (VRFC) joint recruitment campaign	<p>Metropolitan Fire Brigade and Country Fire Authority work actively to attract diverse recruit applications to ensure Victoria's next generation of firefighters better reflects the community they serve.</p> <p>Media outlets including SBS TV and SBS Viceland ran a 30-second television commercial to promote firefighting as an attractive career choice. Campaign collateral featuring women and people from diverse backgrounds was promoted across digital, outdoor and online advertising throughout Melbourne and regional Victoria.</p>	English.
Summer Fire campaign	The Summer Fire Campaign is an annual bush and grass fire awareness campaign aimed at improving community understanding of fire risk, fire safety and response. A key message is to prompt people to be aware of their surroundings and if required, to leave early on high risk fire days to minimise injury and loss of life.	Arabic, Tagalog, Hindi, Cantonese, Mandarin, Punjabi, Spanish, Turkish, Vietnamese, Traditional Chinese, Korean and Dari.
Country Fire Authority Brigade-led Interfaith and multicultural community initiatives	Tailored engagement programs were delivered through many of CFA's 1,187 brigades to locally-based CFA members. The aim is to promote greater understanding of different faiths and more effective engagement with Victoria's multicultural communities.	Various languages.

Registry of Births, Deaths and Marriages, Chinese zodiac commemorative certificate	BDM launched a Year of the Dog Chinese Zodiac birth certificate for the Lunar New Year. The artwork for the certificate was painted by Archibald artist Kordelya Zhan Shu Chi. The campaign featured a media release translated into Mandarin and was promoted in the Chinese community through media advertising and a launch event at the Immigration Museum Lunar New Year celebrations.	Mandarin.
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Department of Premier and Cabinet

Name of campaign	Description	In what languages
Australia Day 2018	<p>Australia Day 2018 celebrations included a diverse range of community and family-focused activities and free public events.</p> <p>The campaign was executed across print, radio, digital and out-of-home platforms through media partnerships with the Herald Sun, Channel 7 and Gold 104.3FM as well as through paid advertising and editorial.</p> <p>Multicultural advertising included in-language advertisements on SBS radio for the Arabic, Vietnamese and Chinese communities.</p>	Radio advertising in Arabic, Vietnamese and Mandarin.
Pick My Project	<p>Pick My Project is a Victorian-first community grants program with \$30.2 million in funding to support project ideas that could benefit local communities. The initiative places ideas and decision-making in the hands of Victorians, encouraging people aged 16 years and over to come up with a project idea that would make their local community an even better place to live and vote for their favourites to help make them a reality.</p> <p>Supported by an integrated marketing communications campaign, Pick My Project received over 2,600 project ideas while 95,000 Victorians cast 285,000 votes to help 237 project ideas be successful in receiving funding.</p> <p>Multicultural communities were targeted through print, radio and collateral. Guidelines were translated into Arabic, Hindi, Mandarin, Somali and Vietnamese.</p>	<p>Print advertising in Chinese and Vietnamese press.</p> <p>A press release was translated into Arabic, Cantonese, Greek, Hindi, Italian, Punjabi, Sinhalese, Somali, Spanish and Vietnamese. Coverage was achieved in over 20 publications.</p> <p>Radio advertising in Arabic, Cantonese, Greek, Hindi, Italian, Mandarin, Punjabi, Sinhalese, Somali and Vietnamese.</p>
Cultural Diversity Week	Promotion of Cultural Diversity Week activities was carried out via a multicultural media list targeting a range of in-language outlets as well as through mainstream media in English, including newspaper, online and radio editorial, paid and sponsored newspaper advertising.	Several languages.
<i>Victorian. And proud of it.</i> social cohesion campaign	In February 2017, the Victorian Government launched its Multicultural Policy Statement, <i>Victorian. And proud of it.</i> as well as a social cohesion campaign to reboot the public narrative around multiculturalism and social cohesion. An advertising program was part of the launch to raise awareness and promote the campaign.	Print and broadcast media: Arabic, Simplified Chinese, Greek, Hindi, Italian, Punjabi, Tamil, Turkish and Vietnamese.
Victoria is Hiring campaign	The campaign launched in December 2017 focused on the large number of Victorian Government job opportunities in a wide range of sectors, especially jobs that are challenging to fill, such as child protection, prisons and juvenile justice. The aim of the campaign is to make it easier for jobseekers to find and access job opportunities that exist within government or are being created by government initiatives.	n.a.

APPENDIX 6: MEASURES TO PROMOTE HUMAN RIGHTS

In September 2017, the Victorian Secretaries Board issued statements to each of their organisations reiterating the importance of the *Charter of Human Rights and Responsibilities Act 2006* (the Charter) and encouraging them to seek Charter training to make human rights 'part of the everyday business of government'.

DJR's Human Rights Unit worked with the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) to establish the Charter Leaders Group (CLG), an inter-departmental executive sponsors group, with a mandate to foster a human rights culture within the Victorian public sector. The CLG comprises deputy secretaries

(or equivalent) within departments and agencies, who are supported by 'implementation leaders'.

Departments undertook a number of measures in 2017-18 to promote human rights for multicultural communities in accordance with the Charter.

The following initiatives provide examples of the work underway across government and are not intended to be an exhaustive record of achievements. Initiatives include training for staff to understand their responsibilities and obligations towards clients and stakeholders and protect human rights.

Department of Economic Development, Jobs, Transport and Resources

Name of initiative	Description of initiative and outcomes
The Emergency Management Diversity and Inclusion Framework	The framework complements the broader efforts under the Emergency Management Strategic Action Plan 2017-20 to build and empower community leadership and develop sector leadership that instils a positive workforce culture and promotes respect, co-operation, innovation and diversity. The Diversity and Inclusion Leadership Group is chaired by the Emergency Management Commissioner with executive attendance from across emergency management departments and agencies.
State Library of Victoria online training	SLV provides online training for staff to understand rules and regulations on treating everyone equally in the workplace. Training courses include Anti-discrimination and Equal Opportunity employment and laws; Workplace Bullying recognition and prevention; and obligations under the Charter of Human Rights and Responsibility.
Immigration Museum, They Cannot Take the Sky: Stories From Detention exhibition	The exhibition features short videos and audio stories in which two dozen people described their respective migration stories, their experiences in immigration detention and their life after release, or for those who remain in offshore detention, their hopes for the future despite their ongoing incarceration. The exhibition won the 'Contribution to Multiculturalism by a Community Organisation' award at the 2017 Melbourne Awards.
Immigration Museum, #Africangangs, Beyond Politics and Media Headlines Symposium	The symposium was delivered in partnership with Monash University's Population, Migration and Social Inclusion Group, Faculty of Arts, and in collaboration with academics, community leaders and activists in response to the 'African Gangs' rhetoric in politics and media, following the 'Moomba incident' in early 2018. The symposium included four panel discussions with participation from academia, members of the Victorian Police Force, journalists and community leaders.
Immigration Museum, Talking Difference Session with North Melbourne Football Club	The North Melbourne Football Club invited the Immigration Museum to be part of their recently launched anti-racism campaign 'Be Brave, Speak Up'. A Talking Difference workshop was held in June 2018 for 10 boys aged between 13-19 years, led by poet and performer Wani Le Frere. The workshop focused on themes of cultural difference and identity, encouraging the boys to share experiences and respond through written word and poetry.
ACMI Human Rights and Arts Film Festival	ACMI hosts the Human Rights and Arts Film Festival each year. The festival presents international works dealing with human rights and explores diverse and inspiring human stories through the mediums of film, art and music.

Department of Environment, Land, Water and Planning

Name of initiative	Description of initiative and outcomes
Victorian Charter of Human Rights & Responsibilities awareness training	<p>DELWP identified a need to raise staff's awareness of how the Charter forms an integral part of working at DELWP.</p> <p>This decision to educate staff on the importance of the Charter followed the release of the People Matter Survey results in 2017. Training was co-designed with the Human Rights Unit in DJR to ensure that it is relevant to each group of staff and their work.</p> <p>Over 800 staff attended the training with positive feedback to guide further improvements.</p>
Ethical Framework (Parks Victoria)	Parks Victoria developed an Ethical Framework and associated workshops to guide decision-making within the organisation. Case studies are used to increase employees' understanding of human rights and ethical dilemmas so that they can feel confident raising issues and putting into place appropriate strategies in their work with multicultural communities.
Human Rights training (EPA)	EPA Victoria has a mandatory eLearn module for all existing and new employees on Human Rights and Victoria's Charter of Human Rights and Responsibilities. Induction training includes information on public sector values and human rights from the Victorian Public-Sector Code of Conduct. It is regularly updated to reflect any changes in legislation and policy.

Department of Education and Training

Name of initiative	Description of initiative and outcomes
International Human Rights Day celebration	Each year, DET formally celebrates International Human Rights Day. In 2017, Kristen Hilton, VEOHRC Commissioner spoke to approximately 100 staff on the importance of embedding a human rights culture into public sector work.
DET Online Charter of Human Rights Training Module	DET encourages new and current staff to access its online Charter of Human Rights training module in addition to face-to-face training, with the involvement of the Human Rights Unit in DJR. The module assists staff to understand their rights and responsibilities under the Charter, including the right to equality, freedom of religion and cultural rights. In addition, DET promoted human rights as a value through its 7 in 7 campaign (7 values in 7 weeks for corporate staff and 7 months for schools). This involves providing conversation cards to assist teams and work areas to better understand human rights issues and how these apply to their work.
Human Rights Approach to Diversity and Inclusion in Victorian Schools	<p>DET partnered with VEOHRC to deliver training to teachers and principals on their legal obligations under the <i>Charter and the Equal Opportunity Act 2010</i>. Schools use the legal frameworks to develop a human rights culture program to promote inclusive practices such as:</p> <ul style="list-style-type: none"> – training opportunities promoted to all Victorian government school staff; – a whole-of-school professional development pilot program for ten schools; – community forums for each of the pilot schools; and – a human rights e-learning module.

Department of Health and Human Services

Name of initiative	Description of initiative and outcomes
Victorian Public Health and Wellbeing Outcomes Framework	The framework identifies how the health and wellbeing of all Victorians will be monitored over time by DHHS. Over 30 data sources contribute to this picture of 'measuring inequalities'. Each indicator has been assessed for the availability of more disaggregated data, including people from culturally and linguistically diverse backgrounds. Reporting against the framework will occur every third year in the four-year planning cycle. The first report will be released by the end of 2018.

Australian Charter of Healthcare Rights in Victoria	The Charter provides information for patients, consumers, family members or carers using the Victorian healthcare system to ensure that healthcare, whenever and wherever provided, is of high quality and safe. The seven healthcare rights are access, safety, respect, communication, participation, privacy and consent. DHHS has printed the charter in 25 community languages and Easy English, Audio and Braille.
Human Rights promotional activities to internal staff	<p>Several initiatives were undertaken in 2017-18 to promote human rights and highlight important human rights events to staff, including:</p> <ul style="list-style-type: none"> – Anniversary of Apology to Australia's Indigenous People with an email to DHHS staff to reflect on the ongoing impact of past practices of the removal of Aboriginal children from their families; – International Women's Day, Gender Equality with posters to promote local events celebrating Women's Achievements; – Harmony Day to promote cultural respect for everyone who calls Australia home through an international-themed morning/afternoon tea in each office; – Sorry Day during Reconciliation Week with the distribution of Native Hibiscus Pins; – National Reconciliation Week with local events, morning/afternoon teas across DHHS sites; – NAIDOC week to promote local events and places of significance with morning/afternoon teas across DHHS sites; and – Family Violence with events such as White Ribbon Day where staff were provided with information and resources about family violence.
Safety and Community Hubs (The Orange Door) Practice Guidance	<p>Practice Guidance for The Orange Door workforce states that the project will provide safe and inclusive services tailored to the needs of Victoria's diverse communities, including Aboriginal and Torres Strait Islanders, culturally and linguistically diverse communities, people with disabilities, LGBTI, older people, children and young people.</p> <p>Hub services and practice approaches are underpinned by human rights and empathy to enable full and equal participation for everyone, including participation in governance structures and processes that concern and affect them as clients.</p>
VPS Code of Conduct	Hub Managers, Service System Navigators, Operations Support Officers, Client Services Officers and Strategic Planning and Reporting Officers at DHHS are bound by the VPS Code of Conduct which states that public officials should respect and promote the human rights set out in the Charter of Human Rights and Responsibilities as applied to their work in decision-making and service provision.

Department of Justice and Regulation

Name of initiative	Description of initiative and outcomes
International Human Rights Day, December 2017	DJR continues to highlight the importance of human rights through events and awareness raising activities, including the whole-of-government event marking International Human Rights Day in December 2017. For this event, the Attorney-General emphasised cultural rights under the Charter, outlined the Government's commitment to protecting and promoting the rights of Aboriginal Victorians, and introduced guest speaker, Mr Justin Mohamed (former CEO of Reconciliation Australia and current CEO of Equity Health Solutions) who advocated for the rights and self-determination of Aboriginal people.
Human Rights Unit (HRU) training activities	The Human Rights Unit in DJR, in partnership with VEOHRC, delivers a range of online and face-to-face human rights training to departments, some of which are reported here.
Post Sentence Authority Human Rights Induction Training	All staff and board members at the Post Sentence Authority undertake training on the <i>Charter of Human Rights and Responsibilities Act 2006</i> . Delivered by DJR's Human Rights Unit, the training is tailored for the Authority and focuses on how staff and board members can ensure that the Authority operates in accordance with the Charter.

Victorian Equal Opportunity and Human Rights Commission's Charter Education Program	Corrections Victoria provided human rights training to management and operations leaders, including train-the-trainer programs, jointly delivered by VEOHRC and HRU. In addition, staff from the Operations Division provide ongoing advice and guidance on human rights matters at state-wide forums and ad hoc prison training sessions.
Youth Justice Human Rights training program	Youth Justice worked with VEOHRC and the Human Rights Unit in DJR and Community Safety to develop tailored human rights training for Youth Justice staff focused on understanding their respective Charter obligations and building Charter and human rights considerations into decision-making. The training includes scenarios specific to youth justice to ensure compatibility with the human rights of children and young people in the youth justice system.
VicPol Human Rights in Practice Project	<p>VicPol's Human Rights Strategic Advisory Committee is chaired by the Chief Commissioner of Police and includes leaders with expertise in human rights from a range of key government and community peak organisations. The committee aims to monitor and shape VicPol's response to, and directions in, human right issues and policing.</p> <p>Under Equality is not the same...Phase Two program of work, the Human Rights in Practice project (2017-2020) seeks to further embed human rights compliance into everyday VicPol practices and decision-making frameworks. The program provides a tailored and consistent response to emerging human rights issues and gaps across departments through:</p> <ul style="list-style-type: none"> – operational application of the <i>Charter of Human Rights and Responsibilities Act 2006</i>; – embedding a robust human rights risk assessment framework across the organisation; and – enhancing the suite of human rights education and training programs, tools and resources. <p>The Human Rights Unit in DJR is involved in the provision of human rights training in VicPol.</p>
VicPol African Employee Network	<p>The VicPol African Employee Network (VICPOLAEN) was established in 2018 in alignment with VicPol's commitment to its Diversity and Inclusion Framework 2017-2020. It is anticipated that network will be formally launched during early 2019.</p> <p>There are currently over 55 employees who are members of the network which has the overarching objective of providing a safe space and formal platform for employees of African backgrounds to connect, share experiences, build confidence and a sense of belonging and community.</p> <p>Initiatives will aim at advocacy, reference group and peer group support, attraction and retention, professional development and training and promotion and engagement with the broader community.</p>
Country Fire Authority, Inclusion and Fairness Team and Regional Inclusion and Fairness Councils	<p>The CFA Inclusion and Fairness Team was established to assist the CFA to be a progressive and inclusive emergency service organisation where diversity, inclusion and fairness are part of CFA's everyday operations. The team's functions include:</p> <ul style="list-style-type: none"> – leading strategic projects to enable CFA to be more inclusive and fairer; – supporting CFA leaders, champions and advocates as the key agents of cultural change; – promoting CFA's progress and success in its aim to be more inclusive, diverse and fair; and – advising CFA on current diversity and inclusion practices, ideas and trends. <p>CFA is also establishing Regional Inclusion and Fairness Councils made up of CFA staff and volunteers. The core responsibilities of the councils are to:</p> <ul style="list-style-type: none"> – provide advice and recommendations to formulate a vision, goals and actions that will support the development of an inclusive workplace through best practice and informed leadership; – provide a central focus about inclusion, fairness, equity and diversity for new organisational initiatives; and – develop, implement and monitor performance against inclusion and fairness action plans and performance goals.

VEOHRC community engagements initiatives	<p>During 2017-18, VEOHRC community engagement initiatives included:</p> <ul style="list-style-type: none"> – Partnership with WEStjustice to deliver an employment law training program for multicultural and multi-faith representatives on key messages about human rights and cultural rights under the <i>Equal Opportunity Act 2010</i>, with regards to discrimination based on race or religious belief or activity; – Education sessions provided to Burmese (Karen) communities in partnership with Action on Disability in Ethnic Communities, on awareness of racism and vilification and legal capability to access relevant services and support; – Melbourne University Law School partnership, Street Law program training session for law students who, in turn, provide education sessions to high schools across Victoria on human rights laws, discrimination, and racial and religious vilification; and – Human rights and capacity-building education sessions for public authorities providing services to multicultural and ethnic communities, including sessions dedicated to diversity and inclusion in the workplace.
Victorian Legal Aid training sessions and services	<p>Family violence education sessions on legal rights and responsibilities under Australian law, particularly in relation to family violence, were delivered to newly-arrived communities, including Sierra Leone, Somali, South Sudanese and Hakha Chin. These sessions include an educational program for newly-settled youth that discusses how they think of 'rights' with the community and how then to protect rights within relationships. Workshops on family violence and laws around migration were provided in Dandenong.</p>
Victorian Legal Aid, Australian law for new arrivals	<p>What's the Law? training sessions were delivered to teaching staff in the Adult Migrant English Program through VLA's education kit to address common legal problems that newly-arrived people in Australia may encounter. Four new digital stories and activity/answer sheets were added to the education kit, including one addressing workplace discrimination.</p>
Victorian Legal Aid, Equality Law Program education sessions	<p>Under VLA's Equality Law Program, education sessions were provided to staff who work with community members experiencing discrimination, sexual harassment, vilification or victimisation in areas such as education, employment, receiving goods or services, clubs and sporting activities. The sessions were designed to help staff identify discrimination law problems and make appropriate referrals.</p> <p>In addition, the program works with other stakeholders to address breaches of workplace rights of migrant workers in Australia at both a direct service and systemic level.</p>
Births, Deaths and Marriages-VEOHRC Charter Education Program	<p>BDM ensures that its work is underpinned by a workplace culture that promotes the human rights of all its customers. BDM promotes the human rights of multicultural communities by involving communities in service improvements that affect them.</p> <p>BDM is involved in VEOHRC's Charter Education Program, jointly delivered by the Human Rights Unit in DJR, to strengthen its culture of human rights. The program provided BDM with an opportunity to:</p> <ul style="list-style-type: none"> – take steps to further embed human rights principles in workplace culture, practice and service delivery; – respond to BDM staff feedback in the 2017 People Matter Survey to develop an understanding of how the Charter applies to their work and affects them as employees; – partner with VEOHRC to brief senior management staff on human rights, the rights and obligations of BDM as a public authority and the delivery of human rights training to all BDM staff; and – embed human rights in its business processes and staff learning and development opportunities, including the incorporation of human rights content into BDM's induction and on-boarding program and annual refresher training.

Courts Services Victoria

Name of initiative	Description of initiative and outcomes
Neighbourhood Justice Centre', We Stand Together project	The We Stand Together project provides information to Yarra residents on racial or religious attacks, including how to report these incidents. The project also provides opportunities for multicultural community members to gain confidence through community education and leadership skills. The project was launched in December 2017 with participation from 15 multicultural community leaders at anti-racism community roundtables.
Neighbourhood Justice Centre, African Communities Leaders and Workers Network	<p>This network is a partnership of African community leaders and workers who live and work in the City of Yarra with representatives from the Somali, Sudanese, Oromo, Ivory Coast, Nigerian and Eritrean communities and includes male and female members of various age groups.</p> <p>The network creates a safe and supportive space for community leaders and workers to raise issues confronting their communities with relevant agencies and to work with them in responding to issues affecting their criminal, social, economic and human rights, including:</p> <ul style="list-style-type: none"> – civil and political rights, equality before the law and freedom of expression; – economic, social and cultural rights, the rights to work, social security and education; and – collective rights, the rights to development and self-determination.
Magistrates' Court of Victoria White Ribbon Accreditation	MCV was accredited as a White Ribbon Workplace. As part of the accreditation process, White Ribbon training has been provided to MCV leaders and key influencers to enhance understanding of gender equity and human rights considerations in decision-making and to build a more inclusive, safe and respectful workplace.
Magistrates' Court of Victoria Induction program	The MCV Induction program for employees includes information on public sector values and human rights from the Victorian Public Sector Code of Conduct. The program was updated to reflect change in legislation and policy. All new recruits are required to complete the induction modules.
Victorian Civil Administrative Tribunal Human Rights Charter Training	All VCAT's new employees are advised to undertake Human Rights Charter training, with the involvement of DJR's Human Rights Unit, as part of the induction program to help staff understand their obligations under the <i>Charter of Human Rights and Responsibilities Act 2001</i> . Training includes linking the Charter to VCAT's values and key reforms such as the Access to Justice Customer Service Improvement Program; VCAT's Digital Strategy; and the VCAT 2018-2022 Strategic Plan.
Court Services Victoria Code of Conduct module	This mandatory module for all new CSV employees outlines VPS values and makes clear employee obligations in relation to respect and human rights. The module has a link and information sheet with details of the Charter.
Annual Human Rights Oration	<p>The Human Rights Oration is an annual event hosted by VEOHRC to recognise International Human Rights Day (10 December each year but held on 28 June in 2018).</p> <p>The oration aims to highlight human rights issues as they apply to the everyday lives of citizens. Each year, prominent speakers in different fields present their perspective on human rights. This annual event is widely promoted and CSV employees are encouraged to attend.</p>

Department of Treasury and Finance

Name of initiative	Description of initiative and outcomes
Human Rights Charter Training for DTF graduate recruits	DJR and the Office of Chief Parliamentary Council developed training resources to ensure that all VPS staff who engage in the drafting of legislation and policy are aware of their obligations under the Charter and are skilled to design legislation and policy consistent with the <i>Charter of Human Rights and Responsibilities Act 2006</i> (the Charter Act). All graduates are required to attend Human Rights training.
DTF participation in the Recruit Smarter Campaign	<p>Recruit Smarter is a Victorian Government initiative that targeted unconscious bias in recruitment to help employers take advantage of the full breadth of skills, experience and talent that exist across the Victorian workforce. Unconscious bias occurs when unintentional assumptions are made about job applicants based on their age, gender, culture, religion or other background.</p> <p>The government worked with a range of stakeholders, including major corporate and peak industry bodies, on an 18-month initiative to address unconscious bias in recruitment practices within the Victorian Public Service and the private sector. This initiative was led by the University of Melbourne's Centre for Ethical Leadership. DTF contributed data by participating in online Unconscious Bias Awareness training and piloting 'economist-related' roles as part of the curriculum vitae de-identification pilot.</p> <p>During the pilot, applicant details such as name, age and gender and university were de-identified in CVs at the shortlisting for interview stage. DTF's involvement contributed to findings in the pilot report which included recommendations to help organisations promote equal opportunity and take advantage of the diverse skills and experience available in the workforce.</p>

APPENDIX 7: INDICATORS

A. Benefits of diversity

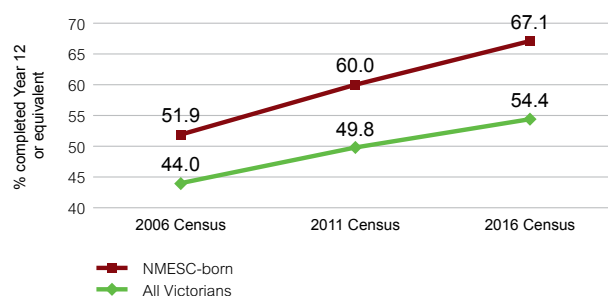
Key points:

1. At the 2016 Census, the proportion of Victorians born in non-main English-speaking countries (NMESC) who completed Year 12 or an equivalent qualification was 67.1 per cent, compared to 54.4 per cent of all Victorians. The trend shows a slightly widening gap between Victorians from NMESCs and all Victorians over the three censuses.
2. At the 2016 Census, 40.3 per cent of all NMESC-born were attending a university or other tertiary institution, compared to 17.8 per cent of all Victorians. The percentage point difference has widened slightly between the two groups since the 2011 Census.
3. The proportion of NMESC-born people who were self-employed has decreased from 15.5 per cent at the 2011 Census to 14.7 per cent at the 2016 Census. The pattern is similar to that for all Victorians.
4. The proportion of international visitors to Victoria whose purpose of visit was to 'visit friends and relatives' showed a slight increase in percentage points from 30.1 per cent in 2017 to 31.2 per cent in 2018.
5. The proportion of international students in Australia studying in Victoria increased from 31.7 per cent in 2017 to 32.1 per cent in 2018. Victoria attracted around 227,000 international students from 170 countries in 2018.
6. The proportion of skilled migrants working in their nominated fields increased from 82 per cent in 2017 to 83 per cent in 2018.
7. The proportion of primary school students in government schools learning languages increased by 1.6 percentage points from 83.4 per cent in 2017 to 85.0 per cent in 2018, while that of secondary school students showed an increase of 1.4 percentage points from 40.9 per cent to 42.3 per cent in the same period.
8. The proportion of primary schools providing a languages program decreased slightly by 2.3 percentage points, from 90.4 per cent in 2017 to 88.1 per cent in 2018, while the proportion for secondary schools decreased slightly by 1.5 percentage points from 90.2 per cent to 88.7 per cent in the same period.

A1 Proportion of Victorians born in non-main English-speaking countries who have completed Year 12 or equivalent, compared to the proportion of all Victorians who have completed Year 12 or equivalent.

ABS Census of Population and Housing. The Census is conducted every five years.

Census	NMESC-born	All Victorians
2016	67.1%	54.4%
2011	60.0%	49.8%
2006	51.9%	44.0%



Note: This variable is not applicable to persons aged under 15 years.

Abbreviations:

NMESC:	Non-main English-speaking country(ies)
MESC:	Main English-speaking country(ies)
NESB:	Non-English-speaking background/s
ESB:	English-speaking background/s
LBOTE:	Language background/s other than English.

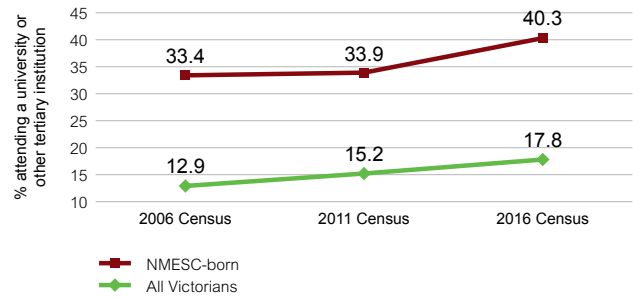
Note: There is a time lag in published data for some surveys and reports. E.g. the Victorian Population Health Survey releases data a year after the survey is conducted. The Report on Government Services (RoGS) publishes data annually but with a two-year time lag.

A2 Proportion of Victorians born in non-main English-speaking countries attending a university or other tertiary institution, compared to the proportion of all Victorians attending a university or other tertiary institution.

ABS Census of Population and Housing. The Census is conducted every five years.

Census	NMESC-born	All Victorians
2016	40.3%	17.8%
2011	33.9%	15.2%
2006	33.4%	12.9%

Note: The data includes international students who have stated an intention to reside in Victoria/Australia for 12 months or more, and are therefore counted in the Census as usual residents and not as overseas visitors.

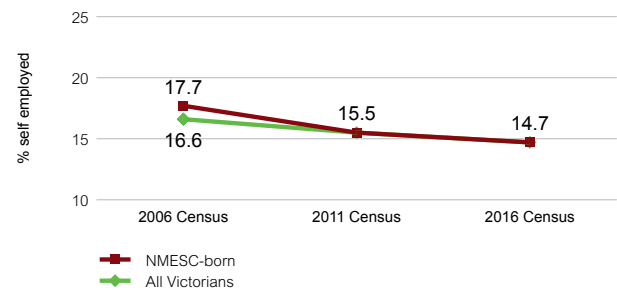


A3 Proportion of Victorians born in non-main English-speaking countries who were self-employed, compared to all Victorians.

ABS Census of Population and Housing. The Census is conducted every five years.

Census	NMESC-born	All Victorians
2016	14.7%	14.7%
2011	15.5%	15.5%
2006	17.7%	16.6%

Note: This variable is not applicable to persons who are unemployed, whose labour force status is not mentioned and who are not in the labour force.



A4 Proportion of international visitors to Victoria whose purpose of visit was to 'visit friends and relatives'.

DEDJTR International Visitor Survey, Tourism Research Australia. The data is collected quarterly.

Financial Year	International visitors to Victoria
2018	31.2%
2017	30.1%
2016	30.0%
2015	30.5%
2014	29.1%
2013	28.4%
2012	26.9%
2011	26.7%

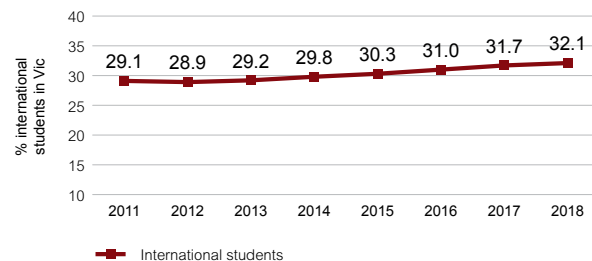


Note: Data for this measure has been adjusted and includes revised historical data. As such, this set of trend data is different from those published in the report for 2016-17.

A5 Proportion of international students in Australia studying in Victoria.

International Student Data, Department of Education, Austrade Market Information Package. The data is released on a monthly basis.

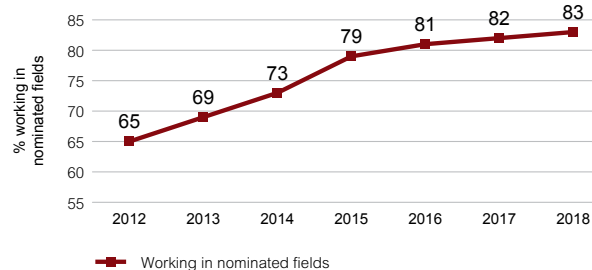
Year	% of International students in Victoria
2018	32.1%
2017	31.7%
2016	31.0%
2015	30.3%
2014	29.8%
2013	29.2%
2012	28.9%
2011	29.1%



A6 Proportion of State-nominated skilled migrants working in nominated fields.

DEDJTR, Resolve Database. The data is collected annually.

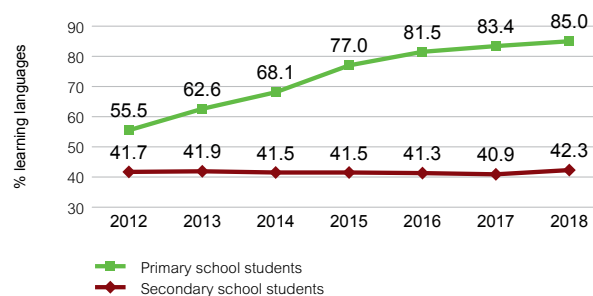
Year	Working in nominated fields
2018	83%
2017	82%
2016	81%
2015	79%
2014	73%
2013	69%
2012	65%



A7 Proportion of students in Victorian Government primary and secondary schools learning languages.

DET, Languages Report. The data is collected annually.

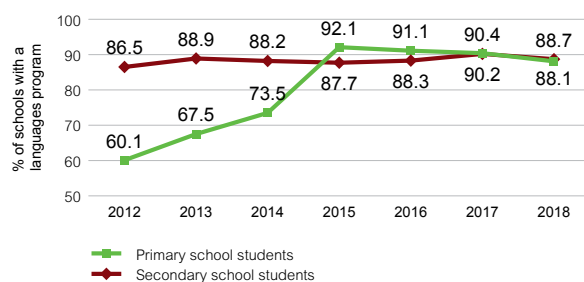
Year	Primary school students	Secondary school students
2018	85.0%	42.3%
2017	83.4%	40.9%
2016	81.5%	41.3%
2015	77.0%	41.5%
2014	68.1%	41.5%
2013	62.6%	41.9%
2012	55.5%	41.7%



A8 Proportion of Victorian Government primary and secondary schools providing a languages program.

DET, Languages Report. The data is collected annually.

Year	Primary school	Secondary school
2018	88.1%	88.7%
2017	90.4%	90.2%
2016	91.1%	88.3%
2015	92.1%	87.7%
2014	73.5%	88.2%
2013	67.5%	88.9%
2012	60.1%	86.5%



B. Social cohesion and participation

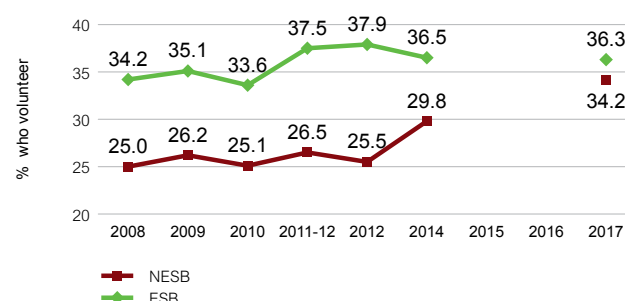
Key points:

1. The question on volunteering was not asked in the 2013, 2015 and 2016 Victorian Population Health Surveys. The proportion of NESB Victorians who were volunteers was 34.2 per cent in 2017, slightly lower than 36.3 per cent for ESB Victorians. Although the percentage point difference has narrowed, data for 2017 cannot be compared to previous years due to a change in survey methodology.
2. The question on members of an organised group was also not asked in the 2013, 2015 and 2016 surveys. The proportion of NESB Victorians who were volunteers was 53.6 per cent in 2017, slightly lower than 56.8 per cent for ESB Victorians. Although the percentage point difference has narrowed, data for 2017 cannot be compared to previous years due to a change in survey methodology.
3. The proportion of culturally diverse appointments on government boards, authorities and committees was 25.2 per cent at June 2018, similar to 25.3 per cent at June 2017.
4. The proportion of NESB Victorians who feel multiculturalism at least sometimes makes life better in their area increased from 56.6 per cent in 2016 to 58.2 per cent in 2017; while that of ESB Victorians also increased from 46.7 per cent to 51.1 per cent.
5. The proportion of survey respondents who think the number of immigrants accepted into Australia is 'too high' increased from 37 per cent in 2017 to 43 per cent in 2018.
6. The proportion of survey respondents who 'agree' or 'strongly agree' that accepting immigrants from many different countries makes Australia stronger increased from 63.2 per cent in 2017 to 66.0 per cent in 2018, after some minor decreases in the previous years.
7. The number of complaints to VEOHRC under the *Racial and Religious Tolerance Act* increased from eight in 2016-17 to 18 in 2017-18. A large number of complaints (106) in 2014-15 were in relation to a multi-party dispute.
8. The number of complaints made under the *Equal Opportunity Act* increased significantly from 147 in 2016-17 to 272 in 2017-18, after decreases in the previous two years.

B1 Proportion of Victorians from a non-English-speaking background who report that they sometimes or definitely helped out a local group as a volunteer.

DHHS, Victorian Population Health Survey, annual. The latest published survey data available at time of report.

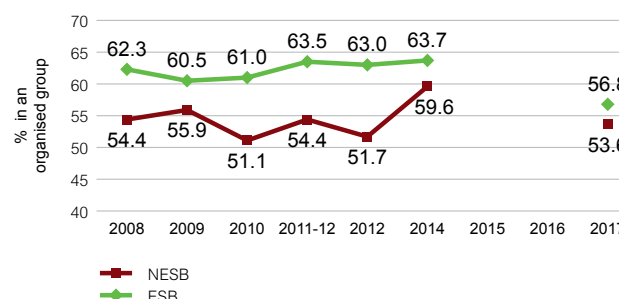
Year	NESB	ESB
2017	34.2%	36.2%
2016	n.a.	n.a.
2015	n.a.	n.a.
2014	29.8%	36.5%
2013	n.a.	n.a.
2012	25.5%	37.9%
2011-12	26.5%	37.5%
2010	25.1%	33.6%
2009	26.2%	35.1%
2008	25.0%	34.2%



B2 Proportion of Victorians from a non-English-speaking background who are members of an organised group.

DHHS, Victorian Population Health Survey, annual. The latest published survey data available at time of report.

Year	NESB	ESB
2017	53.6%	56.8%
2016	n.a.	n.a.
2015	n.a.	n.a.
2014	59.6%	63.7%
2013	n.a.	n.a.
2012	51.7%	63.0%
2011-12	54.4%	63.5%
2010	51.1%	61.0%
2009	55.9%	60.5%
2008	54.4%	62.3%



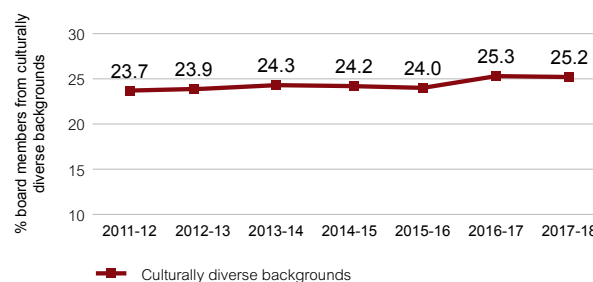
Note for B1 and B2: No data was available for 2013, 2015 and 2016 as the question was not asked.

Data for 2017 cannot be compared to previous years due to a change in survey methodology.

B3 Proportion of total membership of Government Boards, Authorities and Committees from culturally diverse backgrounds (where data is collected).

Victorian Public Sector Commission. The data is collected annually.

Year	Culturally diverse backgrounds
June 2018	25.2%
June 2017	25.3%
June 2016	24.0%
June 2015	24.2%
June 2014	24.3%
June 2013	23.9%
June 2012	23.7%



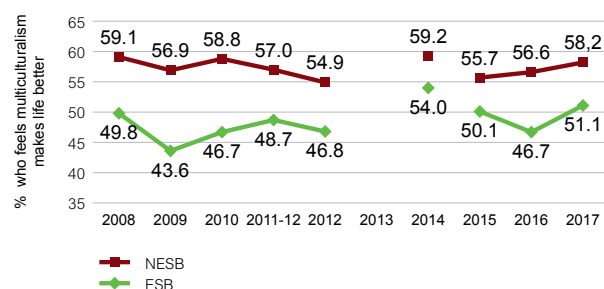
Note: New data capture methods have been applied to previous years.

As such, this set of trend data is different from those published in previous reports.

B4 Proportion of Victorians from a non-English-speaking background, who feel multiculturalism at least sometimes makes life better in their area.

DHHS, Victorian Population Health Survey, annual. The latest published survey data available at time of report.

Year	NESB	ESB
2017	58.2%	51.1%
2016	56.6%	46.7%
2015	55.7%	50.1%
2014	59.2%	54.0%
2013	n.a.	n.a.
2012	54.9%	46.8%
2011-12	57.0%	48.7%
2010	58.8%	46.7%
2009	56.9%	43.6%
2008	59.1%	49.8%

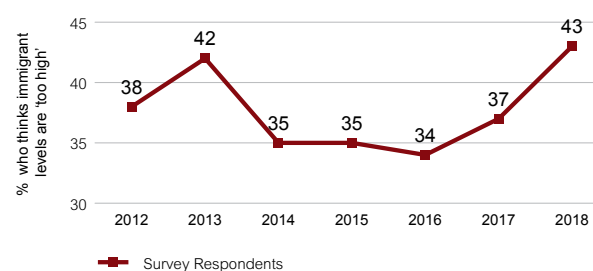


Note: No data was available for 2013 as the question was not asked. Data from 2015 onwards cannot be compared to previous years due to a change in survey methodology.

B5 Proportion of survey respondents who think the number of immigrants accepted into Australia at present is 'too high'.

Scanlon Foundation's Mapping Social Cohesion Survey Reports. The surveys are conducted annually.

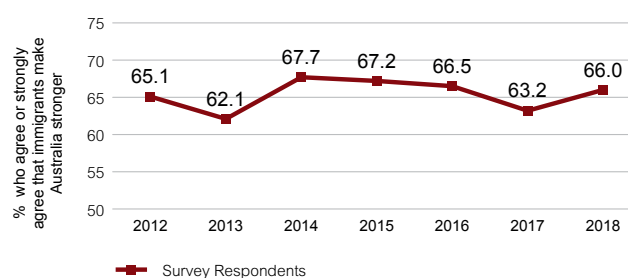
Year	Survey respondents
2018	43%
2017	37%
2016	34%
2015	35%
2014	35%
2013	42%
2012	38%



B6 Proportion of survey respondents who 'agree' or 'strongly agree' that accepting immigrants from many different countries makes Australia stronger.

Scanlon Foundation's Mapping Social Cohesion Survey Reports. The surveys are conducted annually.

Year	Survey respondents
2018	66.0%
2017	63.2%
2016	66.5%
2015	67.2%
2014	67.7%
2013	62.1%
2012	65.1%



B7 Number of complaints made to the Victorian Equal Opportunity and Human Rights Commission under the Racial and Religious Tolerance Act 2001.

VEOHRC Annual Reports. The data is collected annually.

Year	Number of complaints
2017-18	18
2016-17	8
2015-16	13
2014-15	106
2013-14	25
2012-13	41
2011-12	15

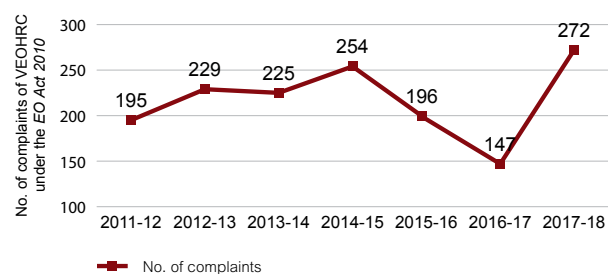


Note: The large number of complaints under the *RRT Act* in 2014-15 was the result of a multi-party dispute.

B8 Number of complaints made to the Victorian Equal Opportunity and Human Rights Commission in relation to discrimination on the basis of race and religious belief under the Equal Opportunity Act 2010.

VEOHRC Annual Reports. The data is collected annually.

Year	Number of complaints
2017-18	272
2016-17	147
2015-16	196
2014-15	254
2013-14	225
2012-13	229
2011-12	195



C. Accessible and responsive services

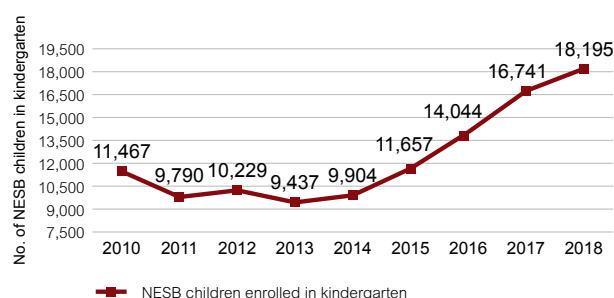
Key points:

1. The number of non-English-speaking background (NESB) Victorian children enrolled in kindergarten increased from 16,741 in 2017 to 18,195 in 2018.
2. The proportion of Language Background other than English (LBOTE) students at or above minimum national assessment standards was slightly lower for reading, writing and numeracy for Years 3 and 5, compared to all Victorian students. However, the gaps have narrowed in Years 7 and 9, especially for writing.
3. The proportion of Year 12 completers from LBOTE backgrounds participating in education and training six months after school increased from 85.3 per cent in 2017 to 86.6 per cent in 2018. There was also a slight increase for all Year 12 completers, from 74.8 to 75.1 per cent in the same period.
4. The unemployment rate for Victorians born in NMESCs decreased slightly from 7.4 per cent in 2016-17 to 7.2 per cent in 2017-18. The rate for all Victorians also decreased slightly from 5.9 per cent to 5.6 per cent in the same period.
5. The workforce participation rate for Victorians born in NMESCs increased slightly from 57.9 per cent in 2016-17 to 58.5 per cent in 2017-18. The rate for all Victorians also increased slightly from 65.7 per cent to 65.9 per cent in the same period.
6. (a) Data was not available from December 14 to June 15 as the 2018 RoGS Report did not include BreastScreen Australia Program data for NESB women due to issues of data quality and availability. Although the participation rate of NESB women was lower than Victorian women, the gap has narrowed over the last three periods.
(b) Data from 2015-17 onwards is not comparable with previous years as the target age group changed from 50-69 years to 50-74 years. As such, a new trend chart has been included in this report, which shows that the BreastScreen Australia Program participation rate for NESB women aged 50-74 years is lower than for Victorian women aged 50-74 years.
7. The proportion of Victorians from NESBs who reported diabetes mellitus decreased slightly from 8.2 per cent in 2016 to 7.6 per cent in 2017. The proportion of Victorians from ESBs is lower than for NESBs, at 6.3 per cent in 2016 and 6.1 per cent in 2017.
8. The proportion of Victorians from NESBs who reported 'insufficient' physical activity decreased from 56.0 per cent in 2016 to 55.2 per cent in 2017. The proportion of Victorians from ESBs decreased from 45.4 per cent to 42.9 per cent in the same period.
9. The proportion of Victorians from NESBs with high or very high levels of psychological distress was 17.5 per cent in 2017, similar to 17.3 per cent in 2016. The proportion of Victorians from ESBs increased slightly from 14.3 per cent to 15.0 per cent in the same period.
10. The proportion of Victorian Home and Community Care (HACC) clients aged 0-65 years born in a NMESC was 14.3 per cent in 2017-18, compared to 22.5 per cent for the proportion of all Victorians aged 0-65 years born in a NMESC. The pattern was similar in 2016-17.
11. The number of service users per 1,000 population for NESB Victorians accessing National Disability Agreement's accommodation support, community support and respite care services was lower than that of ESB Victorians, although the gap has narrowed from 2014-15 onwards. It is only for community access that the proportion for NESB Victorians was higher than for ESB Victorians in the same period.
12. The proportion of Victorian clients from NMESCs whose needs were met at specialist homelessness services decreased slightly from 93.9 per cent in 2016-17 to 93.1 per cent in 2017-18. The proportion of all Victorian clients decreased from 93.1 per cent to 90.2 per cent in the same period.
13. The percentage increase in government expenditure on translating and interpreting services was significant in 2017-18, at 11.3 per cent, compared to an increase of 4.8 per cent in 2016-17.
14. Expenditure on multicultural media campaigns as a percentage of total media campaign expenditure was 5.0 per cent in 2017-18, compared to 5.2 per cent in 2016-17. The minimum target is 5.0 per cent.

C1 Number of Victorian children from a non-English-speaking background enrolled in kindergarten.

DET, Kindergarten Census Collection. The data is collected annually.

Year	NESB children enrolled in kindergarten
2018	18,195
2017	16,741
2016	14,044
2015	11,657
2014	9,904
2013	9,437
2012	10,229
2011	9,790
2010	11,467

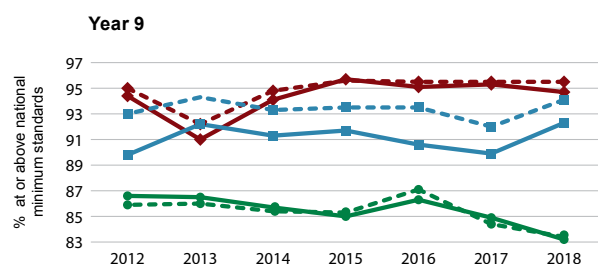
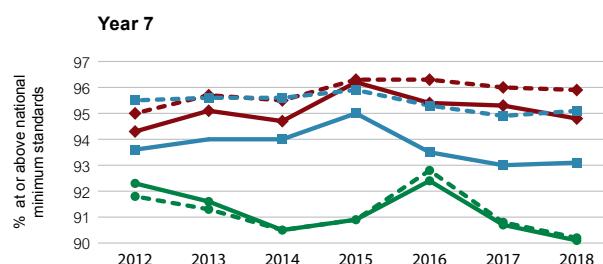
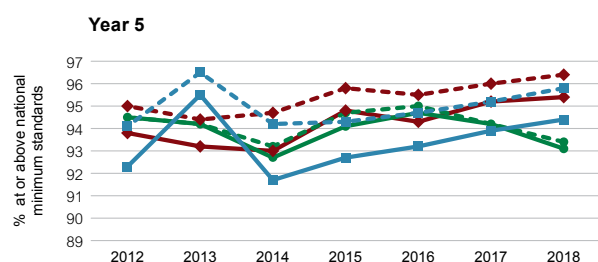
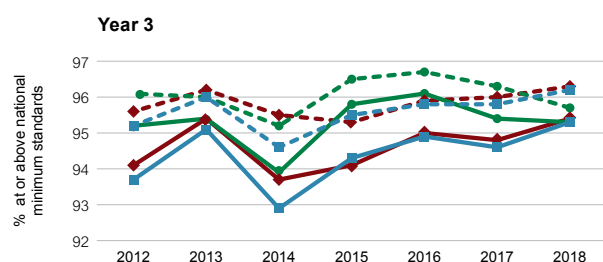


Note: The data represents the number of children enrolled in a funded kindergarten program and who indicated that they speak another main language at home other than English. It is not feasible to calculate a kindergarten participation rate for NESB children as there is no suitable NESB population denominator for four-year olds.

C2 Proportion of Victorian children and young people from language backgrounds other than English meeting expected reading, writing and numeracy standards.

Annual NAPLAN assessments of Year 3, 5, 7 and 9 students across Australia. The data is published annually by the Australia Curriculum and Assessment Authority in the national-level NAPLAN Report.

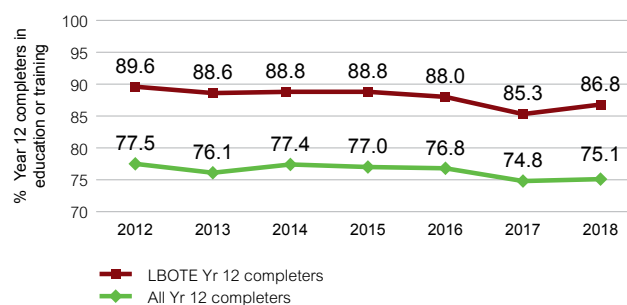
Year of study	Percentage of students at or above minimum standards					
	Reading LBOTE	Reading All Vic	Writing LBOTE	Writing All Vic	Numeracy LBOTE	Numeracy All Vic
Year 3						
2018	95.3%	96.2%	95.3%	95.7%	95.4%	96.3%
2017	94.6%	95.8%	95.4%	96.3%	94.8%	96.0%
2016	94.9%	95.8%	96.1%	96.7%	95.0%	95.9%
2015	94.3%	95.5%	95.8%	96.5%	94.1%	95.3%
2014	92.9%	94.6%	93.9%	95.2%	93.7%	95.5%
2013	95.1%	96.0%	95.4%	96.0%	95.4%	96.2%
2012	93.7%	95.2%	95.2%	96.1%	94.1%	95.6%
Year 5						
2018	94.4%	95.8%	93.1%	93.4%	95.4%	96.4%
2017	93.3%	95.2%	94.2%	94.2%	95.2%	96.0%
2016	93.2%	94.7%	94.7%	95.0%	94.3%	95.5%
2015	92.7%	94.3%	94.1%	94.7%	94.8%	95.8%
2014	91.7%	94.2%	92.7%	93.2%	93.0%	94.7%
2013	95.5%	96.5%	94.2%	94.2%	93.2%	94.4%
2012	92.3%	94.1%	94.5%	94.5%	93.8%	95.0%
Year 7						
2018	93.1%	95.1%	90.1%	90.2%	94.8%	95.9%
2017	93.0%	94.9%	90.7%	90.8%	95.3%	96.0%
2016	93.5%	95.3%	92.4%	92.8%	95.4%	96.3%
2015	95.0%	95.9%	90.9%	90.9%	96.2%	96.3%
2014	94.0%	95.6%	90.5%	90.5%	94.7%	95.5%
2013	94.0%	95.6%	91.6%	91.3%	95.1%	95.7%
2012	93.6%	95.5%	92.3%	91.8%	94.3%	95.0%
Year 9						
2018	92.3%	94.1%	83.2%	83.4%	94.7%	95.5%
2017	89.9%	92.0%	84.9%	84.4%	95.3%	95.5%
2016	90.6%	93.5%	86.3%	87.1%	95.1%	95.5%
2015	91.7%	93.5%	85.0%	85.3%	95.7%	95.6%
2014	91.3%	93.3%	85.7%	85.4%	94.1%	94.8%
2013	92.2%	94.3%	86.5%	86.0%	91.0%	92.2%
2012	89.8%	93.0%	86.6%	85.9%	94.4%	95.0%



C3 Proportion of Year 12 completers from language backgrounds other than English participating in education or training six months after leaving school, compared with all Year 12 completers surveyed in Victoria.

DET, On Track post school destinations survey. Annual collection runs in April-May.

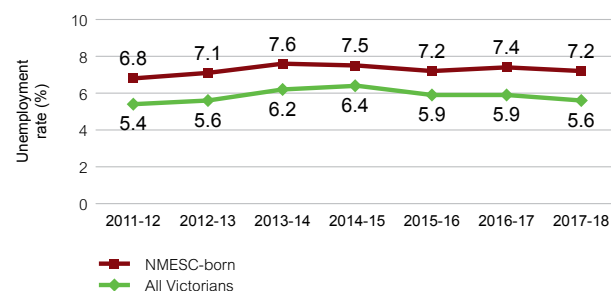
Year of survey	In education or training	
	% of LBOTE Year 12 completers	% of all Year 12 completers
2018	86.8%	75.1%
2017	85.3%	74.8%
2016	88.0%	76.8%
2015	88.8%	77.0%
2014	88.8%	77.4%
2013	88.6%	76.1%
2012	89.6%	77.5%



C4 Unemployment rate of Victorians born in non-main English-speaking countries compared to the unemployment rate of all Victorians.

Australian Bureau of Statistics, Labour Force Survey. The data is collected monthly, quarterly and for each financial year.

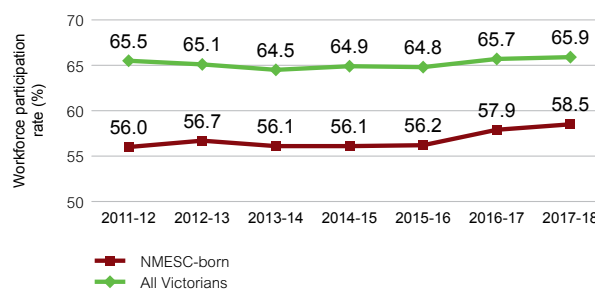
Year	NMESC-born	All Victorians
2017-18	7.2%	5.6%
2016-17	7.4%	5.9%
2015-16	7.2%	5.9%
2014-15	7.5%	6.4%
2013-14	7.6%	6.2%
2012-13	7.1%	5.6%
2011-12	6.8%	5.4%



C5 Workforce participation rate for Victorians born in non-main English-speaking countries compared to the workforce participation rate for all Victorians.

Australian Bureau of Statistics, Labour Force Survey. The data is collected monthly, quarterly and for each financial year.

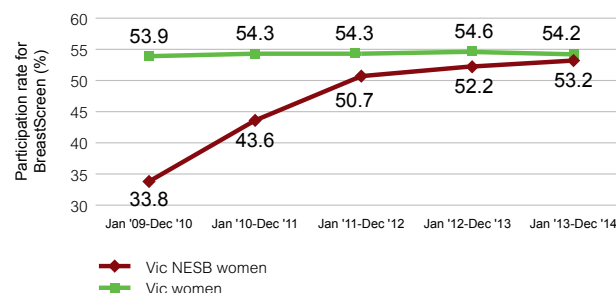
Year	NMESC-born	All Victorians
2017-18	58.5%	65.9%
2016-17	57.9%	65.7%
2015-16	56.2%	64.8%
2014-15	56.1%	64.9%
2013-14	56.1%	64.5%
2012-13	56.7%	65.1%
2011-12	56.0%	65.5%



C6 (a) BreastScreen Australia Program participation rate of NESB Victorian women aged 50-69 years compared to the participation rate of all Victorian women in the program aged 50-69 years.

Productivity Commission, Report on Government Services (RoGS). Data is collected yearly and recorded over a two-year period.

Two-year period	Vic NESB women	Victorian women
Jan 2013-Dec 2014	53.2%	54.2%
Jan 2012-Dec 2013	52.2%	54.6%
Jan 2011-Dec 2012	50.7%	54.3%
Jan 2010-Dec 2011	43.6%	54.3%
Jan 2009-Dec 2010	33.8%	53.9%

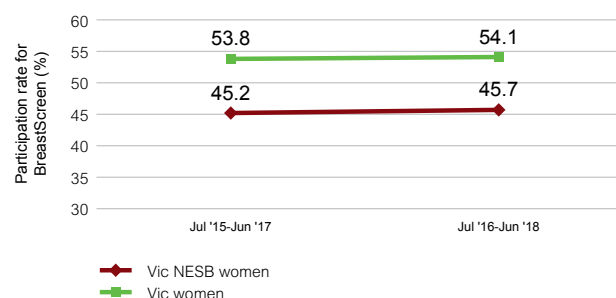


Note: Data was not available from Jan 14 to Dec 15 as the 2018 RoGS Report did not include BreastScreen Australia data for NESB women due to issues of data quality and availability.

C6 (b) BreastScreen Australia Program participation rate of NESB Victorian women aged 50-74 years compared to the participation rate of all Victorian women in the program aged 50-74 years.

BreastScreen Victoria database. Data is collected yearly and recorded over a two-year period.

Two-year period	Vic NESB women	Victorian women
Jul 2016-Jun 2016	45.7%	54.1%
Jul 2015-Jun 2017	45.2%	53.8%

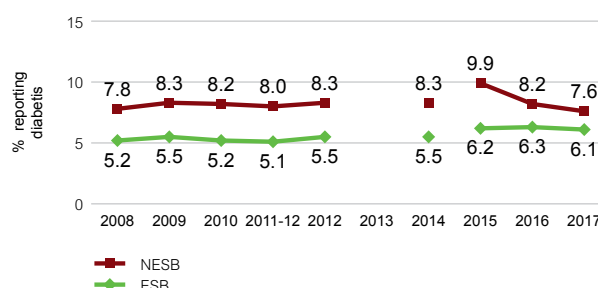


Note: Data for 2015 onwards is not comparable with previous years as shown by RoGS data in C6 (a), as the target age group has changed from 50-69 years to 50-74 years. As such, a new trend chart has been included in this report.

C7 Proportion of Victorians from non-English-speaking backgrounds, compared to English-speaking only, who report doctor-diagnosed diabetes mellitus.

DHHS, Victorian Population Health Survey. Annual survey.

Year	NESB	ESB
2017	7.6%	6.1%
2016	8.2%	6.3%
2015	9.9%	6.2%
2014	8.3%	5.5%
2013	n.a.	n.a.
2012	8.3%	5.5%
2011-12	8.0%	5.1%
2010	8.2%	5.2%
2009	8.3%	5.5%
2008	7.8%	5.2%

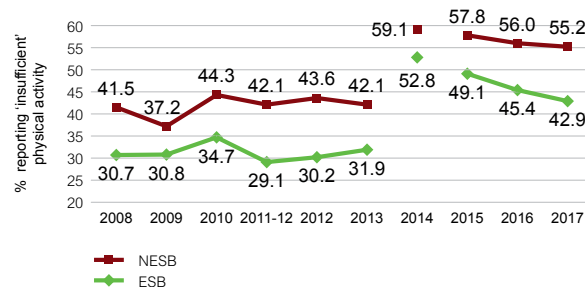


Note: No data was available for 2013. Data from 2015 onwards cannot be compared to previous years due to a change in survey methodology.

C8 Proportion of Victorians from non-English-speaking backgrounds who report 'insufficient' physical activity during the week before the survey.

DHHS, Victorian Population Health Survey. Annual survey.

Year	NESB	ESB
2017	55.2%	42.9%
2016	56.0%	45.4%
2015	57.8%	49.1%
2014	59.1%	52.8%
2013	42.1%	31.9%
2012	43.6%	30.2%
2011-12	42.1%	29.1%
2010	44.3%	34.7%
2009	37.2%	30.8%
2008	41.5%	30.7%

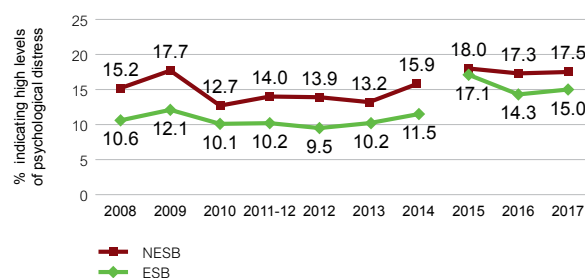


Note: Data for 2014 was based on new guidelines and is not comparable to previous years. Data from 2015 onwards cannot be compared to previous years due to a change in survey methodology.

C9 Proportion of Victorians from non-English-speaking backgrounds with high or very high levels of psychological distress.

DHHS, Victorian Population Health Survey. Annual survey.

Year	NESB	ESB
2017	17.5%	15.0%
2016	17.3%	14.3%
2015	18.0%	17.1%
2014	15.9%	11.5%
2013	13.2%	10.2%
2012	13.9%	9.5%
2011-12	14.0%	10.2%
2010	12.7%	10.1%
2009	17.7%	12.1%
2008	15.2%	10.6%



Note: Data from 2015 onwards cannot be compared to previous years due to a change in survey methodology.

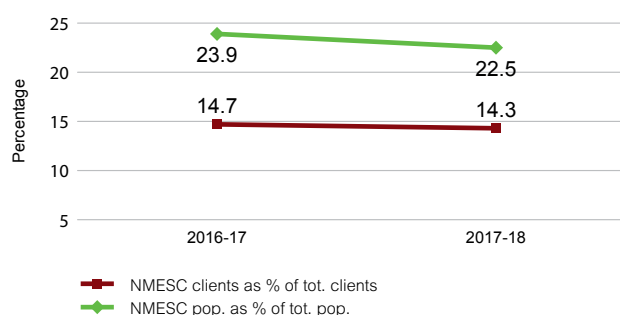
C10 Proportion of Victorian Home and Community Care (HACC) clients aged 0-65 years born in a non-main English-speaking country (NMESC), compared to the proportion of all Victorians aged 0-65 years born in a NMESC.

DHHS HACC Minimum Data Set (MDS), ABS Census and Victoria in Future (VIF) population projections.

The HACC MDS data is collected quarterly. The Census is conducted every five years.

The VIF population projections are revised following each national Census.

Year of survey	NMESC clients as % of total clients	NMESC pop. as % of total pop.
2017-18	14.3%	22.5%
2016-17	14.7%	23.9%



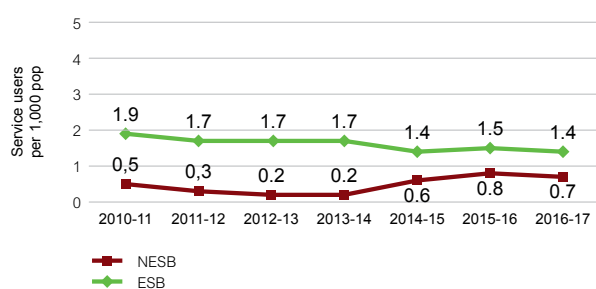
Note: On 1 July 2016, responsibility for clients aged 0-65 year was transferred from Victoria to the Commonwealth. Accordingly, this measure has been changed to report only on people aged 0-65 years as data for the older cohort is no longer collected via DHHS's HACC MDS.

C11 National Disability Agreement non-English-speaking background service users per 1,000 population, compared with English-speaking background service users per 1,000 population.

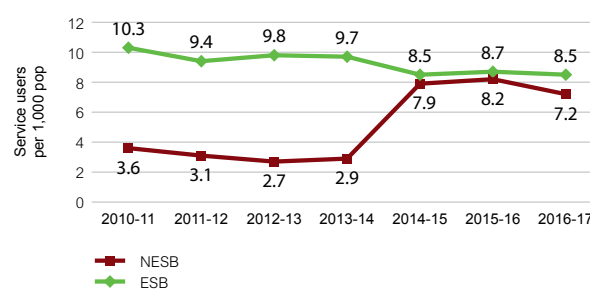
Productivity Commission, Reports on Government Services (RoGS). The reports are published annually but with a two-year time lag.

Type of Service		2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Accommodation support	NESB	0.5	0.3	0.2	0.2	0.6	0.8	0.7
	ESB	1.9	1.7	1.7	1.7	1.4	1.5	1.4
Community support	NESB	3.6	3.1	2.7	2.9	7.9	8.2	7.2
	ESB	10.3	9.4	9.8	9.7	8.5	8.7	8.5
Community access	NESB	1.2	1.1	1.1	1.3	3.9	4.7	5.1
	ESB	3.1	2.7	1.7	1.7	1.6	1.6	1.5
Respite	NESB	0.9	1.0	0.8	0.8	1.8	1.8	1.9
	ESB	3.2	3.1	3.2	3.4	2.7	2.6	2.7

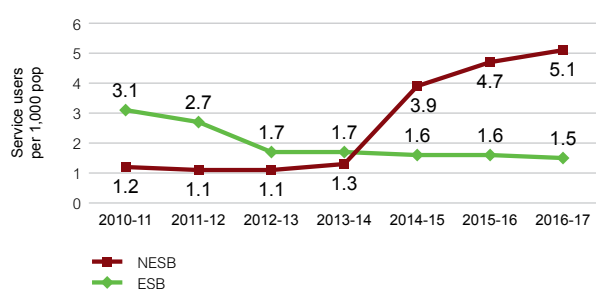
Accommodation support



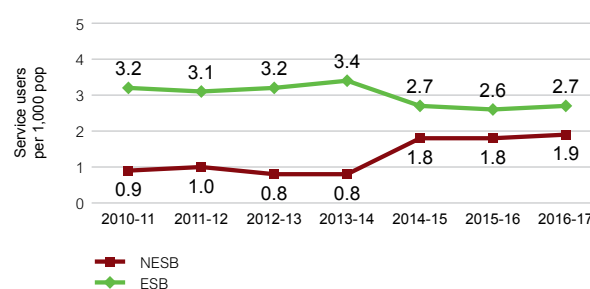
Community support



Community access



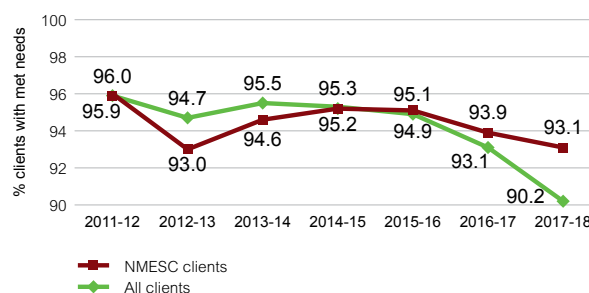
Respite



C12 Proportion of Victorian clients from non-main English-speaking countries whose needs were met at specialist homelessness services, compared to all Victorian clients.

Australian Institute of Health and Welfare, Specialist Homelessness Services Collection (SHSC). Data is reported annually.

Year	NMESC clients	All clients
2017-18	93.1%	90.2%
2016-17	93.9%	93.1%
2015-16	95.1%	94.9%
2014-15	95.2%	95.3%
2013-14	94.6%	95.5%
2012-13	93.0%	94.7%
2011-12	96.0%	95.9%



C13 Percentage increase in whole-of-government expenditure to purchase interpreting and translating services.

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs. The data is collected annually.

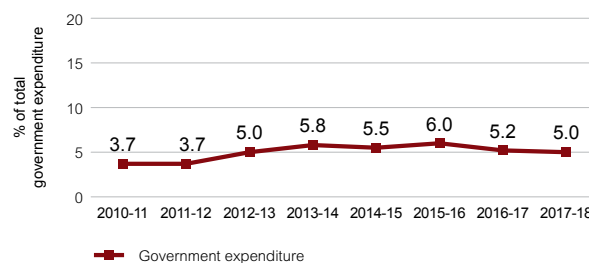
Year	Increase in spending
2017-18	11.3%
2016-17	4.8%
2015-16	7.8%
2014-15	1.5%
2013-14	29.5%
2012-13	15.5%
2011-12	4.3%
2010-11	20.9%
2009-10	3.1%



C14 Percentage of total government expenditure on advertising campaigns in multicultural media against a target of five per cent.

DPC, Victorian Government Initiatives and Reporting in Multicultural Affairs. The data is collected annually.

Year	As % of total government expenditure
2017-18	5.0%
2016-17	5.2%
2015-16	6.0%
2014-15	5.5%
2013-14	5.8%
2012-13	5.0%
2011-12	3.7%
2010-11	3.7%





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ISSN 2205-8257 (Print)

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