

Victorian Government Report in Multicultural Affairs 2018-19



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Acknowledgements

The Victorian Government acknowledges Victoria's Aboriginal and Torres Strait Islander community and their rich culture and pays respect to their Elders past, present and future. We acknowledge Aboriginal and Torres Strait Islander people as Australia's first people and as the Traditional Owners and Custodians of the land on which we live.

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We recognise and value the ongoing contribution of Aboriginal and Torres Strait Islander people and communities to Australian life and how this enriches us.

The Victorian Government 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. We would like to thank all those who contribute to supporting culturally and linguistically diverse communities across our state.

We would also like to thank all the community members and organisations who contributed and shared their powerful stories which helped form this report.

Message from the Minister



I am proud to release the 2018–19 Victorian Government Report in Multicultural Affairs and share the outcomes of Victorian Government initiatives supporting our culturally diverse communities.

Victoria is a land of diversity. We come from more than 200 countries, speak more than 260 languages and follow more than 130 faiths. There is no doubt that this diversity has enriched our state and resulted in the success story that we are today.

The Victorian Government is committed to ensuring that all Victorians, no matter their cultural identity, background or faith, feel accepted and free to participate fully in society.

In 2018/19, we developed new programs and built upon existing initiatives across government to improve the lives of culturally, linguistically and religiously diverse communities. We did this in partnership with the communities that we serve.

Our successful Multicultural Festivals and Events program continued to support culturally diverse communities to celebrate and share their customs and traditions with all Victorians. In 2018, over 895 events were held. Highlights included the two-day Turkish Pazar Festival at Queen Victoria Market, the annual African Music and Cultural Festival at Federation Square and Melbourne Chinatown's Chinese New Year Festival.

Each of these celebrations saw thousands of Victorians of all backgrounds come together to preserve and share important cultural traditions.

In 2018/19, the Victorian Government invested over \$60 million in interpreting and translating services. This investment was critical to help ensure all Victorians can access government services.

Our work within multicultural affairs would not have been possible without the leadership, support and service provided by our state's diverse communities, their leaders, and the many community organisations that we partner with. It is through their support, that the Victorian Government is better able to support all Victorians to thrive.

In 2018/19, I was proud to see the release of the Victorian African Communities Action Plan, a 10-year collaborative approach developed for communities, by communities, which recognises the unique experiences of Victoria's African communities.

With over 94,000 African-born Victorians, the Action Plan is an important tool in giving a voice to multiple generations of Victorians of African heritage.

The Victorian Government committed \$8.6 million over two years to deliver the Action Plan and I am pleased to be able to work with the community-led Implementation Committee on delivering the Action Plan.

While we have seen many successes and achievements for multiculturalism throughout the year, it is important to recognise we also faced many challenges, locally and globally. The terror attacks in both Christchurch, New Zealand and Sri Lanka were a stark reminder of the threats to multiculturalism and the continued efforts each of us must take to promote diversity over division.

What emerged from these horrific moments was the generosity in support and love from Victorians, who united together to condemn violence and stand against hate. Seeing Victorians demonstrate solidarity was an important reminder for why supporting and celebrating multiculturalism is so crucial.

Now as we confront the global coronavirus pandemic, I have no doubt that Victorians will continue to stand together, united in our diversity and shared values.

Victoria's strength lies in its many voices, cultures and faiths and the Victorian Government will continue to work with communities to promote and nurture our state's rich diversity.

I would like to acknowledge the contributions of all government departments and our communities for contributing their time, knowledge and experience to improving the lives of all culturally diverse Victorians and for producing this insightful report. I look forward to the year ahead where we will continue to build new relationships and work in partnership to tackle new challenges and create new successes for our multicultural society.

A handwritten signature in black ink, appearing to be 'Ros Spence'.

Ros Spence MP
Minister for Multicultural Affairs

2018-19 Diversity snapshot

49.1%



were born overseas or born in Australia with at least one parent born overseas (up from 46.6% in 2011 and 43.6% in 2006).

77.7%

of overseas-born Victorians come from non-main English-speaking countries. This is the highest for all Australian states and territories.

130

different faiths from over 200 countries.



+2.1%

At June 2019, Victoria had a population of 6,594,804 increasing by 2.1% over the previous year. Victoria's growth rate was the fastest among all states and territories.

68%



of Australians think diversity makes us stronger.

32%



Victoria's proportion of all international student enrolments in Australia.

+11.4%

Increase in enrolments of international students. International students from 170 countries accounted for 281,000 enrolments.



At least 85%

of international students are satisfied or very satisfied with studying and living in Australia.

4,000

refugees settle in Victoria each year. Approximately 10,000 asylum seekers live in the Victorian community on bridging visas while they wait for the determination of their refugee status.



1 out of 4



Victorians speak languages other than English at home.

Mandarin, Italian, Greek, Vietnamese and Arabic

The top five languages spoken other than English in 2016.

Mandarin, Punjabi, Hindi, Vietnamese, Urdu and Arabic

Languages with largest increase in number of speakers.

1/3



A third of Victorian businesses are now owned by migrants, representing 1.41 million employees.

57.7%

Greater Dandenong has the highest proportion of its local government area (LGA) population born overseas, i.e. 57.7%. Other LGAs with high proportions of overseas-born include City of Melbourne (55.7%), Monash (49.1%), Brimbank (47.9%) and Wyndham (41.6%).

Our commitment – Victoria’s legislative and policy frameworks

Throughout 2018-19, Victoria continued to attract migrants from all over the world, contributing to an increasingly multicultural society. Victoria was the most culturally diverse and fastest-growing state in Australia.

Victoria’s successful, multicultural society has not occurred by accident. It has been due to the work and commitment of the Victorian community and successive Victorian Governments, underpinned legislative and policy frameworks that have guided inclusive policies.

And this work continues.

Set out below is an overview of Victoria’s legislative and policy frameworks that promote multiculturalism.

<h3>Multicultural Victoria Act 2011</h3> <p>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 as a statutory authority. It also requires the development and implementation of Cultural Diversity Plans by government departments.</p>	<h3>Equal Opportunity Act 2010</h3> <p>All Victorian departments and service providers have a positive duty under this Act to take reasonable and proportionate measures to identity and eliminate discrimination.</p>	<h3>Charter of Human Rights and Responsibilities Act 2006</h3> <p>Sets out the basic rights of Victorians to live with freedom, respect, equality and dignity and requires public authorities to act compatibly with the Charter.</p>	<h3>The Racial and Religious Tolerance Act 2001</h3> <p>Prohibits behaviours that incites or encourages hatred, serious contempt, revulsion or severe ridicule against another person or group of people because of their race and/or religion.</p>
<h2>Victorian Government Multicultural Policy Statement</h2>			
<h3>Departments’ Cultural Diversity Plans</h3> <p>To facilitate targeted responses by departments when delivering services and programs to our communities.</p>			
<h3>Departments’ Policies, Plan and Strategies</h3> <p>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.</p>			

This report fulfils a requirement under the Multicultural Victoria Act 2011 for 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 will be tabled in Parliament at the end of June each year for the activities undertaken in the last financial year, that is, 2018-19.

Working to achieve outcomes

At the heart of our policy is the Victorian Values Statement. It clearly 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.

The Victorian Government has a whole-of-government Outcomes Framework to drive our actions to improve the lives of culturally and linguistically diverse Victorians. The Framework outlines an outcomes-based approach to focus government investment on initiatives that create meaningful change for individuals, families and communities.

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

Domain	Outcomes for Victorians
Victorians are safe and secure	<ul style="list-style-type: none">▶ Victorians live free from abuse, violence and fear.▶ Victorians have suitable and stable housing.
Victorians are healthy and well	<ul style="list-style-type: none">▶ Victorians have good physical and mental health.▶ Victorians have equitable access to health and human services.
Victorians are able to participate fully	<ul style="list-style-type: none">▶ Victorians participate in learning and education.▶ Victorians participate in and contribute to the economy.▶ Victorians have financial security.▶ Victorians understand, are empowered by, and exercise their rights.▶ Victorians have access to an environment that promotes liveability, sustainability and inclusion.
Victorians are connected to culture and community	<ul style="list-style-type: none">▶ Victorians are socially engaged and live in inclusive communities.▶ Victorians can safely identify with and connect with their culture and identity.
Victorians have equal rights and opportunities	<ul style="list-style-type: none">▶ Victorians live free from discrimination.▶ Opportunities to participate in the workforce that are available to all Victorians.

Within this report, programs and projects have been grouped under the Outcomes Framework domains.

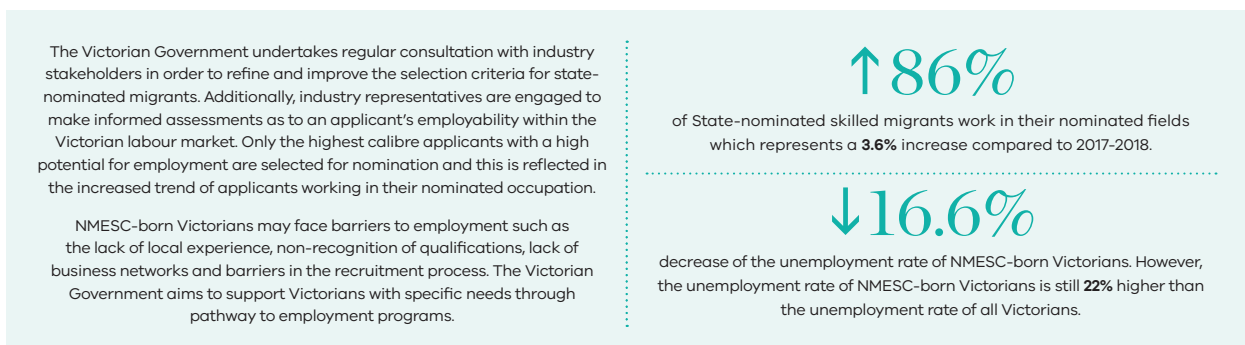
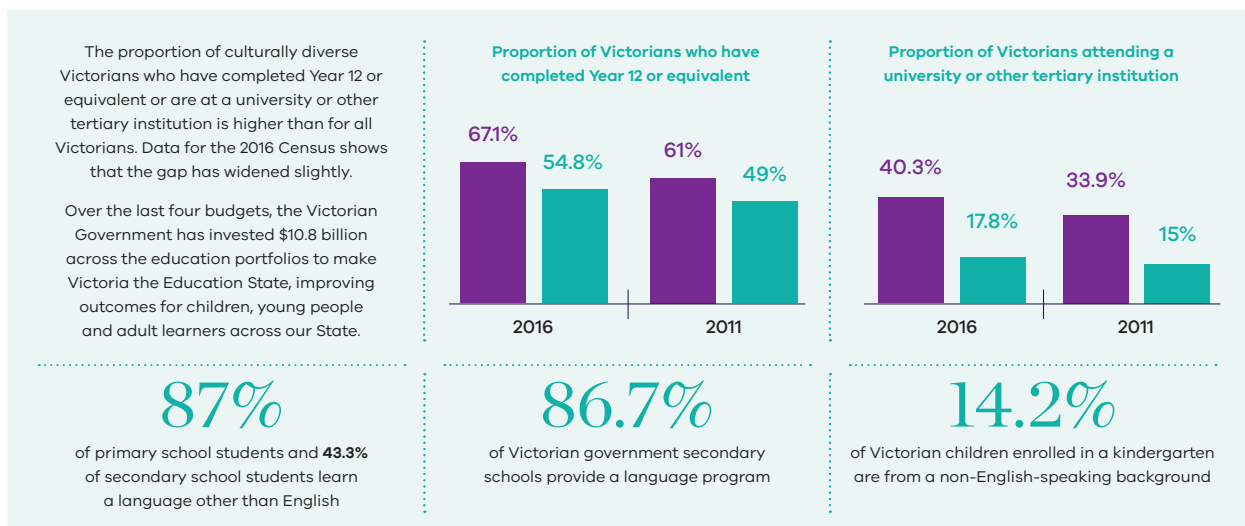
This report does not capture the full range of activities undertaken by departments and portfolio agencies, as the purpose is to provide a snapshot of achievements in multicultural affairs from 1 July 2018 to 30 June 2019 across the Victorian Government. Case studies to demonstrate the impact of initiatives on local communities have also been included.

Key indicators snapshot

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 2018-19 reporting year to show changes over time. The detailed set of indicators can be found in Appendix 4.

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.



Victorians are safe and secure

An open and inclusive society is founded on a strong sense of justice for all. Every Victorian is subject to the laws of the state, and the laws are applied equally without fear or favour. The government is investing more resources to fight crime and family violence and respond to new security threats.

The government's continued investment demonstrates its commitment to providing a safe and secure environment for all Victorians, whether they were born in Australia or have chosen to make our state their home.

Keeping our communities safe

The Victorian Government wants to make sure Victorians have access to safe and functional facilities where they can participate in their community, hold cultural activities and share their cultures with the wider Victorian community. In 2018–19, the

Department of Premier and Cabinet provided support to Jewish and Islamic communities via the **Security Infrastructure Fund (SIF)** to upgrade and install security infrastructure in existing multicultural and multifaith community facilities. The funding addressed some of the safety and security concerns felt by Jewish and Islamic community organisations, mosques and groups within the Victorian community. The grants provided an opportunity for Jewish and Islamic communities and organisations to work closely with government to fund infrastructure that will help prevent crime.

\$6.2m

for the Security Infrastructure Fund

62

safer multicultural spaces



Image by Jorge de Araujo, Artificial Studios.



Hebrew Congregation building funded via the Security Infrastructure Fund.

Community-led initiatives that address offending behaviour and recidivism by young people

In Victoria some culturally and linguistically diverse groups are over-represented in the justice system. This over-representation suggests a need for culturally relevant and sensitive responses to address their offending that considers challenges experienced by these people and their communities.

Evidence indicates government working in partnership with communities to support community crime prevention leads to better outcomes – more so than government simply imposing crime prevention responses or making decisions about the best way to address local issues.

While the number of young people in Victoria committing crimes has decreased over the past five years, a small number of young offenders are responsible for an increasingly high number of recorded offences. In 2018-19 the government invested an additional **\$7 million** across 15 projects through the **Youth Crime Prevention Grants** program, building on its original investment of **\$10 million** in 2016-17. The program is part of the Victorian Government's response to addressing offending behaviour by young people aged from 10 to 24 years who have had contact with or have demonstrated risk of being involved with the criminal justice system.

The program aims to reduce offending behaviour and recidivism by linking participants to employment, training and education opportunities

and by developing or consolidating strong, effective partnerships among community organisations and government agencies involved in the initiatives.

Projects funded included:

- ▶ the Change it Up Wyndham project, which connects young people and their families with support and social activities. The program provides wrap-around support to young people to create a pathway away from offending
- ▶ the Pivot project in Casey and Dandenong, which provides intensive support for 60 to 80 young people aged 14 to 22 who have been identified as serious offenders. The program uses an assertive outreach through 'guides' who create individualised plans for each young person. This includes care coordination, crisis management and individual therapy, as well as engaging the young people in social activities. Eleven cultural groups are currently represented in the program.

Opportunities for rehabilitation

In the past decade there has been a significant investment in the development and delivery of offender rehabilitation programs across Australia, in both prison and community corrections settings.

In 2018–19, the Department of Justice and Community Safety (DJCS) supported **Muslim Connect** with **\$105,075**. The program provides culturally specific pre- and post-release support to Muslim prisoners 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 program aims to improve community connectedness and spiritual and religious support and assist with referrals to Muslim and mainstream services that support successful reintegration.

DJCS initiated the **African Visitation and Mentoring Program** with 2018–19 program funding of **\$115,294**. The initiative matches prisoners of African background with trained, supported community volunteers for pre- and post-release mentoring and visitation support. It is delivered by Jesuit Social Services and is part of the Pip Wisdom Grants Program. Trained community volunteers engage prisoners and offenders to promote and strengthen community reintegration through the provision of practical and culturally responsive services and information.

Family violence prevention and response initiatives

Victoria's Royal Commission into Family Violence highlighted that, although family violence occurs across all cultural and socio-economic groups, the experience of violence and the service response to it can vary markedly. The Royal Commission's recommendations highlighted the need to invest in actions aimed at the prevention of violence and to ensure prevention programs reflect Victoria's diverse community. The **Safer and Stronger Communities Pilot**, funded by the Department of Premier and Cabinet for **\$2.65 million**, is seeking to learn more about what works best to prevent family violence in migrant and refugee communities by supporting five organisations working on prevention in different regions across Victoria. This pilot project is a partnership between the Multicultural Centre for Women's Health, Our Watch, InTouch and the University of Melbourne (project evaluation).

The Department of Health and Human Services (DHHS) supported the **Safety and Support Hubs (The Orange Door)** through a **\$28.3 million** grant. The Orange Door is a new way for women, children and young people who are experiencing family violence or families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported. To ensure that The Orange Door is welcoming, accessible and inclusive for all, each Orange Door site is required to:

- ▶ establish language services policies and procedures to ensure access to appropriate interpreting and translating services when required
- ▶ display language identification posters to enable people to easily communicate which language they speak or require for interpreting services
- ▶ use a range of communication strategies to provide information about service in languages other than English, to support people to make the best choices for their support and safety
- ▶ design and display welcome posters in multiple languages as a sign of welcome for culturally and linguistically diverse communities.



Gambling – Secret No More

The Australian Greek Welfare Society, PRONIA, received funding from the Victorian Responsible Gambling Foundation for a project called Gambling – Secret No More, which was designed to start a culturally sensitive conversation about harms from gambling among older Greek Australians.

While social gambling on cards and backgammon (*tavli*) has been woven through Greek life for generations and newer forms of gambling are common, the potential harms from gambling to relationships, finances and health are rarely discussed.

The project involved a series of gambling awareness information sessions and resources highlighting the risks of gambling harm and culturally relevant support at hand, including PRONIA's range of family, financial and health support services.

Targeting the municipalities of Whittlesea and Monash, two major forums were held at senior citizens clubs, which were attended by mayors of both municipalities and more than 100 women who heard from a range of Greek-speaking experts.

Ensuring bilingual content and cultural nuance across all information sessions, community activity and local Greek media coverage was critical to the project's success, generating significant engagement among attendees.

Project funding was provided as part of the \$200,000 prevention grants program for culturally and linguistically diverse communities in 2018, which assisted 12 projects in a range of established and emerging communities, including Cambodian, Greek, Serbian and Somali groups.

Image by Paul Jeffers, courtesy of the Victorian Responsible Gambling Foundation.



Victorians are healthy and well

Accessible healthcare is a basic right for every Victorian. Victoria's diverse community is comprised of many groups with varied health characteristics and requirements for care. The Victorian Government works with health services and health professionals to deliver accessible services to help ensure everyone receives quality healthcare.

Accessible and culturally appropriate services

Designing for Diversity is the Department of Health and Human Services (DHHS) framework for embedding responsiveness to diversity at the outset of any policy reform or service design process. The department recognises that diversity-responsive design is critical to ensuring positive and equitable health and wellbeing outcomes for all Victorians.

Being responsive to diversity requires that services are universally accommodating and tailored to population groups. As part of this approach, DHHS has specifically considered gender, people from lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ) communities, Aboriginal people, people from culturally and linguistically diverse and faith communities, refugees and asylum seekers and people with a disability. It also involves acknowledging contextual differences such as visa status, socio-economic status and geographic location. Many of these characteristics are common across several communities but may impact individuals in different ways.

In 2018–19, DHHS funded the **Multicultural Centre for Women's Health (MCWH)** to support women from migrant and refugee backgrounds. MCWH works on improving health and wellbeing outcomes for immigrant and refugee women through research, leadership, education and advocacy. MCWH was established in 1978 and in 2018 the organisation celebrated 40 years of service. In 2018–19, six new bilingual health educators (BHEs) speaking Karen,

Hakha Chin, Dari, Arabic, Chinese and Vietnamese were recruited. These BHEs worked with the Punjabi community in Shepparton, the Karen community in Bendigo and mixed migrant communities in Ballarat. Engagement with communities in Robinvale and Mildura was also undertaken. The number of in-language education sessions delivered and evaluated included 293 education sessions across 16 local government areas in 14 languages to people from 45 cultural backgrounds. The program reached 5100 women and the number of sessions in regional Victoria increased. These sessions focused on improving sexual and reproductive health, preventing violence and injury, improving mental health and wellbeing and promoting healthy living.

In 2018–19, the Department of Health and Human Services spent **\$43.6 million** on interpreting and translating services.

Effective communication is central to quality health care and human services and to the department's commitment to providing person-centred care. The number of Victorians who require an interpreter is estimated to be close to 300,000. Demand for language services, particularly interpreters, has been increasing due to a growing population of new migrants and the ageing of established migrant communities, who may revert to their first language.

\$677,000

for Better Access to Mental Health Services for young Syrian and Iraqi refugees

\$852,299

to support the Multicultural Centre for Women Health

\$43,664,259

for interpreting and translating services





Image by Jorge de Araujo, Artificial Studios.

Interpreting and translating services are required to enable people to make informed decisions about their health and life choices. The health and wellbeing benefits to people with no or low English proficiency are much higher when they are provided with interpreting services. Whereas people with limited English proficiency who don't have access to interpreting services, are at risk of experiencing poorer quality of care or being unable to access services altogether.

In 2018–19, DHHS supported language services as part of activity-based funding arrangements for Victorian health services and hospitals. Direct funding is provided to community health services that are large users of language services. The funding supported community health services to use language services for interpreting and translating in delivering care to people from non-English speaking backgrounds. The total budget included interpreting resources provided as part of the delivery of the Refugee Health and Healthy Mothers Healthy Babies programs and additional funding to selected agencies for the higher costs of language services.¹

Effective communication to improve accessibility for Victorians from culturally and linguistically diverse backgrounds

DHHS launched a new public health campaign in 2018–19 to ensure that all Victorians, and in particular people with asthma and/or hay fever, are as prepared as they can be should another epidemic thunderstorm asthma event occur.

Asthma has been identified by the Australian Government as a National Health Priority since 1999. Thunderstorms have caused asthma attacks that have overwhelmed emergency services and hospitals. The phenomenon was first recognised and studied after an event in 2016 in Melbourne – which is now known as a global hotspot for thunderstorm asthma – because of grass grown in the northern parts of Victoria. On this occasion, the victims were mostly men, with an average age of 36, and were predominantly recent immigrants from Asian backgrounds.

The DHHS thunderstorm asthma campaign resources included posters in 28 languages and a brochure in 15 languages.



¹ Pathways of recovery: preventing further episodes of mental illness (monograph), People from culturally and linguistically diverse backgrounds, Department of Health, Australian Government, 2006

Mental health awareness

Victoria is home to refugees, who have unique and often traumatic experiences of migration. Considering relapse prevention within a multicultural context requires understanding the differences that arise through cultural and linguistic diversity. Stigma, lack of information, insufficient services in appropriate and accessible formats, poor communication and cultural differences between clients and clinicians have been reported as major barriers to timely access to mental health services.

In 2018–19, DHHS supported **Better Access to Mental Health Services for young Syrian and Iraqi refugees**, a triage, assessment and referral program for refugee children and young people at risk of mental health disorders. The program provided specialised child and youth mental health outreach in specialised refugee and mainstream services. Key partners included the fundholder Melbourne Health (Orygen), Foundation House, AMES Australia, the Royal Children's Hospital and Austin Health. Key deliverables included:

- ▶ a mental health triage, assessment and referral program for refugee children and young people at risk of mental health disorders, including specialised child and youth mental health services outreach into specialised refugee and mainstream services
- ▶ 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 to build workforce capacity, with a focus on primary mental health services.

Support for refugees and asylum seekers

Many refugees and asylum seekers have multiple and complex physical and psychological health issues, resulting from trauma and torture, deprivation and prolonged poverty, periods in immigration detention, and poor access to healthcare.

Refugees and asylum seekers are more likely to settle successfully – including actively participating in family, schooling, working and community life – when their health and wellbeing improve.

The Refugee Health Program operates in 17 local government areas of Victoria. It aims to respond to the poor health and complex health issues of arriving refugees in Victoria by:

- ▶ increasing refugee access to primary health services
- ▶ improving how health services respond to refugees' needs
- ▶ coordinating a response to newly arrived refugees
- ▶ helping individuals, families and refugee communities improve their health and wellbeing.

The program is delivered by community health services and employs community health nurses, allied health professionals and assistants and bicultural workers. The nurses and other health professionals have expertise in working with culturally and linguistically diverse and marginalised communities. The program operates in areas with high numbers of newly arrived refugees. Community health services are well positioned to deliver services to refugees because they have a close relationship with their community and can connect people with a broad range of other health and human services.



The South Sudanese Community Support Groups (CSGs), a community-led approach to enhance youth and community engagement and respond to local community issues and needs.

On 30 July 2018, the Victorian Government established CSGs to deliver a community-led response to local issues and needs in Melbourne's west. Two teams of South Sudanese staff, working in Melton/Brimbank (under the auspice of Centre for Multicultural Youth) and Werribee (auspiced by Wyndham Community Education Centre) provided culturally informed support, referrals and advice to the South Sudanese community.

After doors opened at the Melton Brimbank CSG in December 2018 it was identified that several families were struggling to support their children in schooling. Low levels of high school completion and literacy among mothers has made navigating the education system enormously challenging for many families. At the request of the Melton South Sudanese community, the CSG established a weekly homework club at the Melton Library. Within a month the club had more than 50 students in regular attendance. Local provider Djerriwarrh Community and Education Service came on board to support the homework club by offering the CSG access to training rooms.

By the end of 2018–19 the Melton Brimbank CSG was supporting more than 500 South Sudanese families to connect with local services and assistance with matters ranging from housing, unemployment and education pathways to mental health and youth justice. Key CSG achievements in 2018–19 included:

- ▶ providing culturally appropriate case management support to 444 South Sudanese young people and their families in Brimbank Melton and 366 young people and their families in Wyndham
- ▶ establishing working partnerships with seven primary and secondary schools in Brimbank Melton and 11 in Wyndham
- ▶ establishing 13 close working partnerships between CSGs and local providers in Brimbank Melton and 13 in Wyndham
- ▶ delivering school holiday program activities to 1804 South Sudanese young people across Wyndham, Brimbank and Melton.



Victorians are able to participate fully

Victoria is stronger when everyone can be part of the economic and social life of the state. In 2018–19, the Victorian Government focused on community initiatives that foster inclusion and participation and looked at the design of services to remove barriers to participation.

Education and learning services

In the August 2018 school census, 31.9 per cent of all students (197,742) from Foundation to Year 12 were identified as being from a Language Background other than English (LBOTE).

The **Middle Years Literacy and Numeracy Support (MYLNS)** in 2018–19 provided **\$16.2 million** in funding to government secondary schools to help improve outcomes for students who are at risk of finishing school without the literacy or numeracy skills they need for future work, education and training.

The Department of Education and Training also continued to provide funding for English as an Additional Language (EAL) teaching (**\$150 million**) to provide targeted support to more than 70,000 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. In addition, English Language Schools and Centres provide intensive English language programs for students to attend on a full-time basis for six to 12 months.

EARLY CHILDHOOD PROGRAMS

Children from culturally and linguistically diverse (CALD) backgrounds have been found to have lower rates of involvement in early childhood services in comparison to children from non-CALD backgrounds, including long day childcare, playgroups, maternal child health and kindergarten programs.

Children who are involved in early childhood programs, particularly kindergarten programs at three and four years of age, have been found to transition to school more easily. The academic and social-emotional skills of children who participate have been measured as generally exceeding the skills of children who have not been involved in pre-school programs.

The 2018–19 Budget allocated **\$17.9 million** over four years for the **Early Childhood Language Program**. This program has two modes:

- ▶ Learn Languages at Kindergarten: in around 150 kindergarten services across Victoria children will learn in another language for up to three hours a week
- ▶ Bilingual Kindergarten: up to 10 kindergarten services will deliver half of their kindergarten program (approximately seven and a half hours) in another language.

The program is delivered in up to 15 languages and will reach around 5000 children a year, or 20,000 children over four years, at no additional cost to parents.

Kindergarten services have been selected through an expression of interest process. Since the start of 2019, the Early Childhood Language Program has begun in around 145 early childhood services across Victoria.

\$1.5m

to schools with high populations of students from African and Pasifika backgrounds

\$1.06m

Kindergarten Fee Subsidy (KFS) for kindergarten children with a refugee or humanitarian visa

\$17.9m

over four years for the Early Childhood Language Program

TRẺ MẦM NON HẠM HỌC HỜI

Ở trường mầm non, con quý vị sẽ phát triển ý thích ham học để chuẩn bị cho châu cấp sách đến trường

Trường mầm non hăm chào đón trẻ em và gia đình đến từ các nền văn hóa khác nhau.

Tất cả trẻ em đi học mầm non được chính phủ tài trợ \$1.06 triệu mỗi tuần trong năm trước khi các em cấp sách đến trường.

Hãy ghi

Hãy hỏi hỏi trường mầm như thế nào

KINDERGARTEN KIDS LOVE TO LEARN

At kindergarten your child will learn important skills for school from a qualified teacher

Kindergarten welcomes children and families from all cultures. All children have access to 15 hours of funded kindergarten per week in the year before school.

Enrol today

Talk to your local council or kindergarten service about how to enrol your child.

VICTORIA





Image by Jorge de Araujo, Artificial Studios.

TAILORING INITIATIVES FOR SPECIFIC NEEDS

Diverse communities have diverse needs.

The Department of Education and Training provided **\$1.5 million** to schools with high populations of students from African and Pasifika backgrounds to co-design and deliver place-based approaches that increase school participation and completion rates.

The Victorian Government also provided support to refugees and asylum seekers. The **Asylum Seeker VET Program** is designed to increase support for eligible asylum seekers and refugees with temporary protection with access to government-subsidised training. The program is on target to deliver up to 3000 Skills First and non-accredited government-subsidised course enrolments in 2018–21 to eligible asylum seekers and refugees with temporary residence (**\$10 million** in

subsidised, concessional and fee-free government-funded courses). The **Asylum Seeker Language and Literacy Program (\$877,000)** includes making additional non-accredited language and literacy programs locally available for eligible asylum seekers and refugees with temporary residence.

Introduced in January 2019, the **Free TAFE for Priority Courses** initiative has opened new opportunities for more CALD learners in priority job areas. In its first year of operation the initiative, which provides tuition free training to eligible learners, saw 11,024 CALD learners participate in priority courses. This number represents almost double the number of CALD learners participating in these courses in 2018, with the most popular qualification being the Certificate IV in Accounting and Bookkeeping.

\$11.8b

worth of exports generated in Victoria by the education sector. International education supports over 79,000 jobs in Victoria²

13%

of international visitors to Victoria visited an overseas student studying in Australia³

\$1.6t

Migrants are set to contribute \$1.6 trillion to Australia's gross domestic product (GDP) by 2050⁴

² Economic value of Victoria's international education, Department of Jobs, Precincts and Regions, 2018

³ International Education within the Visitor Economy, Department of Economic Development, Jobs, Transport and Resources, Victoria State Government, 2018

⁴ The Economic Impact of Migration, Migration Council Australia, 2016

Employment pathways and economic growth

Victoria's open, cosmopolitan and vibrant reputation attracts tourism, migration, international students and investment to our state. Migration and cultural diversity fill skill gaps, boost population, strengthen small business and help us innovate. We can further leverage our multicultural and multilingual diversity to attract more jobs and investment and generate new opportunities.

ATTRACTING SKILLED INTERNATIONAL MIGRANTS

Victoria's reputation as an open, vibrant multicultural society is of immense economic importance, helping attract business, tourism, students, skills and investment. It also provides Victoria with a strong base of cultural knowledge necessary for engaging with the global market. In 2018–19, the Victorian Government promoted 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. These initiatives include promotion of international education, engagement and language learning, and supporting the development of business opportunities to take advantage of our cultural diversity and connections.

The **Skilled and Business Migration Program** invested **\$3.1 million** in 2018–19 to support the assessment of 1230 overseas qualifications to assist overseas qualified professionals gain employment in Victoria and fill skill gaps for employers.

Almost 5000 skilled investor and business migrants were nominated to live, work and do business in Victoria. The nominated skilled migrants included 1142 international student graduates, of which 428 had completed a PhD, including 272 international student graduates who recently completed their PhD in Victoria.

Victorian-nominated migrants increase investment and trade in Victoria's key sectors. The program supports Victorian businesses to grow and address skills shortages by providing visa nominations, overseas qualifications assessment, information and support to high-calibre skilled, business and investor migrants, and assistance to newly arrived migrants (including humanitarian visa holders) in their pathway to employment.

Supporting diversity across student markets, sectors, course types and education providers is an ongoing priority for the Department of Jobs, Precincts and Regions (DJPR) to protect the sector from downturns. This is driving the department's focus on emerging growth regions such as south-east Asia and Latin America, as well as sub-sectors which have the capacity to grow their international student cohort, such as Technical and Further Education (TAFE) institutes. A range of services and programs promoted through the **Live in Melbourne** website build on Victoria's ability to attract migrants and a dedicated team of relationship managers connect nominated migrants to business and investment opportunities to drive economic growth.

OPENING THE WORLD TO VICTORIAN BUSINESSES AND WELCOMING THE BUSINESS WORLD TO VICTORIA

Global Victoria is the state's gateway to global economies and communities. Global Victoria and the **Jobs, Innovation and Business Engagement Group** lead the Victorian Government's strategy to increase the state's export opportunities and develop key sectors to create Victorian jobs and drive economic growth. They work closely with priority industry sectors, including medical technologies and pharmaceuticals, new energy technology, food and fibre, transport technologies, defence, construction technologies, international

Andrea Paola Mayorga Morales

Andrea decided to further her studies in Melbourne and is now connecting organisations between Colombia and Australia through her business.

Andrea fell in love with the state and decided to stay to improve her English. Once she'd had a taste of student life in Melbourne, she was hooked. Andrea soon found herself enrolled in further studies, taking her engineering qualifications to a new level with a Diploma of Engineering Technology at Melbourne Polytechnic and a Diploma in

Business & Entrepreneurship at Insight Academy.

Andrea started her own business in 2018 to create collaboration between organisations in Colombia (La Guajira) and Australia (Mildura).

'We are building a global community of organisations that are willing to build partnerships and make an impact in both countries, with a goal of engaging with more than 30 organisations and expecting another 100 by the end of 2019,' she said.



education and professional services. It connects Victoria to global opportunities by building the export capability of Victorian businesses, connecting Victorians to trade opportunities through the international network, promoting our world-class industry capabilities to international audiences and positioning Victoria as Australia's number one city for student experience. Global Victoria takes a leadership role in global engagement across government and advocates for the best policy settings for Victoria to be globally competitive.

In 2018–19, Victorian Government programs resulted in **\$668 million** of actual export sales, an increase of 46 per cent since 2015–16. This result was achieved through

Mirai Kirsanovs, Hamer Scholarships Alumna

The Hamer Scholarship is unique in that it provides an opportunity for Victorians already in the workforce to step away from their desk for a medium-term exchange into an immersive experience in the market.

Hamer Scholarship recipients undertake five to six months of intensive language study in China, Japan, Korea or Indonesia while delivering an in-market business project that progresses the market development or export objectives of their employer.

'Being based in south-west China for me was a no-brainer,' says Mirai, a 2018–19 Hamer Scholarship recipient. 'As my work is largely in the tourism and leisure sectors, Chengdu has been the perfect base to explore trends, build networks and develop my understanding of Australia's largest tourist market. During my time in Chengdu I have met with inbound and outbound tour operators, attended relevant events and conferences and, of course, explored Sichuan's many tourism and leisure draw cards. The first-hand experience that the Hamer Scholarship has provided has significantly contributed to the value and contribution I am able to make in my career.'



the DJPR's delivery of services to connect Victorian companies to international buyers and networks to foster business opportunities, as well as services to build the skills, knowledge and capability of Victorian businesses to enter and succeed in global markets.

PROMOTING PATHWAYS TO EMPLOYMENT

Unemployment rates for people who migrate to Australia vary. Several factors influence migrant unemployment rates, including skill level, age, English proficiency, recent and relevant work experience, and the period since arrival in Australia. Data consistently shows recently arrived migrants have a higher unemployment rate on average than those who have lived in Australia for some years.⁵

Culturally and linguistically diverse adults may be unemployed or in the workforce but in low-paid occupations that underuse their skills. Further, the past experiences of humanitarian migrants may mean that they have little or no education and work skills because of war and civil unrest or years living in refugee camps. They may have experienced trauma and loss or separation from family members.

Small and emerging communities may be even more vulnerable than more established refugee communities because they lack established support systems and community resources relative to more established communities.

To help address this, Jobs Victoria, a part of DJPR, has been working to place more than 1200 refugees and people seeking asylum into work. To date, Jobs Victoria has also supported more than 3400 Victorians who were born overseas to find work.

In 2018–19, Jobs Victoria worked with the Department of Premier and Cabinet to address barriers to employment for Africa and Pasifika heritage jobseekers. The **Jobs Victoria African and Pasifika Heritage Program** is a community-led outreach and engagement program building partnerships between community organisations and Jobs Victoria Employment Network (JVEN). JVEN partners assist Africa and Pasifika–Australian jobseekers who are disadvantaged in the labour market to gain and retain employment. The program matches local organisations working with African and Pasifika communities with Jobs Victoria partners who provide their expertise in employment services. This builds the capacity of community organisations who are ultimately equipped to support young jobseekers into the workforce independently. The program also creates a positive environment for knowledge exchange between the community organisations, jobseekers, Jobs Victoria partners and the Victorian Government. This helps to further develop culturally appropriate ways to build relationships and deliver employment services to young people in these communities.

Deborah Uwimbabazi

Deborah Uwimbabazi arrived in Australia from the Congo in 2016. She found the process of looking for work stressful.

Deborah had few networks and connections and no Australian work experience.

After job-hunting for two years, Deborah was discouraged and sought help from Jobs Victoria. Through Jobs Victoria's partner the Brotherhood of St Laurence, Deborah found support and encouragement and was given information to assist her job search.

'They helped me with my resume and interview skills and, after

getting a job, I continued to get support from them,' she said. 'They made sure that I am treated well at my workplace.'

ANZ works with the Brotherhood of St Laurence and Jobs Victoria to hire diverse jobseekers, regardless of their experience in the banking sector. ANZ was impressed by Deborah's energy in the interview and she was successful in gaining a customer service role. She undertook training and felt challenged but incredibly supported as she learned on the job. She is now a permanent employee.

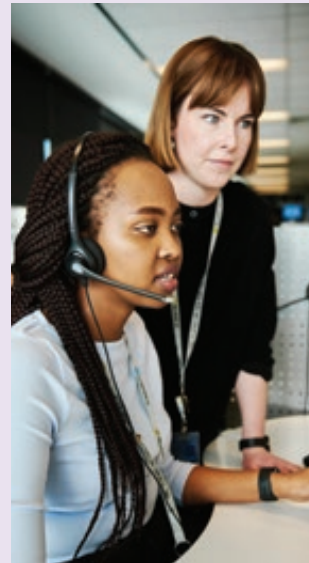


Image by Kit Haselden Photography.

Te-Tuhiwhakaura Charlene-Jade Taunoa

With the support of the Victorian Government and The Huddle, Te-Tuhiwhakaura Charlene-Jade Taunoa has gained new perspective and drive to finish school, go to university, and pursue her passion for sports.

Taunoa has a Māori background and hails from New Zealand. She moved to Australia in 2016 to be with her mum, but six months later was forced to return to live with her uncle and nan. 'I basically got kicked out of home



in January by my mum, because I wasn't making good decisions, so I had to go back to New Zealand,' explained Taunoa.

Throughout the next seven months, Taunoa gained some perspective and was inspired to change her lifestyle.

'I wasn't going to school and had to work full-time. I missed school and my grandma helped me stay out of trouble and she treated me like an adult,' she said. After talking to her mum, they made an agreement which saw Taunoa return to Australia to finish school in 2018. But despite continuing her education, she struggled with finding a group of friends that had a positive impact on her. At that point Taunoa discovered the Huddle's Active Boys and Active Girls Program. 'Joining the Huddle's program made me more excited to go to school,' she explained. 'I would wake up, and think to myself, "I want to go to school, so that afterwards I can go to The Huddle!" 'I learned to play

volleyball and how to be more patient with young kids and meet new people.'

The Huddle was born out of the role and value of sport and the influence the North Melbourne Football Club plays in connecting people across different ages, genders and cultures. It was established in 2010 and works with sporting clubs to help young people learn, grow and belong. A far cry from those early days in 2016, Taunoa is now setting her sights on a university degree. 'I want to study sports science or something to do with sports when I go to university,' Taunoa explained. 'I want to be a personal trainer or even a PE teacher. Something along those lines. Being at The Huddle and hearing about what the instructors do is really helpful. I love it and it has definitely changed my perspective.'

In 2018–19, DJPR funded The Huddle (**North Melbourne Football Club multicultural youth mentoring project**) through a **\$200,000** grant. The Huddle leverages the power of sports to build the capacity of young people from multicultural backgrounds (with a focus on Pacific Islander and African communities) across the Wyndham area by providing them with access to unique, innovative and engaging leadership, education and employment opportunities.

The Department of Environment, Land, Water and Planning (DELWP) is also promoting pathways to employment in the rapidly urbanising Western Melbourne district. **Working Beyond the Boundaries** is a highly successful community engagement program targeting local new and emerging migrant communities. It helps young adults become ‘job ready’ and gain language skills while connecting with their local park. It also brings much needed volunteers to assist with everything from planting and weeding to propagation and plant production. The program began in August 2012 with the Kitchen Garden Project to address isolation issues among members of culturally and linguistically diverse communities – mostly Karen refugees from Burma. However, the program has since expanded to include people from other communities, in particular those from the Horn of Africa. The program now includes a training organisation providing on-site classes in vocational English and horticulture as well as the Parks Victoria Traineeship program, which gives people under 25 the opportunity to work alongside rangers and learn park management and horticulture skills. The program is delivered by Parks Victoria in partnership with AMES Australia.

CULTURAL DIVERSITY IN THE WORKPLACE AND ON GOVERNMENT BOARDS

At June 2019, 30.6 per cent of board appointments (1063 of 3475) were identified as being from culturally diverse backgrounds. This was a strong increase on the 28.4 per cent appointments of the previous year.

In 2018-19, the Victorian Government partnered with the Melbourne University Centre for Ethical Leadership and with

46 organisations across the public, private, non-government and research sectors to undertake the Recruit Smarter initiative. It involved real-world trials of innovative approaches to addressing unconscious bias in recruitment. It led to the design of best practice for recruitment that is inclusive. To download the report and best practice guidelines for inclusive recruitment, visit www.vic.gov.au/recruit-smarter.

Social cohesion and inclusion

CAPACITY BUILDING

The Victorian Government is committed to promoting the social, cultural and economic benefits of cultural diversity to all Victorians. The Department of Premier and Cabinet administers the **Capacity Building and Participation (CBP)** grants program, which invested **\$2.6 million** in 2018–19 to build the capacity of multicultural and faith-based communities across Victoria. This program supports everyone, regardless of background, to fully participate and contribute to everyday life in Victoria. The program seeks to strengthen the participation, inclusion and contribution of priority groups including regional communities, refugees and asylum seekers, young people, women, seniors and other diverse cohorts. The CBP program emphasises a collaborative approach where communities and organisations work together on priority issues, including prevention of family violence.

Funded projects include:

- ▶ the Emergency Services CALD diversity project, which helped more than 6000 culturally and linguistically diverse community members – predominantly youth from new and emerging communities, asylum seekers and refugees – to participate in a suite of participation-based education and employment focused activities
- ▶ the Water Well project, which aims to improve the health and wellbeing of communities from migrant, refugee or asylum seeker backgrounds by improving their health literacy.

\$2.6m

via the Capacity Building Program

313

projects funded

\$6.68m

over 2016-19 via the Multicultural Organisational Support

\$3.6m

via the Honouring Our Multicultural Senior Citizens

‘They’ve worked for decades creating a life here – as they get older, we want to make sure they maintain that connection with their local community, but also their own cultural heritage.’

Minister for Multicultural Affairs 2018–19, Richard Wynne



German Friendship Society Bendigo brings together first-generation German immigrants and friends. The German choir visits schools teaching German in the Bendigo area and integrates seniors with children who are learning the German language.

Evidence shows that older people from culturally and linguistically diverse 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 about available supports. The Victorian Government provided support to senior citizens from culturally and linguistically diverse backgrounds through the **Multicultural Seniors Organisational Support**. This program, administered by the Department of Premier and Cabinet supports cultural and linguistically diverse senior citizens organisations to support their members.

In addition, the Victorian Government supported nearly 900 Victorian multicultural seniors' groups through the **Honouring Our Multicultural Senior Citizens** initiative with grants of \$4,000 per organisation. The initiative allowed seniors organisations from across the state to hold events, excursions, cultural music performances, religious celebrations and a range of other activities. Organisations representing 70 different cultural groups, including Chinese, Greek, Indian, Somali and Italian seniors organisations, benefited from the grants.

The initiative pays tribute to these Victorians and acknowledges the increased risk of loneliness and disconnection senior Victorians face as they grow older. It also honours the sacrifices made by older migrants who, in many cases, came to Australia and worked hard for decades far away from their immediate family to build a brighter future for their children and our state.

INCREASING ACCESS AND PARTICIPATION IN SPORTS FOR CULTURALLY DIVERSE COMMUNITIES

In 2018–19, the Department of Premier and Cabinet funded various initiatives to promote participation and inclusion through sport. **The Multicultural Sports Fund** invested **\$1 million** in 2018-19 to increase access and participation in sport for culturally diverse communities, with a focus on those from refugee and asylum seeker backgrounds, youth, women and girls. Peak sporting bodies in the following sports were funded to partner with local communities and sports clubs in Victoria to develop strategies and programs to increase participation rates of culturally diverse Victorians: AFL, athletics, basketball,

cricket, netball, paralympics, rugby league, rugby union, soccer, softball, surfing and tennis. The program aims to achieve the following objectives in support of culturally diverse communities:

The **Bachar Houli Foundation Sports Foundation (BHF)** received **\$150,000** in 2018–19 to deliver a sports program aimed at Muslim youth to promote social inclusion and participation. The funding also helped the foundation to build its organisational capacity and corporate functions to support project delivery and its long-term sustainability. The first Bachar Houli programs were launched in 2013 by champion AFL football player Bachar Houli in partnership with the AFL and the Richmond Football Club. Its main purpose for establishment was to start the first Muslim Football Academy in Australia.

The BHF delivers its football programs through the AFL with a team of experts including Bachar Houli (head coach) and former St Kilda forward Ahmed Saad (program manager). Its general manager Ali Fahour has more than 10 years' experience in the development of multicultural programs.

The foundation has developed seven successful programs. Each has a unique focus around football development, employment, leadership and identity. In just seven years it has developed a reach of more than 35,000 participants.

The **Collingwood All Stars soccer program** is an initiative of **Court Services Victoria** via the Neighbourhood Justice Centre (NJC). NJC partners with Victoria Police youth resource officers in the City of Yarra to engage children from the Collingwood estate in a weekly after-school soccer program. This program engages local youth with a high representation of young African children and strengthens relationships between youth, local police and the justice centre/system. An annual awards night is hosted at the NJC with increasing attendance from children and family members.



Bachar Houli Foundation Sports Foundation football training.

Nhill's Karen community sews business success

With the help of the Capacity Building and Participation Program, Nhill Neighbourhood House Learning Centre has helped the Karen community to turn their sewing skills into a flourishing business

With a population of 2200, the Victorian regional town of Nhill may be small but it is big on community. For the past two years, Nhill Neighbourhood House Learning Centre has received funding through the Victorian Government's Capacity Building and Participation Program to support the Karen people who have been migrating there from the Thai-Myanmar border since 2010.

Nhill Neighbourhood House Learning Centre executive officer Annette Creek said the funding has made considerable impacts to Nhill's Karen community as well as the broader Hindmarsh shire. 'Receiving this funding has enabled us to continue to assist our recently arrived Karen migrants and refugees to participate in the Nhill community and even create their own social enterprise, Paw Po Products.

'We've been helping the Karen community since their arrival in 2010,' she said.

Paw Po Products is located on Nhill's main street and sells a wide range of traditional Karen hand-woven items including aprons, oven mitts, bags, scarves and table runners made from traditional fabrics.

'Before Paw Po came into existence, these amazing women were learning to sew at Nhill Learning Centre. The sewing classes were set up to help recently arrived migrants and refugees gain new skills to become job ready. The Karen women have now turned their sewing skills into an amazing social enterprise which is not only flourishing but generating ongoing employment opportunities in Nhill.'

Mrs Creek said the program funding has also assisted Nhill Learning Centre to partner with many other community service providers to continue to run health and education information sessions and classes to meet the unique needs of the

Karen community. For example, the Learning Centre has partnered with West Wimmera Health Service to hold health and wellbeing classes that help to teach healthy habits and build relationships with health providers.

Other partners include Murray Mallee Community Legal Services, which runs community legal information sessions, and with the Nhill swimming pool, which teaches a water safety awareness program.

Looking at how far Nhill's Karen community has come, Ms Creek said: 'It's been an amazing journey over the last 10 years. Watching the Karen community grow in confidence and find a true sense of belonging, as well as make a substantial contribution to our town, their new home, has been rewarding.'

Nhill Neighbourhood House Learning Centre is funded by the Adult, Community and Further Education (ACFE) Board but also by other agencies including DPC, DHHS, Regional Development Victoria and the Commonwealth.



Engaging and working with communities

Departments worked to involve culturally and linguistically diverse communities in the decision-making process of policy, program planning and service delivery. The views of communities were sought in different ways, ranging from broad stakeholder consultation forums through to more formal advisory groups, panels, committees and local networks. Community engagement is a way of understanding and addressing community needs through listening, building relationships and collaboration.

Regional Advisory Councils (RACs) are administered by the Victorian Multicultural Commission and are the Victorian Government's formal connection to multicultural communities across the state. There are three metropolitan and five regional RACs covering the whole of Victoria. They provide a forum to hear directly from the people about their needs.

The RAC members are volunteers selected through a public expression of interest process and reflect Victoria's diversity, including local community members, service providers, local business owners and local government representatives.

The RACs are also a useful forum for other organisations and government bodies to engage with local multicultural communities. Representatives of the Victorian Police, the Victorian Ombudsman's Office, the Victorian Responsible Gambling Foundation and DET regularly attended council meetings to share valuable information and listen to community perspectives.

Victorian Government departments use demographic and service data to improve program planning and service delivery

For example, DET collects the language background of each funded kindergarten enrolment as part of the requirement for kindergarten funding and is reported through the kindergarten census. Data on languages spoken at home is also collected upon school enrolment and used by schools for planning responses to community needs at a local level.

Since 2018, the **Kindergarten Parent Opinion Survey** has been provided in 10 community languages for parents from a non-English speaking background to provide



'The Regional Advisory Council provides a much needed platform for members of diverse communities to voice their concerns, seek response from relevant government departments and community organisations, work with like-minded people to find solutions for the issues and most of all maintain an active way of engaging with systems in a constructive manner.'

Farhat Firdous, member of the Gippsland RAC

feedback on their satisfaction with their child's funded kindergarten program. The information is used by services for planning and service improvement and to report in the Victorian Budget papers.

DHHS supports consumers, clients, carers, communities and patients from culturally and linguistically diverse backgrounds to make decisions about their care through a suite of policies, guidelines and approaches. This includes consulting stakeholders across sectors on policy and program design, continuously developing in-language resources, and building the capacity of staff to better engage diverse communities. DHHS also provides employment pathways for refugees and people seeking asylum.

27

Regional Advisory Council meetings

160

Council Members

40

different cultural backgrounds

1,000

conversations with the communities



RAC community consultation. Image by Jorge de Araujo, Artificial Studios.

The **Intersectionality Capacity Building Project**, which began in October 2018, is developing a suite of resources to support specialist family violence services, mainstream and universal services to better understand, recognise and respond to the intersectional needs of victim survivors in the context of family violence. Targeted consultation sessions occurred from March to July 2019 with a broad range of stakeholders including those with specialised expertise on the needs of multicultural people experiencing family violence. This included the Multicultural Centre for Women's Health, the inTouch Multicultural Centre Against Family Violence, the Centre for Multicultural Youth, the Australian Muslim Women's Centre for Human Rights and Victorian Transcultural Mental Health, to inform the development of a suite of resources to support the embedding of intersectionality and intersectional approaches across the family violence service system.

DJCS analyses demographics and local community conditions to assist in the planning and delivery of services to culturally and linguistically diverse communities, especially in regional and country locations. In Youth Justice for example, demographic and service data, including access and utilisation of multicultural specific services, are included as part of monthly **Multi-Agency Panels (MAPs)** to prevent youth offending behaviours. The data is used to improve service engagement and inform service development and delivery for the MAPs.

DJCS also seeks advice through relevant culturally specific associations and collaborates with them in the delivery of community services. The **Annual Survey of Young People** involved with Youth Justice (formerly known as the Youth Justice Annual Client Survey) provides quantitative information about children and young people in youth justice centres or supervised by

the community youth justice service. This data provides a snapshot of emerging issues and demographic trends (including questions on cultural identity) presented by the cohort of young people involved with the youth justice service. An extract of this information is published annually in the Youth Parole Board annual report and is widely reported. Data is used to inform service development and projects undertaken by the department.

REACHING NEWLY ARRIVED AND EMERGING COMMUNITIES

The Victorian Government is committed to delivering services that are responsive to the distinct issues facing our multicultural communities, especially priority groups such as seniors, women, young people and newly arrived and emerging communities. The **Victorian African Communities Action Plan (VACAP)** was developed in partnership between the government and the Victorian African community through the African Ministerial Working Group convened between 2017 and 2018. It was released in April 2018 and proposes actions across six focus areas: business; employment; education and training; health and wellbeing; inclusion and empowerment; leadership; and cohesion and connection.

The Action Plan is intended to be implemented over 10 years, with some actions being able to be implemented in the shorter-term, while others being longer-term in nature. The Victorian Government issued its response to the Action Plan in July 2018 and committed **\$8.6 million** specifically to implement the Action Plan over the next two years.

The VACAP implementation committee was set up to advise the government on how best to allocate and prioritise the funding committed to the implementation of the Action Plan and ensure the Victoria's African

communities are at the heart of the design of initiatives across a range of portfolios. The composition of the committee is diverse and representative across age, gender, ethnicity, skills, experience and geographical location within Victoria. It is intended to ensure that the Action Plan is implemented in a way that responds to the priorities and aspirations of Victoria's African communities. In 2019, the committee began working with Victorian Government agencies to co-design the implementation of initiatives under the initial priority areas of employment, education and drugs and alcohol.

The **African Communities Leaders and Workers Network – Neighbourhood Justice Centre (Collingwood), funded by Court Services Victoria**, is a partnership and network of African community leaders and workers who live and work in the City of Yarra. The network, which began in 2018, is made up of community leaders from the Somali, Sudanese, Oromo, Ivory Coast, Nigerian and Eritrean communities, with male and female representatives across various age groups. It provides a safe and supported space for culturally and linguistically diverse community leaders of African background to be supported in their work with their community. It connects the NJC with its local African communities and helps them to understand, navigate and work with existing government systems to access support, to have greater confidence in and better access to justice.

The **South Asian Communities Ministerial Advisory Council (SACMAC)** was established in 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. The focus of SACMAC is to engage and consult, and consider issues raised by a broad cross section of South Asian voices.

REGIONAL AND METROPOLITAN ENGAGEMENT

The **Strategic Partnerships Program (SPP)** delivers community-designed solutions addressing priority issues facing new, emerging and established culturally diverse communities in defined geographical areas. SPP does so through partnerships in each of the geographic regions in Victoria (four metropolitan and seven regional). Each SPP partnership comprises a lead agency and several partner agencies.

Partnerships are responsible for working together to support improved settlement outcomes for new, emerging and established culturally diverse communities in their region. The program delivers community-designed approaches to address priority issues facing multicultural communities. Partnerships also provide support to multicultural communities and critical assistance to asylum seekers in their area.

To complement this program, **\$1.5 million a year** has been allocated to employ a network of eleven **strategic engagement coordinators** – one in each geographical region. The coordinators work to identify service gaps and opportunities to deliver improvements to place-based support services for diverse communities. A core aspect of this role is to strengthen settlement outcomes with a community engagement approach that includes collaborative efforts to engage at-risk, and new and emerging communities across Victoria



Rabeca Mphande, member of VACAP Implementation Committee and Dr Charles Mphande, member of VACAP Working Group.
Image by Jorge de Araujo, Artificial Studios.



Multicultural Chambers of Commerce Group Luncheon. Image by Jorge de Araujo, Artificial Studios.

CONNECTING COMMUNITIES AND BUSINESSES

The **Multicultural Chambers of Commerce Group** is a network of Victorian chamber groups dedicated to supporting community and economic prosperity in our state by exchanging ideas, business and employment opportunities for multicultural communities.

Set up in 2018, the group discusses challenges and opportunities for Victoria's diverse business owners and works collaboratively with Small Business Victoria, aiming to promote commercial cooperation and networking between communities. The group was chaired by the former Deputy Chair of the Victorian Multicultural Commission and aims to promote commercial cooperation and networking between communities.

Accessible services and support

COMMUNICATION

Communication and advertising assist with the effective delivery of government objectives by informing the community about government programs and services, changes to legislation, and important health and safety messages, such as those about bushfires, water, road or workplace safety. It also encourages the public to exercise their rights and responsibilities as good citizens. The Victorian Government aims to ensure sensitivity to cultural needs, recognising that people have a right to access information regardless of their ethnic or religious background.

The Victorian Government recognises 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 as 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.

Summary of expenditure on interpreting and translating services 2018-19		As % of total
DEJPR	\$154,557	0.25
DELWP	\$165,497	0.27
DET	\$5,214,730	8.6
DHHS	\$43,664,259	71.9
DJCS	\$4,482,077	7.9
CSV	\$4,400,178	7.2
DTF	\$49,000	0.1
DOT	\$2,578,477	4.2
Total	\$60,708,775	100

Did you know?



The **National Interpreter Symbol** is endorsed by the Commonwealth, state and territory governments. The

symbol provides a simple way of indicating where people with limited English proficiency can ask for language assistance when using government services.

The **Victorian Interpreter Card** provides people with an easy, non-verbal means of requesting language assistance. The card is wallet sized, features the National Interpreter Symbol, and the card holder's preferred language.

In Australia, the National Accreditation Authority for Translators and Interpreters (NAATI) is responsible for certifying the quality of translators available. NAATI Credentials are evidence that the holder is competent to practice at a specified level.

TIS National delivers Multicultural Access and Equity to the diverse Australian community by providing an immediate free phone interpreting service 24 hours a day, every day of the year.

The Victorian Government aims to ensure that high quality interpreting and translation services are available for all Victorians who require language assistance when accessing government services.

Since 2003, the Victorian Government has offered scholarships to support students undertaking a Diploma of Interpreting or an Advanced Diploma of Interpreting at RMIT University. Five hundred people have gained certification with the National Accreditation Authority for Translators and Interpreters.



Scholarships recipients attending their graduation ceremony, 2018. Image by Jorge de Araujo, Artificial Studios.

Multicultural media campaign expenditure as percentage of total media campaign expenditure, 2011-12 to 2018-19

Financial Year	Multicultural expenditure as % of total expenditure
2018-19	5.0
2017-18	5.2
2016-17	6.0
2015-16	5.5
2014-15	5.8
2013-14	5.0
2012-13	3.7
2011-12	3.7

Multicultural media campaign expenditure as percentage of total media campaign expenditure by departments, 2017-18 and 2018-19

Departments	2017-18	2018-19
Department of Premier and Cabinet	5.5	4.6
Department of Treasury and Finance	4	0
Department of Jobs, Precincts and Regions	2.6	0.5
Department of Transport	n/a	6.2
Department of Environment, Land, Water and Planning	8	4
Department of Education and Training	2.3	4.6
Department of Health and Human Services	8.1	6.9
Department of Justice and Community Safety	9.8	8.8



Transport and road safety

Some culturally and linguistically diverse community members face significant road use challenges in Victoria, including accessing the licensing system, obtaining experience and training to enable them to obtain a licence and drive safely, and understanding the regulatory framework for driving in Victoria. This is especially so for new arrivals from less motorised countries.⁶

VicRoads and Public Transport Victoria developed various initiatives to enable people from CALD backgrounds to increase their road safety knowledge.

VicRoads funded nine community organisations to deliver **38 Road Safety for New Arrivals programs (\$210,568)** to support newly arrived migrants and people from CALD backgrounds to increase their road safety knowledge, awareness and skills. The program also provides funding towards professional driving lessons. As of December 2019, 550 CALD community members benefited from this program.

The Department of Transport (DOT) also funded two organisations via the **Safer Cyclist Programs (\$10,357)** to deliver bike education instructor training to teachers and

cycling safety and bike maintenance training to a range of age groups from CALD backgrounds. The programs educated 11 new bike ed instructors and 100 participants ranging from primary and secondary students to older adults.

Getting a driver's licence is very important but can present significant challenges for people from CALD backgrounds. Access to transport is sometimes crucial to access to training, education, work and leisure. The **L2P Driver Mentor program (\$4.2 million a year)** provides disadvantaged young people, particularly those from CALD 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 requirement for a probationary licence. The L2P program also aims to establish a community mentoring system and to integrate participants into a caring local community. The L2P program is based on a partnership between local government, local communities, youth agencies and local business. As of 30 June 2019, around 5000 newly arrived younger learner drivers benefited from this program.

6 Enthusiasm in Search of a Strategy: Road Safety Programs and Needs in Culturally and Linguistically Diverse Communities in Victoria, W. Harrison, D. Tapsas

Victorians are connected to culture and community

In 2018–19, the government continued to help all our communities celebrate and share their culture with pride.

Community infrastructure

For many, the heart of community is the facilities and spaces that bring people together.

FACILITIES AND MULTICULTURAL SPACES

In 2018–19, the Multicultural Community Infrastructure Fund supported the delivery of 74 new or improved facilities or spaces for culturally diverse communities (**\$11.5 million**).

Community Hubs serve as gateways that connect families with each other, with their school, and with existing services. Without a welcoming hub to visit, many migrant women can spend most of their time at home, isolated from the rest of the community. Some migrant women cannot drive, some have limited public transport access, and many have young children and cannot access child-minding. Women who miss out on available services can then go without opportunities to meet other people, to learn, or to receive health support, and their children can attend school without having English language or social skills. Hubs provide soft entry and engagement programs that help women access support they might otherwise miss. The Victorian Government established two regional multicultural community hubs (funding of **\$0.82 million** 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.

The Great Stupa of Universal Compassion

'A place where everyone feels welcome no matter what their faith' – Ian Green CEO.

The Great Stupa of Universal Compassion. The Great Stupa is a major multicultural Victorian community facility and tourist destination in Bendigo. Funding of \$200,000 through the Multicultural Community Infrastructure Fund 2018–19 was provided to the Great Stupa to support the establishment of an environmentally friendly rain harvest system to supply water to the site. With increasing visitor and event numbers, a clean and sustainable water supply is vital to the stupa's continued success and development as a community facility and a place of multicultural and multi-faith expression.



74

multicultural infrastructure projects

\$11.5m

to support multicultural infrastructure projects

\$825,000

over 2017–19 to support community hubs



Image by Jorge de Araujo, Artificial Studios.

Culture and Arts to connect people and perspectives

Artistic pursuits such as drama, filmmaking, digital arts, music and stand-up comedy provide a great way of supporting diversity and strengthening intercultural relations and understanding. They are also a good means of encouraging dialogue about the harmful impacts of race-based discrimination and the benefits of diversity.

The Victorian Government supports Victoria's creative industries by investing in ideas, talent, organisations,

events and projects that make Victoria a creative state. Bringing together diverse but interconnected sectors, the Victorian Government, via Creative Victoria, fosters new opportunities for innovation, collaboration, cross-promotion and economic growth, both across the creative industries and in the broader community. Creative Victoria works to raise the profile, reach and impact of Victoria's creative industries, support the career development of Victorian artists and creative professionals, and ensure that all Victorians benefit from creative and cultural opportunities – from school students to diverse communities to businesses.

Wellsprings for Women

'Rose Room', 'an amazing place for women ... a safe welcoming environment.' Dalal Smiley

More than 300 women from different ethnic backgrounds and faiths attend Wellsprings on a weekly basis to learn English, computer skills, and receive support via several programs which address health and wellbeing, access to services, financial training, prevention of violence, gender equity and respectful relationships.

Through the Multicultural Community Infrastructure Fund 2018–19 the organisation was awarded \$30,000 to assist with the construction of the Rose

Room. The new room was built on to the back of the property in Dandenong as a workshop space with computer equipment to be used for financial literacy and business training at Wellsprings.

The room was named after a long serving volunteer of Wellsprings. Rose was of South Sudanese background and migrated to Australia in 1998. She often mentioned how her family were the first South Sudanese to settle in Dandenong. Rose met Sr Ann Halpin, the founder of Wellsprings for Women, while she was a student of community development and undertook her student placement at Wellsprings. This eventually led to

her employment at Wellsprings in 2005. Rose was a volunteer at the centre for 13 years.

The opening of the Rose Room coincided with the launch of Wellsprings' new program Digital Literacy for Seniors, with a hands-on demonstration of virtual-reality games.

Wellsprings also offers women a safe environment with free child minding that enables them to attend classes without having to worry about childcare. The beneficiaries are women of all backgrounds, newly arrived, refugees and women from ethnic backgrounds well established within Australia.

The **Organisations Investment Program** invests in the creativity, capability and continuity of organisations that make a valuable contribution to the creative and cultural profile of Victoria. The program supports organisations that seek to increase the diversity of audiences and participants. In 2018–19, 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 (CALD) communities
- ▶ Multicultural Arts Victoria, 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
- ▶ Circus Oz, which tours nationally and internationally. Throughout its Melbourne seasons, tickets are provided to a range of charities and not-for-profit organisations, supporting asylum seekers and those with diverse ethnic backgrounds.

Celebrations and events

Cultural celebrations foster respect and open-mindedness for other cultures. Celebrating our differences, as well as our common interests, helps unite and educate us.

As Australia’s most multicultural state, Victoria hosts and celebrates many different culturally significant events across the year. Our multicultural story is part of who we are, and something to be celebrated.

The Victorian Government, through the **Multicultural Festival and Events Program**, supports diverse communities to celebrate, preserve and share their customs and traditions in meaningful ways. The program increases understanding between different cultural groups and fosters intercultural relationships and respect.

Multicultural events are also celebrated in schools. Tanjil South Primary School received funding through the **Connecting Schools with Indian Communities (CSIC)** pilot program to run a four-week unit of study on the festival of Diwali, which at the end of October 2019, culminated in a whole school excursion to Indian temples for Diwali celebrations. What is special about this school is that it is in a suburb about two hours east of Melbourne with just under 700 residents. The school has only 13 students. Their motivation to get involved in the CSIC program was to celebrate the town’s one Indian family and to enhance their community’s understanding of Indian culture. At the end of the four weeks, the students reported a greater understanding of Indian culture and Hindu traditions. The experience also enhanced community pride in the school and provided global learning experiences to a school that has very limited access to this type of learning.

According to Tourism Research Australia, in 2018 there were **11.4 million cultural visits or visitors** to and within Victoria. This represents an increase of five per cent on the previous year and significant growth (54 per cent) since 2013. More than **1.7 million visitors participated in at least one festival, fair or cultural event during their trip.**



Vida Melbourne Latin Summer Festival.

\$2.8m+

attendees

895+

multicultural festivals and events

\$2.7m+

funding



Culture Waves, Federation Square. In 2019, we welcomed Indigenous Australian rapper, dancer and artist Baker Boy, up-and-coming future-soul and RnB singer-songwriter Kaiit, and soul singer/songwriter Adrian Eagle to the Culture Waves stage. Image by Jorge de Araujo, Artificial Studios.

PROUD TO BELONG: YOUR GENERATION, YOUR STORIES

The **Cultural Diversity Week** (funding of **\$0.95 million**) is held each March to coincide with the United Nations International Day for the Elimination of Racial Discrimination. In 2018–19, the theme, *Proud to Belong: Your Generations, Your Stories* was all about sharing stories that reflect our cultural heritage. Your Generation, Your Stories asked Victorians to think about the cultural ties and shared values that bring us together, what diversity means to each generation and how we can support each other. The week-long event (16–24 March), led by the Victorian Multicultural Commission in partnership with the Victorian Government, celebrated the cultural heritage and traditions of all Victorians.

Each year, all Victorian Government departments contribute to Cultural Diversity Week. DET was a collaborative sponsor of the Cultural Diversity Week 2019 and its marquee at Victoria’s Multicultural Festival in Federation Square, featured language activities for kids including picture books in community languages from the Languages and Multicultural Education Resource Centre (LMERC), a CueRobot

course, photobooth, language posters, in-language giveaways, and information for parents on the many school programs available to support diversity in communities.

Cultural Diversity Week celebrations are also organised at police stations within the Moreland area. Victoria Police has hosted three of these at Flemington and two at Fawkner Police Stations. The celebration brings ethnic communities and around 50 to 60 police together on each occasion. Food from different cultures is provided, and dances and music are performed. This event provides a platform for all community groups to share their experience of working with Victoria Police.

DELWP hosted a Living Library series of talks. Speakers shared their personal stories and reflected on their experiences working with Victoria’s multicultural communities. People across DELWP also hosted morning teas and shared dishes from their culture – a great way share stories and celebrate Cultural Diversity Week.

38,000

attendees to Victoria’s Multicultural Festival and Culture Waves concert in Federation Square

70

entries and

200

attendees at the VMC Film Festival

1400

guests at the Premier’s gala dinner

90

events across metropolitan and regional Victoria, including art exhibitions, discussion forums, sporting events and community meals and performances

RECOGNISING EXCELLENCE IN COMMUNITY SERVICE

The **Multicultural Champions Program** acknowledged Victorians who, through their community service, have been instrumental in breaking down barriers between diverse communities and have promoted intercultural understanding and the benefits of multiculturalism.

Launched in January 2018, the year-long program showcased the positive stories of culturally diverse communities through the work of 18 established and emerging community leaders. VMC provided leadership development, engagement and media opportunities through the program.

Victoria's **Multicultural Awards for Excellence** recognise individuals and organisations that have made an outstanding contribution to advancing multiculturalism, equality and inclusion. They honour extraordinary people and organisations who have dedicated their lives to creating a Victoria where everyone can belong. In 2018, the 10 award categories were:

- ▶ Premier's Award for Community Harmony
- ▶ Emerging Leadership in Multiculturalism
- ▶ Community Innovation Award
- ▶ Youth Award
- ▶ Media Award
- ▶ Multicultural Business Award
- ▶ Government and Civic Leadership Award
- ▶ Education and Early Childhood Award
- ▶ Victoria Police Awards
- ▶ Award for Meritorious Service to the Community

The award recipients supported individual cultures, as well as supporting youth, women, seniors, multicultural groups, refugees and asylum seekers, interfaith groups and specific religious groups. Recipients ranged from professionals to volunteers, recent migrants and refugees to established Victorians, and were acknowledged for their contribution to strengthening multiculturalism in Victoria.

44

awards recipients:
• 14 females
• 17 males
• 13 organisations

14

additional recipients from Victoria Police and 2 from the Department of Education and Training

27

individual cultures

165

nominations across 10 categories

Swan Hill Harmony Day Celebrations

On the banks of the Murray River and teetering the New South Wales border, the small town of Swan Hill has built an inclusive community for the growing multicultural population. There's been quite a diverse population change in the past decades, from students arriving from India to study and work in agriculture, to refugee families from Afghanistan and the Horn of Africa, to the steadily growing Filipino communities.

There is something about food and music that creates an occasion that people want to be a part of. This is particularly apparent during Harmony Week, a time to celebrate Australia's multiculturalism, when the Swan Hill Harmony Day committee runs a Harmony Day celebration.

Strong relationships with community groups such as Mallee Family Care, Regional

Arts Victoria, Filipino Australia Association of Swan Hill and many more have helped to build strong connections between different cultural groups and promote the sharing of knowledge.

Funding from the Multicultural Festivals and Events grant program enabled the committee to begin planning months ahead for the March event, locking in the cultural performances and park activities. The committee team of 12 increased to over 30 in the weeks before the event. In addition, 40 volunteers got involved and learned new skills, with many highlighting this experience on their CVs for future employers.

More than 2000 people came to the event, with many travelling from across Victoria to be part of the day. Attendees were able to try new foods made by local community cooks, see different

cultural craft and fashion, have henna art and learn the basics of a new language.

Swan Hill Harmony Day project manager Kim Bennett said the objective of the event is to bring all cultures together.

'We have found the model of the event to be inclusive and joyous and people want to be a part of it. It's a good thing for the community, and a good thing for the kids.'

Ms Bennett also said what sets the event apart is the use of local cooks providing food they would usually cook at home for their families. 'Some of the Harmony Day cooks have gone on to cater at Farmers Markets, at other regional events and I take pride in thinking we have been able to support them create an income stream for their families.'



CELEBRATING THE CHINESE NEW YEAR

Lunar New Year celebrations are significant for many people from south-east Asian backgrounds to celebrate, preserve and share important traditions. This event in the south-east Asian calendar is also an important opportunity to help others understand more about diverse cultures. Lunar New Year is a time for spring cleaning, family reunions, elaborate meals, and the giving of blessings to family and friends. Each year is represented by one of 12 animals of the Chinese zodiac. 2019 was the Year of the Pig.

'There is nothing like looking for peace, joy and celebration at this time of year,'

Miss Lim said.

The Melbourne Dai Loong Association has been running a Chinese New Year event in Melbourne's Chinatown since 2015, and each year it gets bigger and better. A small team at the association works tirelessly to get the event up and running, along with the support of over 200 volunteers.

A big part of the Chinese New Year event is Melbourne's 'Big Dragon'. Starting in the heart of Chinatown, the dragon weaves its way through the CBD, representing a culture that has embedded itself into the heart of the city and its people.

Festivalgoers were also treated to a procession of ornately costumed men and women carrying mythical beasts, lanterns, banners and weapons to ward away evil spirits and accompanied by the Dancing Lions and musicians.

More than 147,000 people from across Victoria attended the 2019 event and many said they gained insight into the cultural importance of these traditions and felt more connected to Chinese communities in Victoria.

Local businesses were also able to share in the successful event and support the group's activities and benefit from increased trading due to the high volumes of people.

Melbourne Dai Loong Association president, Miss Lim, spoke about the importance of this event in the Chinese calendar.

'It is very important in China and parts of Asia where families get together for time of celebration. Celebration is a joyous thing. It is good for everybody to get together and it is a harmonious and good start to the year.'

Funding of **\$90,000** from the Multicultural Festivals and Events Grants Program was provided to Melbourne Dai Loong Association to support the delivery of this event and promote it across Victoria.

THE PREMIER'S IFTAR DINNER

Iftar is the evening meal with which Muslims end their daily Ramadan fast. Fast is broken at sunset, the time of call to prayer.

The fifth annual Premier of Victoria's Ramadan dinner was held on 30 May 2019 in Melbourne.

The opening prayer was performed by Sheikh Alaa Elzokm.

Political leaders and representatives from Victoria's leading Muslim organisations, peak bodies and community groups attended, including the Islamic Council of Victoria, Benevolence Australia, Australian Interfaith Society and most Islamic schools and Muslim communities from across Victoria.

The Premier of Victoria acknowledged the late Grand Mufti Al-Afif, praising the response and resilience of the Victorian Muslim community in the face of the devastating Christchurch attacks stating, 'The Muslim community opened their arms and their doors, welcoming the broader Victorian community to come to mosques and share in the beauty of the values that underpin Islam, the hard work, passion, the good nature and goodwill of those who follow the Islamic faith.'



Rose Bogarts, Amie Templar-Kanshlo (rear), Tasneem Chopra (front), Raqeeba, Sherene Hassan, Saara Sabbagh, Tanja Kubitzka with the Hon Richard Wynne MP, Minister for Multicultural Affairs in 2018-19.

Victorians have equal rights and opportunities

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.

Promoting rights and responsibilities

The Australian legal system is complex and can be difficult to navigate for newly arrived Australians from CALD backgrounds.

Victoria Legal Aid delivered 55 community legal education sessions to CALD audiences across Victoria, reaching 1267 people. Sessions covered a range of legal topics, including family law, family violence, renting, driving, fines, age of consent, consent, sexting, and introduction to Australia's legal system. Sessions were delivered using legal resources developed for CALD communities including *What's the law? Australian law for new arrivals and Settled and safe*.

Supreme Court judges, associate judges and judicial registrars are also very active in the community, participating in events and activities that support and promote an understanding of the law and the courts, and bring awareness and inclusion of culturally and linguistically diverse communities, youth, women, indigenous, and other groups. Magistrates, registrars and specialist court staff participate in community engagement activities including responding to requests to work with or present to community organisations, forums, student groups and service clubs and hosting international judicial delegations.

Migrant workers in Victoria sometimes face language and cultural barriers, insecure employment arrangements, discrimination and sometimes precarious visa arrangements. DPC provided funding to the **Migrant Workers Centre (MWC)** to provide case management on workplace exploitation, and information and training on employment laws, equal opportunity and related services to migrant communities across Victoria. MWC delivered the **Multicultural Safety Ambassadors Program (MSAP)**, which trains leading migrant community members to communicate information about workplace health and safety to other members of their communities.

DJCS provided funding to 11 community agencies through **Consumer Affairs Victoria**. This funding was used to provide information and advocacy assistance for vulnerable tenants and consumers who are financially

dis-advantaged or experiencing family violence, including members of CALD communities. With a total funding of **\$3.6 million** in 2018–19 the program assisted 8753 disadvantaged tenants and consumers.

Freedom from discrimination

In 2018–19, the Victorian Government funded the **Ethnic Communities Council of Victoria's (ECCV) \$200,000** to deliver an anti-racism communications and community engagement campaign that showcases positive stories about race, diversity, migration and belonging. At the state level, this includes building a coalition of peak community organisations and industry groups to speak out against racism and discrimination. At a local level, partners are co-designing and delivering community-led campaigns showcasing positive stories about race, diversity, migration and belonging.

Announced in February 2018, the **Victorian Anti-Bullying and Mental Health Initiative** seeks to address racism and bullying in schools and to support the mental health, wellbeing and safety of all students. The Bully Stoppers toolkit provides evidence-based, practical advice and resources to support school leaders, teachers, parents and students to respond appropriately to all forms of bullying and unacceptable behaviours. In March 2019, DET launched new Bully Stoppers resources specifically addressing racist bullying. The resources support school leaders in their efforts to build an inclusive and respectful school culture and to effectively identify, prevent and respond to incidents of racist bullying. DET partnered with the Victorian Aboriginal Education Association and the Melbourne Football Club on a video addressing racist bullying directed towards Koorie students. The video was released in March 2019.

We Stand Together (WST) – Neighbourhood Justice Centre (Collingwood) was initiated by Court Services Victoria (CSV) after residents in the City of Yarra from culturally and linguistically diverse backgrounds reported incidents of racial and religious vilification and targeted attacks, which were unreported and unresolved. WST aims to provide information to Yarra residents on unacceptable or illegal behaviour involving racially



Image by Jorge de Araujo, Artificial Studios.

motivated incidents, including how to report these incidents. It provides a clear message from member organisations that these behaviours are not tolerated and that cultural, linguistic and religious diversity is valued. It also provides capacity-building opportunities to culturally and linguistically diverse members of the community, to gain confidence in providing peer education, and developing potential. This program has improved program planning and service delivery by involving community members in the process.

In 2018–19, the **Multifaith Advisory Group (MAG)** played a strong role in the aftermath of the attacks on churches in Sri Lanka, synagogues in the United States and mosques in Christchurch. Together with the Victorian Multicultural Commission, a statement was signed by all 27 religious leaders and published in the *Herald Sun*. Melbourne’s landmarks were lit up in the New Zealand flag colours in a show of solidarity at Flinders Street station on 16 March 2019.

The MAG comprises 27 religious leaders from various faiths including Christian, Muslim, Buddhist, Hindu, Sikh, Jewish and Bahá’í, and is 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.

Building understanding

DEVELOPING INTERCULTURAL AND INTERFAITH DIALOGUE

Intercultural interactions have become a part of everyday life in our increasingly multicultural and globalised world. Developing intercultural knowledge, skills and understandings is an essential part of living with others in the diverse world of the 21st century.

In 2018–19, DPC launched a new funding round of the **Community Harmony Program** to support activities that foster understanding, appreciation and respect for cultural diversity and equality. Funding was available to community organisations, peak bodies and local councils to develop preventative initiatives that address the root causes of social disharmony, racial, ethnic and

\$1.99m

over 2017–20 via the Community Harmony program

44

projects funded

‘Regardless of faith, humanity comes together as one.’

A statement from Victoria’s Multifaith Advisory Group, *Herald Sun*, March 2019



Cultural Diversity Week, Federation Square. Image by Jorge de Araujo, Artificial Studios.



Premier's Iftar dinner. Image by Jorge de Araujo, Artificial Studios.

religious intolerance. Most funded projects addressed local challenges to social cohesion through anti-racism initiatives. Activities ranged from leadership programs to arts initiatives to bus tours to different places of worship and involved youth, women, refugees, LGBTI people and regional communities.

Cultural awareness and appreciation start at school and children from an early age should be aware of the many cultures that are present in Victoria. In 2018–19, DET developed the **Building Intercultural Capabilities** initiative (\$302,500). It involved the development and publication of illustrations of classroom practice for intercultural understanding. The resources are available on the Victorian Curriculum and Assessment Authority (VCAA) website. In addition, more resources such as student videos and posters were progressively developed and made available to schools. The aim of the initiative was to develop knowledge, understanding and skills to enable students to demonstrate an awareness of, and respect for, cultural diversity within the community and recognise the importance of acceptance and appreciation of cultural diversity for a cohesive community.

The Victorian Government supports the development of the workforce in the education field. A globally oriented education system will position Victorian students for a prosperous social, cultural and economic future by teaching them about world views and religions.

The **Intercultural Champions Pilot Project** (\$257,000 in 2018–19) was a professional learning project for Victorian Government primary and secondary teachers. This project developed teachers' professional skills and capacity to accelerate students' acquisition of intercultural capability and global citizenship as detailed in the Victorian Curriculum F-10 and the Framework for Improving Student Outcomes. The project consisted of seven days of targeted professional learning workshops and in-school support. Forty teachers, drawn from each region, participated in the project.

In 2018–19, 14 schools and 40 teachers mainly from the Casey South Network of schools participated in a six-day professional learning program called the **Casey South EAL Community of Practice** focused on classroom practice to raise the achievement of students from refugee and CALD backgrounds.

Progress in Cultural Diversity Plans

Background

Victorian Government 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
- ▶ using data collection and analysis to inform the design and delivery of services
- ▶ 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 2018–19, 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
- f. how consultation, demographic and service data on culturally diverse communities have been used to inform service delivery.

The following summarises progress across departments under each of the CDP reporting areas, with selected examples.

The following are departmental CDPs as at 30 June 2019.

Department	Cultural diversity plan ⁷
DJPR	Multicultural Diversity Action Plan 2018–21
DELWP	Diversity and Inclusion Strategy 2019–22
DET	Our Cultural Diversity Plan 2019–21
DHHS	Delivering for Diversity: Cultural Diversity Plan 2016–19
DJSC	Cultural Diversity Plan 2017–21
DPC	Cultural Diversity Inclusion Strategy 2015–18
DTF	Diversity and Inclusion Framework 2018–20
DOT	Multicultural Diversity Action Plan 2018–21

Departments have made progress in implementing their CDPs during 2018–19, 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.

⁷ The general reference to cultural diversity plans (CDPs) instead of the actual titles may be used in the report.



VISION

This plan aims 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

The plan's objectives include:

- ▶ promoting a culturally diverse and inclusive work environment and improving cultural capability and competency
- ▶ inclusive service provision to culturally diverse clients and communities and greater inclusion in Victoria's economy.

1

Leadership: Our leaders will champion the cultural diversity plan to foster engagement at all levels. We will all support cultural diversity through ownership at all levels.

2

Information building: 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.

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.

CULTURAL COMPETENCY TRAINING

Within the 2018–19 financial year, DJPR promoted ways to embed Cultural Competence training in the professional development of staff.

This included an online cultural competence e-learning training on the DJPR Learning Management.

DJPR's Cultural Intelligence training aims to raise the cultural awareness of participants, and develop the skills and strategies essential for individuals, teams and managers to work successfully across cultures, ensuring we meet our targets and framework.

The framework focuses on different aspects of diversity and inclusion and is designed to help build the skills and confidence in our people to create, support and realise the benefits of diverse teams and stakeholders.

Cultural intelligence in DJPR (Victorian offices)

The Cultural Intelligence online training is designed for managers and staff who want to build their cross-cultural effectiveness with staff, colleagues and clients to improve collaboration and outcomes.

Programs content includes topics such as 'Unconscious Bias' and 'Culture Competence Program'

Number of attendees: 567

Cultural intelligence in DJPR (Overseas offices)

For DJPR's overseas staff, webinar sessions were provided, which were designed to create a safe environment to discuss cross-cultural issues and develop a mind-set that allows for cultural agility and leveraging cultural diversity within DJPR.

Number of attendees: 30 across the China and South East Asian offices.

PROGRAM EVALUATION

The CDP requires that all business areas consult with the community when evaluating programs and services. This is done by:

- ▶ consulting culturally diverse communities and advisory boards when making decisions about programs, policies and services that directly affect culturally diverse communities.
- ▶ using available demographic and service data on cultural diversity to support decision making for programs, policies and service delivery
- ▶ embedding cultural diversity considerations when designing, implementing and evaluating policies, programs and services.



VISION

The Department of Environment, Land, Water and Planning (DELWP) will be working to build 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
- ▶ a community charter that emphasises the diversity and inclusion values of building enduring and genuine partnerships.

GOALS

The CDP uses community-focused actions to support cultural diversity and improve services to the Victorian community. The operating model includes a community-centred approach that engages communities and key stakeholders in decisions and policies that affect them through co-design and co-delivery.

The CDP aims to:

1

Improve service delivery and decision-making through strong, inclusive leadership and training and development opportunities.

- ▶ build diversity in our senior leadership group so that organisational decision making is informed by a wider range of experience and knowledge and reflects the government's diversity and inclusion goals;
- ▶ develop and maintain a workforce at all levels, including senior management, which represents the diversity of the customers and the communities we serve;
- ▶ build inclusive capability in individuals and teams so we operate successfully in the wider community.

2

Foster attitudes and practices that better support diversity and inclusion.

- ▶ build and maintain a diverse workforce that reflects our commitment to the DELWP values of teamwork, service excellence, ownership, and wellbeing and safety;
- ▶ build inclusion into everything we do, so diversity becomes a feature of who we are;
- ▶ build a resilient organisation that respects the human rights of all its people and those of the communities it serves.

3

Create opportunities to recruit and retain staff from diverse groups in the community.

- ▶ build a continuous improvement review of policy and practices to remove any overlooked or unconscious bias in our recruitment;
- ▶ create a workplace where our people reflect the diversity of the communities we serve;
- ▶ work in an inclusive way with all diverse groups, whether they are community members or employees.

CULTURAL COMPETENCY TRAINING

Inclusive Leaders, Inclusive Teams training program focuses on understanding diversity, subtle exclusion, privilege and unconscious bias to create inclusive workplaces. The program is included in regularly scheduled training with more than 130 people attending training. This program reflects the ambitions of DELWP 2018–20 People Strategy that 'we feel safe to bring our whole selves, our best selves, to work.

Aboriginal Cultural Safety training is a mandatory training package to be undertaken by every DELWP staff member and responds to Mungarin Ghadaba commitments of recognition and respect, and outcome and collaboration.

DELWP's online learning management system also includes mandatory Appropriate Workplace Behaviour Training including content related to human rights and equal opportunities. Specific CCT is currently offered in relation to aboriginal and LGBTIQ communities and the department is investigating appropriate CCT that focuses on cultural and linguistic diversity.

PROGRAM EVALUATION

DELWP has a Community Charter that is a promise to Victorians to be available, speak and listen, and take action. All DELWP employees have completed mandatory Community Service and Interaction training, which has increased staff awareness of the charter and their responsibilities. 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; regular review and reflection by the DELWP leadership team on staff feedback and on the delivery of engagement activities; and community feedback through established feedback channels, attendance at events, formal and informal interactions.



VISION

This plan describes how DET will be working to improve Victoria's learning and development services to meet the needs of families, children and young people from culturally and linguistically diverse backgrounds, particularly recent immigrants. It also sets out the work being undertaken to equip all children and young people to understand and navigate cultural and linguistic differences within an increasingly interconnected world. The Plan reflects the importance DET places on recognising and celebrating this diversity across the community, including our own workforce

Together we give every Victorian the best learning and development experience, making our state a smarter, fairer, more prosperous place.

GOALS

This plan sets out six objectives to respond to cultural diversity as part of delivering the strategic intent of the DET. These objectives are to:

- 1** Build the intercultural capability of both learners and their teachers
- 2** Make the Victorian learning and development system welcoming and inclusive to all
- 3** Provide appropriate and accessible information to culturally and linguistically diverse communities
- 4** Sustain and improve supports for refugees and other new immigrants to respond to their needs
- 5** Engage with culturally and linguistically diverse communities to inform planning and delivery of services
- 6** Improve our information and reporting systems and program evaluation so the effectiveness and value of services to culturally and linguistically diverse Victorians can be monitored.

CULTURAL COMPETENCY TRAINING

DET continues to participate in the Whole of Government (WoVG) working group with the Department of Premier and Cabinet to develop a WoVG online cultural competency training module. The module is progressing to production stage.

Respectful workplaces training is a requirement for all DET's VPS and school staff. This training focuses on treating others with respect and consideration, including consideration for equal opportunities and human rights. This training is provided through an online learning module via DET's intranet. All new staff are expected to complete the training as part of their induction and on boarding program.

DET offered Respectful Workplaces training to introduce people managers and executives to the Respectful Workplaces Program and familiarise them with the resources available including policies, Employee Assistant Program etc. 235 people registered to attend. DET also ran the Respectful Workplaces workshops for people managers to build and maintain safe, inclusive and respectful workplaces, where staff are valued and feel supported to speak up. 54 people managers and executives attended. In addition, DET intends to develop a proposal to enhance the cultural competency of its corporate workforce and implement the approved approach as part of its VPS Workforce Diversity and Inclusion Strategy.

PROGRAM EVALUATION

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. DET's Evaluation Policy and Product Standards provide guidance and expectations for the conduct of evaluations. Evaluations are to be ethical in their design and include ethical safeguards. Consideration must be given to appropriate data collection for program participants from culturally diverse communities.



VISION

DHHS efforts to deliver culturally responsive services are informed by **Delivering for Diversity**. The plan provides a framework to embed cultural diversity considerations in all the department's services, programs and policies. 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.

Deliver culturally responsive services respond to the changing needs of multicultural communities.

GOALS

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

- 1 equitable and responsive services and programs
- 2 a culturally responsive workforce
- 3 partnerships with diverse communities
- 4 effective and evidence-based approaches

CULTURAL COMPETENCY TRAINING

DHHS is building the cultural competence of staff in several ways. Cultural competence workshops and resources continue to be rolled out to staff across the department. Unconscious Bias training has also been delivered across DHHS, inclusive of operational divisions. Specialist training for Child Protection staff has also been rolled out, with a focus on building the capacity of front-line staff to understand and better work with clients from Culturally and Linguistically Diverse backgrounds (CALD).

All executives have a diversity performance outcome in their professional development plans to improve diversity and inclusion across the department – through leadership of the department's Aboriginal Employment Strategy and the various diversity and inclusion initiatives. The Leading with Respect program is required for all people managers incorporating Ethical Leadership to understand why Department Values underpin decision-making and behaviour and giving managers the tools to lead and promote a respectful team culture.

Working with Culturally and Linguistically Diverse (CALD) Communities – 57 attendees

Working with CALD Communities is regularly offered throughout the year as part of the department's core learning and development suite. This one-day course ensures that people work from a culturally informed position for successful outcomes for our service users. The course includes effective cross-cultural communication and working with migrant and refugee communities and understanding the impact of trauma.

Unconscious Bias – 170 attendees

The half-day Unconscious Bias workshop is designed to help staff understand:

- ▶ the nature and prevalence of bias
- ▶ understand your own unconscious preferences, with strategies on how to learn more about those
- ▶ frameworks for identifying, addressing and reducing bias
- ▶ the link between diversity and departmental outcomes.

PROGRAM EVALUATION

DHHS seeks to ensure that policies and programs reflect and respond to the changing needs of multicultural communities. The department continues to identify barriers and implement improvements through partnerships with communities and stakeholders.

The DHHS Centre for Evaluation and Research supports program areas to evaluate policies and programs across all portfolios using consistent guidelines and templates. The Department's Evaluation Guide includes advice on conducting evaluations using culturally intelligent and ethical methods. Where policies and programs have specific components that are likely to generate different outcomes for different groups, this should be identified in the key evaluation questions and data collection which should seek to identify barriers and improvements. A proportion of departmental evaluations consider culturally and linguistically diverse clients separately from overall service users.



VISION

The Department of Justice and Community Safety'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.

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

GOALS

1

A fair justice system that promotes equal rights and opportunities:

- ▶ Victorians from culturally and linguistically diverse backgrounds take up opportunities to exercise their rights
- ▶ people from culturally and linguistically diverse backgrounds participate in the Victorian community
- ▶ the composition of our paid and volunteer workforce reflects a diverse cross-section of the population, and our people are provided with opportunities, experience and career pathways.

2

An accessible and inclusive justice system:

- ▶ the experiences and input of people from culturally and linguistically diverse backgrounds informs and shapes our decision making
- ▶ our information, communications, events and service (and where possible services we fund), are appropriate, accessible and culturally responsive
- ▶ our workforce has the attitude and capability to provide appropriate and culturally responsive services, information and support to people from culturally and linguistically diverse backgrounds.

3

A department that recognises and values diversity:

- ▶ the department demonstrates leadership and accountability in improving outcomes for people from culturally and linguistically diverse backgrounds
- ▶ cultural inclusion is supported by our tools, policies, procedures and data
- ▶ we are an employer of choice and attract talent from a diverse cross-section of the population.

CULTURAL COMPETENCY TRAINING

The department delivers a range of staff training and professional development activities to embed cultural competency. These include an online learning module available to all staff 'Your Role in Workplace Diversity' to guide staff in being aware of their: core values and beliefs, guidelines for incorporating diversity; and inclusive language and communications and actions. Further induction training courses include cultural awareness training for Youth Justice custodial staff and the inclusion of 'Working with CALD young people', facilitated by staff from the Refugee Minor Program or other expert groups in every Youth Justice induction training. Graduate recruits to the department were also provided with training about CALD communities and responses of the Victorian justice providers including language services provision.

PROGRAM EVALUATION

The department administers a range of state-wide programs that are focused on overcoming barriers experienced by some of the state's culturally diverse communities. Periodic evaluations are aimed at assessing performance to date and making recommendations about how to maintain or improve the effectiveness of programs for culturally diverse communities. An evaluation of the culturally and linguistically diverse (CALD) Community Liaison Officer Program in Youth Justice Custody found that Community Liaison Officers have supported young people to engage with culturally appropriate programs and prosocial activities, and other programs and services designed to address the reasons for their offending behaviour.

Evaluation of Community Liaison Engagement Officers (based in North West and South East Metro Regions) found that the staff have been effective in: engaging with parents and carers about court and parole orders, parental responsibilities and referrals; working with young people to explore offending behaviour and impact on victims; and encouraging young people to participate in community and cultural activities that enhance social wellbeing, increase participation and value education.



VISION

The Diversity and Inclusion Framework outlines the department's commitment to build a culturally diverse and inclusive work environment and ensure our policy advice is inclusive of diverse perspectives to achieve good public policy and service delivery outcomes for Victorians.

GOALS

1

Increased understanding and respect of CALD communities:

- ▶ strengthened leadership for CALD inclusion within DPC
- ▶ strengthened staff cultural competence and inclusion.

2

Increased participation and engagement between DPC and CALD communities:

- ▶ engagement between DPC and CALD communities is promoted
- ▶ inclusive policy development and project implementation
- ▶ support the inclusion of people from CALD communities on DPC boards and committees
- ▶ recognition of days which promote multicultural diversity and harmony within DPC.

3

Increased CALD employment and economic participation:

- ▶ promotion of employment opportunities to CALD communities and career progression of CALD employees within the department and across the VPS
- ▶ supporting the economic development and growth of culturally diverse communities.

4

Established frameworks for reporting, accountability and measuring success:

- ▶ implementation of reporting mechanisms regarding progress on CALD inclusion and participation
- ▶ all actions will be evaluated and promoted.

CULTURAL COMPETENCY TRAINING

The Department of Premier and Cabinet's Cultural Diversity Inclusion Strategy 2015–18 has an explicit objective to strengthen staff cultural competence and inclusion.

Actions to support this goal include:

- ▶ delivery of cultural competence training 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 e-learning modules to ensure they promote cultural inclusiveness
- ▶ delivery of Aboriginal Cultural Awareness Training.

PROGRAM EVALUATION

The CDP requires that all business areas consult with the community when evaluating programs and services. This is done by:

- ▶ consulting culturally diverse communities and advisory boards when making decisions about programs, policies and services that directly affect culturally diverse communities
- ▶ using available demographic and service data on cultural diversity to support decision making for programs, policies and service delivery
- ▶ embedding cultural diversity considerations when designing, implementing and evaluating policies, programs and services.



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. The new plan provides a framework for DTF to ensure an inclusive and disability equitable workplace and strengthen the advancement opportunities for people with disability.

GOALS

The objective of the framework is to ensure DTF has a workforce that is representative of the Victorian population and makes the most of the talents and skills of all employees. The department wants to ensure DTF is an inclusive and appealing organisation for talented people with varied experiences and backgrounds.

DTF recognises the importance of attracting, retaining and advancing diverse individuals, and promoting inclusion at all levels of the organisation. We embrace and encourage all individuals to excel, regardless of their gender and gender identity, mental or physical disability, age, family responsibility or cultural background.

CULTURAL COMPETENCY TRAINING

Multiculturalism means policies and practices that recognise and respect the cultural and linguistic diversity of the community. Supporting multiculturalism is the dimension of social justice. This includes the right of all DTF employees to equality of treatment and opportunity and the removal of barriers of gender.

DTF Leaders host, present and participate at key DTF diversity functions and encourage staff involvement in activities for NAIDOC and Reconciliation Week, Victorian Aboriginal Remembrance Service, Midsumma Pride March, International Women's Day, Harmony Day, IDAHOBIT Day, and Refugee week.

Events are posted on LinkedIn to promote DTF leaders as 'Champions of diversity'.

DTF has implemented numerous learning and development offerings for staff to increase their awareness and understanding of diversity and inclusion. This has included Respectful Workplace Training, Disability Awareness Training and Aboriginal Awareness Training.

PROGRAM EVALUATION

As a central agency, DTF does not deliver services directly to CALD communities. People Matters Survey 2018 results provided areas for improvement around gender and age being a barrier to success. This will be reviewed as a part of the SRO Diversity and Inclusion Plan 2020.



VISION

The CDP aims 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

DoT's existing Multicultural Diversity Action Plan 2018–21 applied throughout 2018–19 and will continue to be valid until a new integrated CALD Inclusion Action Plan has been developed in 2020. This new Action Plan will consolidate the existing plans/frameworks of the three former entities that have come together to form the new Department of Transport (VicRoads, PTV, DoT).

The plan's objectives include:

- ▶ promoting a culturally diverse and inclusive work environment and improving cultural capability and competency
- ▶ providing inclusive services to culturally diverse clients and communities and greater inclusion in Victoria's economy.

1

Leadership

- ▶ our leaders will champion the cultural diversity plan to foster engagement at all levels
- ▶ we will all support cultural diversity through ownership at all levels.

2

Information building

- ▶ we will strengthen our understanding of internal cultural diversity
- ▶ we will strengthen our understanding of the cultural diversity of the communities we work with
- ▶ we will capture cultural diversity initiatives to share internally, and report annually.

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.

CULTURAL COMPETENCY TRAINING

In 2018, DoT (former VicRoads) ran 10 workshops for senior leaders on 'Building Cultural Intelligence' and 20 'Unconscious Bias and Inclusive Leadership' training sessions (open to all staff). It is expected that a similar program, as well as other training relevant initiatives from former entities, will be rolled out in 2020.

Training is listed as an action item in the Multicultural Diversity Action Plan 2018–21. Inclusion & Diversity initiatives including CCT have been included as part of DoT's Induction Program. The training programs are designed to help build the skills and confidence in our people to create an inclusive workplace and leverage the benefits diverse teams and stakeholders can offer.

These training sessions are aligned with DoT's new Inclusion & Diversity Strategy 2019–23 (to be launched in early 2020) and will be embedded in the new CALD Inclusion Action Plan.

PROGRAM EVALUATION

DoT's Multicultural Diversity Action Plan 2018–21 requires that all business areas consult with the community when evaluating programs and services. This is done by:

- ▶ consulting culturally diverse communities and advisory boards when making decisions about programs, policies and services that directly affect culturally diverse communities
- ▶ using available demographic and service data on cultural diversity to support decision making for programs, policies and service delivery
- ▶ embedding cultural diversity considerations when designing, implementing and evaluating policies, programs and services.



Appendix 1: Additional funding in 2018/19 for the Multicultural Affairs portfolio

The 2018/19 budget delivered \$43.7 million of new funding across the Multicultural Affairs portfolio.

The funding supported new and existing initiatives including settlement coordination for newly arrived migrants and refugees, and the delivery of a range of programs to directly support multicultural Victorians – as well as supporting Victoria’s whole of government approach to multiculturalism.

THE AFRICAN COMMUNITIES ACTION PLAN - \$8.6 MILLION

Funding was provided to implement the Government response to the African Communities Action Plan to empower members of Victoria’s African communities to address economic and social issues. Activities include building community capacity to initiatives in the areas of employment, education and skills, and health and wellbeing.

COMBATTING VIOLENT EXTREMISM - \$14.1 MILLION

The Government funded the recommendations from the independent expert panel on Terrorism and Violent Extremism Prevention and Response Powers to strengthen preventative efforts to counter all forms of violent extremism and safeguard the community.

This funding complements the Department of Justice and Regulation’s Implementing counter-terrorism reforms in the justice system initiative

MULTICULTURAL COMMUNITY INFRASTRUCTURE PROGRAM - \$17.1 MILLION

More funding was provided for community infrastructure, as well as program expansion and security upgrades in Victoria’s multicultural communities.

MULTICULTURAL FESTIVAL AND EVENTS – AN EXTRA \$1.4 MILLION

The Government increased the amount of grant funding available within the Multicultural Festivals and Events program for non-profit organisations. This encouraged multiculturalism, promoted inclusion and created opportunities for all Victorians to participate and contribute to society.

TRANSLATION SERVICES - \$500,000

Funding was provided to improve communication in languages other than English for all major policy and program announcements. This included embedding appropriate practices in the use of communications and materials in languages that reflect the population profile and needs of communities.

MULTICULTURAL SAFETY AMBASSADORS - \$300,000

Funding was provided to establish a new program to recruit well-respected community leaders and individuals to promote the benefits of safe workplace practices and demonstrate the benefits for both workers and employers.

TARGETING YOUTH OFFENDING - \$1.7 MILLION

Funded was provided to support young people of a culturally diverse background at risk of offending.

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 communities⁹. 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 based on 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 2019, 30.6 per cent of board appointments (1063 out of 3475) were identified as being from culturally diverse backgrounds (Table 1). This is an increase from June 2018 when 28.4 per cent (1031 out of 3624) of board members were identified as culturally diverse¹¹.

Between 1 July 2018 and 30 June 2019, 32.2 per cent (or 413 out of 1282 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 2019, compared to 30 June 2018.

Table 1: Composition of boards as at 30 June 2019

Composition of boards as at 30 June 2019	
Total number of boards as at June 2019	388
Total board appointments	3,475
Culturally diverse appointments	1,063
Culturally diverse %	30.6

Table 2: Appointments to boards, including re-appointments as at 30 June 2019

Appointments and re-appointments to boards as at 30 June 2019	
Number of boards with new appointments or re-appointments in 2018-19	292
Total new appointments or re-appointments	1,282
Culturally diverse appointments or re-appointments	413
Culturally diverse %	42.05

Table 3: Board appointments with culturally diverse backgrounds as proportion of total appointments, by departments as at 30 June 2018 and 30 June 2019

Proportion (%) of total board appointments with culturally diverse backgrounds		
Department	At 30 June 2019	At 30 June 2018
Department of Education and Training	20.1%	18.6%
Department of Environment, Land, Water and Planning	32.7%	31.7%
Department of Health and Human Services	30.1%	28.6%
Department of Jobs, Precincts and Regions	33.7%	31.4%
Department of Justice and Community Safety	31.7%	30.5%
Department of Premier and Cabinet	19.6%	16.3%
Department of Transport	28.1%	21.1%
Department of Treasury and Finance	64.7%	54.2%
Total	30.6%	28.4%

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, machinery of government changes and improved data capture methods have been adopted and applied to previous years, so the 2019 figure is different than the one reported previously in the Victorian Government Report in Multicultural Affairs, 2017-18.

Appendix 3: 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'.

PROMOTING HUMAN RIGHTS

In 2018 the Australian Commission for Safety and Quality in Healthcare commenced a review of the Australian Charter of Healthcare Rights. The Charter describes the rights that consumers, or someone they care for, can expect when receiving health care. These rights apply to all people in all places where health care is provided in Australia. This includes public and private hospitals, day procedure services, general practice and other community health services. Over 1600 survey responses were received and eight workshops were held with consumers, health service staff and policymakers. The second edition reflects an increased focus on person-centred care and empowers consumers to take an active role in their healthcare. A transition process to the new version of the Charter is in progress. The second edition of the Australian Charter of healthcare rights was launched in August 2019.

In September 2018, the Victorian Equal Opportunity and Human Rights Commission collaborated with Nelson Mandela Day Australia, to co-design and deliver an intensive capacity building program to 23 young African Victorian people with cultural backgrounds from Kenya, Somalia, Zimbabwe, Eritrea, Sudan, South Sudan and Ethiopia. The program empowered participants to understand and exercise their rights and to advocate for deeper engagement from their communities with the systems, laws and agencies established to support vulnerable people experiencing racism.

The Commission delivered a subsequent training program to ten of the participants to build their capacity as peer advocates, human rights storytellers and contributors to organisations advancing diversity and inclusion. These 10 participants became known as the African Ambassadors and include four women and six men, ranging in age from 20 to 28, from diverse African backgrounds, and four practising Muslims. The impact on the Ambassadors has been profound, including ongoing employment in human rights-based roles for some. The African Ambassadors continue to utilise skills learned through the program by delivering human rights education sessions to the wider community and participating in community network events.

DJCS worked with the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) to establish the Charter Leaders Group (CLG), an interdepartmental 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 measures in 2017–18 to promote human rights for multicultural communities in accordance with the Charter. Initiatives include training for staff to understand their responsibilities and obligations towards clients and stakeholders and protect human rights.

WORKFORCE TRAINING

DET encourages new and current staff to access its online Charter of Human Rights training module. The module assists staff in understanding their responsibilities and rights under the Charter, including the right to equality, freedom of religion and cultural rights. 594 staff completed the LearnEd Human Rights online training in 2019.

In 2019, DJCS and the Victorian Equal Opportunity and Human Rights Commission delivered face to face Human Rights Training across the Victorian Public Service (VPS). A total of 12 executives attended the Master Class Human Rights Training in 2019. Further training sessions were delivered across the Department and in some regions. The Department continues to promote Human Rights as a value through its Values intranet page, respectful workplaces training and promotional materials.

The Victorian Equal Opportunity and Human Rights Commission provides a range of human rights and equal opportunity education sessions for public authorities who have human rights obligations in service provision to multicultural and ethnic communities. Currently, it is partnering with targeted public authorities to embed a sustainable human rights culture in the Victorian Public Sector, with a focus on educational initiatives, building human rights competency, and creating sustainable resources and communities of practice. 373 staff participated in 30 Charter education sessions on rights and obligations (50% of staff). 189 staff of the State Trustee participated in 13 Charter education sessions on rights and obligations.

Appendix 4: Indicators

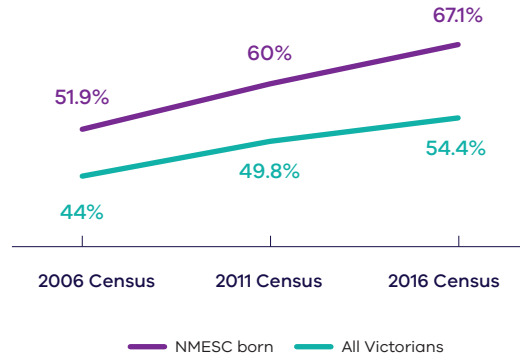
ABBREVIATIONS

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

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%	49.8%
2006	51.9%	44%

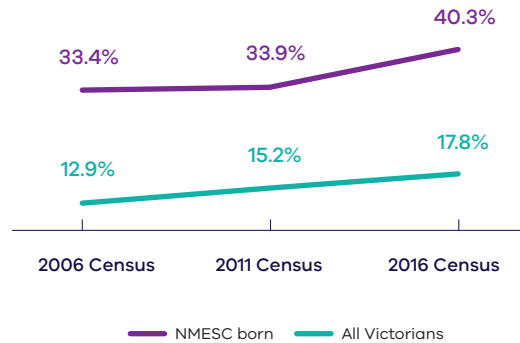


Note: This variable is not applicable to persons aged under 15 years.

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%

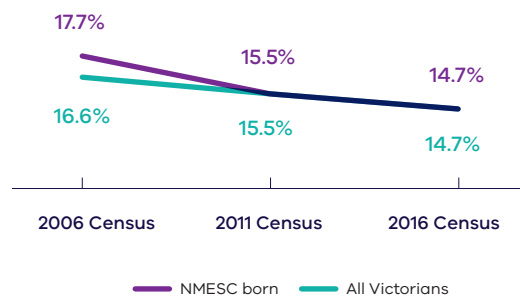


Note: The data includes international students who have stated an intention to reside in Victoria/Australia for 12 months or more, and are therefore counted in the Census as usual residents and not as overseas visitors.

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

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
2018-19	31.3%
2017-18	30.7%
2016-17	29.8%
2015-16	30.5%
2014-15	29.5%
2013-14	29%
2012-13	27.4%
2011-12	27%

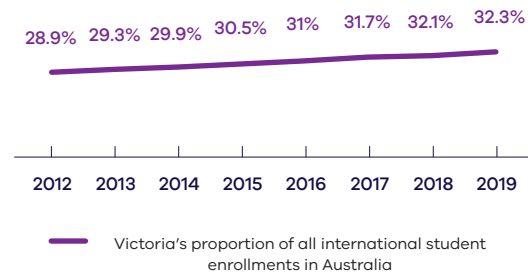


Note: There has been a slight change in the definition and measure of the indicator. The change has been applied to previous years within the data set. As such, this set of trend data is different from those published prior to December 2018 reporting.

Proportion of international students in Australia studying in Victoria.

International Student Data, Department of Education, Austrade Market Information Package. Data is released on a monthly basis and for a full year.

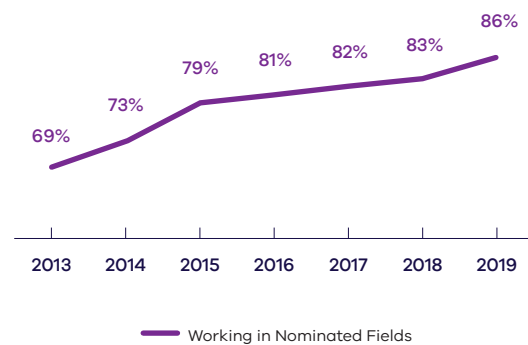
Year	Victoria's proportion of all international student enrollments in Australia
2019	32.3%
2018	32.1%
2017	31.7%
2016	31%
2015	30.5%
2014	29.9%
2013	29.3%
2012	28.9%



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

DEDJTR, Resolve Database. The data is collected annually.

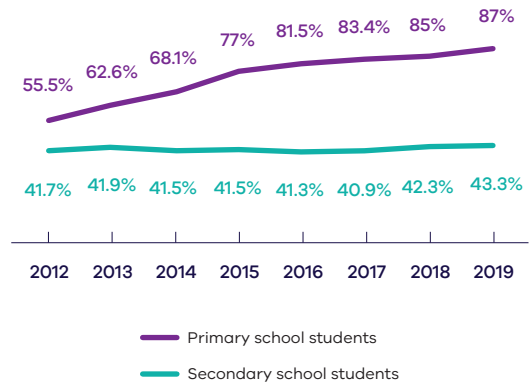
Year	Working in Nominated Fields
2019	86%
2018	83%
2017	82%
2016	81%
2015	79%
2014	73%
2013	69%



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

DET Languages Report. The data is collected annually.

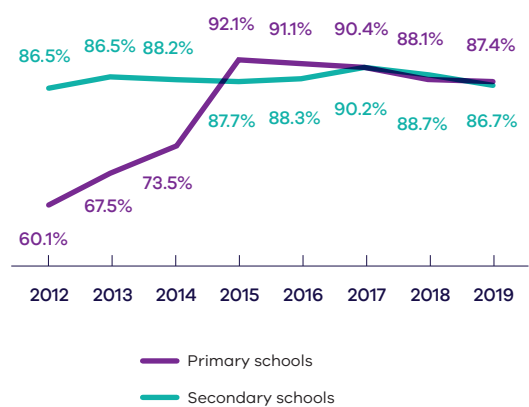
Year	Primary school students	Secondary school students
2019	87%	43.3%
2018	85%	42.3%
2017	83.4%	40.9%
2016	81.5%	41.3%
2015	77%	41.5%
2014	68.1%	41.5%
2013	62.6%	41.9%
2012	55.5%	41.7%



Proportion of Victorian government primary and secondary schools with a languages program.

DET Languages Report. The data is collected annually.

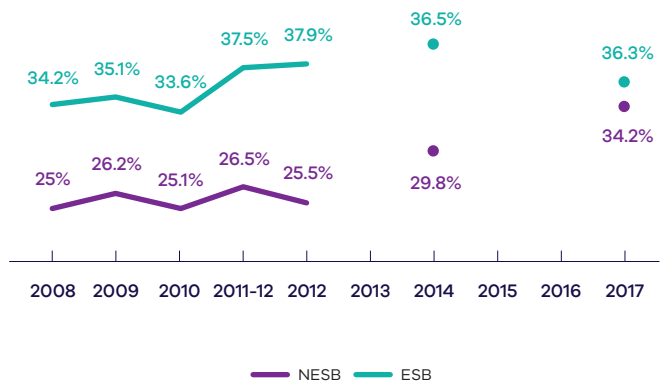
Year	Primary schools	Secondary schools
2019	87.4%	86.7%
2018	88.1%	88.7%
2017	90.4%	90.2%
2016	91.1%	88.3%
2015	92.1%	87.7%
2014	73.5%	88.2%
2013	67.5%	86.5%
2012	60.1%	86.5%



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%	36.3%
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%	34.2%

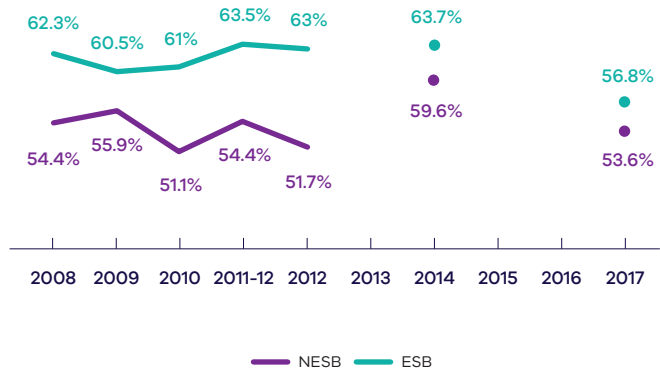


Note: The 2018 and 2019 data were unavailable at the time of this report. A data update from the survey will be provided in the 2019–20 report.

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

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%
2011-12	54.4%	63.5%
2010	51.1%	61%
2009	55.9%	60.5%
2008	54.4%	62.3%

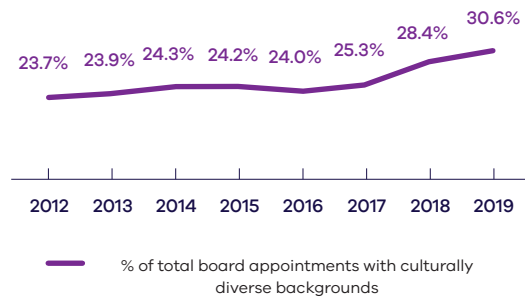


Note: No data was available for 2013, 2015 and 2016 as the question was not asked. Data for 2017 cannot be compared to previous years due to a change in survey methodology. The 2018 and 2019 data were unavailable at the time of this report. A data update from the survey will be provided in the 2019–20 report.

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

Victorian Public Sector Commission. Data is collected annually.

Financial Year	% of total board appointments with culturally diverse backgrounds
2019	30.6%
2018	28.4%
2017	25.3%
2016	24.0%
2015	24.2%
2014	24.3%
2013	23.9%
2012	23.7%

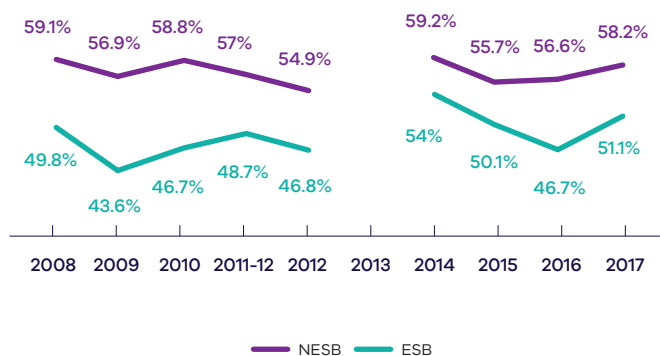


Note: Data remediation, machinery of government changes and improved data capture methods have been adopted and applied to previous years. The data vary greatly compared to last year because the survey fields about cultural diversity are now mandatory.

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 survey. 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%
2013	N / A	N / A
2012	54.9%	46.8%
2011-12	57%	48.7%
2010	58.8%	46.7%
2009	56.9%	43.6%
2008	59.1%	49.8%

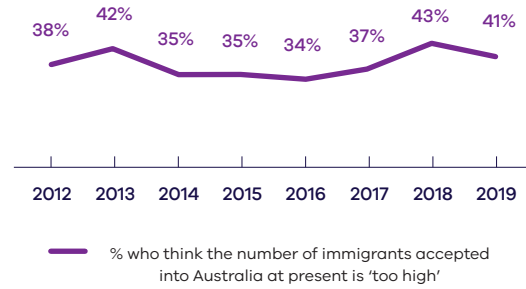


Note: The analysed data from the survey for reporting in calendar years 2018 and 2019 were unavailable at the time of this report. A data update from the survey for calendar years 2018 and 2019 will be provided in the next report.

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

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

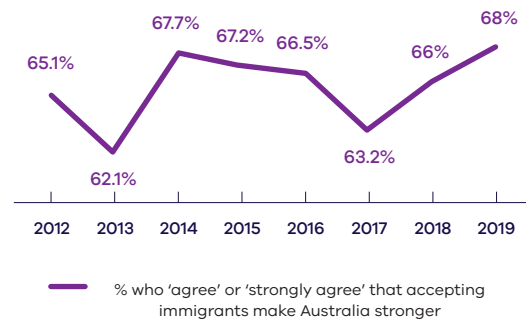
Financial Year	Survey respondents
2019	41%
2018	43%
2017	37%
2016	34%
2015	35%
2014	35%
2013	42%
2012	38%



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

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

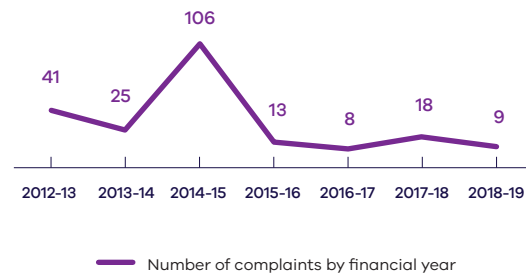
Financial Year	Survey respondents
2019	68%
2018	66%
2017	63.2%
2016	66.5%
2015	67.2%
2014	67.7%
2013	62.1%
2012	65.1%



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

Victorian Equal Opportunity and Human Rights Commission (VEOHRC) Annual Reports. The data is collected annually.

Year	Number of complaints
2018-19	9
2017-18	18
2016-17	8
2015-16	13
2014-15	106
2013-14	25
2012-13	41

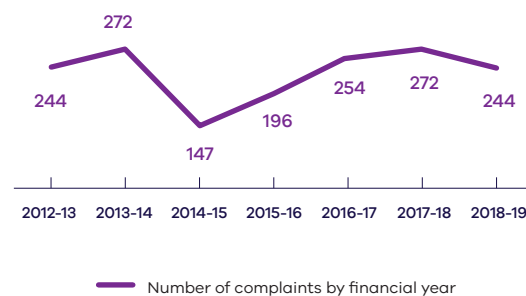


Note: The large number of complaints under the RRT Act in 2014-15 was the result of a multi-party dispute.

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*.

Victorian Equal Opportunity and Human Rights Commission (VEOHRC) Annual Reports. The data is collected annually.

Financial Year	Complaints
2018-19	244
2017-18	272
2016-17	254
2015-16	196
2014-15	147
2013-14	272
2012-13	244

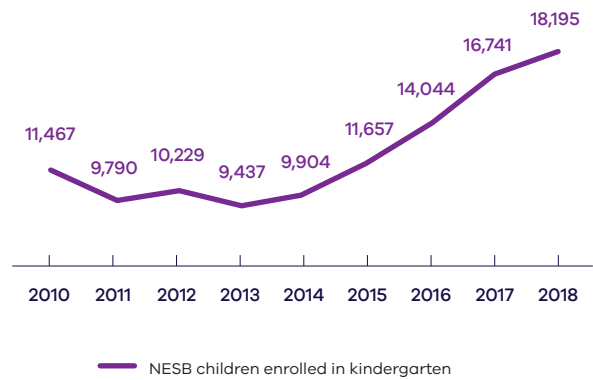


Note: The long-term trend in the number of complaints is relatively stable, with a reduction in the number of complaints in 2015-16 and 2016-17. There was a reduction of 28 complaints in 2018-19 compared to the previous year.

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

DET Kindergarten Census Collection. 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

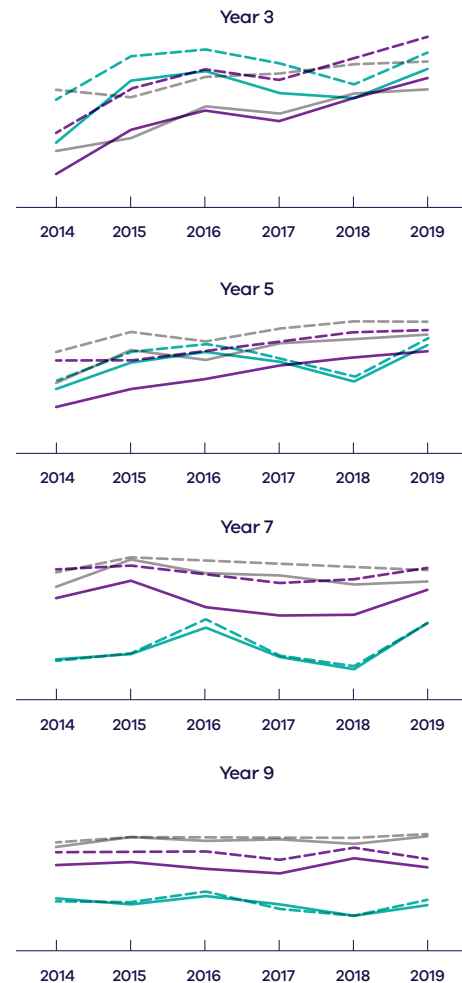


Note: The data represents the number of children who were enrolled in a funded kindergarten program and who indicated that they speak another main language at home other than English. It is not feasible to calculate a kindergarten participation rate for NESB children as there is no suitable NESB population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

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. This data is published annually by the Australia Curriculum and Assessment Authority in the National NAPLAN Report.

		Percentage of students at or above minimum standards						
		Year of study	Reading LBOTE	Reading All Vic	Writing LBOTE	Writing All Vic	Numeracy LBOTE	Numeracy All Vic
Year 3	2019	95.9	96.6	96.2	96.6	95.5	96.4	
	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	
	2016	94.9	95.8	96.1	96.7	95	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	
Year 5	2019	94.8	95.9	95.1	95.3	95.7	96.4	
	2018	94.4	95.8	93.1	93.4	95.4	96.4	
	2017	93.9	95.2	94.2	94.2	95.2	96	
	2016	93.2	94.6	94.7	95	94.3	95.3	
	2015	92.7	94.3	94.1	94.7	94.8	95.8	
	2014	91.7	94.2	92.7	93.2	93	94.7	
Year 7	2019	94.5	95.7	92.6	92.6	95	95.7	
	2018	93.1	95.1	90.1	90.2	94.8	95.9	
	2017	93	94.9	90.7	90.8	95.3	96	
	2016	93.5	95.3	92.4	92.8	95.4	96.1	
	2015	95	95.9	90.9	90.9	96.2	96.3	
	2014	94	95.6	90.5	90.5	94.7	95.5	
Year 9	2019	91	92.4	84.9	85.8	95.9	96.2	
	2018	92.3	94.1	83.2	83.4	94.7	95.5	
	2017	89.9	92	84.9	84.4	95.3	95.5	
	2016	90.6	93.4	86.3	87.1	95.1	95.4	
	2015	91.7	93.5	85	85.3	95.7	95.6	
	2014	91.3	93.3	85.7	85.4	94.1	94.8	

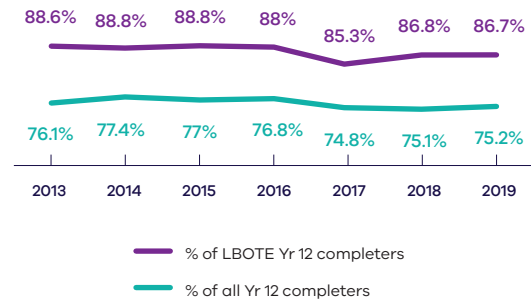


Reading LBOTE Reading All Vic Writing LBOTE Writing All Vic Numeracy LBOTE Numeracy All Vic

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

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

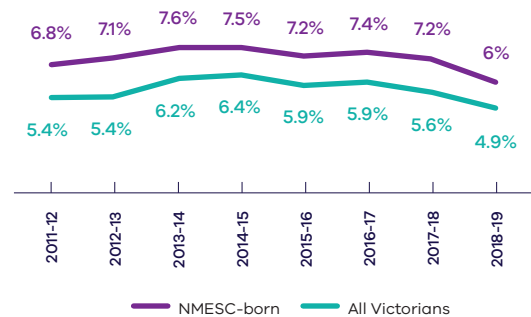
Year of survey	% of LBOTE Yr 12 completers	% of all Yr 12 completers
2019	86.7%	75.2%
2018	86.8%	75.1%
2017	85.3%	74.8%
2016	88%	76.8%
2015	88.8%	77%
2014	88.8%	77.4%
2013	88.6%	76.1%



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. Monthly. The data is collected monthly, quarterly and for each financial year.

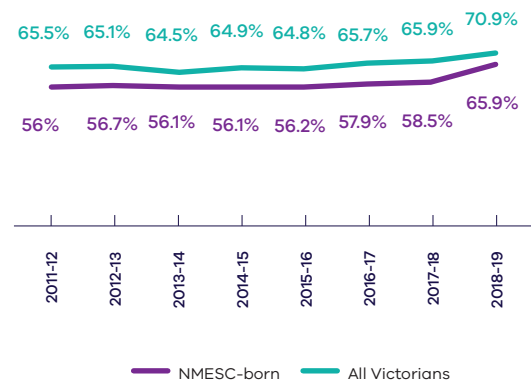
Financial Year	NMESC-born	All Victorians
2018-19	6%	4.9%
2017-18	7.2%	5.6%
2016-17	7.4%	5.9%
2015-16	7.2%	5.9%
2014-15	7.5%	6.4%
2013-14	7.6%	6.2%
2012-13	7.1%	5.4%
2011-12	6.8%	5.4%



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

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

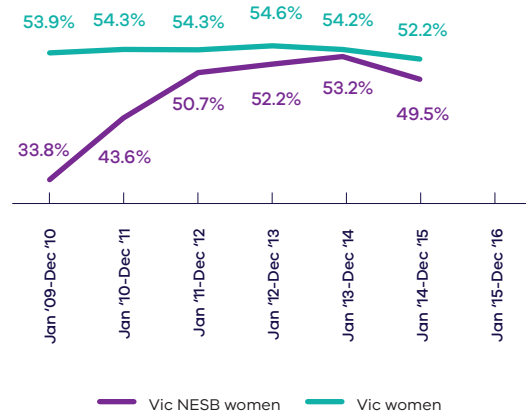
Financial Year	NMESC-born	All Victorians
2018-19	65.9%	70.9%
2017-18	58.5%	65.9%
2016-17	57.9%	65.7%
2015-16	56.2%	64.8%
2014-15	56.1%	64.9%
2013-14	56.1%	64.5%
2012-13	56.7%	65.1%
2011-12	56%	65.5%



BreastScreen Australia Program participation rate of NESB Victorian women aged 50-59 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	Vic women
Jan 2015-Dec 2016	N / A	N / A
Jan 2014-Dec 2015	49.5%	52.2%
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%

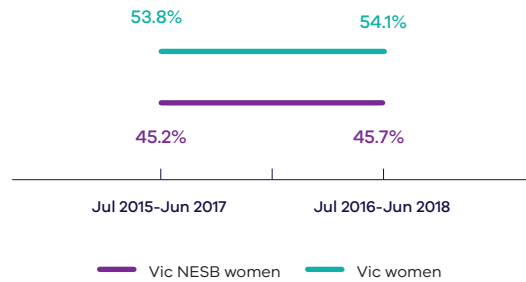


Note: The 2018 RoGS Report did not include BreastScreen Australia data for NESB women due to issues of data quality and availability.

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.

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

Two-year period	Vic NESB women	Vic women
Jul 2016-Jun 2018	45.7%	54.1%
Jul 2015-Jun 2017	45.2%	53.8%

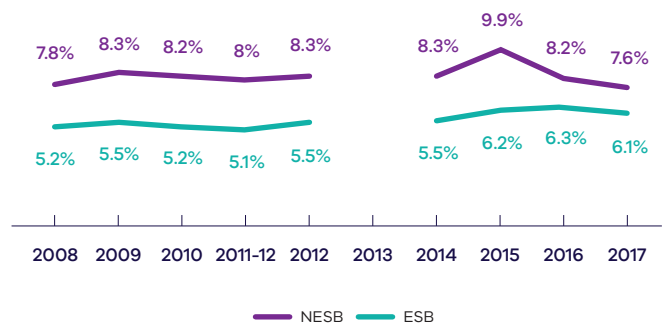


Note: Data for 2015 onwards is not comparable with previous years as the target age group changed from 50-69 years to 50-74 years. As such, a new trend chart has been included in this report.

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

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%	5.1%
2010	8.2%	5.2%
2009	8.3%	5.5%
2008	7.8%	5.2%

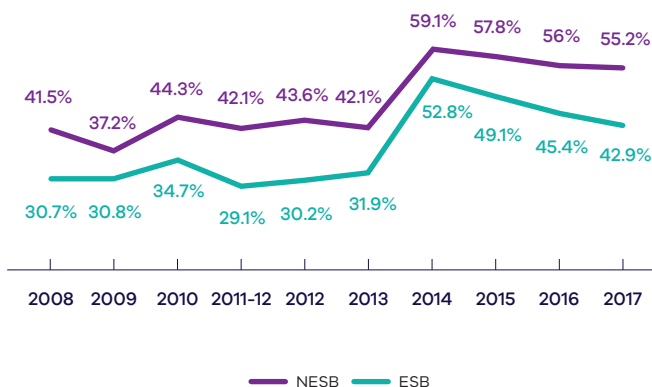


Note: The analysed data from the survey for reporting in calendar years 2018 and 2019 were unavailable at the time of this report. A data update from the survey for calendar years 2018 and 2019 will be provided in the 2020 report.

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%	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%

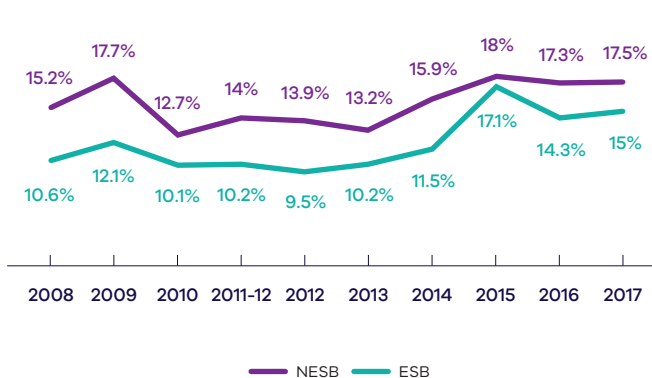


Note: The analysed data from the survey for reporting in calendar years 2018 and 2019 were unavailable at the time of this report. A data update from the survey for calendar years 2018 and 2019 will be provided in the 2020 report.

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%
2016	17.3%	14.3%
2015	18%	17.1%
2014	15.9%	11.5%
2013	13.2%	10.2%
2012	13.9%	9.5%
2011-12	14%	10.2%
2010	12.7%	10.1%
2009	17.7%	12.1%
2008	15.2%	10.6%

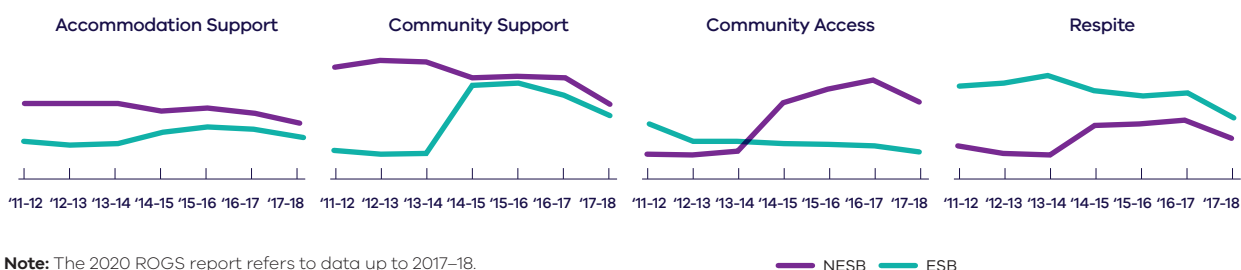


Note: The analysed data from the survey for reporting in calendar years 2018 and 2019 were unavailable at the time of this report. A data update from the survey for calendar years 2018 and 2019 will be provided in the 2020 report.

National Disability Agreement (NDA) 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		2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Accommodation Support	NESB	0.3	0.2	0.2	0.6	0.8	0.7	0.5
	ESB	1.7	1.7	1.7	1.4	1.5	1.4	1
Community Support	NESB	3.1	2.7	2.9	7.9	8.2	7.2	5.9
	ESB	9.4	9.8	9.7	8.5	8.7	8.5	6.5
Community Access	NESB	1.1	1.1	1.3	3.9	4.7	5.1	4
	ESB	2.7	1.7	1.7	1.6	1.6	1.5	1.2
Respite	NESB	1	0.8	0.8	1.8	1.8	1.9	1.3
	ESB	2.9	3	3.2	2.7	2.6	2.7	2

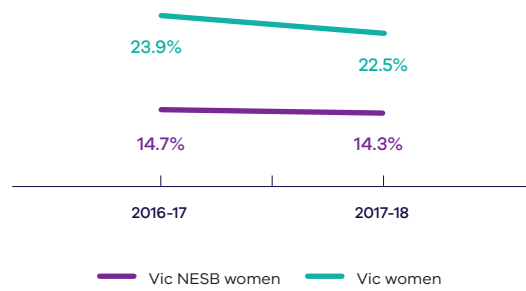


Note: The 2020 ROGS report refers to data up to 2017-18.

Proportion of Victorian Home and Community Care 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%

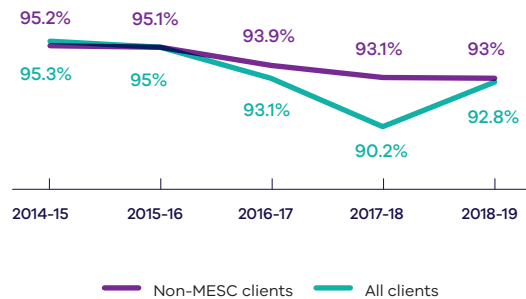


Note: On 1 July 2016, responsibility for clients aged 0-65 years was transferred from Victoria to the Commonwealth. Accordingly, this measure has been changed to report only on people aged 0-65 years as data for the older cohort is no longer collected via HACC MDS.

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 though the Report on Government Services (ROGS).

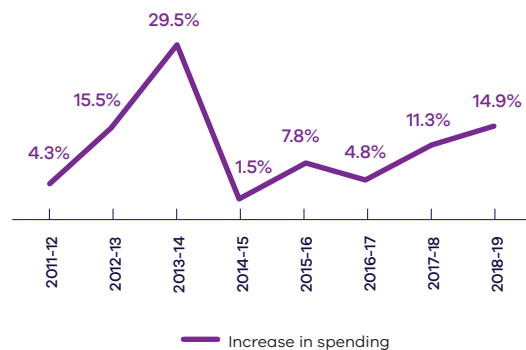
Year	Non-MESC clients	All clients
2018-19	93%	92.8%
2017-18	93.1%	90.2%
2016-17	93.9%	93.1%
2015-16	95.1%	95%
2014-15	95.2%	95.3%



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.

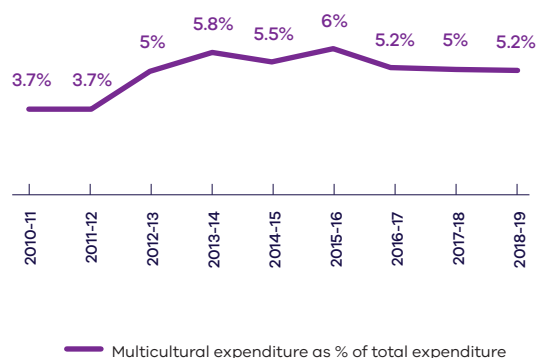
Financial Year	Increase in spending
2018-19	14.9%
2017-18	11.3%
2016-17	4.8%
2015-16	7.8%
2014-15	1.5%
2013-14	29.5%
2012-13	15.5%
2011-12	4.3%



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

DPC, Victorian Government initiatives and reporting in Multicultural Affairs. The data is collected annually.

Financial Year	Multicultural expenditure as % of total expenditure
2018-19	5.2%
2017-18	5%
2016-17	5.2%
2015-16	6%
2014-15	5.5%
2013-14	5.8%
2012-13	5%
2011-12	3.7%
2010-11	3.7%



Terminologies for culturally diverse communities

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.¹²

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 covers 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.

Government departments

DJPR	Department of Jobs, Precincts and Regions ¹³
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DHHS	Department of Health and Human Services
DJCS	Department of Justice and Community Safety ¹⁴
CSV	Court Services Victoria ¹⁵
DOT	Department of Transport
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
VLA	Victoria Legal Aid
VMC	Victorian Multicultural Commission

¹² The acronym CALD is replaced with the terms culturally and linguistically diverse communities, culturally diverse communities, or multicultural communities, unless otherwise indicated.

¹³ 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 reported separately in the next Victorian Government Report in Multicultural Affairs for the 2018–19 reporting year.

¹⁴ 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.

¹⁵ 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, its activities continue to be included in this report under the CSV heading where relevant.





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