



Government of South Australia

Multicultural SA

2006–2007 Multicultural Access and Equity Report

A MESSAGE FROM THE CHAIRMAN OF THE SOUTH AUSTRALIAN MULTICULTURAL AND ETHNIC AFFAIRS COMMISSION

I am delighted that the Premier, the Hon. Mike Rann M.P., announced on Australia Day that Multicultural SA would be the lead agency for a new target in South Australia's Strategic Plan.

The new target is to increase the percentage of South Australians who accept cultural diversity as a positive influence in the community. Acceptance of cultural diversity as a positive influence in the community will be measured by responses in a household survey of a sample of the South Australian public.

South Australia's future economic prosperity and community harmony is closely tied to our ability to attract new migrants and keep them here for the long-term. A community that embraces cultural difference and celebrates diversity is fundamental to the ongoing success of the South Australian Government's Population Policy, and the new target is an important policy driver for the building of migrant friendly communities.

Government departments have a significant role to play in making new migrants feel welcome through the delivery of culturally and linguistically appropriate programs and services. To do this successfully, staff at all levels must have a high degree of cultural awareness.

I am pleased that the South Australian Multicultural and Ethnic Affairs Commission has established a new contract panel of training providers to assist departments in the procurement of appropriate cultural awareness training. The providers have been through a thorough assessment process before being offered contracts and the panel will be updated on an ongoing basis.

I would like to take this opportunity to thank everyone involved in the compilation of this report and I look forward to working with departments across the whole of government in building on our achievements and advancing multiculturalism in the year ahead.



Hieu Van Le
Chairman

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INTRODUCTION

The delivery of culturally inclusive and responsive services is essential given the diversity of the South Australian community. The Census of Population and Housing 2006 data indicate that 307 681 (20.3 per cent) of South Australian residents were born overseas, with about 161 461 (11.3 per cent) born in countries where English is not an official language. There are at least 33 000 thousand South Australians who speak little or no English—the actual number is likely much higher in the context of the provision of legal, medical and other complex services.

In recent years South Australia's Population Policy has resulted in a significant increase in the annual intake of skilled and humanitarian migrants. In 2006–07 there were approximately 10,000 new arrivals to South Australia who became permanent residents, of these the major countries of birth were the UK (2,535), India (1,416), China (1,078), Afghanistan (455), New Zealand (397), Philippines (343), South Africa (290), Korea (264), Viet Nam (193), Malaysia (183), Sudan (143), Iran (143), Congo Democratic Republic (124), Singapore (116) and Liberia (102)¹.

Multicultural SA compiles the Multicultural Access and Equity Report on an annual basis. Departments are required to report on demonstrated improvements and emerging issues in the delivery of services to clients of culturally and linguistically diverse backgrounds. The work of staff members across the whole of government involved in the preparation of departmental submissions for this report is much appreciated.

The Access and Equity Reporting Framework is based on the *Charter of Public Service in a Culturally Diverse Society* (see Appendix 3). Agencies are required to report on demonstrated improvements and emerging issues of significance against performance indicators pertaining to each of the following core activity areas:

- Policy and Planning
- Program and Service Delivery
- People

Developed by a whole of government working group, the framework is considered both robust and flexible enough to account for the broad range of programs and services administered by the South Australian public sector.

As of the 2005–06 reporting period, additional statistical information has been requested from departments in the areas outlined below:

Indicator	Measure
Use of Ethnic Media	<ul style="list-style-type: none">• Expenditure on non-English language media as proportion of total media budget
Interpreting and Translating	<ul style="list-style-type: none">• Expenditure on interpreters and translators• Number of assignments by language
Workforce Profiling	<ul style="list-style-type: none">• Country of birth of staff by salary range• Number of staff speaking languages other than English and the languages spoken
Cultural Awareness Training	<ul style="list-style-type: none">• Number of staff trained in cultural awareness

¹ Department of Immigration and Citizenship, *Settler Arrivals 1996–97 to 2006–07 Australia States and Territories*

The Multicultural Access and Equity Report is an important vehicle for identifying new and emerging issues that require a coordinated response across the whole of government. A key role of the South Australian Multicultural and Ethnic Affairs Commission is to work with public authorities to ensure a coordinated approach in the planning and delivery of programs and services for culturally and linguistically diverse clientele.

Key emerging issues identified in the 2006–07 Multicultural Access and Equity Report include the following:

- The quality of data on the birthplace and language spoken at home of employees is poor and in some cases departments have no up-to-date data.
- There needs to be adequate English language training and vocational education pathways for humanitarian entrants, particularly African learners who face ongoing language, literacy and numeracy barriers.
- Temporary skilled migrants (457) visas and their dependants are not eligible for Commonwealth-funded English language tuition programs. There is an urgent need to improve their English language skills for better integration in the workplace and community. The lack of opportunity to improve their English language skills through structured English language tuition will put them at risk.
- Migrants on 495 visas and their dependents are not eligible to access Commonwealth and state funded programs. The 495 category is being specifically targeted to come to Australia/South Australia, but without the opportunity to access training this imposes a limit on their employment opportunities.
- There is a need to provide sufficient labour market experience and opportunities for clients from culturally and linguistically diverse backgrounds in employment programs.
- There is a projected shortfall in the supply of an appropriate range of accommodation in the City of Adelaide to meet the rapidly increasing number of international students.
- There is difficulty sourcing qualified interpreters from smaller communities in new and emerging languages.
- Ageing volunteers who support ethno-specific Home and Community Care (HACC) funded services is a growing issue that is impacting on service viability in some instances.
- Mental health and domestic/family violence issues are a growing concern within various multicultural communities and there is a need for more bilingual professionals such as psychiatrists, psychologists and other allied health specialists.
- Recent humanitarian entrants to South Australia have come from areas where they have experienced internal conflict. This exposure could create potential social and behavioural concerns within the community requiring appropriate local policing services concerns.

EMERGING ISSUES

Policy and Planning

- There are no common government cultural competencies standards against which public services can be held accountable.
- There is a need for a whole of government policy on working with interpreters and translators.

Cultural Awareness Training

- Research indicates that many staff would like to have more cultural awareness training and opportunities to learn more about other cultures.
- Cultural awareness training should be included in employee induction.
- Government agencies need to develop standard operating procedures for dealing with client groups in a culturally sensitive manner.
- There is a need for cultural awareness training for staff dealing with refugees.

Data Collection

- The quality of data on the birthplace and language spoken at home of employees is poor and in some cases departments have no up-to-date data.
- Some information systems are unable to incorporate additional languages and therefore do not incorporate languages of new and emerging communities.
- Information about language spoken at home and country of birth is provided by staff on a voluntary basis, which impacts on the quality of available data.
- There is a need for fluid funding models that respond to changing demographics, whether community numbers are expanding or declining.
- Workforce Profiling is dependent on receiving the information voluntarily from the employee and ensuring the accuracy which can affect the quality of workforce data.

English Language Training

- Flexible use of state-funded hours is required to meet the increasing needs of the increased number of migrants who need training to achieve their learning and employment goals.
- There is a lack of state-funded hours for English language training in regional areas, where demand has increased tremendously due to choice of regions for settlement and work.
- There is an increased demand for workers in emerging industries in regional areas, such as mining, which means an increased need for language training.
- There needs to be adequate English language training and vocational education pathways for humanitarian entrants, particularly African learners who face ongoing language, literacy and numeracy barriers.
- Temporary skilled migrants (457) visas and their dependants are not eligible for Commonwealth-funded English language tuition programs. There is an urgent need to improve their English language skills for better integration in the workplace and community. The lack of opportunity to improve their English language skills through structured English language tuition will put them at risk.

Vocational Education and Employment Pathways

- Resources are required for the diverse groups who are anxious for training and motivated by the economic imperative to work in Australia.
- There is a need to provide sufficient labour market experience and opportunities for clients from culturally and linguistically diverse backgrounds in *South Australia Works* employment programs.

Community Harmony

- The Equal Opportunity Commission (EOC) has identified research into anti-racism strategies as a focus for 2007–08.
Kevin Dunn (Associate Professor, University of NSW) will be undertaking research jointly funded by EOC and Multicultural SA which is specific to South Australia.
Project aims to:
 - Generate racism typologies - grouping together regions that share a specific mix of racist attitudes and experiences, diversity and socio-demographics.
 - Develop anti-racism templates for each regional type.
 - Apply and test the templates, using stock takes of current strategies, interviews and focus groups to develop strategies.
- Regional migrant services and community harmony: Evaluation of three pilot 2006–07 programs will be conducted in 2007–08 and future funding/ongoing government support will be determined as a consequence of the evaluations. This will include considerations of services for other regions of SA and may include consultation with diverse cultures in regional communities.

Housing

- With the increasing number of refugees residing in Adelaide, Housing SA may experience an increasing demand on its services. Additionally, capacity to appropriately cater to the needs of these groups may be difficult particularly in regard to the disparity between Housing SA's housing stock and some of the group's socio-demographic characteristics such as the large number of family members.
- A projected shortfall in the supply of an appropriate range of accommodation in the City of Adelaide to meet the rapidly increasing number of international students has been identified. The students come from a range of source countries—at the present time primarily from Malaysia, China, Korea and India. It is anticipated that the mix of source countries will change over the near to medium future.
- The Capital City Committee, with Education Adelaide, the Department of Trade and Economic Development, Adelaide City Council and the main city-based Universities, are working to ensure the development sector is well informed and able to develop accommodation appropriate to the diverse cultural needs and expectations of these students.

Skilled Migrants

- Some families of skilled migrants are reporting social isolation and lack of information in the first stages of their settlement. As migration increases, further attention to these supports may be needed.
- While students in regional areas are supported in their schooling, there is significant stress on families and of temporary migrants, particularly 457 visa holders, when employer sponsored positions become redundant, as was the case in Waikerie recently with the effect of drought on the local meat works. The geographic isolation of these families and the lack of established community support places them at risk.

- In 2007, significant changes have been introduced to a number of visa programs by the Commonwealth Government, one of them being the increase in level of English language requirement. This may impact on existing 457 visa holders with low language skills (they may have difficulty meeting the new English requirement if they wish to apply for a new 457 visa or other permanent visas), and for some existing overseas students seeking to stay on.
- Migrants on 495 visas and their dependents are not eligible to access Commonwealth and state funded programs. The 495 category is being specifically targeted to come to Australia/South Australia, but without the opportunity to access training this imposes a limit on their employment opportunities.

Consultation

- Training is required to ensure that staff members have the necessary skills to develop engagement strategies and conduct effective consultations.
- More effort needs to be devoted toward educating culturally and linguistically diverse community groups about preserving South Australia's natural fishing resources.

Interpreting and Translating Services

- There is difficulty sourcing qualified interpreters from small communities and this is further complicated by confidentiality issues.
- There is a lack of service providers who speak community languages.
- Written correspondence about appointments is often sent to clients in English which is problematic for people of non-English speaking backgrounds.
- Structural features of private general practice (e.g. supply and demand and financial incentives) inhibit the use of interpreters and other aspects of cultural competence.
- The increasing costs of interpreter services is an issue.
- The cost of translation is a barrier to providing a wide range of materials in languages other than English.
- Greater scope needs to exist to have current and future patient information available in multiple languages.
- On occasions it is difficult to book female interpreters when required.
- The Commonwealth's provision of free interpreting services for general practitioners has diminished.
- Accredited interpreters in languages of smaller African communities are often hard to source.
- Staff need training in working with interpreters.
- The availability of translators for victims and witnesses (and defendants) especially in Pt Augusta Circuit Court is an issue.
- There is a lack of appropriately qualified interpreters in African languages.
- Signage, including counter signage, translated in various languages, is required in all district centre offices.
- Departmental internet sites, such as the Housing SA internet site, do not offer translation options.
- The Department for Transport, Energy and Infrastructure are planning to put a mechanism in place to capture data on the number of assignments by language.
- Bilingual staff need to be utilised when communicating with clients from different cultures.

Health

- Although the Commonwealth funded program provides services to new arrivals, clients and their families in the post new settlement phase are actively seeking migrant health services. This is indicated through new client registrations. Services are keeping pace with the number of new arrivals due to improved access strategies.
- Statistical data reveal that while breast screening participation by all culturally and linguistically diverse women aged 50 to 69 has increased in the last 10 years, there are some groups such as German and Dutch women who have relatively low participation rates. Specialised recruitment strategies are being developed for these groups to increase their participation rates in screening.
- Changing demography and the growth in the number of South Australian women in the target age group, including women of culturally and linguistically diverse backgrounds, and the resources required to support the increasing demand for breast screening.
- An increase in the number of patients in acute care has been noted in new and emerging communities, for example: the Sudan; Croatia; Serbia; Montenegro; Ukraine; Bosnia and Herzegovina.
- Location of services and accessing transport is an issue for many culturally and linguistically diverse families.
- Lack of knowledge of the health system or health services is a barrier for many culturally and linguistically diverse families.
- There is an increasing number of refugee and migrant people from culturally and linguistically diverse backgrounds moving into the Southern Region, particularly in some areas closer to the city centre.
- Mental health and domestic/family violence issues are a growing concern within various multicultural communities.
- There is a need for more bilingual professionals such as psychiatrists, psychologists and other allied health specialists.

Aged Care

- Planning has commenced to address the issue of ageing volunteers who currently provide a large number of services funded through the Home and Community Care (HACC) Program. Without planning and policy for culturally appropriate auspicing arrangements, some services are in danger of collapse. Trials of two different models commenced in 2006–07 with the aim of providing potential solutions to this emerging issue.
- Ageing volunteers who support ethno-specific HACC funded services is a growing issue that is impacting on service viability in some instances. The Office for the Ageing (OFTA) is working with affected communities to develop culturally appropriate alternative models.
- Consultations with many smaller ethno-specific organisations funded through the HACC Program have highlighted that many are struggling with increasing accountability measures required by government policies. Staff of OFTA have begun planning standard tools for endorsement by Boards of management in these smaller organisations that will assist with meeting these requirements.
- Consultations have indicated that emerging communities have a poor understanding about services to support their ageing members to live active and independent lives. An education strategy is being developed with the African communities to ensure that communities know what is available and that they can work with the Department for Families and Communities (DFC) to develop service models that meet their needs.

Justice

- Recent humanitarian entrants to South Australia have come from areas where they have experienced internal conflict. This exposure could create potential social and behavioural concerns within the Community requiring appropriate local policing services concerns. In response the South Australia Police (SAPOL) is working closely with the Department of Immigration and Citizenship (DIAC) and Immigration SA, participating in presentations to recent arrivals.
- The Board of Bank SA Crime Stoppers is currently investigating methods to promote the use of Crime Stoppers to people of diverse cultural and linguistic backgrounds and how to address the barrier of language whilst maintaining the integrity of the system.
- SAPOL will employ strategies to more closely interact with the ethnic media to assist in improving the communication between police and culturally and linguistically diverse communities.
- SAPOL have identified an increase in culturally diverse students in secondary schools and universities, and as a result have reviewed their traffic training and promotion programs to assist these students. Issues regarding conflicting laws and procedures between home countries and South Australia have been targeted and addressed during these programs and presentations.
- There is an increase in the numbers of Vietnamese, Sudanese, Lebanese, Afghan and Chinese people in rural areas. This is due to the expansion of the local economy, in particular the local meat works at Murray Bridge and Lobethal, which has increased its recruitment of employees which are mainly of a culturally diverse background.

Fire Awareness

- There is difficulty in accessing small, high-risk groups in relation to fire safety, such as African humanitarian refugees. About 1500 arrive in South Australia annually but come from at least six different language and cultural backgrounds.
- There is a lack of compliance by landlords in the installation of smoke alarms in rental properties as required by legislation. Rental properties are often used by high-risk groups.

Education

- Enrolments of new arrivals in New Arrivals Program (NAP) centres have been increasing at 30% per annum over the last three years. Lack of accurate forward arrival information and settlement location makes planning for new arrivals provision difficult. The continued ability to expand the New Arrivals Program is dependant on locating sufficient classroom spaces where they are needed. This is becoming difficult in areas surrounding the central business district.
- Large numbers of students exiting NAP centres, of whom around 60% are from refugee backgrounds, are enrolling in local schools. Given the increases in new arrivals and the changing demographics of new arrival settlement, catering for these students, particularly those with low literacy levels, will prove challenging.
- Settlement of Burmese refugee families in Mt Gambier is a new trend and will see around fifteen new arrivals enrolling at Mt Gambier North Primary School. Support is being provided to set up English language development programs.
- There is a need for the ongoing availability of Bilingual School Service Officers trained in languages required for newly arrived culturally and linguistically diverse communities establishing in South Australia.

- Increased numbers of Negotiated Learning Plan assignments supports the notion that schools and preschools are requiring an increasing diversity in languages, or are identifying more occasions where interpreters (and to a lesser extent, translators) are required. Across the state, the diversity in languages for interpreting and translating remains reasonable constant at sixty languages, but the languages required changes from year to year. The number of schools requesting interpreters and translators has not increased significantly, from 109 to 118 in 2006–07, but given the significant increase in new arrivals and the trend now for settlement in new areas, it will be expected that the number of schools will increase, placing pressure on the budget.
- There is a high demand for the use of interpreters during enrolment process of culturally and linguistically diverse children.

MULTICULTURAL SA

Policy and Planning

New Target for South Australia's Strategic Plan

Multicultural SA is the lead agency for a new target in South Australia's Strategic Plan announced by the Premier, the Hon. Mike Rann M.P., on Australia Day. The new target is to increase the percentage of South Australians who accept cultural diversity as a positive influence in the community. Acceptance of cultural diversity as a positive influence in the community will be measured by responses in a household survey of a sample of the South Australian public.

Interpreting and Translating Policy

Multicultural SA is developing a whole-of-government policy on working with interpreters and translators. Government departments have been consulted, and a cabinet submission is being prepared.

Regional Advisory Committees (RACs)

SAMEAC has Regional Advisory Committees (RACs) in the Northern, South East and Riverland areas.

These committees provide advice to the Commission on regional multicultural issues and concerns for people from diverse cultural and linguistic backgrounds.

Membership comprises representatives of communities as well as Government and non-Government organisations.

Ms Gala Mustafa, a commission member was appointed convenor for the South East RAC in March 2007, replacing the previous convenor Ms.Gosia Skalban.

A series of television advertisements promoting migrant friendly communities was developed and aired through the South East, receiving very positive feedback from the community. This project was supported by a migrant friendly grant from Multicultural SA to the Limestone Coast Regional Development Board.

Meetings of the Regional Advisory Committees of the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC) focussed on the readiness of their regions to receive groups of humanitarian entrants under a Commonwealth Government scheme.

The RACs also considered the capacity of their regions to assist in the settlement of skilled migrants and their families, including significant numbers of overseas workers on temporary visas and their dependants, many of whom had little or no English.

Other matters discussed at the RACs included the need for vocational English language tuition and assistance with finding employment for the spouses of skilled migrants and other dependants.

Women's Advisory Committee (WAC)

The Women's Advisory Committee of SAMEAC was established under Section 15 of the SAMEAC Act, to advise SAMEAC on issues relating to women of culturally and linguistically diverse backgrounds. Its inaugural meeting was on 8 March 2001—International Women's Day.

The WAC's Terms of Reference are:

- Provide advice to the South Australian Multicultural and Ethnic Affairs Commission through the Convenor of the Committee, on programs and policies, which address the issues and concerns of culturally and linguistically diverse women.
- Foster cooperation among and work closely with the culturally and linguistically diverse community and culturally and linguistically diverse women's organisations on issues identified by the Women's Advisory Committee.
- Recommend topics for forums and other events, which raise awareness and encourage discussion on key issues for culturally and linguistically diverse women.
- Identify and promote the achievements and contributions of culturally and linguistically diverse women at all levels.
- Foster the development of leadership skills for culturally and linguistically diverse women with emphasis on young women.

Multicultural S.A. has partnered with the Office for Women in more than eight leadership activities for women from culturally and linguistically diverse background since 2002.

Activities included a mentoring program, evaluation sessions and a *Culturally and Linguistically Diverse Women on Boards and Committees Seminar* in May 2006.

These activities are in line with the following targets in the South Australia's Strategic Plan:

- **T5.1 Boards and committees (existing – modified):** increase the number of women on all State Government boards and committees to 50% on average by 2008, and maintain thereafter by ensuring that 50% of women are appointed, on average, each quarter.
- **T5.2 Chairs of boards and committees (existing – modified):** increase the number of women chairing State Government boards and committees to 50% by 2010.
- **T5.3 Members of Parliament (existing):** increase the number of women in Parliament to 50% by 2014.
- **T5.8 Multiculturalism (new):** increase the percentage of South Australians who accept cultural diversity as a positive influence in the community.

Program and Service Delivery

Working with South Australia's Muslim Communities

South Australian Government Muslim Reference Group

On 12 December, 2005, the Minister for Multicultural Affairs officially opened the inaugural meeting of the South Australian Government Muslim Reference Group (SAGMRG), appointing:

- Mr Hieu Van Le as Chair; and
- fourteen members representing different mosques, sects, regions, ethnic and age groups from South Australian Muslim communities.

As per its Terms of Reference, SAGMRG, supported by Multicultural SA, provided comprehensive advice to the Minister for Multicultural Affairs. An Action Plan was prepared based on the advice of the Reference Group and the Action Plan is being implemented.

Initiatives in the Action Plan include:

Launching the 'Islam and Muslims in Australia Media Guide', a publication developed by the Islamic Women's Welfare Council of Victoria

The Minister Assisting the Minister for Multicultural Affairs, the Hon. Carmel Zollo MLC, launched the *Media Guide* at Parliament House on 31 October 2006. The guide attempts to balance the way Australian journalists cover issues relating to Muslims and is designed to cover reporting on Muslims and Islam in a modern context. This initiative has been welcomed by journalists and has been followed by several relevant and positive newspaper articles.

Developing a comprehensive list of resources relevant to Islam and Muslims in South Australia, to be published on the Multicultural SA website

There are currently pages on the Multicultural SA website devoted to information about Islam and the Muslim community in South Australia.

Developing resources about significant Islamic events such as Ramadan, Eid Al-Adha, Muharram and Ashurah

The Advertiser and other South Australian-based publications have been approached about the possibility of introducing regular articles on Islam—possibly in an *Articles of Faith* section. Fact sheets and articles regarding *Hajj, Eid-al-Adha, Ramadan, Eid-al-Fitr, Muharram* and others have been produced and made available. This is an ongoing activity.

Encouraging Muslim communities to develop websites containing information, resources and contacts relevant to the South Australian Muslim communities

Funding has been provided to Muslim community organisations through the Multicultural Grants Scheme for the development of websites.

Supporting and encouraging the involvement of Muslim communities in mainstream events such as Australia Day and Red Nose Day Australia Day Parade

Ethnic community groups with high proportions of Muslim members have continued to actively support and participate in the Australia Day Parade. Some of the groups include:

- Afghan United Association of South Australia Incorporated

- Afghan Women's Federation
- Ariana Farsi School
- Bosnia-Herzegovina Muslim Society of SA Inc
- Bangladesh Australia Society of South Australia Inc
- South Australian Bangladeshi Community Association Inc
- Eastern Turkistan Australian Association Inc
- Australian Indonesian Association of SA
- Ahmadiyya Muslim Association of Australia
- Somali Community Development Organisation Inc SA
- Turkish Association of South Australia

Red Nose Day: On 22 June 2007, a photograph was published in *The Advertiser* of students from the Islamic College of South Australia wearing red noses in support of the SIDS for Kids initiative—Red Nose Day. The Hon. Michael Atkinson M.P., Minister for Multicultural Affairs and the Hon. Carmel Zollo M.L.C., Minister Assisting the Minister for Multicultural Affairs, will co-present a framed copy of the photograph to the Islamic College at a college assembly in appreciation of their support for the initiative, and as a memento of their involvement in Red Nose Day.

Provide resource pack to education department containing resources about Islam and Muslims
The Minister Assisting the Minister for Multicultural Affairs, the Hon. Carmel Zollo MLC, has written to the Minister for Education & Children's Services providing a comprehensive resource pack containing information about Islam and Muslims and suggesting that it be used in schools.

Further media training for selected members of the Muslim community in SA
SAGMRG members have participated in a special professional development program aimed at building the skills of Muslim community representatives in managing media interviews and relationships. Further media training for members of the Muslim community is being organised for 2007–2008. Adjunct Professor Peter Manning from the University of Technology, Sydney, will deliver the training program.

Encourage/Support Muslim community participation in The Governor's Leadership Foundation Program through The Leader's Institute of SA
Funding to sponsor the participation of a South Australian Muslim leader in the 2008 Governor's Leadership Foundation Program has been provided.

'I am a South Australian—I am a Muslim' media campaign, introducing South Australian Muslims as everyday South Australians

This project aims to work with the media to introduce South Australian Muslims as everyday South Australians. Work on this project is proceeding and has the opportunity to expand. Stories and articles being pursued relate to Islamic banking, Halal food, and profiles of members of the Muslim community with the *Advertiser* and the *Adelaide Magazine*.

Building open relations with Mosques

A number of mosques have already conducted Open Days including Adelaide, Al-Khalil and Marion/Parkholme Mosques. The Hon. Carmel Zollo MLC, Minister Assisting the Minister for Multicultural Affairs, Mr Hieu Van Le, Chairman SAMEAC, representatives from Multicultural SA and South Australian Police have met with spiritual and community leaders and others at several mosques.

Coordinate/Organise Muslim youth leadership development opportunities

In partnership with the Office for Youth, Multicultural SA is identifying existing leadership development initiatives in which South Australian Muslim youth will be encouraged to participate. Participation of young Muslim people in the Duke of Edinburgh's Award program has been encouraged.

Muslim Community Burial Consultation – September, 2007 update

In response to the matters raised by Muslim communities, Multicultural S.A. has held various meetings and consultations over a two-year period with Muslim community stakeholders, local government and cemetery operators. This has resulted in South Australian Muslim communities having a variety of options in relation to where they can inter their dead.

Eid Al-Fitr Reception at Parliament House

The second Eid Al-Fitr Reception was held at Parliament House. Members of Islamic organisations in South Australia were invited to the reception, including Imams and representatives of mosques in Adelaide. A reception is being planned for October 2007 and, in the spirit of inter-faith understanding, the heads of other religions will be invited.

“Getting To Know You” Islamic Expo, Symposium and Dinner

The “Getting To Know You” Islamic Expo, Symposium and Dinner was held in May 2007 and Saturday 19 May 2007. The Department of Family and Community Services and Indigenous Affairs, in partnership with the Islamic Council of South Australia, organised this event in South Australia to promote awareness and understanding of the cultures and values of Australian Muslim communities amongst other South Australians. Multicultural SA assisted with the planning of events.

Aged care information session for members of the Turkic communities

Multicultural SA organised an aged care information session following concerns raised by members of the Turkic communities about the availability and appropriateness of existing services for the aged members of the Turkic communities.

Anzac Day youth vigil

Young members of the Ogaden Community attended the Anzac Youth Vigil in Adelaide City. Two of the members were interviewed on radio by ABC's Peter Goers.

Muslim Women's Association of Marion Mosque – 22 July, 2006

Funds were provided to the Muslim Women's Association of Marion Mosque towards the cost of a Muslim Women's Fashion Parade at Marion Cultural Centre in July, 2006. The Fashion Parade aimed to break down barriers of ignorance and misunderstanding and build bridges of communication and respect.

Recording Community Histories

The Commission hosted a seminar and series of workshops on recording community histories to build the capacity of ethnic community groups to record and tell their stories with a view to promoting community harmony and inter-cultural understanding.

Held in partnership with the Migration Museum, the History Trust of South Australia, the State Library and Artlab, the seminar and workshops provided valuable information about recording oral histories, preserving community artefacts and preparing community exhibits.

In his opening address, the Minister for Multicultural Affairs, the Hon. Michael Atkinson M.P., noted that the seminar was timely because: “the post-war generation of migrants is rapidly ageing and their numbers dwindling, and there is a danger that many of their courageous and inspiring stories will be lost to both current and future generations – uniquely Australian stories that demand to be heard.”

Due to an overwhelming level of community interest in both the seminar and workshops, a repeat series of workshops are planned for next financial year.

People

Panel of Cultural Awareness Training Providers

Government departments have an important role to play in making new migrants feel welcome in South Australia and ensuring that programs and services are culturally and linguistically appropriate for both emerging and established communities. Multicultural SA established a panel of cultural awareness training providers to assist government departments in the procurement of appropriate cultural awareness training.

Government agencies can access information about the providers and their services through the government intranet. The providers have been through a thorough assessment process before being offered contracts and the panel will be updated on an ongoing basis.

DEPARTMENT OF EDUCATION AND CHILDREN'S SERVICES

Policy and Planning

New *Department of Education and Children's Services (DECS) Countering Policy and Guidelines* were launched and released. The document contains guidelines for complaint management and resolution, cross cultural information, a self assessment tool and resources to support improvements in six key areas for action: Governance, Curriculum and Pedagogy, Supportive Environments, Parent and Community Participation, Managing Human Resources and Monitoring and Reporting.

The Preschool Bilingual Program, in line with state strategic priorities, offers language specific sessions to newly arrived parents/caregivers and has responded to and placed particular attention on families of skilled migrants.

Family Day Care continues to operate a multicultural scheme in the western suburbs of Adelaide where newly recruited carers from culturally and linguistically diverse backgrounds provide care for a large number of families, the majority of whom are from culturally and linguistically diverse backgrounds. The average number of hours of care provided by this scheme is 8,372 hours per fortnight (in June 2006). Carers are provided with ongoing training in supportive peer mentor groups to ensure their success in the program.

The Family Day Care program, in collaboration with Adelaide TAFE, has provided training in Certificate III Children's Services to 30 trainee care providers with English as a second language. The course includes additional English language tuition to ensure trainees have increased English language skills by completion of the course. The trainees are now approved care providers and are running their own home based child care services. This initiative has been operating for several years and has significantly increased the capacity of the Family Day Care program to respond to the needs of newly arrived migrants and refugees.

Improved access to data on new arrivals and English as Second Language (ESL) learners from the DECS Data Management and Accountability group and the establishment of an ESL Reporting Database has supported planning processes in ESL and service provision to new arrivals.

Continued monitoring of home address and visa sub-class of New Arrivals Program (NAP) enrolments through geo-coding of addresses (using Geographical Information System software) has allowed planning to support the establishment of additional New Arrivals Program centres to meet needs in specific locations. The trend over 2006–07 has been increased settlement of refugees in the northern suburbs, particularly Salisbury, Parafield Gardens, Paralowie and more recently, Elizabeth Vale. Increases in skilled migrants are also being seen across the metropolitan area.

The information flow from the Australian Department of Immigration and Citizenship (DIAC) and Immigration SA to DECS regarding arrivals is improving, as both agencies are aware of the need for reliable forward arrival information.

Settlement in regional areas is increasing rapidly, from 92 in 2006 to 153 in 2007. The majority are skilled migrants, settling in areas such as Roxby Downs, Murray Bridge and the Riverland. Schools have been supported to establish intensive English programs and these students are generally integrating successfully into mainstream schooling. Continual tracking

of location and numbers of new arrivals in regional areas support planning around schools and their communities.

The Family Day Care unit has worked on recruiting appropriate applicants from culturally and linguistically diverse communities in order to provide ongoing support for these families. Many of the families are from backgrounds in detention centres, and refugee camps from war torn countries and may have suffered considerable trauma. The opportunity for culturally and linguistically diverse care providers to use their skills in parenting to support these families has assisted families to participate in the community. Students from this course tend to stay for longer periods in the Family Day Care program and are committed, high quality child care workers providing a child care service to families from their own culture and also from the rest of the Australian community.

Program and Service Delivery

Five full time equivalent salaries allocated to support first language maintenance and development programs in Serbian, Khmer, African languages, Bosnian, Arabic and Kurdish. New programs initiated in Albanian, Amharic, Dari, Dinka, Swahili and Tagalua in 2007.

Additional Bilingual School Services Officers in a range of community languages have been interviewed and made available on a register for schools to support their culturally and linguistically diverse student cohort who require support in their first language.

New and ongoing Bilingual School Services Officers are supported with regular paid professional development.

The Preschool Bilingual Program supports South Australian preschools through its linguistically and culturally diverse workforce. The program offers:

- access and participation to children with English as an additional language and their families
- extensive information for parents of culturally and linguistically diverse backgrounds about the role of play in the learning and wellbeing of young children
- interpreting and translating service to all culturally and linguistically diverse families and preschool staff when discussing issues about their child's Negotiated Education Plan.

The Preschool Bilingual Program supported an average of 680 children per term in maintaining their home language and developing literacy and numeracy skills. This has involved:

- approximately 200 preschools, 130 preschool bilingual workers
- forty different community languages.

Particular focus in meeting language needs has been given to rural, mono-cultural and monolingual areas, where an increase of skilled migrants and their families have settled in the last twelve months.

The Family Day Care Respite Care brochures are available in eight Community Languages: Arabic, Khmer, Karundi, Persian, Spanish, Korean, Chinese and Vietnamese.

The Family Day Care Multicultural Scheme provides intensive support for culturally and linguistically diverse care providers in their first years of service in Family Day Care.

Dedicated staff with skills in working with communities from diverse backgrounds supports these care providers and families through initiatives such as playgroups. In 2006, thirty-six

care providers cared for 334 children from culturally and linguistically diverse backgrounds through the Family Day Care Multicultural scheme.

In 2006, 21% of Family Day Care providers were from culturally and linguistically diverse backgrounds (209 of 970) and 7% of children were from culturally and linguistically diverse backgrounds (1058 of 14286)

The Community Liaison Officers (CLOs) have conducted forums with the range of culturally specific parent/caregiver and student groups. The data collected from the parent and student forums is being collated and analysed to feedback information to students, schools and communities.

The Community Liaison Officers have been delivering information sessions to their communities regarding current trends and initiatives within South Australian schools and the curriculum. Some of the topics covered in the information sessions include: the South Australian Certificate of Education (SACE); Drug and Alcohol Awareness; Safe Gambling; Child Protection; Vocational Pathways; and Subject Selection.

The Community Liaison Officers are represented and are providing feedback to planning groups to establish policy within DECS such as *Healthy Eating, Volunteers in schools and preschools policy*.

Community Liaison Officers within the English as a Second Language Program continue to be actively involved in using ethnic media, including EBI-FM, Radio Adelaide 5UV (Adelaide University), PBA FM (University of South Australia). Topics include the SACE, Vocational Education Training (VET), university entrance, explaining the CLO role, education related issues and information about specific cultural events. Some also use print media, such as the Vietnamese newspaper.

The Preschool Bilingual Program provides generic information about its services to ethno-specific communities through radio programs broadcast by 5 EBI (Ethnic Broadcasters Incorporated) ethnic community radio, its multilingual workforce and local forums such as the City of Salisbury, the City of West Torrens, Holdfast City Council and the City of Onkaparinga.

Bilingual School Services Officers (BSSOs) work in schools with students to communicate current curriculum trends and initiatives and subject selection.

The department was involved in the planning of the African Communities *Building Bridges Conference*, attended by over 100 African-Australian families to address settlement, community safety, child protection, education, and racism issues.

People

In 2006–07, the DECS Ethical Standards and Merit Protection Unit continued to provide Merit Selection training to all DECS staff on selection panels. Training included:

- developing organisational culture – recognition of the value of diversity in all employees
- reviewing the Code of Conduct for Public Sector Employees – acknowledgement of the underlying principles of ‘Integrity, Respect and Accountability’. The ‘Respect’ section of training emphasised the value of diversity (that both applicants and panellists bring to the selection process).
- providing a targeted Code of Conduct training program for key managers, leadership groups and district coordinators, that allows a modified approach to training for individual sites, given the mix and diversity of the DECS workforce and depending on the relevant needs of the audience and site. The program focuses on the ethical standards and accountability underpinning all planning, decision-making processes and behaviour, and addresses issues related to establishing and maintaining ethical environments, ethical behaviours and ethical decision making processes in the workplace.
- clarifying the requirements regarding panel composition–acknowledgement of the diversity of experiences and perspectives that are brought to the selection process and the need for panels to recognise and value the skills that all applicants may bring to a position.

Two-hundred and nineteen DECS teachers have undertaken professional development in the new *Teaching ESL students in mainstream classrooms* course. In Module 1 of the course, participants discuss how the cultural capital, which ESL students bring is a resource to be valued, acknowledged and drawn on for the benefit of all learners and the enrichment of the community. They also learn about the interconnectedness of culture, language and identity and the ways in which these are continually developing and being reshaped. In Module 9 they consider ways of involving and working in partnerships with families and the community to support ESL students.

Professional learning for over 300 educators in countering racism/multicultural perspectives across the curriculum was delivered.

Cultural awareness training was provided to sixty-two swimming and aquatics instructors to support newly arrived students.

Professional learning was provided to eighty-one educators in Studies of Asia delivered through Flinders University to deepen awareness of Asian societies and cultures.

Departmental collaboration with the Muslim Women’s Association of SA to plan and promote the *Understanding Islam and supporting Muslim Students* seminar was attended by thirty-five educators.

Understanding Ramadan and supporting Muslim students’ information was sent to all schools and preschools.

Count me In! A resource to support ESL students with refugee experience in schools, was published in 2007 and launched by the Minister for Education and Children’s Services. *Count me In!* provides strategies, ideas, advice and contacts for staff in schools with refugee students.

The Preschool Bilingual Program has offered a number of language and cultural awareness professional learning sessions at local and national levels for an audience of approximately 1 000 educators, health workers and community members in the last twelve months. The program covered topics such as:

- English as Second Language (ESL) Strategies in Preschool Settings
- Mandated Notification
- Young Children Acquiring a Second Language, Language Development and ESL
- Strengths Based Practices
- Student at Risk Program, Family Day Care and Aboriginal Perspectives in the Early Years.
- Developing Multicultural and Human Rights Education in the Early Years
- Positive Behaviour and Cultural Practices in the Early Years.

Trained early childhood teachers and prospective teachers need to have access to professional learning that offers them knowledge and skills about language development, home language maintenance and second language acquisition.

Personnel are provided with opportunities to develop cross-cultural understanding to ensure services, policies and plans are developed and implemented in a culturally responsive and sensitive manner. The following opportunities were offered by the Multicultural Education Committee (MEC):

- MEC Education Conferences entitled *Promoting Languages and Cultures & Building Community Partnerships*, held in both Adelaide and the Riverland. March 2007, approximately 150 participants.
- MEC Human Right Education Conferences in Adelaide and Port Augusta, August and September 2006, approximately 50 participants.
- MEC African Forums, 2006, approximately 150 participants.
- MEC East Turkistan Forum and Arabic Forum, 2007, approximately 90 participants.

DEPARTMENT FOR ENVIRONMENT AND HERITAGE

Policy and Planning

The Department for Environment and Heritage (DEH) promotes a culture that reflects the value of diversity in the workplace, and in the general population. Whilst the Department for Environment and Heritage Corporate Plan 2007–2010 does not have a specific objective addressing inclusion of people from culturally diverse backgrounds, diversity has been included as one of the core values. This notion of diversity is not limited to specific clusters of people, but embraces the diversity of all within the community. Diversity is also embedded in Goal 5–Getting Results. Once again, the intention is not to target a specific group of employees but to acknowledge that balancing staff needs helps the DEH get its results.

To ensure that all activities are inclusive of and value cultural diversity, the department:

- incorporates cultural diversity references into DEH policies and procedures where appropriate
- considers the needs of a culturally diverse public during planning and project development activities
- undertakes wide public consultation where DEH activities and initiatives affect external customers.

The department's services are available to all members of the public regardless of nationality and culture. Clients from diverse cultural and linguistic backgrounds are provided assistance in accessing DEH services via interpreting services and assistance from multilingual staff.

Socio-demographic characteristics of client groups and client needs are identified and addressed when reviewing the provision of services in South Australia's parks and gardens, and other facilities managed by DEH.

Program and Service Delivery

International symbol signage is utilised in National Parks and Botanic Gardens to assist clients from diverse cultural and linguistic backgrounds. At some locations, visual and audio information is also provided, including tourist information available via touch-screen monitors.

Information brochures are available in several languages in a number of locations where visitation indicates the need for translated information, such as the Cleland Wildlife Map & Guide available in four languages (French, German, Italian and Japanese), in addition to English.

There are a variety of Botanic Gardens projects to improve service delivery and celebrate cultural diversity within the South Australian community, including:

- community education project about plants and cultural awareness covering China, Indonesia and Asia
- the new Mediterranean Garden, based on the five regions of Mediterranean zones around the world, with *Plants, Peoples and Culture* being the focus for interpretation. The Greek Community is involved in this project, as well as Taoundi College.

People

Human Resource policies and procedures are regularly reviewed to ensure that:

- cultural diversity issues are considered
- the policies and procedures meet the needs of all staff irrespective of their cultural background.

Information is available on the DEH Intranet site to assist staff and management to recognise the range of diversity in the community and the benefits of effectively managing diversity in the workplace. The site also provides easy access to websites that may raise staff awareness of, or provide information on, the needs of a culturally diverse public.

The DEH Diversity in the Workplace Framework includes a section on managing cultural diversity and provides links to the:

- Charter of Public Services in a Culturally Diverse Society
- DEH discrimination and diversity policies.

The DEH Discrimination, Harassment and Workplace Bullying policy and the DEH Diversity in the Workplace policy provide direction to staff regarding the protection of merit and equity of employees and clients/customers, including those from diverse backgrounds.

Equal Opportunity and Discrimination and Harassment training is provided to DEH staff on a regular basis. In addition, equity and diversity information is included in other training courses when appropriate.

Multicultural sensitivity training has been developed for Botanic Gardens volunteers and guides, and will be reviewed for suitability for key operational staff. Induction information on EEO and Human Rights issues is provided to guides and visitor information volunteers.

DEPARTMENT FOR FAMILIES AND COMMUNITIES

Policy and Planning

The Department for Families and Communities (DFC) endeavours to ensure that the cultural and linguistic needs of clients are considered where possible within service planning and business plans:

- The business plan of the DFC Volunteers Unit includes a commitment to identifying specific opportunities and strategies to support the inclusion of culturally and linguistically diverse groups in volunteering.
- During 2006–07, work commenced on a framework of criteria to assess ethnic-based organisations for new or expanded funding in the Home and Community Care (HACC) Program.
- In establishing the new Ministers Disability Advisory Council, expressions of interest for membership of the council were encouraged from people with a lived experience of disability, especially those from a non-English speaking background to apply.
- A multicultural audit of DFC's people, policy and programs was undertaken by Mr John Kiosoglous during 2006–07. The audit also included an investigation into issues relating to customers from Aboriginal or Torres Strait Islanders. The draft report prepared by Mr John Kiosoglous provides approximately 100 recommendations, which will assist DFC to improve services to customers from culturally and linguistically diverse backgrounds. When finalised, the report will be tabled with the Minister for Families and Communities. Through participation in the multicultural audit, divisions of DFC are in the process of addressing and identifying client needs. The report recommendations will be released during 2007–08.

Further development of consultation forums is being undertaken to ensure relevant community organisations are consulted and participate in the review of or formulation of new policies and initiatives.

Housing Services is working towards the creation of a more representative customer voice group, with particular preference given to high needs groups including people from culturally and linguistically diverse backgrounds.

The Customer Strategy Unit has commenced the development of a Charter of Principles and a Direction Statement on Engagement with clients. Strategies will include how to engage and consult with people from culturally and linguistically diverse backgrounds.

During 2006–07, the Office for the Ageing (OFTA) made direct contact with all thirty-eight ethno-specific agencies funded through the HACC Program seeking feedback on a range of issues to inform future funding and planning.

A review of funding for multicultural focussed services was undertaken which included a process of consultation with multicultural agencies funded by DFC. Information gathered through annual performance evaluations, data reports and visits to funded organisations is also taken into consideration in planning services, and when service agreements with multicultural specific services are reviewed.

The multicultural community is represented on the Human Services Peaks Forum by the Multicultural Communities Council (MCC). The MCC provides advice to DFC on issues affecting the needs of people from culturally and linguistically diverse backgrounds.

The DFC Volunteers Unit undertakes annual surveys of DFC funded non-government organisations to identify customers' needs for consideration in the development of the Unit's business plan. The Volunteers Unit has commenced development of a common database for implementation across DFC in 2007–08, which will collect data detailing volunteers country of birth and languages other than English spoken at home. In addition, the unit is also developing a database for use in emergency recovery which will include languages spoken by volunteers in order to match them with disaster-affected people who wish to communicate in a language other than English.

Monthly statistics on new arrivals, country of origin and ethnicity are provided to the Customer Strategy Unit through links established with the Department of Immigration which inform DFC on future customer groups.

Multicultural Aged Care was funded by OFTA to conduct needs studies on the Arabic speaking, Spanish speaking and Serbian communities. In addition, the Seniors Information Service used funding from OFTA to identify and provide for the information needs of six larger language based communities. As a result of the success of this initial strategy, services are expanding to a wider range of language groups.

Data reporting has been enhanced across all Family and Community Development Program funded services, some of which now report on cultural background in addition to other service provision information. Reporting on cultural background has been incorporated into all youth funded services and specific multicultural focused services.

Program and Service Delivery

Housing SA employs a Sudanese worker to assist with front counter service delivery to African customers in the Adelaide region. The African Liaison Officer provides general Housing SA service information, assesses the current housing situation to direct customers to appropriate regional services and assists with contacting Land Agents.

The Housing SA Adelaide Office, together with the African Liaison Officer, delivered a full day information session at the Adelaide English Language School on three occasions during 2006–07, with another presentation planned for the future. Participants are from African, Middle Eastern and Asian cultural backgrounds and interpreters attend for all the different language groups. The aim of the sessions is to gain a better understanding of Housing SA services to enable clients to approach regional offices with greater confidence.

The LimeStone Coast Housing SA Office coordinated information sessions in Naracoorte, Bordertown and Mount Gambier, together with the LimeStone Coast Migrant Centre, local councils, Families SA, South East Regional Community Health, TAFE, Department of Education and Children Services, the Multicultural Network, SA Police, Red Cross and local volunteers. The sessions provided an overview of the services available to refugees in the Limestone Coast. The Bordertown and Naracoorte sessions were supported by a Chinese interpreter due to the significant number of Chinese skilled migrants employed by the major employer.

Housing SA is represented on the Mallee Migrant Settlement Co-ordinating Committee, providing housing advice and assisting community integration and acceptance. The Murray Bridge Housing SA Office actively participates in the Murraylands Settlement Committee that helps coordinate and provide a collaborative community response for new arrivals and linking them to community.

In 2006–07, 117 people from culturally and linguistically diverse backgrounds were referred to the Private Rental Liaison Project which assists people who are unable to find and secure accommodation in the private rental market. Private Rental Liaison Officers provide customers with assistance in finding suitable accommodation, advice regarding their rights and responsibilities as a tenant, and referrals to relevant organisations to assist with their needs. Forty-eight households from culturally and linguistically diverse backgrounds were housed in 2006–07, a significant increase from eight in 2005–06.

The On Arrival Accommodation Program (OAAP) provides fully furnished rental accommodation to newly arrived migrants for a period of up to three months to allow them time to settle in South Australia prior to finding more permanent accommodation. The number of households allocated in 2006–07 for the OAAP was 216. There have been 1,998 households assisted through the OAAP since its inception in 1997.

The Housing SA Adelaide Office established a streamlined process for humanitarian entrants for the Private Rental Assistance Scheme in partnership with Anglicare. This process financially assists those eligible in the private rental market when exiting the OAAP.

Through the Supported Tenancies Scheme, Housing SA accommodates refugees by providing housing to non-government organisations that specialise in housing refugees. During 2006–07, 106 properties were leased to agencies to house refugees.

Community Grant Funds were utilised as a mechanism to engage and support culturally and linguistically diverse communities. An example being the Housing SA Salisbury Office which provided \$2,000 in grant funding in May 2007 to Community Health and the Khmer Buddhist Temple to establish a Community Garden in the Khmer Temple in Parafield, whereby senior Khmer elders mentor young new arrivals (most from African backgrounds) through a gardening program.

Direct funding allocation was implemented as the model for funding of new services through the HACC Program in recognition of the inequity of small ethnic-based organisations competing with large mainstream aged care providers in an open submission process. In 2006–07, 14% of HACC Program funding was provided to ethno-specific program and approximately 17% of total services were provided to clients for who English was not the first language.

A ‘Kickstart’ project was implemented under the implementation of *Improving with Age – Our Ageing Plan for South Australia* to assist mainstream community service providers improve the way they deliver services to people from culturally and linguistically diverse backgrounds. Cultural competence training was funded in 2006–07, and workshops will continue in 2007–08.

All programs and services funded through the Family and Community Development Program are required to adhere to service provision principles. This includes the requirement for agencies to provide services to the differing needs of families and communities by being

responsive to the social, cultural, gender, economic and environmental aspects to ensure that services are more accessible to a wider range of people.

During 2006–07, DFC funded Multicultural Youth South Australia (MYSA) to develop, produce and distribute 2,000 copies of *Tool Kit: A practical guide for working with young migrants and refugees*. Copies were distributed to DFC funded youth agencies, with fifteen representatives from five agencies participating in a training workshop. Further distribution will occur in 2007–08, including 500 copies distributed across DFC. In addition, DFC funded MYSA to implement the South Australian Multicultural Youth Development Fund. Four multicultural community groups received funding for community projects through the first funding round with the process including training and support in project management.

Disability SA identified a large number of Vietnamese clients with a disability living in the western and northern suburbs of Adelaide. In response, a Vietnamese worker has been employed to provide a culturally appropriate service.

A collaborative partnership was developed between the Office for Disability and Client Services (ODACS) and MALSSA, an advocacy organisation representing people of non-English speaking backgrounds with disabilities and their carers. MALSSA aims to improve the accessibility and delivery of services and promote the rights of people with disabilities at individual and policy levels).

The Disability Services Provider Panel application process ensures agencies approved to be on the Panel have polices for access to their service for people from culturally and linguistically diverse backgrounds.

Brochures developed by the DFC Volunteers Unit to recruit older volunteers were translated into fourteen key languages.

The Chief Executive of DFC was interviewed by the President, Multicultural Communities Council of SA on radio 5EBI in relation to volunteering opportunities within DFC. The interview will be translated into other languages and played in ethnic-specific timeslots to target culturally diverse groups.

Information sessions for skilled migrants were held during the year by HomeStart Finance to raise their level of awareness about home ownership.

All ethno-specific services funded by the HACC Program are required to promote their programs in the language of clients. In the case of some communities with low literacy rates this is done via existing community networks. In addition, during 2006–07 eleven communities promoted HACC Programs through radio programs in the relevant community languages.

The Seniors Card Directory provided information about the program in nine languages in addition to English.

Community Benefit SA (CBSA), in conjunction with Multicultural Communities Council SA, provides information workshops for CBSA grant funding and further promotes and provides funding information through the networks of the Multicultural Communities Council SA to multicultural organisations.

The Customer Strategy Unit is developing a Charter of Principles and a Direction Statement on Engagement with our clients. Strategies will include how to engage and consult with people from culturally and linguistically diverse backgrounds.

Work has commenced with several communities that do not currently have access to ethno-specific ageing services. These include the African, Middle Eastern and Turkic communities. Consultation centred on determining needs and designing processes and future services within the existing policy and funding framework that will meet future ageing needs as identified by the communities.

DFC utilises reporting mechanisms via service agreements with funded agencies and peak bodies to enable the views of different cultural client groups to be incorporated into programs and services.

CBSA consults with and seeks policy advice from relevant Government funded bodies, including Multicultural SA, to include in recommendations made to the independently appointed Board of CBSA. This assists the Board's decision making processes for all CBSA one-off grants.

A working party of the combined Consumer Advisory Groups (previously Options Co-ordination) has been renamed the Disability Advisory Network for SA. This group consulted with MALSSA during the year in relation to disability reform and multicultural communities.

DFC Volunteers Unit project plans ensure consultation with culturally and linguistically diverse communities.

People

New policies and procedures have been developed on Respectful Treatment at Work including a new Fact Sheet on *Resolving Complaints at Work: A guide for staff*. Assistance is also offered to staff to either have the fact sheet translated and/or assistance with provision of an interpreter if required. DFC understands that for many employees of culturally and linguistically diverse backgrounds written policies are not necessarily accessed by employees until a problem arises.

To complement the new policies and procedures, DFC has commenced a rollout of senior management briefings and training programs for managers and employees on *respectful treatment at work and grievance handling* processes and procedures. The programs are conducted face-to face by a facilitator with culturally appropriate and diverse linguistic communication skills. The program also provides opportunities for participants to raise and discuss issues associated with allegations of racism and managing diversity.

Diversity data (including country of birth and language other than English spoken at home) will be collected as part of the demographic profile of volunteers across DFC. This data will be used to inform workforce planning.

In 2006–07, 117 staff attended the DFC College for Learning and Development multicultural learning program.

From February 2007, all new staff commencing employment in DFC attend a four day Corporate Induction program, which is linked to the seven core competencies in Certificate III in Government. One of the competencies is *Work effectively with diversity*. New staff learning is linked to the legislation and DFC policies as related to diversity. Staff are then required to apply their knowledge and skills in the workforce before being signed off as competent.

Development and implementation of the AusAid grant funded service development partnership between DFC and the Thailand Government Department of Services, Developments and Welfare has provided learning opportunities for DFC staff in relation to cultural issues, use of interpreters and providing services to people from culturally and linguistically diverse backgrounds.

Cultural awareness training has been identified as a desirable training requirement for volunteers within their induction and training package.

HomeStart Finance, through the University of SA Work Placement Scheme, has engaged a number of students from a variety of disciplines to work on various HomeStart projects. This has provided the opportunity to have some international students work with HomeStart staff, providing staff with a cultural exchange.

Housing SA will distribute *Tool Kit—A practical guide for working with young migrants and refugees* to staff to assist in working with these population groups. The tool kit contains five modules and five facts sheets providing information about particular population groups. Associated training will also be made available to staff.

DEPARTMENT OF FURTHER EDUCATION, EMPLOYMENT, SCIENCE AND TECHNOLOGY

Policy and Planning

The Employment Programs Directorate consulted with advocates for groups facing barriers to employment through the *South Australia Works* in Regions Employment and Skills Formation Networks which identified specific needs of client groups, including people from diverse cultural and linguistic backgrounds. This is also included in the planning and development of three year strategic plans and annual action plans for the *17 South Australia Works* regions.

The newly formed *South Australia Works* Skills Recognition Service will integrate and streamline services provided by the Trades Recognition Unit and the Skills Recognition Service to ensure skilled migrants can access a range of skills recognition and employment services.

Events such as *South Australia Works* in the Communities Adult Learners Week and *South Australia Works* programs for mature aged people were promoted through ethnic specific and multicultural groups.

TAFE SA practitioners involved in the Reframing the Future project that provided professional development to staff to teach and support refugee students. There has been a recognisable change in the demographics of the TAFE SA student population in recent years based on an influx of humanitarian arrivals from the Greater Horn of Africa, West Africa and the Middle East. Consultation for this project was extensive through the Migrant Resource Centre and the International Student Association. The project is currently being reviewed.

Input from programs with a high percentage of students from diverse cultural and linguistic backgrounds is incorporated in the strategic and business planning processes of Institutes and TAFE SA.

The TAFE SA Access & Equity Committee has updated its Access & Equity Policy. Extensive consultation and research with clients of diverse cultural and linguistic backgrounds was undertaken to inform parts of the policy. The TAFE SA Access & Equity Policy establishes the basis from which TAFE SA can contribute to meeting the government's challenge to "create a more flexible and responsive training system that ensures development opportunities are available to all South Australians, especially those most disadvantaged in the workforce". The policy sets out the basis from which TAFE SA can engage more effectively in equity work. TAFE SA has an Equity Strategy that comprehensively addresses the needs clients from diverse cultural and linguistic backgrounds. The Strategy will be implemented in 2008, and includes Professional Development for TAFE SA staff, alternative assessment methods, translating and interpreting assistance.

TAFE SA has a long track record of effective partnership arrangements with Multicultural SA and ethnic communities. Some of these are Multicultural Statewide Group, SA Migrant Resource Centre, Australian Refugee Association, Immigration SA, African Communities Council.

Special initiatives have been implemented in response to outcomes of consultation processes. Examples of these are The Skills Recognition Support Services to support newly arrived skilled migrants have their skills and education recognised, TAFE SA Access and Equity Committee to sponsor the development of Access and Equity policies, strategies and projects for improving inclusive practices of TAFE SA; TAFE SA Working Party for Working Effectively with Refugees Students.

Student Services Officers continue to be successful in addressing the needs of clients from diverse cultural and linguistic backgrounds by offering one on one formal counselling and assistance incorporating training and career development advice.

TAFE SA are reviewing all program areas to establish current provision of support for refugees in vocational training and provision of bridging programs into mainstream courses for TAFE SA.

South Australia Works consulted with advocates for minority groups through:

- South Australia Works in the Regions Employment and Skills Formation Networks and
- Adult Community Education Program networks.

In addition, volunteers and staff in community based organisations received professional development training to deliver Language, Literacy and Numeracy services to clients from a non-English speaking background.

Events such as Adult Learners Week and programs for mature aged people were promoted through ethnic specific advocate groups.

All of these projects have been based on the Department of Further Education, Employment, Science and Technology (DFEEST) Strategic Plan (2007) key goal – *ensure South Australians have the necessary education and skills to participate in the high skill economy*. The projects have a strong correlation with social inclusion initiatives of the State Government and their focus on ‘building communities’ and ‘expanding opportunities’.

Program and Service Delivery

South Australia Works programs link people with skills and jobs. Programs provide opportunities to increase learning, training and employment opportunities for people who face barriers to accessing training and employment opportunities and address specific needs of people from diverse backgrounds, including cultural and linguistic backgrounds.

South Australia Works in the Public Sector programs are identifying strategies with Multicultural SA to identify and promote programs and opportunities to communities of diverse cultural and linguistic backgrounds.

The *South Australia Works* Skills Recognition Service is delivered in a culturally responsive and sensitive manner and include DFEEST funded interpreting services, referrals to settlement support networks and case management principles that support people from culturally and linguistically backgrounds, in particular clients not eligible for Commonwealth support.

Cultural Awareness training was provided as part of the pilot TALENT program that inducts new lecturers. Specific training was provided on Islam.

Various working parties have been established to provide advice on improvement of TAFE SA services to be delivered in culturally and sensitive manner.

Through the initiative of TAFE SA English Language Services, which specialises in the provision of settlement and employment training for migrants, cultural awareness training for the African migrant groups was made available to all service delivery personnel.

Resources have been developed to integrate language and literacy with vocational skills training to meet the language and vocational skills needs of students from diverse cultural and linguistic backgrounds.

TAFE SA Lecturers have been involved in the National Centre for Vocational Education Research (NCVER) research on cross-cultural communication.

Student evaluations in courses that have high percentage of culturally and linguistically diverse groups incorporates feedback on the extent to which TAFE SA Programs and services are delivered in a culturally inclusive and sensitive manner.

Student grievance information is made available to students from culturally and linguistically diverse backgrounds.

Promotions use simple and straightforward English and are distributed through multicultural networks that assist with translation.

Relevant policy and program information on new and existing services has been translated into languages other than English most frequently spoken by our client base, using multicultural radio and press to distribute the information.

The Access and Equity Committee are aiming to influence policy and program areas to embed Multicultural Access and Equity in all areas.

Ongoing consultation with Multicultural SA and culturally and linguistically diverse communities has guided the review of existing programs and the development of new programs.

TAFE SA has worked collaboratively with ethnic communities to design and implement programs that meet the specific learning and employment needs of the different demographic groups.

TAFE SA continues to be the key provider of Commonwealth Workplace English Language and Literacy Programs to support workers with language and literacy skills to enhance their learning and career pathways.

People

All TAFE SA lecturing staff have been encouraged to attend workshops providing cross-cultural understanding.

Currently a range of tools/resources for wider distribution to staff are being developed.

The outcomes of the current projects will influence student administration, admissions, marketing and publication of resource materials.

Diversity data is collected as part of the admissions process.

DEPARTMENT OF HEALTH

Policy and Planning

The Department of Health (DH) has been involved in a number of policy and planning issues at national and state levels, including those outlined below.

The Australian Health Minister's Conference (AHMC) Multi-jurisdictional Working Group on Refugee and Humanitarian Health.

The Multi-jurisdictional Working Group on Refugee and Humanitarian Entrant Health (MWG), established in December 2005 as a time-limited working group, has explored options to improve the provision of health care for refugees and humanitarian entrants. The MWG comprised representatives from the Australian Department of Health and Ageing (DoHA), the Australian Department of Immigration and Citizenship (DIAC), and State and Territory health departments.

At the 17 November 2006 AHMC meeting, Ministers endorsed a range of recommendations relating to the provision of health care for newly arrived refugees and humanitarian entrants. Work was undertaken to progress the endorsed activities that included:

- Agreement to provide and ensure catch-up immunisation for all refugees and humanitarian entrants.
- Addressing the issues of health professional training to ensure appropriate health care.
- Addressing the issue of access to Translator and Interpreting Services (TIS) especially options available for providing interpreters in minority languages where the National Accreditation Authority for Translators and Interpreters standards and testing are not available. In addition, the Department of Immigration and Citizenship (DIAC) has established a pilot project to determine the demand for free interpreting services for pharmacies. The project will run from 13 June 2007 to 13 December 2007 giving 331 pharmacies access to free telephone interpreting service through TIS.
- Identifying opportunities to further promote the Medicare Benefits Scheme (MBS) health assessment items for refugees and humanitarian entrants and improve follow-up of clients.
- Exploration of a possible funding model for improving access to medicines specific to humanitarian entrants.
- Recognition of the specialised role of State and Territory funded Refugee Health Services in providing training to health workers.
- Consultations with tertiary institutions, professional bodies and service providers to encourage refugee health to be included as part of broader culturally competent care in undergraduate and postgraduate courses, GP Registrar Training and continuing education for all health professionals. New resources developed on refugee and humanitarian health will be circulated to GPs and other health care providers.
- Exploration of options for the provision of specialist outreach and other clinical support to rural and regional health professionals who see humanitarian entrants.
- Development of a recommendation on the identification of specific human and financial resources to assist the regional and rural settlement of humanitarian entrants.

Participation in the Australian Government Interdepartmental Committee on Humanitarian Settlement (IDC–HS) Consultations

During October 2006, the DH participated in consultations convened by the Australian Government Interdepartmental Committee on Humanitarian Settlement (IDC-HS) and provided input through Multicultural SA. The DH notes that the Australian Government 2007–08 Budget allocated \$209.2 million over four years to assist in implementing key recommendations. This budget included additional funding for torture and trauma services and new funding for Complex Case Support services for specialised case management to recently arrived humanitarian entrants with exceptional needs.

SA Settlement Committee

The DH has participated on the SA Settlement Committee which is convened jointly by DIAC and Multicultural SA and deals with issues related to the settlement of new migrants in SA.

Provision of health information to new skilled and business migrants settling in SA

The DH together with the Migrant Health Service provides information about the health system in Australia at the monthly information seminar convened by Immigration SA for new skilled or business migrants.

Provision of funding to support the participation of refugees and humanitarian entrants in conferences

The Minister for Health and the DH provided funding to support the participation of refugee and humanitarian entrants in the Conference: “*When do I stop being a refugee?*” held in September 2006 that was convened by the Migrant Resource Centre of SA.

African Resettlement in Australia Conference

The DH funded the attendance of a delegate in the African Think Tank’s African Resettlement in Australia Conference which was held from 11–13 April 2007 in Melbourne. This conference examined the settlement needs of African humanitarian arrivals.

Children’s, Youth And Women’s Health Service (CYWHS)

CYWHS has developed divisional business plans with many areas identifying services to culturally and linguistically diverse people as a priority area. Key Initiatives included:

- development of a draft Cultural Diversity Policy
- development of an Aboriginal Community Engagement Protocol.

CYWHS has established a range of mechanisms to involve consumers from culturally and linguistically diverse groups and is developing partnerships and networks with a range of community based organisations.

CYWHS continues to work with the Migrant Resource Centre and other groups on a range of programs and initiatives.

The CYWHS Peak Consumer and Community Advisory Group has two positions for community members nominated by the Migrant Resource Centre.

CYWHS works in partnership with a number of state-wide culturally and linguistically diverse initiatives such as the Female Genital Mutilation project.

Central Northern Adelaide Health Service (CNAHS)

The Primary Health Care Directorate

The Primary Health Care Directorate plan explicitly identifies priorities and actions relating to vulnerable groups including Aboriginal and Torres Strait Islanders and people from culturally and linguistically diverse backgrounds.

The Migrant Health Service strategic plan is focussed on meeting the needs of newly arrived refugees. Planning days were held in January and May 2007 to improve access, service delivery and coordination strategies.

Community networking and consultation reports have been added to Team Meeting and Community Health Worker meeting regular agendas. A monitoring system has been devised and implemented.

Specific consultations with African community organisations have been undertaken in establishing a community health advisor's project.

Relevant communities in the West are consulted and participate in the formulation of service initiatives and in reviewing programs, such as the Somalian, Cambodian and Vietnamese community organisations and sub-groups of these communities, depending on the program or issue that is being consulted on. For example, in the Western area:

- multicultural radio and press is used to distribute information
- policy and program information is translated into languages other than English most frequently spoken by the client base e.g. the Opioids Substitution Program and a community group for young African people.

Primary Health Care-East has established direct receipt of monthly refugee immigration data from Commonwealth.

Primary Health Care-West has implemented strategies for gathering information on the demography of clients, including routine collection of data on country of birth, language other than English spoken at home and proficiency in English.

BREASTSCREEN SA

BREASTSCREEN SA annually reviews a Recruitment and Education Project Plan for women from culturally and linguistically diverse backgrounds. The aim of BREASTSCREEN SA is to achieve a 70% breast cancer screening participation rate every two years by culturally and linguistically diverse women in the target age group of fifty to sixty-nine. A Culturally and Linguistically Diverse Project Evaluation Report is compiled each year.

Two-yearly participation rates are calculated for the proportion of South Australian women of culturally and linguistically diverse backgrounds screened by BREASTSCREEN SA, drawing on the available ABS data. Participation rates are calculated for each age group eligible for screening (40-49, 50-69 and 70+) and for each major language group in the population.

South Australian Dental Service

New Priority Dental Care policy contains specific recommendations for people from culturally and linguistically diverse backgrounds to ensure that they receive equity of access.

In the development of the Priority Dental Care Policy, issues relating to access to priority care were included for consideration by the Emergency Systems Implementation Group.

A staff development course addressing awareness of the specific needs of culturally and linguistically diverse communities has been established.

Titanium Planning Reports by Language and Country of Birth are available and used to inform and support programs and services to adults and children of culturally and linguistically diverse backgrounds, such as the translation of information brochures. Children are categorised as low, medium and high risk of developing further dental disease and socio-demographic characteristics are taken into account in that risk assessment.

Lyell McEwin Hospital (LMH)

The LMH Executive has endorsed principles of consumer participation which reflect the needs of clients of diverse cultural and linguistic backgrounds.

The LMH has in place a Language Services Policy providing guidelines for the use of interpreters that deals explicitly with issues that can arise when family or staff are used (under extreme circumstances when the Interpreting service cannot be accessed) instead of a qualified /trained interpreter.

The *Developing Written Health Information for Consumers Policy* includes references to ensuring written health resources are available in community languages.

Consultations with relevant communities of diverse cultural and linguistic background continue to occur at the clinical divisional level. Several divisions have translated posters and patient information into a number of community languages.

Sections of the organisation have a comprehensive process in place to address socio-demographic characteristics of client groups and client needs, such as the Women's & Children's Division.

A range of information is collected at the point of entry to the organisation and entered into hospital data bases including the Homer, Oacis and HASS data and information systems. The accuracy of this information is currently being assessed.

Data about patients/clients is collected for Country of Birth, Religion, Gender, Main Language spoken at Home, and Race–Caucasian/Asian/Aboriginal or Torres Strait Islander or Other.

This data is recorded in each individual medical record and is therefore accessed by staff at the point of care to assist in caring for the patient/client.

Religion reports including admission diagnosis is made available to those faiths/churches that provide pastoral visitors.

For the Residential Aged Care area admission data and Resident Classification Scale data, which is collected in the LMHS aged care services, is collected in relation to birth place, migration history, religion, cultural practices, and cultural or religious diets. The data is used to develop individualised care plans that are inclusive of cultural and spiritual needs.

A Nursing Assessment tool was introduced into nursing practice at the end of 2006 that specifically highlights cultural and linguistic needs.

An annual analysis of interpreter usage is conducted to provide an update of language profile and the most frequently used languages. This information is used at a local level, for example, in Outpatients to facilitate Vietnamese women's obstetric day and also to facilitate the general block booking of interpreters by language.

Royal Adelaide Hospital (RAH)

A consultancy commenced in May 2006 to inform the development of a framework for consumer participation with clients of culturally and linguistically diverse backgrounds for acute health services. The Culturally and Linguistically Diverse Action Plan 2007–2010 was launched 22 August 2007. This is a key strategy within the RAH Business Plan.

A Culturally and Linguistically Diverse Steering Committee was created in August 2006 to ensure that the needs of consumers of culturally and linguistically diverse backgrounds are included in strategic and other planning processes and incorporated into hospital strategic business plans, with the aim to ensure clients receive culturally and linguistically appropriate services. Sitting members include:

- Multicultural Communities of SA Inc
- Greek Orthodox Community
- Coordinating Italian Committee Inc (CIC)
- Migrant Resource Centre
- MALSSA–Multicultural, disability and advocacy
- Access and Equity Unit, Alzheimer's Australia SA Inc
- Consumers.

Annual forums will be undertaken as part of the implementation of the Action Plan.

Socio-demographic characteristics are routinely collected on the hospital's Patient Master Index.

The Royal Adelaide Hospital provides a wide range of emergency and specialised services to patients and consumers from the local geographic councils, rural and remote areas and to the Northern Territory. The cultural and linguistic groups of patients and consumers are changing as the population mix changes.

The top ten country of births for 2006–2007 are:

- Italy
- Greece
- Germany
- Poland
- Serbia & Montenegro
- Vietnam
- Hungary
- China
- India
- Ukraine

The patient profile will continue to be monitored on an annual basis for the following areas:

- Inpatient
- Same-day
- Outpatient
- Emergency Department presentations.

The Hospital continues to provide interpreting services to all patients who require these services. A system of notification to the Interpreting Service has been established to facilitate a speedy service through the use of fax and telephone.

The Queen Elizabeth Hospital

A Consumer Advisory Council has been established that provides input into strategic and service planning. Its membership includes a representative from the local catchment area Aboriginal community and a representative from Multicultural SA.

The Consumer Advisory Council membership includes representative from the local catchment area Aboriginal community and a representative from Multicultural SA. Consumer Council members are invited to and contribute to various program/project groups including: Outpatient Department Redesign, Development Communication Group and Disability Action Plan Development.

Southern Adelaide Health Service (SAHS)

The Southern Adelaide Health Service (SAHS) Strategic Plan and Community and Consumer Participation Framework ensure the needs of people from culturally and linguistically diverse communities are incorporated into the strategic planning of all SAHS Services including Service Business Plans.

Published demographic data are gathered regularly outlining the distribution of cultural and linguistic diversity in the region in order to identify likely service responses to meet the needs of culturally and linguistically diverse communities.

The SAHS Access and Equity Policy recognises that health is a basic human right irrespective of a person's race, ethnicity, gender, age, sexuality, physical or intellectual impairment or disability, illness, marital status, religion, geography, language, culture, socio-economic status, income or other background or characteristics, differing abilities, culture or background.

The principal tobacco policy advisory body, the *Ministerial Reference Group on Tobacco* (MRGOT), has a member who represents the views of culturally and linguistically diverse youth.

Southern Primary Health–Inner Southern dedicates funding to address the needs of clients of diverse cultural and linguistic backgrounds and employs a cross cultural worker who contributes to business planning, including planning days.

Health programs and services funded through the Southern Adelaide Health Service support the SAHS Community Participation Framework in relation to consumer consultation.

Drug and Alcohol Services SA (DASSA) undertakes consultation with relevant communities when developing policies and initiatives and has invited representatives from the Vietnamese and Cambodian community to attend its QMS quality audit.

DASSA has representation on the Soksam Committee that provides advice on alcohol and other drug issues and strategies in the Vietnamese community.

The cross-cultural worker, Southern Primary Health–Inner Southern, through community members and workers and relevant networks, has conducted extensive consultations with recently arrived African refugees to plan a local African women's group.

All SAHS' services operate from a population health perspective and place importance on identifying and responding to socio-demographic factors that impact on consumer health as well as health issues such as alcohol and other drug use and communicable diseases.

An extensive population profile of Southern Adelaide has been published including data on demography, social position, health risks and support factors, health status and the burden of disease within the region.

Service planning undertaken for GP Plus Aldinga and GP Plus Marion includes the identification of socio-demographic characteristics of the local population.

DASSA continues to work with the Vietnamese and Khmer communities in particular.

Southern Primary Health–Inner Southern participated in a regional study undertaken for the Inner Southern Social Planning Alliance. Culturally and linguistically diverse communities were included in socio-demographic research and consultation, forming part of the report as well as its implementation. The cross-cultural worker at Southern Primary Health–Inner Southern links with the African Worker's network, Multicultural Aged Care Inc., Centrelink Multicultural Advisory Committee and the Migrant Women's Lobby Group.

Service planning for GP Plus Aldinga included identification of socio-demographic characteristics of the local population and service planning responded to these needs. Service planning for GP Plus Marion has identified a significant and increasing number of refugees and migrants from culturally and linguistically diverse backgrounds moving into the area. Consultation strategies are being developed to identify the needs of these people.

The needs of culturally and linguistically diverse patients have been especially considered in the Pandemic Preparedness Project.

Repatriation General Hospital (RGH)

Profile reporting for RGH suggests a very limited diversity exists within the current patient base. However, with the shift towards admitting an increasing number of public patients, it is anticipated that the cultural mix will change and there will be more clients from culturally and linguistically diverse backgrounds using the service.

The hospital's Strategic Plan and Quality Plan provide a stronger emphasis in addressing this issue. The RGH has implemented a Consumer Participation Framework which has a component for increasing input from culturally and linguistically diverse consumer groups.

RGH collects data in relation to the primary spoken language of all patients. This occurs at entry point with the client and through translation service data. This data then informs relevant staff in relation to the provision of information in key languages. Privacy is assured through confidentiality guidelines and the client is made aware of this.

Country Health SA (CHSA)

The CHSA Strategic Plan acknowledges the needs of culturally and linguistically diverse clients and the values statement encourages behaviour that is respectful and places a premium on access and equity.

Consultation occurs on an ad-hoc basis as part of overall community consultation. A focus on meeting population health needs encourages each country health service to examine their district's demographic information and match their service planning and consultation appropriately.

There has been no specific work done on specific needs analysis of the culturally and linguistically diverse population, however, every health service has a Local Health Profile which describes the local demographics and health needs, including culturally and linguistically diverse profiles.

Program and Service Delivery

Children's, Youth And Women's Health Service (CYWHS)

CYWHS staff members deliver services to culturally and linguistically diverse children and families in a professional and respectful way. CYWHS uses qualified interpreters and bicultural workers to ensure culturally sensitive services.

Initiatives include:

- Nutrition and Food Services have developed a photo menu to help enable culturally and linguistically diverse consumers to understand their menu options when hospitalised.
- A medical clinic for new arrivals is provided at the Migrant Health Service.
- A Female Genital Mutilation program which assists in providing education and training to health, education, police and other professionals and members of communities that may be affected by this practice.

- A New Arrivals Program that provides support in schools.
- The Midwifery Group Practice has allocated places for culturally and linguistically diverse clients.
- An African Cultural Consultant works with African women and children to provide culturally sensitive services and acts as an advocate for the community.

Under the CYWHS Parenting SA small grants program, the following community organisations received grants to conduct parenting programs:

- Acholi Community Association SA
- Afghan Women's Federation
- African Women's Support Group Inc
- Australian South East Asian Women's Association SA
- Ba alu Association of SA Inc
- Burundian Families Community Project
- Congolese Association of SA
- Congolese Women Support Group
- Iraqi Community Cultural Association of SA Inc
- KuKu Welfare Association of SA Inc
- Liberian Women's Support Group
- Migrant Resource Centre of SA
- Nunga Playgroup Murray Bridge
- Overseas Chinese Association
- Serbian Community Radio Program Inc
- Sierra Leonean Community of SA
- Sudanese Community Association Youth Portfolio
- The African Communities Council of SA Inc
- The Vietnamese Christian Community Inc SA
- Uzbek Women's Support Project
- Vietnamese Community in Australia SA Chapter Inc.

CYWHS produces and distributes only a moderate amount of advertising overall and the budget for such activities is, in most cases, managed locally and it is therefore not possible to provide this information for the entire organisation.

The CYWHS advertising policy requires that all paid advertising be booked with the Government's master media agency in accordance with government policy and that such bookings are placed through the Communication and Public Relations Division.

Feedback mechanisms are varied depending on the needs of cultural groups and may be informal, through focus groups or through service providers and cultural leaders. CYWHS staff members are involved in a number of cross cultural advisory groups and action groups.

CENTRAL NORTHERN ADELAIDE HEALTH SERVICE (CNAHS)

The Primary Health Care Directorate

All sites and services work with communities and cultural workers to ensure culturally sensitive engagement practices are implemented. This is core business for the Migrant Health Service.

Culturally competent practice education sessions were delivered to a number of other health providers in both public and private sectors.

Primary Health Care–West has implemented strategies for:

- increasing staff understanding and awareness
- obtaining feedback on the extent to which our services are delivered in a culturally and responsive manner by undertaking consultations with communities of diverse cultural and linguistic backgrounds
- disseminating information on new and existing programs and services.

Services are provided in partnership with community non-government organisations, for example, the Cambodian Community Association works in collaboration with the Parks Community Health Service in the provision of a substance misuse program for the Cambodian community.

Bilingual workers are employed where possible and interpreter services are used extensively.

A new project has commenced to deliver health messages on community radio programs in Farsi, Dari, Swahili, Dinka and Kirundi languages. The aim is to include one message per month, but this is under continuous negotiation with community radio and the constituent groups. One Kirundi and two Farsi health messages have been delivered to date. Community health messages for the Dinka, Dari and Swahili communities have been scripted but are still in draft form.

Other strategies for communication and obtaining feedback include:

- Translation of relevant information into the languages other than English most frequently spoken by the client base.
- Programs include a complaints mechanism that is accessible to all people, regardless of their cultural or linguistic background.
- Multicultural radio and press is used to distribute information on new and existing services.

Consultations with communities of diverse cultural background are regularly undertaken across CNAHS through a range of avenues depending on the service/issue including:

- Meetings held with several community leaders during the year to discuss the revision of our eligibility criteria for primary health services and other ways to improve access.
- Consultation has been undertaken as part of reviews of programs and primary health care service delivery and the development of new programs. Consultations have specifically been undertaken with the following groups:
 - Young African men
 - Vietnamese women
 - Somalian community
 - Cambodian community

BREASTSCREEN SA

The BREASTSCREEN SA Culturally and Linguistically Diverse Project Officer coordinates many, varied strategies to accommodate the needs of culturally and linguistically diverse groups including:

- distributing translated information widely among culturally and linguistically diverse communities and the health sector
- giving presentations in a variety of languages
- publicising screening via the ethnic media; awarding small grants to culturally and linguistically diverse communities to conduct information sessions
- participating in national days and setting up displays
- conducting health seminars for culturally and linguistically diverse health workers and key community representatives.

To further assist culturally and linguistically diverse women, BREASTSCREEN SA also offers, publicises and arranges free interpreter services on the phone and at the screening and assessment clinics.

Community consultations and education/recruitment strategies are undertaken in conjunction with the Culturally and Linguistically Diverse Project Officers of The Cancer Council SA and the SA Cervix Screening Program, to present a holistic perspective on cancer and women's health and wellbeing.

Policy and program information on new and existing services has been translated into the languages other than English most frequently spoken by BREASTSCREEN SA's client base.

All programs include a complaints mechanism that is accessible to all people, regardless of their cultural or linguistic background. General information on breast cancer and screening is available in fifteen different languages, and is distributed widely across the state and on the BREASTSCREEN SA website.

BREASTSCREEN SA participates in the Culturally and Linguistically Diverse Small Grants Strategy, a joint initiative between BREASTSCREEN SA, The Cancer Council SA, and the SA Cervix Screening Program, to which each organisation contributes funding. This funding contributes towards radio interviews and articles in non-English language media. In 2006–2007, non-English language media included:

- twelve radio interviews for culturally and linguistically diverse audiences, with content on breast cancer (early detection and screening)
- three print articles with content on breast cancer (early detection and screening) in culturally and linguistically diverse media.

Education and recruitment activities for BREASTSCREEN SA in 2006–2007 included ongoing meetings with community representatives.

Numerous small grants were awarded to culturally and linguistically diverse groups through BREASTSCREEN SA to conduct education sessions; presentations to community groups, and media interviews conducted via The Cancer Council SA.

Communities are involved in developing strategies/activities for their specific needs around screening programs managed by BREASTSCREEN SA.

SA Dental Service (SADS)

Interpreters are provided in all cases where a patient requires this service, in accordance with SA Dental Service policy.

Expenditure on interpreting services has significantly increased over 2006–07 as a result of increasing need.

SADS include consultation with relevant groups when a program is being reviewed or introduced. The Consumer Advisory Panel composition is currently being reviewed to reflect the needs of diverse cultural backgrounds.

Lyell McEwin Hospital

Interpreters are widely used and bilingual staff members are encouraged to use their language skills in the course of their duties. A variety of information is available in languages other than English to support care including:

- All persons detained under the *Mental Health Act* receive a written copy of their rights in their language.
- The booklet ‘The Muslim Patient’ is available in all clinical areas.
- ‘Ward Words’ cards with basic language for the health setting are available in clinical areas in 27 languages and are used to communicate sensitively with clients for basic care.

The Mental Health Aged Care Services booklet is translated into nine languages. In addition to information about Oakden, the booklet includes information about other organisations providing advice and assistance on mental health issues and older people. The booklet is produced in nine languages and has been distributed to all local community libraries.

Patients who have specific cultural food requirements or special food practices can discuss their individual needs with staff. LMH Food Services will source a suitable supplier and ensure appropriate Halal and Kosher food handling practices.

The Patient Information Directory located at every patient’s bedside includes a full page at the front in twenty-six languages/dialects explaining the right to an interpreter.

Areas for ambulant patients/clients e.g. Emergency Department and Outpatients provide interpreter cards in several languages/dialects.

Posters provided by the Interpreting and Translating Centre in twenty-three languages are displayed at prominent locations throughout the hospital and explain the right to an interpreter.

‘Your Rights and Responsibilities’ posters and brochures provided by the DH are located in prominent areas and at the bedside.

Across the hospital, clinical Divisions provide a diverse range of health information in languages other than English.

The “Please tell us” forms developed by Lyell McEwin Hospital invite suggestions and complaints in several languages within the Mental Health Aged Care Service. The Emergency Department Consumer Advocacy Group at Lyell McEwin is also being reformed.

Royal Adelaide Hospital

Discussions have commenced in relation to the translation of patient education sheets available on RAH Intranet that is appropriate for culturally and linguistically diverse needs.

A range of Patient Information sheets have been translated in languages other than English. The RAH Health Promotion Unit has many pamphlets in a wide variety of languages and access to a SA and NSW website that provide translations of health information documents. For example, pamphlets and posters on smoking cessation are available in a variety of languages with referrals to Quit SA to access an interpreter and counsellor.

The Royal Adelaide Hospital has undertaken significant consultation in the development of their Culturally and Linguistically Diverse Action Plan and this is ongoing through their Culturally and Linguistically Diverse Steering Committee and through key representation on the Consumer Advisory Council.

The Queen Elizabeth Hospital (TQEH)

The Social Work and Counselling Service provides information at Medical Staff Orientation on multicultural issues and the use of interpreters.

Language Services for TQEH has a Vietnamese Interpreter Coordinator who provides a Vietnamese interpreting service for the Hospital which serves a large Vietnamese community.

A “Did Not Wait” CD developed in the Emergency Department is being translated into Vietnamese as part of the initial information on new and existing services being translated into the languages other than English most frequently spoken by our client base, and all programs include a complaints mechanism that is accessible to all people, regardless of their cultural or linguistic background.

Advice is sought through the Consumer Advisory Council membership which includes a representative from Multicultural SA.

A culturally specific DVD, ‘Dodgers Heart’, was developed in conjunction with SA Film Corporation. This DVD will be promoted and screened on the in-house TV system.

The Queen Elizabeth Hospital seeks advice through the Consumer Advisory Council which includes representation from Multicultural SA.

Southern Adelaide Health Service (SAHS)

SAHS provides interpreters on request. Interpreter services are used consistently across acute care services.

The DASSA Alcohol and Drug Information Service and Gambling Help-Line Provide callers with 24 hour access to the Telephone Interpreting Service if required. Migrant Health Services and Quit SA have established services which are culturally sensitive.

Frontline Flinders Medical Centre (FMC) staff in admissions, consulting, pre-administrative clinics, hospital wards and allied health departments seek and respond to the need for interpreter assistance as required including language assistance and some cultural interpretation particularly to clinical staff.

The FMC Chaplaincy Service provides advice on cultural matters as they apply to particular religious groups and individuals. FMC social work staff members provide assistance to individuals with language and/or cultural issues upon request and, in consultation with clinical staff, make referrals to appropriate ethnic groups and services when needed.

Southern Primary Health–Inner Southern identifies client’s cultural background and ethnicity at intake and employs a cross-cultural worker whose duties include:

- promoting services to local migrant and refugee communities
- helping build organisational capacity to respond to their needs
- preparing a training program for new staff and print resources for staff to access.

The Migrant Health Service tobacco program regularly provides information over ethno-specific media. Quit SA advises ethno-specific media about its mass media campaigns.

DASSA’s Gambling Helpline & Telephone Interpreting Services are promoted in eleven different languages on the Problem Gambling website. Printed material promoting the Gambling Helpline and the availability of the Telephone Interpreting Service is available eleven languages.

Printed material on drug and alcohol issues/services is available in Vietnamese and the local Vietnamese language newspaper has been used to promote such information.

The Southern Primary Health–Inner Southern term calendar of programs is distributed widely enough through multicultural networks and designated e-mail distribution lists. The same applies to culturally and linguistically diverse–related services, events and programs in the region.

The SAHS Community and Consumer Participation Framework provides direction to individual services on community consultation.

DASSA undertakes consultation with relevant communities when developing programs and services.

Key stakeholder agencies have been identified and engaged to work with SAHS to conduct consultation with communities of culturally and linguistically diverse populations in planning services for GP Plus Marion.

Southern Primary Health Noarlunga has had a multicultural group for a number of years which is consulted on program and service delivery. The planning of activities for the ageing involves the Linking Southern Seniors aged program which has a significant culturally and linguistically diverse component at several sites.

The Southern Primary Health–Inner Southern cross-cultural worker contributed to the production of a settlement manual in a project initiated by the African Workers’ Network that was auspiced by the Australian Refugee Association. The manual will be reviewed in twelve months time guided by feedback from communities.

As part of an ongoing strategic relationship, Southern Primary Health Noarlunga has worked with the City of Onkaparinga Multicultural workers on Project Abraham, a community exploration of various religious faiths.

Southern Primary Health–Inner Southern consultation with culturally and linguistically diverse communities and networks has resulted in the setting up of a supported playgroup for African mothers and their young children in partnership with the Department for Families and Communities, the Department of Education and Children’s Services and Child and Youth Health.

FMC social work Intensive and Critical Care Unit staff improved their knowledge of different cultural groups’ death rites. Hospital dieticians have implemented an initiative to improve the incorporation of the dietary requirements of particular cultural groups within food services.

Repatriation General Hospital

Responsiveness to particular circumstances is addressed through the use of multilingual information brochures and posters advising of services offered. Improvement has been made in strengthening the use of interpreters in all clinical decision planning as per protocols, such as when interpreters are used for surgical consenting.

Records of languages spoken by staff are maintained.

RGH has updated all information provided to include the most recent publications from the interpreter and Translation Centre to advise clients on services available. This information has been located in all areas of the hospital.

Updated information kits have been provided to relevant staff regarding the use of interpreter services.

Consultation with relevant culturally and linguistically diverse communities is infrequent and ad hoc. Broad formal consultation processes are being developed upon the advice of RGH’s Consumer Council.

Country Health SA (CHSA)

Country Health Services are encouraged to match service delivery to meet local needs. In Coober Pedy, the health services target the culturally and linguistically diverse population as it makes up a significant proportion of the community.

Access to select brochures and the Rights & Responsibilities Booklet available in multiple languages. Some country health services have alert sheet systems for cultural or language barriers for future patient handover.

People

All Divisions and Regional Health Services were advised of the cultural awareness panel that has been established by Multicultural SA to support the provision of cultural awareness training to public health sector employees.

Discussions are in train on the arrangements for DH Central Office to ensure cultural awareness training is being undertaken and that there is a mechanism for recording the numbers of employees undergoing such training.

Central Northern Adelaide Health Service (CNAHS)

CNAHS Human Resource policies comply with the key areas of the Government's Managing Diversity approach.

Where appropriate, exemption is sought to advertise in the wider press for recruitment to diverse roles, such as Aboriginal & Torres Strait Islander staff.

Cultural representation is also used when undertaking recruitment and selection processes for Aboriginal & Torres Strait Islander and cultural and linguistically diverse positions.

A variety of strategies are in place across the Region to ensure personnel have access to information and support, and are encouraged to attend training to assist in delivering services in a culturally and linguistically sensitive manner.

Staff Development programs incorporate cultural awareness/ competency training. Migrant Health Service delivers cross cultural training to other health and community service providers who share their client group. Volunteers are also provided with cross-cultural training relevant to their field of service.

In some areas staff are hired for cross cultural skills and these are developed on the job on a daily operational basis through team meetings, in-house consultations on client needs and through ongoing consultation with communities regarding relevance and quality of services.

Southern Adelaide Health Service (SAHS)

The HR policies of all SAHS business units are consistent with Equal Opportunity legislation and people of culturally and linguistically diverse backgrounds are encouraged to apply for paid and unpaid positions. Business Unit employment and promotion practices are inclusive and are provided in a way which accommodates and values differences between individuals and groups.

Reflecting the substantial proportion of people of culturally and linguistically diverse backgrounds in its catchment area, Southern Primary Health–Inner Southern job and person specifications specifically require staff to have the ability to work with a range of community groups experiencing access issues, including clients of diverse cultural and linguistic backgrounds.

Since its inception in July 2006, the DASSA Human Resource Management Information System form has been handed out to all new staff members at the time of their induction. Of the fifty forms completed since then, there were eleven that indicated the staff member speaks a language other than English.

Cultural awareness training for DASSA staff continues including through the Vietnamese Community in Australia (SA Chapter).

Cultural awareness training has been included in the Southern Primary Health–Inner Southern staff development calendar for 2007.

FMC Social Workers have regular cultural education training including sessions on managing refugee issues particularly in relation to the African community.

Repatriation General Hospital (RGH)

The RGH Human Resource policies comply with the principles of the charter and respond to the key areas of the Government's *Managing Diversity* approach. Diversity data being collected includes country of birth, nationality, first spoken language, other languages spoken and level of fluency in English as part of the demographic profile of employees, and members of boards and committees. RGH is seeking the development of Human Resources information technology modules in CHRIS software to better utilize this information.

A staff in-service development program on "managing diversity" is provided annually to increase staff awareness. In addition, multilingual brochures are made available to patients informing them of the services available in RGH. These are promoted in all major entry areas including Admission Centre and Outpatient Clinics.

Country Health SA

Human resource policies and practices comply with the principles of the Government's *Managing Diversity* approach. Health Services are committed to the Equal Employment Opportunities legislation and HR policies that reflect these requirements. Support is made available, as required, for people with a diverse cultural or linguistic background to be actively employed in the Health Services.

All clinical staff members are made aware of interpreting services during orientation.

Numbers of staff who speak languages other than English are minimal, each site has access to interpreter service if required, however, need for access is extremely limited.

The Coober Pedy Hospital & Community Health Service continues to have an ongoing partnership with the Coober Pedy Multicultural Forum for informal information sharing, language assistance and general client assistance.

Children's, Youth And Women's Health Service (CYWHS)

CYWHS does not have a regional training program however many of the health units working with culturally and linguistically diverse children and families have provided staff with appropriate training.

Several workshops have been conducted with staff on working with African Women and Families. The workshops were conducted by Migrant Resource Centre of SA and CYWHS African Cultural consultant. Over 120 people have attended 1–1.5 hour sessions at WCH site.

The African Cultural Consultant has also provided a number of presentations to regional staff, teams and units with the Women's and Children's Hospital.

CYWHS does not have a centralised data base that can provide this information. However many of the health units working with culturally and linguistically diverse children and families have provided staff with appropriate training.

A survey of staff indicated that 50% of respondents noted that their area had some cross cultural training in the past two years.

JUSTICE PORTFOLIO

Policy and Planning

Attorney-General's Department (AGD)

Office of the Public Advocate (OPA) is pursuing high level strategic planning to analyse and incorporate trends in South Australia's cultural mix on OPA program delivery.

Office of Consumer & Business Affairs (OCBA) Strategic Plan addresses consumer protection issues for vulnerable consumers, including people of diverse cultural and linguistic backgrounds. Marketing and education plans for major projects include strategies for effectively reaching consumers of diverse backgrounds.

Office of Consumer & Business Affairs (OCBA)–Community representatives of diverse backgrounds provide input to policy development through participation on working parties and responding to discussion papers.

Office of the Public Advocate (OPA)–New case management system will enable better data retrieval re culture, age and disability indicators.

Office of Consumer & Business Affairs (OCBA)–A survey is planned to gather data about consumers who contact OCBA for advice. At present, profile data is only collected for 5% of all contacts, those who lodge formal complaints against a trader.

South Australia Police (SAPOL)

The new Future Directions Strategy 2007–2010 is SAPOL's key Strategic Planning Document underpinning all other corporate and local strategic plans, policies and strategies. It specifically includes the Priority Action 'Develop and implement initiatives to access and respond to the special needs of diverse communities' under the Key Management Area of Service Orientation.

Under Project Compass, an organisational reform provided for the Performance Management and Reporting Service (PMARS) and a restructured Aboriginal and Multicultural Unit (AMU) was reassigned to this new service to increase efficiency co-ordinating indigenous issues.

The foundation of the Aboriginal and Multicultural Coordination Committee (A&MCC), consisting of four senior executive members, will enable corporate guidance and direction particularly in relation to strategic and policy setting. The Chair of the A&MCC will report directly to the Commissioner. The primary function of the A&MCC is to ensure that an appropriate framework is implemented within SAPOL's to have a coordinated approach in dealing with Aboriginal and Multicultural issues.

The A&MCC will:

- exchange information on all Aboriginal and Multicultural issues within the services
- assess the need for strategic policy and development
- assist in the coordinated responses to Aboriginal and Multicultural issues.

Regular SAPOL reporting on the Police Multicultural Action Plan (PMAP) is supporting SAPOL's commitment to South Australia's Strategic Plan targets and ensuring implementation of appropriate policies and strategies to address the needs of communities from diverse cultural and linguistic backgrounds. The PMAP was developed through consultation with the Police Multicultural Action Group, which now has a body of key multicultural agencies that represents almost all multicultural groups in South Australia including ethno-specific groups and broader groups such as migrants, refugees, international students and multicultural visitors and tourists.

At the service delivery end of policing, Police Local Service Areas engage with a multitude of ethno-specific groups dependent on the demographics of the region and the needs of the groups to develop strategies to improve safety and reduce crime. For example, Northern Local Service Area is able to identify that approximately 40% of cultural groups in the area are involved in police programs.

The collection of socio-demographic data has been implemented as part of SAPOL's core operational business to enable appropriate responses to client needs to be identified and implemented.

Courts Administration Authority (CAA)

The CAA Strategic Plan 2006 states:

- *Goal 1 "Develop, attract and retain an appropriately skilled and diverse workforce"/Strategy 3 "Strengthen organisation capacity by developing the skills and talents of all staff" / Action 1 "Identify and utilise diversity within our workforce to improve services".*
- *Goal 4 "Ensure effective communication within the Authority and the Community" / Strategy 2 "Prepare and implement a communication plan with the community" – and associated action items highlight the role undertaken by the Community Relations Committee (CRC) in engaging in two-way information exchange with diverse community groupings. The CRC has also developed a Community Involvement Plan.*

All Divisional Business Plans are linked to these CAA goals and strategies.

A new representative from the Multicultural and Ethnic Affairs commission has been appointed to the Community Reference Group (CRG) which is sponsored by, and reports to, the Authority's CRC. The CRG makes suggestions to the CRC about their Community Involvement Plan, which are then considered by the State Courts Administration Council.

The Community Relations Committee (CRC) developed a religious diversity handbook for the judiciary in 2004.

South Australian Fire and Emergency Services Commission (SAFECOM)

The diversity of our client base is addressed in the South Australian Fire and Emergency Services Commission (SAFECOM) Strategic Plan under the theme of 'Values' – *Community Engagement – Working With Diverse Communities To Help Them Protect What They Value and under Part 3 – Action Plan 3.2 Engaging Communities & Aligning Services To Needs.*

SAFECOM's Recruitment, Induction, Freedom From Harassment and Bullying, and Grievance policies also help address our culturally and linguistically diverse client's needs.

Individual Emergency Services Organisation (ESO) Corporate/Business/Community Safety Plans refer to cultural diversity as a feature of their service environment.

The ESO sector is reviewing existing policies and programs to determine the extent to which the sector needs to: (i) use multicultural radio and press to distribute information on our programs and policies; and (ii) translate policy/program information into languages, other than English, most frequently spoken by our client base and the relative need. The point of the review is to establish whether there is a need to translate information into another language and if yes, to what extent.

Indirect consultations occurs in that the ESOs make use of Multicultural SA materials in the development of strategic plans.

At-risk groups are identified through on-going research, in association with other fire services through the Australian Fire Authorities Council (AFAC).

ABS data will be used to find the locations of culturally and linguistically diverse communities throughout South Australia in the development of a strategy for gathering information on our client's needs and issues.

Corporate and business plans refer to cultural diversity as a feature of our service delivery.

The Commission has approved several special projects this year as part of the corporate goal to improve accessibility of services.

Legal Services Commission

Family Law and Culturally and Linguistically Diverse Communities Project

The Family Law and Culturally and Linguistically Diverse Communities Project aims to develop appropriate ways of educating culturally and linguistically diverse communities about Australian family law, and to deliver training to community leaders and workers involved with these communities.

The development of the project over three years has culminated in the production of an education and training kit with best practice guidelines for use by other organisations. The kit provides a valuable tool for the delivery of legal education. It provides a mechanism for discussion of important and sensitive issues such as family violence and child protection. These issues are just as significant for members of culturally and linguistically diverse communities as they are for the Australian community as a whole, but may be less effectively addressed in culturally and linguistically communities through traditional methods of legal education.

The Commission has resolved to continue the project until December 2008. Over 3000 people participated in the project this year.

The project team strengthened its model of community engagement by working with established community programs that assist new migrants. New migrants who access ongoing community programs (like cooking classes, language classes, dance groups, young mother drop in services and other culturally and linguistically specific support groups) are often the most isolated from 'mainstream' Australian society and services, and therefore most in need of legal education programs.

The project was showcased at the National Community Legal Centres (CLC) Conference in Wollongong in September 2006 reaching fifty-four culturally and linguistically diverse community members directly in four workshops, twelve service providers with strong culturally and linguistically diverse community client bases and forty policy officers, lawyers and community legal education practitioners.

Many participants expressed a desire to duplicate the methodology of the project, including a number from interstate Legal Aid offices who had already received a copy of the kit produced last year.

A link to information about the culturally and linguistically diverse project went live in October on the Commission website under the headings What's New and Training & Education.

Legal Education Awareness Project

SAPOL, African leaders and settlement service providers have expressed concern about rising levels of anti-social behaviour and low level crime among metropolitan based African youth and have called for legal training to address these issues.

In June 2007 the Legal Services Commission was successful in obtaining a grant of \$47,883 through the Attorney-General's Crime Prevention and Community Safety Grant program. The Legal Services Commission has allocated \$31,922 from Commonwealth reserves as a once off payment to enable the project to be undertaken within twelve months.

The program will involve legal training sessions for African youth and separate 'train the trainer' sessions for community workers, youth workers and counsellors. A resource kit, for use by educators, service providers and policy makers will also be produced. The program will model its training on the successful Family Law and Culturally Diverse Communities project kit.

Program and Service Delivery

Attorney-General's Department

The Police Complaints Authority (PCA)–Strategic plan requires PCA to treat all people with dignity and to respect their cultural and linguistic diversity. Cross cultural training is also made available to all staff.

Office of the Liquor & Gaming Commissioner (OLGC)–Collaborating with DASSA, the Aboriginal Legal Rights Movement (ALRM) and industry associations on the development of a best practice model to assist licensees to address discrimination in licensed premises. Draft guidelines are being prepared. All staff have undertaken cultural awareness training.

Office of Consumer & Business Affairs (OCBA)–Cultural traditions are respected and can be accommodated for a range of OCBA services. Baby names chosen by parents based on tradition or cultural heritage can usually be registered provided that they are not offensive or political in nature. Registry weddings can also accommodate cultural traditions within the constraints of Australian marriage law, and ceremonies are undertaken in various languages with the assistance of interpreters.

Basic consumer information is available online in fifteen languages and in print format in thirteen languages.

Equal Opportunity Commission (EOC) has identified African communities as a target group for their work:

- forums ran for support workers at the Australian Refugee Association, Uniting Care Wesley and Migrant Resource Centre
- spoken to community groups and contributed to a community newsletter
- work with African communities will continue in 2007–08.

EOC has identified Muslim communities as a target group for their work:

- employed a worker with extensive contacts in the Muslim community to build a relationship and reputation with the Muslim community, resulting in the sharing of valuable knowledge of the culture and communities and helping to upskill staff
- brokered a relationship between Muslim leaders and *The Advertiser* to counter negative press
- held an event entitled “What’s an Aussie Mossie? Understanding Islam and Muslims” attended by over 140 representatives from public, private and community service providers.

EOC has provided information on what constitutes a complaint and how to make a complaint to newly-arrived students at Thebarton College and also continued to sponsor Refugee Week.

Office of the Director of Public Prosecutions (ODPP)–Essential Minimum requirements for Witness Assistance Officer positions in ODPP specifically includes, “Demonstrated experience in working with diverse racial and cultural groups, including persons from Aboriginal and Torres Strait Islander (ATSI) and culturally and linguistically diverse backgrounds”.

All staff are encouraged to participate in cultural awareness training. Social workers with experience with persons from diverse cultural backgrounds participate in most discussions with clients (victims and witnesses of indictable crime).

Victims and witnesses who are refugees, new migrants, where English is a second language, or require the use of an interpreter form part of recommended referral and priority allocation to the Witness Assistance Service (WAS).

ODPP’s WAS Staff are senior social work professionals who have been trained (and have experience) in culturally sensitive social work practices.

Office of the Liquor & Gaming Commissioner (OLGC)–On request, the Office will arrange for interpreters to be present at any hearing and if the Commissioner or a delegate forms the opinion that a person is having difficulty representing himself or herself for whatever reason then the matter will be adjourned and assistance provided.

Office of the Public Advocate (OPA)–Recently upgraded an information sheet covering this jurisdiction, available on the website as of August 2006, is translated into fourteen languages.

Office of Consumer & Business Affairs (OCBA)–Interpreting and translation services are used to assist clients from non-English speaking backgrounds and basic consumer information is available in a number of languages and formats, including print and online material.

Information about new initiatives is communicated via ethnic radio. Where information is of particular relevance to a specific community group, it is translated into the appropriate language and made available as a media release, poster format and conveyed via ethnic media.

The cover of the Birth Registration Statement for 2006–07 depicts babies from diverse cultural backgrounds, promoting diversity to the community. All new parents must complete this document to register the birth of their baby.

Office of the Director of Public Prosecutions (ODPP)–Where necessary translators and interpreters are utilised. Selected documents are available in languages other than English and translation to other languages is arranged if required.

While this office utilises the services of both translators and interpreters, the financial responsibility generally rests with the agencies we service—viz, Courts and SAPOL. The ODPP’s own expenditure significantly understates the use of these resources.

Office of Consumer & Business Affairs (OCBA)–Presentations are delivered to cultural groups about basic consumer rights. Monitoring programs are developed for particular groups. For example, a program recently targeted market gardeners of particular cultural backgrounds to ensure that they understood their responsibilities to sell goods of correct weight and measure.

South Australia Police (SAPOL)

The Police Multicultural Action Plan has been implemented to ensure services are delivered in a culturally responsive and sensitive manner. Examples from the 2007 report include:

- Chair of PMAG, in partnership with Chair of SAMEAC, has conducted community visits to the various mosques in Adelaide—a strategy of the Muslim Reference Group which provides advice to the Premier through SAMEAC.
- A folder and brochure which assists people who are deaf and from non-English speaking backgrounds to report crime has been distributed to all police stations.
- A police operation has been conducted to investigate several allegations of women being held in debt bondage in South Australian brothels.
- A communication strategy has been developed to contact service agencies and identify key personnel in culturally and linguistically diverse communities.
- The new Constable Development Program, which incorporates cadet training, has been developed and rolled out across the organisation. This new program considers cultural diversity issues for service delivery throughout the course of the training. Lessons relating to interpreters is incorporated into the ‘Authorities’ module of the Constable Development Program and delivered to all cadets. Lessons are reviewed annually to ensure relevance.
- In 2007 all staff (sworn and unsworn) in SAPOL were provided with multicultural awareness training.

South Australia Police (SAPOL) through its specialist media services is continuing its strong lines of communication/consultation with Families SA, Department of Education and Children's Services, Australian Refugee Association, Multicultural Youth SA (MYSA), Migrant Resource Centre of South Australia (MRC) and Department of Immigration and Citizenship (DIAC).

Advice is provided to culturally and linguistically diverse communities about police services through face to face communications, emails, involvement in various committees and delivery of information at various forums.

The Interpreter Symbol is now used on a number of publications. The symbol was utilised in two products this year, these being an Equity and Diversity Flyer and Multicultural Flyer.

SAPOL has had various ethnic media involvement over the last few years. The 'Blue Light' events are promoted through Radio 5EBI 103 (Ethnic radio) and as a result there has been a significant increase of youths from culturally and linguistically diverse backgrounds attending the Blue Light events. These events have included conducting camps for approximately 130 youths from culturally and linguistically diverse backgrounds (mainly African and Middle Eastern communities). Essential documents, including medical forms, were translated by ABC Interpreter Services.

A new SAPOL recruiting program (launch 2007) is targeting Indigenous and culturally and linguistically diverse people as part of its marketing campaign. SBS and Koori Mail were utilised as part of the recruiting campaign 2006–2007.

South Australia Police has formed the Police Multicultural Advisory Group (PMAG).

SAPOL is working in partnership with the South Australian Lebanese Women's Association as a result of funding received from the Australasian Police Multicultural Advisory Bureau to work on a project which is addressing improving relations and enhancing understanding between Arabic speaking youth and the police.

A number of Police Local Service Areas are creating new partnerships with local schools, including TAFE and Australian Refugee Association, to provide guidance and information on 'Role of police to new arrivals'.

In addition partnerships have been formed with Families SA Refugee Services, Dale Street Women's Health, Shine SA and African youth and social workers regarding police detection and prevention of crimes relevant to refugees.

SAPOL chairs the Limestone Coast Multicultural Network which coordinates with supporting community groups to provide English lessons and dinners for new arrivals. It also coordinates local multicultural festivals and Migrant Centre activities to involve the local community with new arrivals of migrants.

An example of providing support to culturally and linguistically diverse communities in a local community is a program that has been established to attend the meetings of the Vietnamese Group and Murray Bridge Mufti.

Courts Administration Authority (CAA)

Jury Information–The jury service information booklet contains a page in seven foreign languages indicating if a person does not have a good understanding of the English language, they may be excused from jury service.

Sheriff's Officer Induction–Modules provided to all new employees as part of their induction training that cover "Equal Opportunity" general overview of equal opportunity requirements within the workplace and in service delivery.

Enforcement of Court Orders–Where a linguistic issue is identified interpreters are engaged or dialogue with support persons are undertaken to ensure information is provided in an appropriate manner. Sheriff's Officer(s) from appropriate cultural backgrounds have been involved in undertaking enforcement actions, such as taking possession of property.

Communications Branch–In conjunction with Multicultural Youth SA a workshop was held for fifteen to twenty African youth that aimed to inform the group on the justice system and to build networks with youth workers involved with young Africans and culturally diverse groups.

Community Relations Committee (CRC)–Through its involvement with the Community Reference Group, the CRC has included suggestions made by the SA Multicultural and Ethnic Affairs Commission representative on the group concerning appropriateness of services for culturally diverse groups. These suggestions have been included in the Committee's Community Involvement Plan for implementation in 2006–07, and, where applicable, also will be referred to others part of the CAA for action.

Coroner's Court–Coronial Social Workers liaise with various cultural groups, Victim Support Service and Aboriginal Legal Rights movement in order to support multicultural and equity issues when assisting families who are recently bereaved. Correspondence to families is translated when language is a barrier to understanding the coronial process.

The 'Coronial Process Brochure' has a message in community languages that advises multicultural families to seek assistance when reading the brochure. Coronial Social Workers also liaise with various consuls and embassies in relation to deaths of foreign nationals when the family travels to Adelaide from overseas to accompany the body home.

Civil Jurisdiction–Minor Claims–To assist clients from linguistically diverse backgrounds, a sheet of procedural and general instructions in various multilingual languages accompanies all civil claim documents.

Client Access to Interpreting and Translation Services–The Magistrates Court and Youth Court arrange for free interpreting and translation services to be provided to clients appearing before or having business with courts. The CAA meets the costs. Services are provided through collaboration with the Interpreting and Translation Centre, South Australian Multicultural and Ethnic Affairs Commission.

Services are available for all hearings in Magistrates Court and Youth Court jurisdictions including mediations, Alternative Dispute Resolution processes and Youth Court, Family Conference Team and Care and Protection Unit activities.

Interpreting and translation services extend to counter and Call Centre enquiries, assistance with the completion of court documents and explaining conditions to offenders required to enter into Bail Agreements, Community Service Orders and bonds.

Registries across the state are aware of local cultural population demographics and coordinate service provision with the Interpreting and Translation Centre. An example is Port Adelaide Magistrates Court, which services a large local Vietnamese population.

Language cards from the Interpreting and Translating Centre are readily available in all registries to assist clients who may need an interpreter.

Youth Court of South Australia–Care and Protection Unit (CPU)–The CPU is based at Adelaide Youth Court and conducts scheduled circuits throughout the state. Urgent matters are responded to with separate visits.

Family care meetings are generally conducted at neutral regional town community venues and may be facilitated, when requested, at Aboriginal community sites subject to a security risk assessment process in consultation with the Department for Families and Communities, Families SA.

Interpreting and Translation Services:

- Interpreting and Translation Services are available for all hearings in the civil jurisdiction of the Supreme and District Courts and the Environment, Resources and Development (ERD) Court where necessary.
- Unrepresented litigants, in particular, are from time to time referred to the Interpreting and Translating Service for assistance in understanding court processes.

South Australian Fire and Emergency Services Commission (SAFECOM)

The Metropolitan Fire Service (MFS) and SAFECOM are delivering a pre-application program to assist Aboriginal people, people of culturally and linguistically diverse backgrounds and women to apply for a career as a fire-fighter in the MFS.

In the last year, cross-cultural training was made available to all service delivery staff. Next year, this training will be extended to staff in all other areas across the sector to ensure our services are delivered in a culturally responsive and sensitive manner.

MFS received sponsorship (from SGIC) to allow the translation of “How to make your home fire safe” into twelve languages other than English.

Community events, educational visits and tours conducted by operational staff to various groups including culturally and linguistically diverse groups, emphasising fire safety awareness. Approximately 30,000 people are contacted annually.

The provision of fire safety information to newly arrived migrants/ refugees/ tertiary students as part of their arrival induction program.

Emergency Management Australia (EMA) program conducted in conjunction with ESOs in order to include culturally and linguistically diverse considerations into training exercises. This will then form the basis of a guide for sector staff.

The Justice Portfolio’s ‘Working with Interpreters’ seminar has been widely encouraged.

Consultations occur with people of diverse cultural and linguistic backgrounds on entry requirements for the MFS to identify barriers and issues of concern.

Legal Services Commission

The Commission expended \$242,000 in interpreters fees this year, slightly down on last year. However, this may relate to those refugee clients who have returned to the Commission for family reunion visas and since obtaining their permanent visas have undertaken English language classes.

The Commission has for some time had processes in place to ensure relevant communities are consulted. The Community Legal Education Unit has consulted extensively this year with a variety of culturally and linguistically diverse community groups.

People

South Australia Police (SAPOL)

External membership on the PMAG, a volunteer body, represents the peak multicultural bodies in South Australia, which in turn are representative of their diverse membership.

SAPOL has established recruitment procedures which assist in the identification of whether a police recruit is from a diverse cultural and linguistic background. Once identified, the recruit process takes this into consideration in a number of ways, such as ensuring that one of the interview panel members is cognisant of cultural issues.

All police recruits and specialised units including the Detective Training Program and Police Local Service Area training programs, have received cross cultural training over the last twelve months on such topics as using and working with interpreters, African cross cultural training and Understanding Islam. In addition, in 2007 all sworn and unsworn staff across SAPOL have been provided with multicultural awareness training.

Cultural awareness training is delivered as part of the Constable Development Program and then continues as part of whole of SAPOL training to all services by Training and Development Coordinators.

Police Local Service Areas are providing cultural awareness training to all staff in relation to people of African backgrounds due to the recent increase in migration.

South Australian Fire and Emergency Services Commission (SAFECOM)

Our human resource policies were reviewed to ensure they comply with the key areas of the Government's Managing Diversity approach.

Diversity data (e.g. country of birth, language spoken at home) is collected as part of the demographic profile of employees, volunteers and members of boards and committees and as part of workforce planning for each ESO and to provide workforce profiling data as requested.

All ESO staff have been encouraged to attend cross-cultural training to ensure our services are delivered in a culturally and linguistically sensitive manner.

Volunteers within ESO agency have been provided with cross-cultural training relevant to their field of service.

DEPARTMENT OF PRIMARY INDUSTRIES AND RESOURCES SA

Policy and Planning

The diversity of our client base is reflected in our business plan and strategic plan.

Fisheries intend to launch an Indigenous Seas Rangers Program, which is consistent with indigenous land use agreements.

A draft Reconciliation Statement and Action Plan has been developed and is estimated to be presented to Executive in December.

We have policies and programs in place to ensure that relevant communities are consulted and relevant staff participant in new policies and initiatives.

Fisheries uses a Traditional Fishing Management Plan Template to process issues arising from Native Claims. This is followed by cultural awareness sessions attended by the relevant Fisheries Policy Manager to extract the pertinent issues for incorporation in future management plans.

Inter-tidal reef signage across metropolitan and regional South Australia is written in Vietnamese and English.

All other community awareness signage is promoted using images and words therefore enabling a person with literacy difficulties to understand a message.

Program and Service Delivery

\$12,000 is budgeted annually in Fisheries Compliance for interpreting and translation services during investigative interviews with alleged offenders.

The ethnic origins of Commercial and Recreational Fishing clients include but are not limited to Italian, Indonesian, Mandarin, Indigenous Australian, Cambodian, Vietnamese, Greek, Cantonese, Croatian, Yugoslavian and Serbian.

\$2,000 is allocated within the Marine Bio-security Program for translating presentations from English to other languages.

Staff dealing with the Anangu Pitjantjatjara Yankunytjatjara lands and the Marlinga Tjarutja lands have undertaken to learn the language and use it regularly when engaging traditional owners and communities of the area.

Two programs were delivered by Rural Solutions SA consultants on Adelaide Plains – Chemical use accreditation (SmartTrain) and a Workcover project raising awareness of hazardous substances. Clients are predominantly Vietnamese and Cambodian. Consultants who delivered programs were selected for their knowledge and rapport with Adelaide Plains horticulturalists and also for awareness of political and cultural sensitivities in the area. Bilingual support people were selected to best suit individual cultural groups.

Training programs and competency assessment for SmarTrain accreditation was delivered using English/Vietnamese language manuals with support from community members who speak Vietnamese or Cambodian. Non-English speaking participants were given opportunity to provide oral and written feedback through and interpreter.

A Workcover project was managed by Rural Solutions SA in consultation with a Steering Committee comprising community representatives and two bilingual Community Health workers, one Cambodian and the other Vietnamese, who act as intermediaries.

Small group of bilingual Vietnamese and Cambodian people have been trained as ambassadors for the program.

Vietnamese interpreter was provided at Virginia and a bilingual consultant provided support to Greek horticulturalists at Renmark as part of the emergency response following Virginia floods and the Renmark storm.

People

A majority of Minerals, Energy and Resources staff has undertaken cultural awareness training.

Multicultural Awareness Training was provided to the Corporate Leadership Group by Robert Bean Consulting. This briefing seminar was aimed at providing the management team with an opportunity to review the concepts and practices of diversity management, with a focus on cultural diversity as it intersects with their areas of responsibility. This Cultural Diversity Training for Managers was held in readiness for the roll out of cultural awareness training for all staff in the Corporate Division and to provide the trainer with organisational context. It is envisaged that Corporate Division staff will all have cultural diversity training by the end of the first quarter 2008.

PIRSA Executive totalling twelve plus three senior staff attended a specifically designed Cultural Awareness training at Camp Coorong, the objective of the training was Strategies for Effective Engagement with Aboriginal & Torres Strait Islander Communities.

In preparation for the employment of six Aboriginal trainees, an Indigenous Cultural Awareness Training Session was held for these Supervisors and HR staff of the divisions trainee's were assigned. There were a total of thirteen trained at this session.

DEPARTMENT OF THE PREMIER AND CABINET

Policy and Planning

In our value statement for People in the 2006–07 Department of the Premier and Cabinet (DPC) Corporate Plan we state “we are committed to DPC getting things right internally to be a great place to work for a diverse workforce and developing our people to meet the needs of the Government and the department”. As part of this we have a number of programs across the department addressing Multicultural Access and Equity. These are described below with the various divisions of the department.

The Social Inclusion Board’s (SIB) work on renewing The Parks area involved consulting with and developing policy responses to meet the varied needs of a community that includes a large number of people from Vietnamese and other South East Asian backgrounds and migrants from African communities. Wherever necessary, to facilitate consultation with some of these groups, interpreters were present.

The SIB commissioned research by the Hawke Research Institute at the University of South Australia to assess the school retention and educational outcomes for refugees in South Australia. The SIB also compiled a variety of data sets across its references, which provide an insight into the varying needs of culturally and linguistically diverse communities. Some of this data includes:

- Australian Bureau of Statistics (ABS) research commissioned by the Social Inclusion Unit showed that almost a quarter of the people reported as obese in the 2004–05 National Health Survey were not born in Australia.
- Research into the literacy and numeracy of school students has shown that the outcomes of the majority of students from culturally and linguistically diverse backgrounds, on average, exceed those from English speaking backgrounds.

SafeWork SA considers access and equity issues in all activities undertaken as an underlying principle of the State Industrial Relations and Occupational Health and Safety Strategic Frameworks. As an example, when developing major communication strategies and services SafeWork SA consults with Access and Equity staff at WorkCover and with Multicultural SA.

The Office of Recreation and Sport (ORS) has a project officer who is responsible for working with the culturally and linguistically diverse community. Through the input of this officer, the needs of the culturally and linguistically diverse population are incorporated into policy and planning. Good examples of the benefit of this approach has been the holding of regular meetings with the African Workers Network and the hosting of a New Arrivals Sport and Recreation Forum and supporting the New Arrival DECS survey.

Adelaide Thinkers in Residence (ATIR) sponsored the development of a Research Report on a planning framework for residency models for the ATIR initiative. The author was requested to highlight residency models that will encourage and increase connections with youth, Australian indigenous and culturally diverse communities. Consultation was undertaken with Multicultural SA.

The report states: “It is pleasing to conclude this report with the comment that current ATIR residency model is considered effective and valued by the culturally diverse communities of South Australia. While a future thinker(s) that is a representative of an ethnic community would instil much pride and interest in the initiative, what engages this wide ranging sector are the credibility, experience and inspirational influence of all thinkers.”

The ATIR Research Report concludes that: “the major barrier to cultural community participation in the ATIR program is the difficulty for small organisations and community groups to participate as residency partners due to an inability to provide a high degree of funding support.” Since the finalisation of this report, ATIR has reviewed its funding model and has incorporated new measures to support smaller organisations to connect with the program, either within a funding consortium or to negotiate a funding contribution as a collaborating partner.

Program and Service Delivery

When developing major communication strategies and services, SafeWork SA consults with various stakeholder representative bodies, Access and Equity staff at WorkCover and with Multicultural SA. The 2007–08 SafeWork SA budget continues to provide for interpreter services and the production of publications in key community languages.

Following extensive consultation with stakeholders including the Migrant Resource Centre, SA Unions and the Reconciliation Reference Group, SafeWork SA, in the 2006–2007 financial year translated its 'New Minimum Wage' flyer and 'Handling Complaints About Wages' flyer into seven other languages (Vietnamese, Khmer, Chinese, Dinka, Arabic, Dari and Persian).

For the New Minimum Wage flyer, 500 copies of each language were printed in September 2006 and have since been distributed. This publication was developed as a "one-off" to promote the new minimum wage legislation that now applies in South Australia. For the Handling Complaints About Wages flyer, 1500 copies of each language were printed in May 2007 and are currently being distributed.

ORS worked in collaboration with sport and recreation organisations and various culturally and linguistically diverse community groups to design, facilitate and/or deliver programs that address the barriers to participation. During the year, funding was provided to the Migrant Resource Centre to subsidise newly arrived individuals to participate in sporting programs. They also facilitated coach education programs for new arrivals and facilitated cultural awareness sessions for sport and recreation groups to allow them to deliver more culturally appropriate programs.

The major ORS program *be active* has had a significant program to seek participants from culturally and linguistically diverse backgrounds. The promotional fliers have been translated into thirteen languages and distributed free to organisations upon request and proactively through the Multicultural Communities Council SA.

The State Library of SA has an English Language and Improvement Service (ELLIS) which is a free service for people who want to improve their English language skills. The ELLIS service is not an English language school but an adult self-help service which aims to work cooperatively with existing English language providers wherever possible. The service is designed for independent learners from non-English speaking backgrounds. This includes overseas students, holders of Temporary Protection Visas, migrants and short-term visitors to Australia (for example tourists or partners of students). It includes access to learning materials, audio-visual equipment computers and conversation classes and tours with specialist, volunteer tutors.

The Migration Museum works towards the preservation, understanding and enjoyment of South Australia's diverse cultures. It is a place to discover the many identities of the people of South Australia through the stories of individuals and communities. It houses a number of permanent exhibitions on the immigration and settlement history of South Australia and an exhibition on the history of the site. In addition the Museum hosts and develops a number of changing exhibitions and public programs.

Arts SA provides grant programs designed to assist artists and arts and cultural organisations to achieve artistic excellence. Arts SA supports artists from diverse cultural backgrounds. Some define themselves as multicultural artists, others may be from a culturally and linguistically diverse background but work more within the mainstream of arts practice. Arts SA amended the application forms to its grant programs, to include a question asking applicants to identify if they are from culturally and linguistically diverse backgrounds. This will assist Arts SA to incorporate the needs of specific client groups into future policy development and program planning.

In 2006–07, Arts SA provided ongoing funding to a multicultural arts organisation, Nexus Multicultural Arts Centre, and also supported a range of projects and activity targeting culturally and linguistically diverse communities and individuals.

Arts SA reviewed its project assistance programs, and introduced the Independent makers and presenters program in 2007. The review process included consultation with artists of diverse cultural and linguistic backgrounds and representatives of arts organisations serving their needs.

A couple of smaller examples under this area:

- The State Records' website has a translator function to direct non-English speaking people to translations/translators.
- The Public Sector Workforce Division collects demographics information for a range of agencies for the State of the Service Report plus for managing its graduate program.

People

The department committed to providing cultural diversity training to its staff on an ongoing basis from 2007–08. In 2006–07, cultural diversity training was provided as part of the induction for OHS&W inspectors at SafeWork SA and as part of the training for three human resource consultants in the Placement Services Team.

DEPARTMENT OF TRADE AND ECONOMIC DEVELOPMENT

Policy and Planning

DTED's Strategic Objectives, aligned with South Australia's Strategic Plan, recognise the needs of access, equity and diversity from the perspective of international business clients / export growth and migration:

- Strategic Objective 4—"Increase international trade" includes promotion of an entrepreneurial export culture, improving and developing international business opportunities in ASEAN UK, US, NZ, India, United Arab Emirates through strategic business-led trade missions.
- Strategic Objective 5—"Develop a vibrant entrepreneurial small business sector" includes working with advisory bodies and industry associations to develop business capacity, and improve access to information services.
- Strategic Objective 6—"Ensure the supply of a highly skilled workforce to meet the needs of business" includes increasing international migrants and students, in partnership with key agencies and local communities.
- Valuing diversity is incorporated into DTED's Guiding Principle "Act with integrity trust and respect". This guiding principle is also a core competency in the organisation's Performance Development Program and all staff are required to both demonstrate, and are assessed against, this competency.

DTED incorporates the needs of business and international / cultural relationships into its policy development, networking and other initiatives, through its affiliations with industry bodies (such as the Export Council), consultative groups (Population Advisory Group), ethnic community organisations, business chambers and councils (such as the Council for International Trade and Commerce South Australia (CITCSA) and its member chambers) and private sector bodies and individuals. This ensures that the cultural imperatives required to improve business relationships and economic growth outcomes are representative, and established.

In seeking to ensure that migrants have a high quality settlement experience and hence improve their retention in SA, it was identified that the Government needed specific information in order to address issues/policy responses and develop specific services/training for migrant settlement. In the 2007–08 budget, and for a further three years, funding has been allocated for a settlement and retention service to both provide case management of migrants into employment but to also provide evidence and data to underpin the development of additional services or policy responses for migrant settlement.

Program and Service Delivery

DTED's Marketing Branch provides proforma marketing and departmental communications briefs involving assessment of cultural requirements at the scoping stage, and are in line with whole of government guidelines in this area.

DTED's Access, Equity and Diversity policy promotes and informs regarding inclusive and enhanced quality of services, facilities and information related to varying cultural needs.

DTED's Branding policy accommodates commercial and public interests from a cultural perspective where identified.

DTED's main client groups are business/industry associations and industry support bodies (such as the Export Council). DTED is therefore closely involved with individuals from the private sector who have strategic knowledge of both the business environment and the cultural requirements to secure business relationships and outcomes. DTED's services therefore incorporate the big picture view of business and the importance of inclusive relationships into policy development and other initiatives.

Most DTED functions/programs involving external clients continue to be sensitive to varying diversity and cultural needs.

Employee induction training was upgraded during the year and incorporated information for enhanced awareness of cultural issues and inclusive services provision.

Business development and project staff continued to work with respective industry associations to promote services to their members. These are inherently inclusive and consultative due to the need for services and information to conform to the broad make-up of the business community.

DTED's new departmental information brochure (provided to clients, job applicants etc) emphasises that "we are a diverse and dynamic agency, with more than thirty percent of our staff having lived and worked in (other) countries...".

Pilot projects have been run in 2006–07 to deliver immediate services, facilitate coordination/education of existing services and provide data for evaluation of the government's role and the nature of additional services for migrants arriving and living in regional communities in SA. Pilots have been run in Lobethal (predominantly Vietnamese), Murray Bridge (predominantly Chinese) and Limestone Coast.

Immigration SA's on-arrival welcome service for newly arrived migrants increasingly has access to local volunteers who have culturally and linguistically diverse backgrounds. Migrants have been so impressed with the welcome service they have received when they arrive that many of them are volunteering to be on-arrival volunteers themselves once they settle in. This not only is valuable in terms of the high quality and culturally responsive and sensitive services provided, but also offers migrants a tangible means of integrating and contributing to the South Australian community.

Immigration SA's promotional materials are prepared in languages and messages appropriate for the cultural group and country being targeted for migration attraction.

Immigration SA advertises in targeted local ethno-specific media (such as the major community Korean and Chinese media) to promote its programs and services to non-English speaking business migrant clients.

A new employment linkage and assistance program will assist with the settlement and retention of migrants from 2007–08.

People

DTED's HR Management Plan "Diversity" key result area activities were upgraded during the year in accordance with the new South Australia's Strategic Plan targets in January 2007.

DTED's new departmental information brochure (provided to clients, job applicants etc) emphasises that "we are a diverse and dynamic agency, with more than thirty percent of our staff having lived and worked in (other) countries...".

DEPARTMENT FOR TRANSPORT, ENERGY AND INFRASTRUCTURE

Policy and Planning

The Department for Transport, Energy and Infrastructure's (DTEI) Building Management Division Business Plan reflects the inclusion of cultural diversity as an important part of assisting client agencies to develop facilities management plans and project design briefs.

DTEI's Service SA engaged an Aboriginal cadet to undertake a research project to review, evaluate and recommend improvements to Service SA's social inclusion delivery agenda. The report focused on the needs of a number of customer groups, including those from culturally and linguistically diverse backgrounds. Recommendations are now factored into Service SA's Business Plan and have informed service delivery approaches since.

Program and Service Delivery

Safety & Regulation

Overseas license holder's previous driving experience is recognised in order to upgrade their class of driver's license.

More stringent evidence of identity requirements were introduced in October 2006 for the first issue of a SA driver's license, however, in recognition that certain people, for example, refugees, may not be able to provide appropriate documentation (such as passports), supporting documentation from the Department of Immigration and Multicultural and Indigenous Affairs is now accepted.

Programs including 'Safe Routes to School', 'Walking To School Bus' and 'Green Travel Challenge' provide information available in various languages.

Public Transport

A number of staff at the InfoCentre and InfoLine are able to speak Greek, Italian, Spanish, Vietnamese, French, German and Danish and are also trained in Australian Sign Language (AUSLAN) to assist the deaf community.

Adelaide Metro have produced fact sheets with basic "how to use public transport" instructions in numerous languages. These sheets can also be accessed from the website.

Service SA

Culturally and linguistically diverse customers are provided with a 'Have Your Say' feedback system.

Services SA regularly provides Multicultural SA with a range of Service SA products on how to access government services and information, including the Service SA web-guide for new arrivals to South Australia.

A draft Service SA Style Guide has been developed that ensures communication routines incorporate best practice for culturally and linguistically diverse customers.

The Service SA website provides a translation facility for speakers of Arabic, Greek, Japanese, Polish, Traditional Chinese, Vietnamese, Italian and Spanish.

The Building Management Division is designing a new website, and the needs of different linguistic backgrounds are being considered in this planning.

The Land Services website provides an online translation service for information based on eight common foreign languages. For other languages a translation service is provided through Service SA.

DTEI's total expenditure on interpreters and translators for 2006–07 was \$132,122 (the majority of this being within the Safety & Regulation Division and Service SA.) Currently there is no mechanism in place to accurately record the number of assignments by language.

DTEI's Office of Major Projects and Infrastructure provided consultation materials in languages other than English for the Northern Expressway project. Interpreters were engaged to assist in community engagement activities to ensure clients were able to learn about the project, provide input to the planning study and for ongoing negotiations for property acquisition.

In relation to building and construction projects, the Building Management Division in conjunction with the client agency consults extensively with community members and stakeholders. Where necessary, this includes attending Indigenous Council meetings and liaising with Elders in Aboriginal lands projects.

Service SA makes regular promotional visits and presentations to community groups, and has an active network to engage with culturally and linguistically diverse groups through field days.

People

DTEI is reviewing its human resource management policies. The new "Managing Our People" intranet site will include information on how to manage a diverse workforce and ensure a culturally inclusive workplace.

DTEI has a representation of employees that were born overseas and/or speak languages other than English at home. In 2006–07 DTEI identified 10.6% of its employees as being born overseas compared with 10.04% in 2005–06, and 3.0% of its employees who speak languages other than English at home compared with 2.9% in 2005–06. These figures only represent information voluntarily disclosed by employees and therefore may not be a true representation.

Cultural awareness training is provided on an ad-hoc basis by DTEI divisions as needs arise.

DTEI has developed a Leadership and Management Development Framework. The programs include training on working in a diverse environment, including cultural awareness, managing in a culturally inclusive workplace and providing culturally inclusive services. During 2006–07, thirty employees on the pilot program completed a diversity and equity program. In addition DTEI is developing a new induction program that will include cultural awareness training. These programs will be fully implemented during 2007–08.

DEPARTMENT OF TREASURY AND FINANCE

Policy and Planning

The Department of Treasury and Finance is committed to supporting applicable whole of government initiatives, including access and equity.

RevenueSA, as a branch of the Department of Treasury and Finance, is committed to supporting government reforms in terms of its service delivery model which includes access and equity. This obligation is reflected in the 2007–10 Corporate Plan.

In the formulation and revision of policies and initiatives, RevenueSA consults with the industry groups that represent the major taxpayers, business organisations and representative bodies. Although these consultations mainly focus on taxation issues, they also cover issues of client service.

A significant part of the interaction of RevenueSA's business operations continues to be with the business community and representative bodies. The ongoing extensive use of online services in relation to taxation matters and the decision by RevenueSA to outsource various payment options has reduced the amount of direct inter personal contact. During the design phase of our online services, the needs of users were considered and this consideration continues as modifications occur. RevenueSA is not aware of any cases where taxpayers or taxpayer representatives have reported they cannot use these services.

RevenueSA recognises that taxpayers can have diverse cultural and linguistic backgrounds and where a need is identified will consider an appropriate action for this. As an example, Emergency Services Levy Assessment and Land Tax Assessment Notices are issued with explanatory notes in a number of major languages other than English. These are Croatian, Chinese Mandarin, Polish, Greek, Italian, Serbian, Vietnamese and Arabic.

Super SA is undertaking a project to segment and profile its membership in order to identify member groups with common needs so that we can tailor and deliver information to them. This includes identifying members with particular needs based on their cultural background or language.

Program and Service Delivery

RevenueSA maintains its continued combination of industry forums, taxpayer/agent services and specific cultural awareness training for relevant staff to ensure delivery of its services in a culturally responsive and sensitive manner.

RevenueSA has an Interpreter and Translating Service available for use when the need arises. In addition, Emergency Services Levy Assessment and Land Tax Assessment Notices continue to be issued with multi-lingual explanatory notes.

RevenueSA continues to facilitate regular industry forums and although they mainly address legislative and policy issues, they also act as a medium for discussing any broader issues of mutual concern.

Super SA's staff database records who is able to communicate in languages other than English, their proficiency with the language and whether their skills are written, verbal or both.

Approximately ten percent of Super SA staff have registered as being able to speak a language other than English and are available to assist members with their enquires.

Super SA's website provides a link to financial education material for indigenous and non-English speaking Australians provided by the Australian Securities and Investment Commission (ASIC).

During 2006–07 Super SA did not receive any requests for information in languages other than English.

People

The human resource policies and practices of the Department of Treasury and Finance continue to comply with the principles of the government's managing diversity for the selection and appointment of personnel.

WORKCOVER CORPORATION

Policy and Planning

WorkCover SA is committed to ensuring the South Australian Workers Rehabilitation and Compensation system is responsive to the rights and needs of South Australia's diverse community. We have had an Access and Equity strategy in place since 1997 to help achieve this goal. People of culturally and linguistically diverse backgrounds continue to be a target group of the strategy.

WorkCover's access and equity consultants work with all business areas within WorkCover to assist the business and budget planning processes and ensure appropriate activities are incorporated to meet the needs of people from culturally and linguistically diverse backgrounds.

WorkCover's access and equity achievements, from its Multicultural Stakeholder Committee's (MSC) strategic plans are reported in WorkCover's annual report.

WorkCover continues to have consultative partnerships with forty peak, State and Federal Government and community organisations, who represent the various access and equity groups. Multicultural agencies including regional and new arrival communities are members of the multicultural stakeholder committee.

The multicultural stakeholder committee met quarterly and commenced implementing its second strategic plan. The MSC also provided leadership and advice on various WorkCover policies and products.

Information on country of birth, language spoken, interpreter required and dialect continues to be collected on the Work Injury Report form. WorkCover use this information and census data on new arrivals to identify client needs.

Program and Service Delivery

WorkCover and its service providers strive to deliver services in a culturally responsive and sensitive manner to all stakeholders from culturally and linguistically diverse backgrounds.

WorkCover's Access and Equity consultants provide consultancy services to WorkCover staff, claims managers, employers, employee representatives and rehabilitation providers to ensure services are tailored for people from culturally and linguistically diverse backgrounds.

Consultancy services are also provided to SafeWork SA through a service level agreement.

In 2006–07 resources including an interpreting and translating policy, checklists for claims management and other materials were revised, updated and reissued.

In 2006–07 a number of information/education sessions were held on workers rehabilitation and compensation and occupational health, safety and welfare matters for new arrival community members. SafeWork Week 2006 also included workshops targeted at African and Middle Eastern communities.

WorkCover provides information in more than twenty-five community languages, including new arrival community languages.

People

All WorkCover positions advertised externally continue to include a phrase that encourages people of culturally and linguistically diverse backgrounds to apply.

Information sessions on cultural awareness and working with interpreters continue to be delivered to WorkCover staff including service centre staff, rehabilitation service providers, staff of Workers Compensation Tribunal and case managers.

A total of 130 participants participated in the training sessions in 2006–07.

APPENDIXES

ETHNIC MEDIA USAGE: PERCENTAGE OF EXPENDITURE BY CLIENT JULY TO DECEMBER 2006

CULTURAL MEDIA

Period: July to December 2006

Prepared by: Starcom Worldwide

Total Government expenditure for this period is \$14,333,945

This table shows expenditure on specialised ethnic language media by Government Agencies during July to December 2006 by medium.

Media Type	Medium	Total Expenditure Jan-Jun 06
	Adelaide Tuan Bao Total	\$ 1,680
	Australian Outlook UK Total	\$ 2,685
	Chinese Weekly Total	\$ 432
	Croatian Herald Total	\$ 140
	El Espanol Total	\$ 160
	El Telegraph Total	\$ 135
	Express Wieczomy Total	\$ 2,100
	Greek Community Tribune Total	\$ 704
	Il Globo Total	\$ 3,996
	Koori Mail Total	\$ 10,753
	Nam Uc Tuan Bao Total	\$ 70
	Neos Kosmos Total	\$ 196
	SA Chinese Weekly Total	\$ 1,575
	The Australian Immigration Book Total	\$ 12,450
	World Serbian Voice Total	\$ 2,960
Press Total		\$ 40,036
	5EBI-Adelaide Total	\$ 13,560
	5ENA - Radio ENA Total	\$ 6,253
	5GTR - Mt Gambier Total	\$ 960
	5GTR - Pt Augusta Total	\$ 480
	5NPY - Anangu Pitjantjatjara Total	\$ 6,354
	5PBAFM 89.7 Total	\$ 240
	5THE Millicent Total	\$ 1,440
	5UMA Total	\$ 3,882
	5YYY Whyalla Total	\$ 3,690
	CAAMA 8KINFM Total	\$ 120
	Doriforos Greek Radio Total	\$ 4,980
	Dusty FM Total	\$ 2,640
	Radio Italiana Total	\$ 6,676
	RETE Italia Total	\$ 6,880
	ROX FM Total	\$ 1,200
	TRAX FM Total	\$ 1,440
Radio Total		\$ 60,795
	Imparja (10) Total	\$ 2,216
	Imparja Remote Total	\$ 8,753
	SBS Adelaide Total	\$ 53,801
Television Total		\$ 64,770
Grand Total		\$ 165,601

PERCENTAGE OF EXPENDITURE BY CLIENT

This table shows expenditure on specialised ethnic language media by those Agencies who undertook advertising in these media, as a percentage of their total media expenditure.

Please note that it does not include communication to ethnic or non-English speaking groups in mainstream ie English language, media; non-advertising media activity (eg editorial, public relations, community); or any other form of communication activity eg direct, promotional, face to face, collateral etc; nor production costs associated with advertising.

Agencies not included on this table did not purchase any advertising in any specific ethnic language medium.

Agency	Spend on specialised ethnic media as % of total media spend
Adelaide Festival Centre Trust	1.2%
Child & Youth Health	1.8%
Country Fire Service	0.4%
Department for Families & Communities	1.0%
Department of Health	0.4%
Department of Premier & Cabinet	1.7%
Department of Transport, Energy & Infrastructure	
Dept of Aboriginal Affairs	22.7%
DFEEST Science & Technology Directorate	12.0%
Immigration SA	100.0%
Julia Farr Services	2.4%
Land Management Corp	2.2%
Motor Accident Commission	1.2%
Multicultural SA	60.9%
Office of Public Transport	1.4%
Primary Industries SA	0.8%
Pt Pirie Regional Health	6.5%
Quit SA	4.2%
SA Police Department	5.8%
SA Water	9.5%
TAFE SA Adelaide SA	0.6%
Teacher's Registration Board	3.6%
Workcover	6.4%
Total all Agencies using Ethnic Media	4.2%
Total all Government Agencies including those that did not use specialised ethnic media	1.2%

NB: Amounts are Gross Media only and do not include Media Commission Discount, Starcom Fees or GST.

ETHNIC MEDIA USAGE: PERCENTAGE OF EXPENDITURE BY CLIENT JANUARY TO JUNE 2007

CULTURAL MEDIA

Period: January to June 2007

Prepared by: Starcom Worldwide, 2 August 2007.

Total Government expenditure for this period is \$30,616,955

This table shows expenditure on specialised ethnic language media by Government Agencies during January to June 2007 by medium. Agencies contributing to this expenditure are listed in the table on the following page.

Media Type	Media	Amount
	Adelaide Tuan Bao Total	\$ 3,582
	China Australia Business Total	\$ 6,450
	Chinese Weekly Total	\$ 3,006
	Croatian Herald Total	\$ 140
	El Espanol Total	\$ 160
	El Telegraph Total	\$ 135
	Express Wieczomy Total	\$ 3,755
	Greek Community Tribune Total	\$ 1,152
	Il Globo Total	\$ 7,020
	Koori Mail Total	\$ 9,554
	Nam Uc Tuan Bao Total	\$ 977
	National Indigenous Times Total	\$ 1,763
	Neos Kosmos Total	\$ 196
	The Australian Immigration Book Total	\$ 6,225
	World Serbian Voice Total	\$ 5,200
Press Total		\$ 49,315
	5EBI-Adelaide Total	\$ 20,925
	5ENA - Radio ENA Total	\$ 3,083
	5NPY - Anangu Pitjantjatjara Total	\$ 4,725
	5UMA Total	\$ 4,446
	Doriforos Greek Radio Total	\$ 2,176
	Radio Italiana Total	\$ 4,524
	RETE Italia Total	\$ 3,536
	SBS Radio Total	\$ 2,520
	Three D Radio Total	\$ 990
Radio Total		\$ 46,925
	Imparja Remote Total	\$ 11,772
	SBS Adelaide Total	\$ 68,512
	SBS Melbourne Total	\$ 9,600
	SBS Perth Total	\$ 3,279
	SBS Sydney Total	\$ 9,900
Television Total		\$ 103,063
Online	SBS Online	\$ 5,000
Online Total		\$ 5,000
Grand Total		\$ 204,303

PERCENTAGE OF EXPENDITURE BY CLIENT

This table shows expenditure on specialised ethnic language media by those Agencies who undertook advertising in these media, as a percentage of their total media expenditure.

Please note that it does not include communication to ethnic or non-English speaking groups in mainstream ie English language, media; non-advertising media activity (eg editorial, public relations, community); or any other form of communication activity eg direct, promotional, face to face, collateral etc; nor production costs associated with advertising.

Agencies not included on this table did not purchase any advertising in any specific ethnic language medium.

Agency	Spend on specialised ethnic media as % of total media spend
Adelaide Festival Centre Trust C Total	2.2%
Central Northern Adelaide Health NC Total	0.1%
Country Fire Service C Total	1.5%
DECS NC Total	0.3%
Department for Families & Communities NC Total	0.1%
Department of Health Total	1.6%
Department of the Premier & Cabinet Total	0.9%
Department of Trade and Economic Development C Total	1.8%
Department of Transport, Energy & Infrastructure C Total	1.0%
Dept of Aboriginal Affairs NC Total	4.2%
Dept of Water, Land & Biodiversity Total	1.8%
DFEEST Human Resources NC Total	1.0%
HomeStart Finance C Total	0.4%
Motor Accident Commission C Total	1.8%
Multicultural SA Total	39.9%
Office of Public Transport C Total	0.1%
Primary Industries SA NC Total	0.3%
SA Ambulance Service C Total	12.5%
SA Cervix Screening C Total	10.8%
SA Lotteries Commission C Total	0.1%
SA Metropolitan Fire Service C Total	1.6%
SA Police Department NC Total	0.3%
SA Tourism Commission C Total	1.2%
SA Water C Total	3.2%
TAFE SA Adelaide South NC Total	0.1%
UniSA Total	0.4%
Workcover C Total	3.4%
Grand Total	1.2%
Total all Government Agencies including those that did not use specialised ethnic media	0.7%

INTERPRETING AND TRANSLATING STATISTICS

Department	Expenditure on Interpreters and Translators for 2006–07
Department of Education and Children’s Services	\$178,130.78
Department for Environment and Heritage	Nil expenditure
Department for Families and Communities	\$73,611.47
Department of Further Education, Employment, Science and Technology	\$807.40
Department of Health	\$3,456,892*
Justice Portfolio	\$493,131.16*
Department of Primary Industries and Resources SA	\$12000.00*
Department of the Premier and Cabinet	\$28 339.00
Department of Trade and Economic Development	\$16,627.68
Department for Transport, Energy and Infrastructure	\$132,122.00
Department of Treasury and Finance	\$916.00
WorkCover Corporation	\$548,638.70

* Total expenditure for DH is unavailable—the available figure is for those health regions reporting expenditure on interpreting and translating.

* Total expenditure for Justice is unavailable—the available figure is for those units reporting expenditure on interpreting and translating.

*Fisheries budgeted expenditure.

Department of Education and Children's Services

South Australian Schools – Number of Assignments by Language 2006–07

INTERPRETING	
Language	Number of Assignments
Acholi	5
Albanian	7
Amharic	20
Arabic*	83
Auslan	39
Bari	1
Bengali	1
Bosnian	8
Burmese	7
Caluba	1
Chinese	185
Croatian	2
Dari	176
Dinka	104
Farsi	1
French	7
German	1
Greek	3
Hindi	14
Hungarian	3
Indonesian	10
Italian	3
Japanese	16
Khmer	67
Kirundi	74
Kissi	2
Kiswahili	1
Korean	49
Kuku	16
Kurdish	9
Lao	5
Lingala	1
Macedonian	1
Madi	12
Madingo	10
Malay	1
Malayalam	2
Nuer	12
Persian	68
Pitjantjatjara	5
Polish	6
Portuguese	3
Punjabi	3
Rumanian	2
Russian	13
Serbian	22
Somali	10

Spanish	17
Swahili	84
Tagalog	8
Thai	15
Tigrigna	2
Turkish	6
Uighur	4
Ukrainian	2
Urdu	6
Uzbek	9
Vietnamese	122
TOTALS	1367

TRANSLATING	
Language	Number of Assignments
Albanian	2
Amharic	4
Arabic	11
Bosnian	2
Burmese	1
Chinese	46
Dari	10
Dinka	5
Farsi	1
Hindi	4
Indonesian	2
Japanese	4
Khmer	10
Kinyarwanda	1
Kirundi	2
Korean	5
Kurdish	5
Lao	1
Nuer	2
Persian	13
Rumanian	1
Russian	4
Serbian	7
Sinhalese	1
Somali	3
Spanish	5
Swahili	5
Tagalog	2
Turkish	6
Uighur	2
Uzbek	4
Vietnamese	34
TOTALS	205

Department for Families and Communities

INTERPRETING	
Language	Number of Assignments
Arabic	93
Amharic	3
Albanian	2
Bosnian	11
Burmese	6
Cantonese	5
Croatian	8
Dari	74
Dutch	1
Greek	7
French	3
Hungarian	3
Italian	35
Indonesian	2
Khmer	16
Kirundi	49
Korean	2
Kurdish	7
Lao	1
Liberia Kissi	5
Liberia Madingo	9
Lib Simpenglish	1
Macedonian	1
Mandarin	35
Polish	9
Romanian	8
Russian	4
Serbian	23
Singhalese	2
Somali	14
Spanish	5
Sudan Acholi	5
Sudan Dinka	121
Sudan Arabic	23
Sudan Kuku	6
Sudan Bari	2
Sudan Nuer	3
Swahili	30
Tamil	1
Teo Chiew	1
Thai	2
Tigray	1
Tigrigna	4
Turkman	3
Turkish	2
Uzbek	2
Uighur	8
Vietnamese	133
Persian	162
TOTAL	953

Department for Families and Communities (Cont.)

TRANSLATING	
Language	Number of Assignments
Arabic	3
Amharic	3
Bosnian	3
Chinese-Simplified	3
Croatian	3
Dari	3
Greek	3
Hungarian	3
Italian	3
Khmer	3
Kurdish	3
Pitjantjatjara	3
Polish	3
Romanian	3
Russian	3
Serbian	3
Somali	3
Spanish	3
Dinka	3
Nuer	3
Swahili	3
Tagalog	3
Tigrigna	3
Turkman	3
Turkish	3
Vietnamese	5
Persian	3
TOTAL	83

Department of Further Education, Employment, Science and Technology

INTERPRETING	
Language	Number
Khmer	2
Mandarin	7
Punjabi	1
Korean	2
Persian	1
Polish	1
Russian	1
Czechoslovakian	1
Total	16

Justice Portfolio

Attorney-General's Department

INTERPRETING				
Language	Number of Assignments			TOTAL
	Equal Opportunity Commission	Office for the Director of Public Prosecutions	Police Complaints Authority	
Spanish	3			3
Persian	2			2
Vietnamese	2	8		10
German		1		1
Dari		1		1
Mandarin		4	1	5
Sudanese		1		1
Pitjantjatjara		2		2
TOTAL	7	17	1	25

TRANSLATING	
Language	Number of Assignments
	ODPP
German	1
TOTAL	1

Justice Portfolio Cont.

Courts Administration Authority

INTERPRETING	
Language	No. of Assignments
Albanian	16
Amharic	3
Arabic	146
Bosnian	18
Cantonese	22
Croatian	22
Dari	11
Dinka	31
Failie	3
French	1
German	2
Greek	49
Hindi	7
Hungarian	9
Indonesian	56
Italian	42
Japanese	3
Khmer	56
Korean	6
Kurdish	4
Lao	7
Macedonian	5
Mandarin	38
Norwegian	1
Persian	50
Pitjantjatjari	103
Polish	37
Portugese	2
Punjabi	47
Rumanian	3
Russian	13
Serbian	82
Sinhalese	2
Somali	4
Spanish	21
Sudanese	19
Swahili	6
Tagalog	19
Thai	3
Turkish	10
Turkman	2
Uighur	5
Ukranian	1
Urdu	1
Uzbek	3
Vietnamese	379
TOTAL	1,370

Justice Portfolio Cont.

Legal Services Commission

INTERPRETING	
Language	Number
Afrikaans	2
Albanian	3
Amharic	9
Arabic	79
Bosnian	12
Burmese	3
Cambodian	5
Cantonese	6
Croatian	4
Dari (afghanistan)	119
Deaf sign language	4
Dinka	23
English	2
Farsi	23
French	1
German	1
Greek	10
Hungarian	1
Indonesian	1
Iranian	2
Italian	7
Japanese	2
Khmer	8
Kirunda	8
Korean	1
Kurdish	10
Laotian/lao	1
Macedonian	1
Malay	1
Other than english	25
Pashio (afghanistan)	1
Persian	39
Philipino	1
Polish	7
Portuguese	1
Punjabi	3
Russian	5
Serbian	17
Sinhalese	2
Somali	8
Spanish	14
Swahili	10
Tagalog	2
Teochew	1
Thai	4
Tigrinya	3
Tongan	1
Turkish	6

Ukrainian	1
Unknown/not stated	30
Urdu	3
Vietnamese	46
Yugoslav	2
Zandi	1
Total	599

Justice Portfolio Cont.

Legal Services Commission

INTERPRETING	
Language	Number
Afrikaans	4
Albanian	2
Amharic	1
Arabic	22
Bosnian	5
Cambodian	5
Cantonese	9
Croatian	3
Dari (afghanistan)	3
Deaf sign language	3
Dinka	7
Dutch	2
Farsi	3
German	1
Greek	4
Hungarian	4
Indonesian	15
Iranian	1
Italian	1
Khmer	1
Kirunda	1
Korean	1
Laotian/lao	2
Macedonian	1
Mandarin	4
Other than english	108
Persian	4
Polish	1
Portuguese	1
Russian	2
Serbian	3
Sinhalese	1
Somali	1
Spanish	8
Swahili	5
Tagalog	2
Thai	2
Turkish	4
Unknown/not stated	4
Vietnamese	64
Total	315

Justice Portfolio Cont.

Multicultural SA

LANGUAGE	INTERPRETING	TRANSLATING	TOTAL
Afrikaans	0	3	3
Albanian	205	16	221
Amharic	151	11	162
Arabic	1,937	181	2,118
Bassa	5	0	5
Bisaya	3	0	3
Bosnian	649	16	665
Bulgarian	27	3	30
Burmese	101	4	105
Cantonese	1,059	0	1,059
Cebuano	1	0	1
Chau-Chou	41	0	41
Creole	1	0	1
Croatian	702	70	772
Czech	36	11	47
Danish	2	12	14
Dari	1,063	52	1,115
Dinka	949	21	970
Dutch	4	37	41
Estonian	10	0	10
Failie	9	0	9
Finnish	3	5	8
French	60	131	191
German	70	186	256
Greek	3,761	135	3,896
Greek Cypriot	8	0	8
Hakka	1	0	1
Hazaragi	35	0	35
Hebrew	1	3	4
Hindi	86	14	100
Hokien	5	0	5
Hungarian	115	23	138
Indonesian	115	67	182
Italian	3,660	169	3,829
Japanese	119	157	276
Khmer	1,259	64	1,323
Kikuyu	1	0	1
Kinyarwanda	0	1	1
Kirgiz	1	0	1
Kirundi	156	7	163
Korean	381	123	504
Kriol	1	0	1
Kuku	3	0	3
Kurdish	86	13	99
Kurmanji	1	0	1

Lao	87	3	90
LANGUAGE	INTERPRETING	TRANSLATING	TOTAL
Latin	0	10	10
Latvian	2	7	9
Liberian	16	0	16
Lithuanian	17	2	19
Macedonian	58	6	64
Madi	16	0	16
Malay	3	173	176
Maltese	4	3	7
Mandarin	1,311	839	2,150
Mandingoes	75	0	75
Mende	1	0	1
Nepalese	9	3	12
Norwegian	1	7	8
Nuer	34	2	36
Persian	1,369	76	1,445
Pitjantjatjara	366	1	367
Polish	1,191	709	1,900
Portuguese	42	30	72
Punjabi	90	5	95
Pushto	42	18	60
Rumanian	92	19	111
Russian	793	78	871
Samoan	8	0	8
Serbian	2,444	75	2,519
Sinhalese	7	1	8
Slovak	7	5	12
Slovene	4	4	8
Somali	204	6	210
Spanish	704	159	863
Sudanese	177	0	177
Swahili	290	20	310
Swedish	0	6	6
Tagalog	81	16	97
Tamil	5	0	5
Tartar	13	0	13
Temne	1	0	1
Thai	93	57	150
Tigrea	7	0	7
Tigrigna	54	1	55
Turkish	107	45	152
Turkman	27	0	27
Uighur	63	4	67
Ukranian	197	15	212
Urdu	45	10	55
Uzbek	77	3	80
Vietnamese	7,195	208	7,403
Totals	34,312	4,161	38,473

Department of Premier and Cabinet

SafeWork SA

TRANSLATING	
Language	Number of Assignments
Arabic	2
Vietnamese	2
Khmer	2
Chinese	2
Dari	2
Persian	2
Dinka	2
Total	14

Department of Primary Industries and Resources, South Australia

INTERPRETING	
Language	Number of Assignments
Vietnamese	2
Greek	1
TOTAL	3

Department of Trade and Economic Development

TRANSLATION	
Language	Number
Afghani	0
Korean	5
Mandarin Chinese	12
Panjabi	0
Arabic	3
Russian	1
Total	21

INTERPRETING	
Language	Number
Afghani	2
Korean	13
Mandarin Chinese	5
Panjabi	1
Russian	1
Total	22

WorkCover Corporation

INTERPRETING AND TRANSLATING	
Language	Number of services
*	2
Afghanistan*	849
African Languages	47
Albanian	39
Angola	1
Arabic	638
Australia*	262
Bosnia-Herzegovina*	65
Burmese	9
Burundi	2
Cambodia*	11
Cantonese	167
Chile*	46
China*	199
Chinese	154
Congo	2
Croatia*	57
Croatian	10
East Timor*	1
Ethiopia*	4
Germany, Federal republic of*	4
Greece*	1
Greek	121
Hindi	3
India*	21
Iran*	68
Iraq*	503
Italian	15
Italy*	5
Khmer	218
Korean	5
Laos*	9
Lebanon*	34
Mandarin	42
Pakistan	6
Persian (Farsi)	510
Philippines*	2
Poland*	16
Polish	127
Portuguese	52
Romania*	16
Russian	274
Russian Federation*	54
Samoa	2
Serbia and Montenegro, Former Yugoslavia*	16
Serbian	117

INTERPRETING AND TRANSLATING	
Language	Number of services
Sinhalese	2
Sign Language (AUSLAN)	2
Slavic (Yugoslavian)	4
Somalia*	5
Spanish	55
Sri Lanka	3
Sudan	1
Switzerland*	1
Tigrinya	7
Turkey*	4
Turkish	47
Ukrainian	1
Viet Nam*	300
Vietnamese	982
Total	6,220

* indicates that where the language is missing or is not listed country of birth has been used where available

ABBREVIATIONS

ABS	Australian Bureau of Statistics
AGD	Attorney-General's Department
A&MCC	Aboriginal and Multicultural Coordination Committee
AFAC	Australian Fire Authorities Council
AHMC	The Australian Health Minister's Conference
ALRM	Aboriginal Legal Rights Movement
AMU	Aboriginal and Multicultural Unit
ASIC	Australian Securities and Investment Commission
ATIR	Adelaide Thinkers in Residence
ATSI	Aboriginal and Torres Strait Islander
BSSO	Bilingual School Services Officer
CAA	Courts Administration Authority
CBSA	Community Benefit South Australia
CIC	Coordinating Italian Committee Inc
CITCSA	Council for International Trade and Commerce South Australia
CLC	Community Legal Centres
CHSA	Country Health SA
CLO	Community Liaison Officer
CNAHS	Central Northern Adelaide Health Service
CPU	Care and Protection Unit
CRC	Community Relations Committee
CYWHS	Child, Youth and Women's Health Service
DASSA	Drug and Alcohol Services SA
DCS	Department for Correctional Services
DECS	Department of Education and Children's Services
DEH	Department for Environment and Heritage
DFC	Department for Families and Communities
DFEEST	Department of Further Education, Employment, Science and Technology
DH	Department of Health
DIAC	Department of Immigration and Citizenship
DoHA	Department of Health and Ageing
DPC	Department of Premier and Cabinet
DTED	Department of Trade and Economic Development
DTEI	Department for Transport, Energy and Infrastructure
DTF	Department of Treasury and Finance
EOC	Equal Opportunity Commission
EEO	Equal Employment Opportunity
ELLIS	English Language and Improvement Service
EMA	Emergency Management Australia
ERD	Environment, Resources and Development
ESL	English as a Second Language
ESO	Emergency Services Organisations
FDC	Family Day Care
HACC	Home and Community Care
HPT	Hazard Perception Test
HR	Human Resources
IDC-HS	Australian Government Interdepartmental Committee on Humanitarian Settlement

LMH	Lyell McEwin Hospital
LSC	Legal Services Commission
MBS	Medicare Benefits Scheme
MCC	Multicultural Communities Council
MEC	Multicultural Education Committee
MFS	Metropolitan Fire Service
MRC	Migrant Resource Centre
MRGOT	Ministerial Reference Group on Tobacco
MSC	Multicultural Stakeholder Committee
MWG	Multi-jurisdictional Working Group
MYSA	Multicultural Youth South Australia
NAP	New Arrivals Program
NCVER	National Centre for Vocational Education Research
OAAP	On Arrival Accommodation Program
OCBA	Office of Consumer and Business Affairs
ODACS	Office for Disability and Client Services
ODPP	Office of the Director of Public Prosecutions
OFTA	Office for the Ageing
OHS&W	Occupational Health, Safety & Welfare
OLGC	Office of the Liquor and Gambling Commissioner
OPA	Office of the Public Advocate
ORS	Office for Recreation and Sport
PCA	Police Complaints Authority
PIRSA	Department of Primary Industries and Resources SA
PMAG	Police Multicultural Advisory Group
PMAP	Police Multicultural Action Plan
PMARS	Performance Management and Reporting Service
RAC	Regional Advisory Committee
RAH	Royal Adelaide Hospital
RGH	Repatriation General Hospital
SACE	South Australian Certificate of Education
SADS	SA Dental Service
SAFECOM	South Australian Fire and Emergency Services Commission
SAGMRG	South Australian Government Muslim Reference Group
SAHS	Southern Adelaide Health Service
SAMEAC	South Australian Multicultural and Ethnic Affairs Commission
SAPOL	South Australia Police
SIB	Social Inclusion Board
TIS	Translator and Interpreter Service
TQEH	The Queen Elizabeth Hospital
VET	Vocational Education and Training
WAC	Women's Advisory Committee
WAS	Witness Assistance Service

CHARTER OF PUBLIC SERVICE
IN
A CULTURALLY DIVERSE SOCIETY

The Seven Charter Principles

1. Access

Government services should be available to everyone who is entitled to them, regardless of where they live, and should be free of any form of discrimination on the basis of birthplace, language, culture, race or religion.

2. Equity

Government services should be delivered on the basis of fair treatment of clients who are eligible to receive them.

3. Communication

Government service providers should use strategies to inform eligible clients of services and their entitlements, and how they can obtain them. Providers should also consult with the community regularly about the adequacy, design and standard of government services.

4. Responsiveness

Government services should be sensitive to the needs and requirements of different communities, and responsive to the particular circumstances of individuals.

5. Effectiveness

Government service providers must be 'results oriented', focused on meeting the needs of clients from all backgrounds.

6. Efficiency

Government service providers should optimise the use of available public resources through a user responsive approach to service delivery which meets the needs of clients.

7. Accountability

Government service providers should have a reporting mechanism in place which ensures they are accountable for implementing Charter objectives for clients.

Multicultural Access and Equity Reporting Framework

Activity Area	Performance Indicators
<p>Policy & Planning</p> <ul style="list-style-type: none"> ■ Strategic Planning ■ Consultation ■ Data and research 	<ul style="list-style-type: none"> • Indicator 1: The needs of clients of diverse cultural and linguistic backgrounds are included in strategic and other planning processes and are incorporated in the departmental strategic plan. • Indicator 2: Consultations with relevant communities of diverse cultural and linguistic backgrounds are undertaken in the formulation and revision of policies and initiatives. • Indicator 3: Socio-demographic characteristics of client groups and client needs are identified and addressed.
<p>Program & Service Delivery</p> <ul style="list-style-type: none"> ■ Responsiveness ■ Communication ■ Participation 	<ul style="list-style-type: none"> • Indicator 1: Services are delivered in a culturally responsive and sensitive manner to all clients of culturally and linguistically diverse backgrounds. • Indicator 2: Information on new and existing programs is communicated using ethno-specific media to all clients of diverse cultural and linguistic backgrounds, and all programs include accessible feedback mechanisms. <ul style="list-style-type: none"> <i>Ethnic Media</i> <ul style="list-style-type: none"> ➢ Expenditure on non-English language media as a proportion of total media budget. <i>Interpreting and Translating</i> <ul style="list-style-type: none"> ➢ Expenditure on interpreters and translators. ➢ Number of assignments by language. • Indicator 3: Consultations with communities of diverse cultural backgrounds are undertaken in the formulation and revision of programs and services.
<p>People</p> <ul style="list-style-type: none"> ■ Human resource policies and practices ■ Cross-cultural understanding 	<ul style="list-style-type: none"> • Indicator 1: Human resource policies and practices comply with the principles of the Government's Managing Diversity approach to improve the cultural diversity of key government appointments, and occupations applying to personnel, volunteers and members of boards and committees. <ul style="list-style-type: none"> <i>Workforce Profiling</i> <ul style="list-style-type: none"> ➢ Country of birth of staff by salary range. ➢ Number of staff speaking languages other than English and the languages spoken. • Indicator 2: Personnel are provided with opportunities to develop cross-cultural understanding to ensure services, policies and plans are developed and implemented in a culturally responsive and sensitive manner. <ul style="list-style-type: none"> <i>Cultural Awareness Training</i> <ul style="list-style-type: none"> ➢ Number of staff trained in cultural awareness.

	Performance Indicators	Examples of Demonstrated Improvements
Policy & Planning	<p>Indicator 1: The needs of clients of diverse cultural and linguistic backgrounds are included in strategic and other planning processes and are incorporated in the departmental strategic plan.</p> <p>Indicator 2: Consultations with communities of diverse cultural and linguistic backgrounds are undertaken in the formulation and revision of policies and initiatives.</p> <p>Indicator 3: Socio-demographic characteristics of client groups and client needs are identified and addressed.</p>	<ol style="list-style-type: none"> 1. (a) The diversity of our client base is addressed in our strategic plan. (b) Corporate or Business Plans refer to cultural diversity as a feature of our service environment. 2. (a) We have in place documented processes to ensure relevant communities are consulted and participate in the formulation of new policies and initiatives. (b) We are reviewing existing policies and programs to determine the extent to which our portfolio agencies (i) use multicultural radio and press to distribute information on our programs and policies, and (ii) translate policy/program information into languages other than English most frequently spoken by our client base. 3. (a) We have undertaken a survey of our clients and their needs and incorporated this information into our agency’s planning. (b) We are developing a strategy for gathering information on the demography of our clients comprising the routine collection of data on (i) country of birth, (ii) language other than English spoken at home, and (iii) proficiency in English.
Program & Service Delivery	<p>Indicator 1: Services are delivered in a culturally responsive and sensitive manner to all clients of culturally and linguistically diverse backgrounds.</p> <p>Indicator 2: Information on new and existing programs is communicated using ethno-specific media to all clients of diverse cultural and linguistic backgrounds, and all programs include accessible feedback mechanisms.</p> <p><i>Ethnic Media</i></p> <ul style="list-style-type: none"> ➤ Expenditure on non-English language media as a proportion of total media budget. <p><i>Interpreting and Translating</i></p> <ul style="list-style-type: none"> ➤ Expenditure on interpreters and translators. ➤ Number of assignments by language. <p>Indicator 3: Consultations with communities of diverse cultural and linguistic backgrounds are undertaken in the formulation and revision of programs and services.</p>	<ol style="list-style-type: none"> 1. (a) With the assistance of Multicultural SA, this year we conducted three community consultations with communities of diverse cultural and linguistic backgrounds to (i) obtain feedback on the extent to which our services are delivered in a culturally responsive manner, and (ii) to disseminate information on new and existing programs and services. We plan to continue to conduct such consultations annually. (b) In the last year, cross-cultural training was made available to all service delivery personnel. Next year this training will be extended to personnel in all other areas within the Portfolio to ensure our services are delivered in a culturally responsive and sensitive manner. 2. (a) Policy and program information on new and existing services has been translated into the languages other than English most frequently spoken by our client base, and all programs include a complaints mechanism that is accessible to all people, regardless of their cultural or linguistic background. (b) Our agency uses (i) multicultural radio and press to distribute information on new and existing services, and (ii) translates policy and program information on new and existing services in languages other than English most frequently spoken by our client base. (c) Provide data on interpreting and translating as requested. 3. (a) A public consultation with people of diverse cultural and linguistic backgrounds was undertaken as part of a review of our programs and service delivery. (b) All new programs or policies will now include a process of consultation with relevant communities of diverse cultural and linguistic backgrounds.
People	<p>Indicator 1: Human resource policies and practices comply with the principles of the Government’s Managing Diversity approach to improve the cultural diversity of key government appointments, and occupations applying to personnel, volunteers and members of boards and committees.</p> <p><i>Workforce Profiling</i></p> <ul style="list-style-type: none"> ➤ Country of birth of staff by salary range. ➤ Number of staff speaking languages other than English and the languages spoken. <p>Indicator 2: Personnel are provided with opportunities to develop cross-cultural understanding to ensure services, policies and plans are developed and implemented in a culturally responsive and sensitive manner.</p> <p><i>Cultural Awareness Training</i></p> <ul style="list-style-type: none"> ➤ Number of staff trained in cultural awareness. 	<ol style="list-style-type: none"> 1. (a) Our human resource policies were reviewed to ensure they comply with the key areas of the Government’s Managing Diversity approach. (b) Diversity data (e.g. country of birth, language spoken at home) is collected as part of the demographic profile of employees, volunteers and members of boards and committees. (c) Provide workforce profiling data as requested. 2. (a) All personnel have been encouraged to attend cross-cultural training to ensure our services are delivered in a culturally and linguistically sensitive manner. (b) Volunteers within the agency have been provided with cross-cultural training relevant to their field of service. (c) Provide cultural awareness training data as requested.

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