



Multicultural SA

South Australian Multicultural & Ethnic Affairs Commission

Access and Equity in the South Australian Public Sector

Annual Report 2003–04

January 2005



**Government
of South Australia**

A Message from the Chairman of the South Australian Multicultural and Ethnic Affairs Commission

South Australia has a rich, culturally diverse population as a result of successive waves of migration. With each new wave of migration the complexity of our community increases.

The South Australian Multicultural and Ethnic Affairs Commission advises the Government and assists public authorities in the planning and delivery of services that respond to the needs of both new and existing migrants.

I am pleased to see that the Access and Equity Report 2003–04 features a broad range of innovative policies and programs to ensure that all South Australians participate in and employ their skills and talents for the benefit of the economic, social and cultural life of the State.

The report also highlights a number of challenges ahead, such as meeting the complex needs of newly arrived African refugees and responding to increasing numbers of migrants arriving under the State Population Policy.

The Population Policy recognises that South Australia's cultural diversity is a real strength in attracting new migrants. Inclusive policies and service delivery will play a critical role in keeping them here for the long-term.

I look forward to working with agencies across the whole of government to ensure a coordinated response to new and emerging issues highlighted in this report.

A handwritten signature in black ink, reading "John A Kiosoglous", written over a horizontal line.

John A Kiosoglous MBE KSA AE SM
Chairman

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1. 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 2001 data indicate that 296 459 (20.2 per cent) of South Australian residents were born overseas, with 150 519 (10.3 per cent) born in countries where English is not an official language. There are at least twenty-five 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.

Multicultural SA compiles the 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 process of reporting for 2003–04 has been simplified. In previous years departments were required to report against each of the seven principles of the *Charter of Public Service in a Culturally Diverse Society* (see Appendix A). The new reporting framework is informed by the Charter principles and requires agencies to report against three core activity areas comprising:

- Policy and Planning
- Program and Service Delivery
- People.

Agencies are required to report on demonstrated improvements and emerging issues of significance against performance indicators pertaining to each of the core activity areas (see Appendixes B & C). Developed by a whole of government working group, the new 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.

The 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. Emerging issues identified in this report have been referred to the Commission for action.

Key emerging issues raised by departments in the 2003–04 reporting cycle include the following:

- the complex needs of recently arrived refugees, many of whom are traumatised by war and torture
- mental health and the provision of culturally and linguistically appropriate services, particularly for newly arrived refugees
- use of interpreting and translating services, particularly in new and emerging languages
- a need for integrated service provision to migrants and refugees
- communicating government information to culturally and linguistically diverse groups
- the need to inform service providers in advance about expected arrivals of refugees and Temporary Protection Visa holders, particularly in regional areas
- access and equity issues faced by increasing numbers of skilled migrants arriving under the State Population Policy
- a predicted increase in the number of clients with a disability from culturally and linguistically diverse backgrounds
- a need for Early Years educators' undergraduate training to include topics related to:
 - language development
 - home language maintenance and the development of English as a second language
- a need to increase the confidence of new migrants in the legal system as some community groups are reluctant to report crime due to police oppression experienced in their country of origin
- a need to improve access to culturally appropriate services for newly arrived refugee and migrant women dealing with domestic and other forms of violence
- housing for new arrivals with large families.

Reporting Framework 2005–06

It is proposed that in future reporting cycles statistical data is collected from departments in the areas outlined in the table below to provide an objective and comparable measure of progress in the delivery of culturally and linguistically appropriate programs and services. Departments will also be asked to report on dispute resolution processes currently in place and how these are made accessible to clients of culturally and linguistically diverse backgrounds.

The new reporting requirements will be implemented in 2005–06 to allow time for agencies to put the necessary processes in place to collect the information.

Performance Indicator	Measure
Use of Ethnic Media	<ul style="list-style-type: none"> • Expenditure on non-English language media as proportion of total communication budget • Number of media placements by language
Interpreting and Translating	<ul style="list-style-type: none"> • Expenditure • Number of assignments by language/site
Workforce Profiling	<ul style="list-style-type: none"> • Proportion of culturally and linguistically diverse staff by level • Number of bilingual workers and languages spoken
Cultural Awareness Training	<ul style="list-style-type: none"> • Number of staff trained and level of training
Consultation	<ul style="list-style-type: none"> • Number of visits to community groups. • Number of meetings and/or forums organised for communities to provide feedback on programs and services and input into policy development.

2. Emerging Issues

Department of Human Services (DHS)

The number of asylum seekers, refugees and Temporary Protection Visa (TPV) holders in South Australia has created a demand for clinically relevant integrated mental health services for people affected by trauma. Culturally appropriate interventions to promote mental health and reduce the impact of mental health and mental health problems must be developed.

The Northern Metropolitan Community Health Service is currently working with Survivors of Torture, Trauma and Rehabilitation Services, Adelaide Central Community Health Service, SA Health Network for Refugees, Migrant Resource Centre and the Australian Refugee Association to ensure new arrivals are provided with a seamless service.

As the fastest growing segment of the older population in SA, frail older people from culturally and linguistically diverse background backgrounds were a priority target group for 2003–04 growth funding through the Home and Community Care (HACC) Program.

There is a predicted increase in the number of clients with a disability from culturally and linguistically diverse backgrounds as increased numbers of migrants take up residence in South Australia.

There is a need for best practice guidelines for culturally competent mental health services including principles of clinical governance.

Challenges have been acknowledged by the Office for Youth in identifying various community organisations as the primary contact point for consultation on the needs of young people from culturally and linguistically diverse communities. The Office for Youth continues to liaise through the Youth Affairs Council of SA, the peak body for the youth sector, on this matter.

It was noted during the consultations on the Women's Safety Strategy, conducted during 2003–04 by the Office for Women, that newly arrived refugee and migrant women have a particularly difficult time accessing culturally appropriate services when dealing with domestic and other forms of violence.

The Community Services Development Branch recognises the need to specifically consult with relevant communities in regard to its work. Over the next period the Branch will work in closer partnership with Child Youth and Family Services (CYFS) and be more involved in local and regional planning that will include consultation with relevant communities.

It is noted that where health services are targeted at those “most in need and with least access to services”, refugees invariably fit eligibility criteria for services.

There are implications for regions based on the representation of particular ethnic groups as indicated by the data, for example:

- Census information shows the Southern Adelaide region has a low rate of people born in non-English speaking countries (7%), and an even lower rate of population (less than .9 of one percent) who identify themselves as having poor English language skills (1996 ABS Census). This limited diversity within current clientele of health services in the Southern Adelaide region is noted by Flinders Medical Centre and the Repatriation General Hospital. This data also indicates a low percentage of population diversity in the Mid North Region.
- There are high rates of people from culturally and linguistically diverse backgrounds in statistical local areas within the Unincorporated Far North, Coober Pedy and Whyalla.

The needs of new and emerging refugee groups, for example the Somalian and Sudanese communities, and particularly their young people, will be considered in service planning and development processes and reviews of existing funded programs.

There is a lack of information and a formal process to advise service providers prior to arrivals in regions of refugees or people on Temporary Protection Visas.

The changing demographics of South Australia’s culturally and linguistically diverse communities highlights the need for the development of appropriate training programs, the dissemination of information on services, and increased referral rates to, and utilisation of, community services to address a range of issues including mental health.

It is noted that there are no community health workers in rural SA who are specifically migrant health workers.

Drug and Alcohol Services Council workers are expected to provide services in a culturally responsive and sensitive manner to all culturally and linguistically diverse clients. However it is recognised that some drug users from culturally and linguistically diverse communities use mainstream services in preference to specific ethnic services in order to maintain their anonymity.

Resource issues have been identified due to the increased demands on existing services and the need to provide relevant services to smaller culturally and linguistically diverse groups who may not be accessing existing services.

The loan application and approval process initiated by HomeStart involves trying to ensure that culturally and linguistically diverse people clearly understand any commitment they may be entering into, and to reduce loan management issues following settlement. In addition there are a variety of legal issues involved in the loan process, for example, ensuring that there is a clear interpretation and understanding of the mortgage agreement. HomeStart is working with its lawyers to provide suitable solutions. As a result it is acknowledged that the loan process will take considerably longer than usual. HomeStart is committed to working with its staff and applicants to make the process as efficient and helpful as possible.

Some agencies report limited use of ethno-specific media, using instead a community development approach and staff drawn from new arrival communities to disseminate information about services and programs. Meetings with new arrival leaders, networks established with staff of other agencies and feedback through informal channels is also seen as an effective way of providing information about services to culturally and linguistically diverse communities.

Other agencies report that depending on the nature of the topic, (for example breast cancer) it is inappropriate to use ethno-specific media. Workers report that there is no ethno-specific media available in country areas.

There is a need to overcome barriers to disseminating information and the provision of services on mental health issues to the increasing number of asylum seekers, refugees and TPV holders entering the State.

The Lyell McEwin Health Service reported that Languages Services budget for interpreting and translating has been significantly under funded since 1999, despite demand for these services continuing to increase. General hospital administration funds are used to subsidise the language services budget to ensure that interpreting occurs, leaving no funds for translation of further written health information. It is suggested that this could be addressed by a state-wide approach to proactively co-ordinate the availability of web-based health information available to the public and also available to be printed by health professionals for distribution to clients.

There is a need to ensure that consultative frameworks are broadly representative of culturally and linguistically diverse communities within the mental health sector.

It is noted that the extent to which focus groups in the Southern region include culturally and linguistically diverse background people is limited by the very low level of diversity in that region.

Culturally and linguistically diverse women experience difficulties in accessing female General Practitioners in rural and remote areas.

The Community Services Branch have identified the need for additional strategies to ensure consultation occurs with culturally and linguistically diverse groups, and for including cultural advocates in planning services for culturally and linguistically diverse clients with complex needs.

The Community Services Branch intends to identify Management Assessment Panel members, from a wide variety of culturally and linguistically diverse backgrounds, to facilitate flexible and culturally appropriate service responses for culturally and linguistically diverse background clients.

There is a need to address concerns that people from culturally and linguistically diverse backgrounds are often referred to inappropriate services or experience a delay in addressing their needs, particularly in the area of mental health.

A number of agencies have reported that limited funding is an issue in regard to human resource practices, in order to comply with the Government's Managing Diversity approach.

Despite aims to have staff available to meet the service needs of migrants contacting HomeStart, it was recognised that the recruitment and retention of suitable staff with language skills was going to be unachievable and unsustainable, due to the minimum requirements of the positions in customer service.

The Office for Women has found that it is necessary to develop strategies to ensure culturally and linguistically diverse women are identified, and meet the designated criteria, to be promoted for inclusion on Government Boards and Committees.

The Mental Health Unit is funding the Mental Health Coalition (the NGO Peak Body for SA) to undertake a survey of workforce training needs of the mental health sector including worker demographics, qualifications, and training needs against competencies and job roles. This will include training needs for the delivery of culturally responsive services across the recovery based NGO sector to reflect policy directions on the importance of the development and growth of the recovery based mental health sector.

Lack of resources limits opportunities for cultural awareness training for staff at hospitals where backfilling of staff for staff development is not reflected in the budget and services cannot be closed while staff attend professional development.

Training in cross-cultural issues has been undertaken by the Exceptional Needs Unit of the Community Services Branch during 2003–04. The principles are applied to culturally and linguistically diverse clients, as well as encouraging service providers who are directly engaged with the client to work through appropriate channels if this is not occurring in the first instance.

The Office for Women has identified a shortage of multicultural workers wanting to be involved in issues relating to the health and sexuality needs of culturally and linguistically diverse women.

Department for Administrative and Information Services (DAIS)

The 2004–05 year will be the first year that clearly requires actions to be included as a corporate responsibility. It is expected that it may take more than one year for a comprehensive range of actions to be developed.

DAIS has been investigating the possibility of developing a community consultation framework for the department. This framework would include consultation with communities of diverse cultural and linguistic backgrounds.

As part of this investigation, a considerable amount of information on community consultation has been collected. Other government agencies have been contacted regarding community consultation and officers from these agencies have been utilising the resources at DAIS to assist in the further development of their own community consultation processes.

The need for data varies across the department. Workplace Services are likely to utilise data on the concentration of cultural and linguistic groups within particular occupations for the purposes of education and regulation regarding workplace safety. This information can assist Workplace Services to make decisions regarding the translation of material into particular languages and consultation with community groups.

The Office for Recreation and Sport are likely to utilise information on the number and location of members of newly arrived and more established communities in order to ensure they are included in programs designed to increase participation in recreation and sporting activities.

Business units in DAIS need encouragement and assistance in developing projects, programs and strategies to better meet the needs of clients from culturally and linguistically diverse communities.

Improvements could be made to ensure that evaluation and feedback mechanisms are inclusive of people from diverse cultural and linguistic backgrounds.

Further information on successful methods for promoting programs via ethno-specific media in South Australia would be useful. In Victoria, research was conducted that highlighted differences between newly arrived and more established communities in the methods through which they obtain information. Differences were also found between age groups, for example, younger people in some groups were likely to search for information via the Internet whereas older people from particular groups were much less likely to use this information source.

DAIS has been investigating the possibility of developing a community consultation framework for the department. This framework would include consultation with communities of diverse cultural and linguistic backgrounds. As part of this investigation, a considerable amount of information on community consultation has been collected. Other government agencies have been contacted regarding community consultation and officers from these agencies have been utilising the resources at DAIS to assist in the further development of their own community consultation processes.

Workplace services have identified the need to produce publications in Vietnamese and Cambodian for market gardeners and contractors.

Department of Education and Children's Services (DECS)

The increasing number of refugees from African countries, and subsequent preschool and school enrolments, requires the formulation and revision of policies and initiatives to ensure inclusive practices are fostered.

Parents of children with culturally and linguistically diverse backgrounds have expressed the need for integrated government service provision. Being interviewed by different government officers and agencies regarding similar issues is a common issue raised by these parents.

There may be more newly arrived families of culturally and linguistically diverse backgrounds settling in rural and regional centres. This will have an impact on service provision.

There is an increasing number of enrolments in preschools and schools of children who are refugees from African countries and who have significant learning needs.

There is a need to provide ethno-specific information for emerging communities (e.g. communities of African origin).

A need is emerging for Early Years educators' undergraduate training to include topics relating to the South Australian Curriculum Standards and Accountability Framework's connection to:

- language development
- the importance of home language maintenance and development and English as a second language.

Department of Further Education, Employment, Science and Technology (DFEEST)

Current and future program planning will need to acknowledge the State Government's Population Policy and its implications for equity and access. Increases in skilled migrant numbers through the newly introduced Skilled Independent Regional (SIR) visa categories will similarly raise implications.

Addressing the skill development needs of migrants is a key priority area within the Vocational Education and Training sector, supporting the Government's commitment to increased immigration.

There is a need to respond quickly to the specific needs of newly arrived migrants—the next wave of migrants are predicted to be from Rwandan refugee camps. These settlers may have additional issues relating to disabilities which they have incurred in the war and from landmines.

Further work to develop the inclusive teaching methodologies/models needs to be undertaken and a staff professional training program funded and put into action.

In dealing with Registered Training Organisations, the Australian Quality Training Framework Standards require the department to “have due regard to cultural, social and other sensitivities”.

Translating into new dialects and languages as settlers arrive from new areas.

Ensuring staff have the skills to effectively work with new arrivals and refugees on temporary protection visas.

Justice Portfolio

South Australia Police (SAPOL) have identified that the projected increase in humanitarian refugees to South Australia from Africa and the Middle East may impact on allocated Local Service Area budgets for interpreters.

SA Fire Emergency Services Commission (SAFECOM) have identified that the recruitment of culturally diverse staff and volunteers will be necessary to ensure community support for emergency services. Similarly, culturally diverse communities are being increasingly seen as valuable contributors to the development of community resilience.

Multicultural SA in the Attorney General's Department (AGD) identified that there is a need to work more effectively across the whole of government to ensure a consistent approach to planning for the needs of culturally and linguistically diverse clients.

The Courts Administration Authority (CAA) have identified the educational need to help culturally diverse communities understand the role and function of the courts in a democracy and the separation between the court system and the police.

The Legal Services Commission (LSC) raised the issue as to whether they have the capacity to provide additional legal education services to migrants on an ongoing basis.

The Department for Correctional Services (DCS) raised the issue of developing measures and reporting mechanisms.

SAPOL raised the issue that multicultural support agencies and the Department for Education and Children's Services have identified social/behavioural issues with young unattached male humanitarian refugees arriving from refugee camps in Sudan and other African countries. It has been identified that these young people have grown up without family support and have learned survival skills to live in the camps. This has resulted in bullying and inappropriate social behaviour in schools and the community.

Multicultural SA identified that in regional areas mental health is an emerging issue along with a need for locally based interpreters.

Culturally appropriate aged care is an issue with people of culturally and linguistically diverse backgrounds reverting to their mother tongues in old age.

DCS have identified issues in relation to separating Indigenous issues from cultural and linguistic diversity issues, the expectation that the culturally and linguistically diverse client group in Community Corrections will grow in future years and need to be monitored, and reporting on work undertaken within Custodial Services.

Many new arrivals (especially from Africa) have large families. Suitable housing, employment and social and behavioural concerns may impact on all service delivery.

The Northern Operations Service in SAPOL has recognised the need to identify specific cultural groups within the Local Service Area and this features in the 2004–05 Business Plan for the service area.

CAA have identified that routine updates from Multicultural SA or similar bodies about particular cultural groups would be useful. Both CAA and LSC identified that funding would be required for legal education programs to be provided in the future.

Multicultural SA identified that there is a need for a consistent approach to the collection of ethnic diversity data by agencies across the whole of government.

LSC have identified that clients who have received migration advice are settling in regional South Australia and therefore may require specific outreach services, particularly in Murray Bridge and the Riverland.

Information received from many new arrivals and multicultural communities is that there is a very real and actual fear of police because of experiences many have suffered at the hands of police in their own countries. Many people will not contact police if they are a victim of a crime, or witness a crime. This may impact on how police provide a future service to such people.

SAPOL is aware of the South Australian Government's strategy to double the number of international students in SA over the next three years and is currently working on strategies to deal effectively with such a large increase from both the perspective of being a victim of a crime through to the gathering of intelligence.

Multicultural SA highlighted that the proportion of people of culturally and linguistically diverse backgrounds over sixty-five is increasing at a faster rate than the rest of the population and this will have an impact on service delivery in aged care.

There is a demand for interpreters and translators in regional areas and a need for a whole of government policy on the use of interpreters and translators in government agencies.

Public Trustee identified the reticence of a significant segment of aged clients from culturally or linguistically diverse backgrounds to access services in the central business district.

LSC have highlighted that it may be appropriate for training to be provided to private practitioners and court staff regarding the delivery of services in a culturally and linguistically sensitive manner in relation to matters beyond merely family law. The LSC intends to conduct a client survey next year to obtain feedback from culturally and linguistically diverse clients.

DCS have identified that Community Corrections need to provide more information regarding the use of interpreters, and need to have access to more funding for Vietnamese programs.

Service providers have indicated to SAPOL that many new arrivals are coming from Africa (e.g. Sudan) with specific languages/dialects which are not readily covered by interpreter services.

CAA identified that the cost of translating material into particular languages, including announcements in the ethnic media, is a significant barrier.

Multicultural SA identified the need for a whole of government policy in relation to the use of ethnic media to promote government policy to reduce the risk of mistranslation.

The Community Legal Education Unit in LSC will be consulting with other legal aid bodies as to the feasibility of translation service technology via web technology.

DCS have identified the need to provide pamphlets in other languages and the prohibitive cost of interpreters for local Community Corrections Centres.

SAPOL identified that it is difficult to maintain knowledge across the organisation as to differing beliefs of newly arriving refugee groups regarding family and individual's responsibilities, including in relation to domestic violence and breakdown of family structures.

CAA identified that the course it ran in partnership with the LSC and TAFE for interpreters working in the legal system has the potential to be used elsewhere in Australia and possibly overseas.

Multicultural SA identified the need to promote grants funding more widely through ethnic media and for the information on grants to be centralised.

There may be a need to expand Multicultural SA's event management workshop series for festival organisers to meet community demand and address other areas of identified need.

SAPOL is currently working to develop recruitment strategies to improve the number of police recruits from culturally and linguistically diverse backgrounds.

Multicultural SA identified that there is a need to work with community organisations in regional areas to assist in the training of culturally and linguistically diverse volunteers.

DCS have identified the need to increase the number of culturally and linguistically diverse staff and volunteers in Community Corrections in order to reflect the profile of the local communities.

SAPOL have identified a need for specific cultural awareness in relation to the Arabic and Sudanese cultures for operational police members in the Adelaide Local Service Area, and therefore a training program is being prepared.

The CAA Community Relations Committee has asked that Vietnamese Cultural Awareness training be organised for the staff and judiciary in 2004–05.

Multicultural SA has identified a need to build the capacity of government agencies to deliver culturally and linguistically appropriate services to new migrants arriving under the State Population Policy.

DCS identified a need to provide training to staff which more accurately reflects their culturally and linguistically diverse clientele. Training is needed to address the potential stigma for culturally and linguistically diverse communities which network with Community Corrections, and the need for more resources to deal with inappropriate workplace behaviour and associated complaints.

Primary Industry and Resources SA (PIRSA)

The increasing dominance of the two national supermarket chains in Australian produce retailing (80% of produce is now marketed through supermarkets) means that smaller scale growers from culturally and linguistically diverse backgrounds will be forced out of business if they cannot assemble larger volumes of produce and meet quality assurance processes demanded by consumers and the supermarkets.

There is a limited understanding of staff in many training organisations about the most effective methods of delivering successful training programs for growers from culturally and linguistically diverse backgrounds.

Many growers increasingly want information materials in English and Vietnamese to assist them in improving their English skills. Many technical terms and names of pests or diseases do not have equivalent words in Vietnamese.

The need for the development of information products in various languages to outline size, bag and boat limits, aquatic reserves etc. has been identified. A current lack of funding means additional printing is not undertaken. Further, being able to influence the attitudes towards recreational fishing of people from diverse cultural and linguistic backgrounds is also an issue. This will involve understanding how to engage with these various groups and educate them in relation to sustainable fishing practices.

More volunteers from a diverse range of backgrounds and cultures are required to provide a balanced volunteer program that addresses community needs.

Currently Fisheries rely upon a professional and mature approach in relation to services provided by Fisheries Officers and Fishcare Volunteers. Training in cultural awareness is a significant issue yet to be addressed as this is dependent on funding being available.

Department of the Premier and Cabinet (DPC)

As the work of the Social Inclusion Unit continues into areas of suicide prevention and youth employment attention will be required to ensure that existing consultation networks are broadened to catch all affected groups.

The collection of data in a robust time series to enable evaluation of the impact of policy interventions continues to be an issue particularly in the area of social inclusion. Discussions are ongoing with the Australian Bureau of Statistics (ABS) in an effort to provide improved data for analysis in the future.

The department is in the process of reviewing its suite of Human Resource (HR) policies and procedures and as part of this process key diversity needs and issues will be considered.

Department of Water, Land and Biodiversity Conservation (DWLBC)

In 2004–05, DWLBC will be establishing its Cultural Awareness Forum, which will promote awareness and understanding in the agency of cultural and linguistic diversity and issues associated with this (e.g. more effective delivery of services and programs to clients of diverse cultural and linguistic backgrounds).

All staff within the agency will be encouraged to attend cross-cultural awareness training, particularly in regional areas to ensure that the diverse needs of the community are met.

With the recent introduction of the *Natural Resources Management Act 2004*, a draft proposal has been developed for induction and training of members of new Natural Resource Management (NRM) bodies to be established under the Act. The proposal has three stages, including the development of a framework of regional-specific based training to meet the ongoing needs of the diverse community we serve. The Human Resources Group will have an input in this training to ensure it includes cross-cultural awareness training.

Department of Trade and Economic Development (DTED)

The recommendations from the “Building on Cultural Diversity for Population Growth in South Australia” have been provided to support the development of government policy on population. The unit within the Department of Business, Manufacturing and Trade (DBMT) which has since transferred to DPC, will be working with the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC) over the 2004–05 year to promote community awareness of the opportunities for migrants in South Australia. Policies and plans have been developed and will continue to be developed to achieve the aims and objectives identified for migration to SA.

Specific emerging issues from each workshop are discussed below.

Workshop: Involving Family and Community in Strategies to Attract Migrants
Over the 2004–05 year, DPC in conjunction with DFEEST will be pursuing work experience programs for new skilled migrants. DTED’s developing policies and work towards generating employment opportunities in SA will contribute to the State’s ability to retain skilled migrants.

Workshop: Building on Business and Trade Links to Generate Growth

DPC and the Office of Small Business (DTED) will be working with migration agents and key business people to assist with business opportunities for business migrants.

Workshop: Fostering Population Growth in Regional Areas

DPC will work with the Office of Regional Affairs (ORA) over the 2004–05 year to conduct five to six regional migration workshops. Planning for this is consistent with the ORA Strategic Plan which takes into account the importance of cultural and linguistic diversity in regional South Australia.

DTED will review existing HR policies and programs to determine how the divisions promote their services amongst the multicultural community, the way in which they utilise multicultural information services, and the extent to which DTED's business needs require additional consultation with the community.

Work commenced late in July 2004 for a new Human Resources Management Plan which will incorporate activity for gathering information on the demography of our clients to assist community and business consultation and develop a more responsive service culture.

DTED may engage the assistance of Multicultural SA to facilitate wider consultations with the business community and obtain feedback on the provision of our services and information in a culturally responsive manner.

DTED will review existing HR policies and programs to determine how divisions promote their services amongst the multicultural community, how they utilise multicultural information services and the extent to which DTED's business needs require additional consultation with the various communities including methods and opportunities for gathering feedback.

DTED's new HR Management Plan will include the key strategy of developing a more responsive service culture by incorporating customer surveys and information gathering on the demography of the various client groups to assist the formulation and revision of programs and services.

In July 2004, the Minister for Industry and Trade launched the Market Access Program (MAP) to assist Small to Medium Enterprises (SMEs) to develop their export capability, understand market dynamics, build relationships and establish sales overseas. MAP incorporates elements of previous funding programs, including the Council for International Trade and Commerce SA (CITCSA) Grants Scheme, into a new consolidated fund with common guidelines and application procedures.

In May 2004, the State of South Australia and Emirate of Abu Dhabi signed a Memorandum of Understanding to promote cooperation in areas of mutual economic and cultural interest in the two regions. DTED was the lead agency in facilitating this accord.

The department's induction program for new employees is due to be redeveloped and will continue to raise awareness and provide opportunities for education and training in cultural awareness related to business initiatives and HR practices.

Department of Transport and Urban Planning (DTUP)

DTUP is the lead agency in the development of a national communications strategy to support the implementation of national compliance and enforcement reform. A critical part of the strategy development was the conducting of (national) market research that was completed in June 2004 with the strategy to be developed by the end of 2004. The research sought to ascertain if there were any language/cultural issues to be managed and the results are being considered in the development of the strategy.

The Office of Public Transport is seeking advice on producing fact sheets in Polish, Serbian, Croatian, Arabic and Persian to meet linguistic needs of the community.

WorkCover Corporation

Ensuring the needs of people of culturally and linguistically diverse backgrounds in both newly arrived and more established communities are addressed in policy and planning.

Socio-demographic characteristics of client groups and client needs continue to be identified and used to inform policy, planning and practice.

New staff are encouraged to attend training sessions and feedback from training participants is used to plan future sessions.

Human resource policies and practices are reviewed.

3. Department of Treasury and Finance (DTF)

The Department of Treasury and Finance has limited contact with the broader community. Therefore, access and equity initiatives developed for this department primarily involve the two branches that deal directly with the community, Super SA and RevenueSA.

Super SA has a client base comprising state public servants.

RevenueSA interacts with the community for the collection of a range of tax revenues, largely from the business community which has a good command of the English language. The other public interface occurs through the collection of the property component of the Emergency Services Levy. The majority of people pay this through the post office (90%) or by phone.

Policy and Planning

Where the department interacts with clients of diverse cultural linguistic background, planning is undertaken to address their requirements. As an example, Emergency Services Levy Assessment Notices are issued by RevenueSA with explanatory notes in eight major languages other than English. These are Croatian, Chinese Mandarin, Polish, Greek, Italian, Serbian, Vietnamese and Arabic.

An Annual Survey in RevenueSA has led to the development of multilingual signage in taxpayer hall and the availability and use of an Interpreter Service. In addition, the Notices of Emergency Services Levy Assessment are issued with explanatory notes in multiple languages.

Super SA has developed a system in their call centre to identify individual requirements of Super SA members in relation to language preferences when phone contact is made.

RevenueSA facilitates regular industry forums which although addressing mainly legislative and policy issues, does provide the medium for discussing broader issues of mutual concern.

Program and Service Delivery

While the overwhelming majority of Super SA members are not from diverse cultural and linguistic backgrounds, it recognises that there is a group of members who require differentiation of service. One of the key ways this has been addressed in 2003–04 has been to implement an “alert” function in its main database. This allows call centre staff to quickly identify members who may have need of a different service, and provide that service upfront. For example, members who have indicated they would prefer to speak in Greek now have a tag

on their record which tells staff that they would prefer to speak Greek, and are immediately transferred to one of the Greek-speaking staff.

A combination of industry forums, taxpayer/agent services and specific cultural awareness training for relevant staff has enabled RevenueSA to deliver its services where necessary in a culturally responsive and sensitive manner.

People

Human resource policies and practices comply with the principles of the Government's Managing Diversity approach in terms of the selection and appointment of personnel.

RevenueSA staff have been provided with cultural awareness training to ensure services, policies and plans are developed and implemented in a culturally responsive and sensitive manner.

4. Department of Human Services (DHS)

On 1 July 2004 the Department of Human Services became the Department of Health and the Department for Families and Communities. This report provides information on access and equity issues for 2003–04 against the performance indicators of the Access and Equity Reporting Framework for agencies of the former Department of Human Services who responded to the request for information.

Policy and Planning

All agencies providing reports have indicated that the needs of clients of diverse cultural and linguistic backgrounds are considered in planning processes and are represented in strategic plans either as key directions, strategic goals and operational plans. Some agencies report that while there may be no one specific operational policy that the issue of cultural diversity is considered as a matter of course in all relevant planning.

A number of agencies incorporate planning to meet the needs of clients from culturally and linguistically diverse communities through formal consumer advice structures and input from consultation with the community.

A social health perspective recognises socio-economic status and other socially determined factors including cultural and linguistic diversity greatly influence the health and well being of individuals, communities and populations. This approach underpins the strategic and other planning processes of health agencies. The principle of inclusiveness of the Health Reform Agenda provides the framework for planning which routinely includes all population groups, including new and emerging communities.

Some agencies have specific strategies to address the unique needs of their culturally and linguistically diverse clients, for example:

- The Executive of the Lyell McEwin Health Service has endorsed principles of consumer participation that reflect the needs of clients of diverse cultural and linguistic backgrounds.
- The Royal Adelaide Hospital's *Framework for Consumer Participation* acknowledges cultural diversity as an important feature of its service environment.
- Northern Metropolitan Community Health Service (NCMHS) have appointed a coordinator of culturally and linguistically diverse background to ensure a high standard of regional services are implemented to meet the

needs of culturally and linguistically diverse communities in the local government areas of Salisbury, Tea Tree Gully and Playford.

- In 2003–04 Families and Communities portfolio allocated \$0.95 million (19%) of growth funding through the Home and Community Care Program (HACC) for services specifically for culturally and linguistically diverse communities.
- The draft Disability Services Framework addresses the requirement for service agencies to develop policies ensuring that cultural diversity is embraced in service delivery, program planning and consultation.
- In 2003–04 the planning processes of the South Australian Housing Trust regional office at The Parks identified the potential benefits for staff of the provision of additional information about Vietnamese culture. Staff are currently working with members of the local Vietnamese community to develop a suitable program.
- During 2003–04 the Office for Youth recognised and incorporated the needs of young people from culturally and linguistically diverse backgrounds in various strategic planning processes in the development of the SA Youth Action Plan.

Health agencies report ongoing consultation with communities through a range of consumer advisory structures or consultation processes, for example, Consumer Advisory Council of the Royal Adelaide Hospital, Peak Consumer Advisory Group of the Women’s and Children’s Hospital, Community Consultation Group of the Modbury Hospital and the Consumer Advice Panel of the South Australian Dental Service. Other agencies report plans to establish more formal structures, building on currently existing processes for consultation with communities. Some agencies also report that staff of culturally and linguistically diverse backgrounds provide input into the formulation of policies and initiatives.

Flinders Medical Centre has recently completed the development of a register of consumers who have indicated their willingness to be consulted by departments, units and staff of the hospital about policies and initiatives.

A register of cultural groups for the Mid-North region is currently being collated.

In 2003–04, the Home and Community Care (HACC) Ministerial Advisory Committee, which advises Ageing and Community Care (ACC) on HACC funding priorities, and the Ministerial Advisory Board on Ageing (MAB) appointed representatives from the culturally and linguistically diverse sector to ensure appropriate representation of the needs of older people from culturally and linguistically diverse backgrounds.

In June 2004, funding of \$65 000 was allocated by ACC to the Multicultural Communities Council of SA (MCCSA), for the establishment and development of a Council on Multicultural Ageing to advise the Families and Communities portfolio on issues affecting older people from culturally and linguistically diverse background communities.

In the development of the Draft Disability Services Framework, public consultation was undertaken with representatives of agencies providing services to people from culturally and linguistically diverse backgrounds with a disability.

Some agencies report that the identification and addressing of needs of client groups is a key role for consumer advisory structures. For example, this is a key goal of the Consumer Advisory Council of the Royal Adelaide Hospital.

Health agencies report the use of a range of established statistical and data collection systems to inform service planning for people from culturally and linguistically diverse backgrounds. For example, socio-demographic data is routinely collected on the Royal Adelaide Hospital's Patient Master Index, and the Lyell McEwin Health Service routinely collects data on religion, language spoken at home and race, along with other data, and the statistical system of the Women's and Children's Hospital identifies needs and support given to such clients.

The Northern Metropolitan Community Health Service uses statistical data to identify key client and population groups within the region and has developed statistical reports that profile the socio-demographic characteristics and main issues that they face. Other health agencies report using data provided by the Health portfolio.

The Drug and Alcohol Services Council has established a Population Health Programs Division to provide leadership in addressing the needs of various culturally and linguistically diverse background populations in the South Australian community.

SA Dental Service utilises a Resource Allocation Model, a demographic equalisation model that allows for funding to be "quarantined" for rural and remote areas. The model also aligns with other population health funding models.

The Mental Health Unit is funding the NGO peak body, the Mental Health Coalition of SA, to undertake a scoping exercise of needs and service gaps in the delivery of recovery based, NGO services. This exercise will encompass an assessment of the needs of culturally and linguistically diverse background communities and will inform future policy and funding priorities.

The recent endorsement of the Mental Health Coalition provides a platform for the provision of high quality advice to the Government and is fundamental to the ongoing development of the sector. The planning and delivery of services to

culturally and linguistically diverse communities is considered to be of great importance in this context.

The Premier's Council for Women has produced a detailed statistical profile of all South Australian women that has informed policy formation and advice to Government.

The Office for Women has provided funding to assist women of culturally and linguistically diverse backgrounds in leadership roles.

In 2003–04, Ageing and Community Care established a team to improve the collection of service delivery data and to facilitate improved service planning and delivery responses. Data collected by agencies includes country of birth and languages other than English spoken at home.

Home and Community Care (HACC) Service Agreements with funded agencies include target numbers for service provision to people of culturally and linguistically diverse backgrounds, reflecting the demographics of the area serviced.

Migrants have been identified in HomeStart's 2004–05 Product Development Plan as being in need of specialised assistance and a loan product is being developed to suit the needs of this group.

HomeStart has initiated a campaign with specific goals for culturally and linguistically diverse groups, including the development and implementation of a communication, marketing and process strategy, to encourage and effectively service loan enquiries and loan applications from South Australia's migrant population.

Program and Service Delivery

Agency policies broadly include specific interpreter policies and procedures for the use of interpreters by staff.

A recent audit of Flinders Medical Centre (FMC) staff showed a high level of awareness of interpreter services. A total of 1 800 interpreting assignments were purchased by FMC on behalf of patients in the 2003–04 financial year.

The South Australian Housing Trust (SAHT) reports that in 2003–04 378 (11%) of all new allocations were to culturally and linguistically diverse households, and that fifty-four properties were leased through the Supported Tenancy Scheme to eleven agencies providing accommodation and support to clients of culturally and linguistically diverse backgrounds. The On Arrival Accommodation Program assisted 170 migrant households with accommodation in support of their resettlement.

Most health agencies report that they have guidelines for the use of interpreters and that they provide information to clients of culturally and linguistically diverse backgrounds in up to fourteen languages.

The Drug and Alcohol Services Council has used ethno-specific media for projects targeting the Vietnamese community.

Reference folders for patients of culturally and linguistically diverse backgrounds have been compiled to give information on multicultural services available in St Margaret's Rehabilitation Centre.

Information on services provided by the Office for Women (OFW) has been reprinted in pamphlet form in an additional five languages.

The Women's Information Service (WIS) has used multicultural radio to distribute information about OFW services. WIS participated in the El Rocio Spanish Fiesta in Clare and provided information to the Spanish speaking community.

Ageing and Community Care (ACC) report that some of their funded agencies use the media to promote programs. All ACC funded agencies are required to have mechanisms for consumers to provide feedback and/or to complain about services.

During 2003–04 the South Australian Housing Trust (SAHT) continued to use a fact sheet developed in 2002–03, in eleven languages, for non-English speaking customers to enable them to advise SAHT officers of their need for an interpreter.

The SAHT advanced the development of a fact sheet on their services to be translated into the languages most commonly used by SAHT customers.

SAHT also undertook an information session for Precinct Three of the Westwood (The Parks) urban renewal project and provided a translation service for the Vietnamese community.

HomeStart's new initiatives include advertising on ethnic radio and in ethnic newspapers. A pilot information program in Arabic is also being planned.

The Exceptional Needs Unit of the Community Services Branch will soon print a new information pack, which previously was only available in English, in a number of community languages.

A culturally and linguistically diverse component of the *Think of What You're Really Gambling With* community education campaign included radio, press and print material in eleven languages. Other initiatives include comics about problem gambling for youth in Vietnamese and Cambodian.

Focus groups have been conducted over the past twelve months as part of the Ongoing Redesigning Care Program revisions of the Emergency Department at FMC and the Medical Intake Stream.

The Office for Youth has a number of initiatives that are shaped through consultation with young people and the youth sector. Youth Participation workshops for organisations and young people incorporate aspects on effective engagement with youth of culturally and linguistically diverse backgrounds. Consultation with the youth peak body, Youth Affairs Council of South Australia (YACSA), is a feature of program development and review across the Office for Youth. YACSA represent all young people, youth organisations and networks including youth of culturally and linguistically diverse backgrounds.

The Operational Policy Advisory Committee of the South Australian Housing Trust provides opportunities for customer and community representatives to provide input into operational policy and service delivery issues.

People

Cultural competency benchmarks are currently being developed to improve workforce practice and service delivery to culturally and linguistically diverse communities.

Policies relating to Access and Equity have been recently reviewed and have been incorporated into the Royal Adelaide Hospital Corporate Manual for use by staff. These policies include *Managing Diversity in the Workplace* and *Multicultural Access and Equity*.

Some agencies seek to recruit staff from the new arrival communities, to ensure capacity to provide links between the new communities and services. Adelaide Central Community Health Service also sought information from the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) about the countries of origin of refugees to inform their planning.

The Office for Women and the Premier's Council for Women continue in their efforts, through the Premier's Women's Directory and the Women's Register, to promote the inclusion of women of culturally and linguistically diverse backgrounds on State Government Boards and Committees.

Most agencies report that staff development programs include components of cultural awareness and sensitivity training, and that staff are encouraged to attend these programs. For example, Cultural Awareness is delivered as part of the Flinders Medical Centre Orientation Program for new employees and staff receive ongoing cultural diversity training as appropriate.

Other agencies report that opportunities for cross-cultural professional development exist for individual workers to address specific health issues, or the general needs of particular cultural groups. Other staff development takes place in the context of new initiatives to address needs of people from culturally and linguistically diverse backgrounds, or to meet the needs of particular staff groups.

Other agencies report future planned training, for example, a two-day course *Working with Cultural Diversity—An Introduction* is offered to health staff within the Mid North Region in September and November 2004. Topics include Culture and Cultural Identity, Whiteness, Power, Status and Privilege, Aged Care issues and Cultural and Linguistically Diverse Issues, Australian Cultural Shifts, Improving Cultural competencies, and Use of Interpreters and Translators.

5. Department for Administrative and Information Services (DAIS)

Policy and Planning

The drafting of a Multicultural Action Plan (MAP) for the department has been in progress throughout 2004 and was approved by the Departmental Executive in September 2004. The implementation of the plan will provide a structured approach across DAIS for improving access and equity for employees, clients and other stakeholders from culturally and linguistically diverse backgrounds.

The development of a Multicultural Action Plan will facilitate DAIS to fulfil its responsibilities to:

- improve access to services and service delivery to clients and stakeholders from culturally and linguistically diverse backgrounds
- provide inclusive, responsive and equitable services and policies that result in positive outcomes for stakeholders and staff members
- manage cultural diversity in the workplace
- improve capacity to implement the Principles of the Charter of Public Service in a Culturally Diverse Society and to report annually against the Performance Reporting Framework as is required
- comply with relevant legislation.

The development of the Multicultural Action Plan has been coordinated through an across DAIS working group, consisting of a representative from most directorates and developed by a project manager from Policy and Planning. As part of the development process, the project manager met with people across government working in the access and equity area to inform them that DAIS would be developing an action plan and to learn about their experiences in developing initiatives in this area. The agencies were: SAPOL, WorkCover, Department of Human Resources, Multicultural SA and Justice. Contact regarding the plan has also been made with the Multicultural Communities Council of South Australia and the Migrant Resource Centre.

The plan has been structured around the Access and Equity reporting Framework. Under each activity area in the framework, the plan contains:

- Strategies
- Actions
- Directorate (area responsible for development and/or implementation)
- Timeframe

Each strategy is linked to an indicator from the Access & Equity reporting framework.

Each of the eight Directorates in DAIS have been required to include actions in their strategic plans that show progress against the *Charter of Public Service in a Culturally Diverse Society*, starting with the 2004–05 plans and continuing in subsequent years.

Each Departmental Executive Performance Agreement will include reference to progress against the Charter and the DAIS Multicultural Action Plan as a corporate priority, commencing with Performance Agreements for 2004–05 and continuing in subsequent years.

The DAIS Multicultural Action Plan outlines the following actions relevant to consulting with communities of diverse cultural and linguistic backgrounds:

- A review will be conducted of all current policies for inclusiveness of people from diverse backgrounds where relevant. Much of the work of DAIS is internal to government. This does not exclude the necessity to ensure that these internal relationships are inclusive of people from diverse cultural and linguistic backgrounds, however, contact with members of the broader public are primarily limited to a few areas of the organisation including: Service SA, State Records, Land Services Group, Workplace Services and the Office for Recreation & Sport.
- Each Business Unit will be provided with a copy of the Multicultural SA guide to consulting with diverse communities for them to utilise when they are planning or changing policies.

The DAIS Multicultural Action Plan includes the following actions relevant to this area:

- Existing data on cultural and linguistic diversity in South Australia (e.g. from the Australia Bureau of Statistics) will be distributed to business units for use in policy and program development annually and/or as it becomes available. This will be coordinated by Policy and Planning.
- Mechanisms will be developed for collecting data not already available. Business units will be responsible for identifying, developing and implementing data collection mechanisms that match their requirements.

Service SA collects data on the number of customers contacting their call centre who require an interpreter. Service SA also collects data on the number of clients utilising the translated introductory message located on the Service SA website. Service SA will review the translation feature on the website during the 2004–05 financial year.

Program and Service Delivery

The Multicultural Action Plan states that each business unit is to develop initiatives:

- annually as part of the strategic planning process
- as new programs are developed
- as program changes occur.

The ongoing implementation of these initiatives will be reported on annually as part of the Access and Equity reporting requirement and as part of the strategic planning reporting procedures.

Registers of staff with skills in languages other than English and cross-cultural skills that are willing to assist customers will be implemented by business units as appropriate. Workplace Service and Land Services Group have both implemented staff registers. The staff on the registers are used when there is a need to provide assistance to a customer from a particular language or cultural group. Staff registered may also be used when information on a particular cultural or language group is required to assist the department in developing appropriate approaches to a particular community.

Staff on the registers are not used for formal translating and interpreting tasks unless they are formally accredited. The registers also provide a way of acknowledging the language and cultural skills of staff and provide an opportunity for these skills to be utilised. The language and cultural skills brought by staff on the register may have been gained from being born or living in another country, having close friends or relatives from other cultural groups or formal study.

The Office for Recreation and Sport collaborated with the University of South Australia to develop sport and recreation specific cross-cultural awareness training. The aim of the training is to provide an understanding of cultural diversity and of the needs, issues and barriers for people from culturally and linguistically diverse backgrounds within a sport and recreation context. This training will be delivered to provider organisations on an ongoing basis, both pro-actively and reactively, based on demand.

Additionally, the Office for Recreation and Sport established a new Muslim women's swimming program in conjunction with the Thebarton Aquatic Centre and the Muslim Women's Association. Many culturally sensitive issues were identified and addressed in the planning and delivery of this program.

DAIS is in the process of developing Language Services Guidelines for the department. The purpose of the guidelines is to:

- provide direction to staff who are communicating with people who may have difficulty in understanding and/or communicating in written and/or spoken English
- provide a structured, consistent and high quality approach to the use of interpreting and translating services across DAIS.

Workplace Services has developed a Communications Strategy that includes a component on Access and Equity, to ensure consideration of these issues in the development of all communications products and services.

A publication on opal mine safety, produced by Workplace Services, was translated into four languages.

An annual customer survey will be conducted as a strategy of the *Interact* Customer Relationship Management project as the primary customer feedback mechanism for the department. The *Interact* project includes a Customer Relationship Guarantee. The Guarantee is that we will:

- treat our customers with respect and integrity
- be reliable open, honest and accountable
- strive to understand our customers' particular needs
- focus our efforts on innovation and improvement in partnership with our customers
- seek feedback and ensure that customer concerns are dealt with promptly.

Directorates have feedback mechanisms in place for particular programs and projects. Workplace Services is currently considering an appropriate question being included within their client survey regarding cultural and linguistic background.

People

The Multicultural Action Plan includes the following actions that contribute to ensuring compliance with the principles of the Government's Managing Diversity approach:

- Data will be collected on the cultural and linguistic diversity of staff during the induction process and this information will be included on the training and development database.

- The revised induction guidelines, toolkit and handbook will include guidance for management and staff on cultural diversity issues.
- An Equity and Diversity in DAIS policy was approved by the Departmental Executive in September 2004. This policy outlines the commitment of DAIS to promoting and supporting equity and diversity in the workplace.

The Multicultural Action Plan includes the following actions to provide opportunities for personnel to develop cross-cultural understanding:

- organise events, including speakers, films and cultural days
- provide access to training in:
 - cultural diversity
 - the use of interpreters/translators for customer service staff

All training provided will be congruent with Australian National Training Authority competencies for the unit “Work Effectively with Diversity.”

- provide access to information about diversity, cross-cultural issues and publicise external events relating to diversity.

A cultural awareness session open to all DAIS staff was held in celebration of Harmony Week, on 1 April 2004. Guest speaker, Laila El-Assaad from the Muslim Women’s Association gave an informative talk on the Muslim community in South Australia, an introduction to Islam and common misconceptions about the faith. Middle-eastern food was provided.

Harmony Day was promoted through a statement in DAIS Post, a weekly electronic newsletter sent to all staff. Posters, stickers and orange ribbons were distributed to all DAIS business units.

A half-day of cultural diversity training is now provided to all new Workplace Services Inspectors as part of their induction program, as well as, customer relationship management training. This training was provided to thirty newly recruited OHS Inspectors during the 2003–04 year.

Another cultural awareness event is planned for late October, to mark Refugee Week.

6. Department of Education and Children's Services (DECS)

Policy and Planning

During the 2003–04 period, DECS developed a consultation draft of the *DECS Statement of Directions 2005-2006*. One of the key directions in the document relates to engagement and wellbeing and specifically acknowledges the need to provide senior secondary curriculum that engages all groups of young people and is responsive to students' needs. The consultation draft has now been forwarded to all government schools, preschools and associations.

African communities have been consulted regarding the development of Job and Person Specifications for African Liaison Officers within the department.

Through the Preschool Bilingual Program, which supports first language maintenance, forums were held for parents and staff to investigate language needs of parents with a background other than English, particularly those in emerging communities, and how preschool service provision can best meet these needs.

Consultation with, and the development of, a strategic partnership with the Multicultural Communities Council of South Australia have resulted in the MIX Web Design Competition being held in 2003 and 2004. Over 20 schools designed websites showcasing and highlighting how their school communities counter racism and develop active and responsible local/global citizenship.

Partnerships have been established with Multicultural SA, Multifaith SA, Muslim Women's Association, Project Abraham and the SA Film Corporation to develop curriculum resources and provide support for schools and pre-schools for staff and students, with the aim of developing interfaith respect and understandings.

Geographical Information System (GIS) mapping of home addresses of children attending the department's New Arrivals Program Centres has been commissioned to determine the appropriateness of the locations of these Centres and to support policy development and planning.

Programs and Service Delivery

The *Children and Families Everywhere–Enfield* project is a joint initiative between local community organisations and Commonwealth and State agencies, including Enfield Primary School. The project continues to cater for the culturally diverse community living within Enfield and surrounding suburbs. Over the last twelve months, over 680 parents and 560 children participated in a range of early childhood and parenting programs, community activities, children's activities, volunteering and community consultations.

Additional Bilingual School Services Officers have been allocated to schools to support students and parents with culturally and linguistically diverse backgrounds and provide advice on planning and program delivery for students from emerging communities, particularly those of African origin.

An African Community Liaison Officer position has been created to support school-community links.

A variety of culturally responsive support mechanisms were provided through the Preschool Bilingual Programs for children from families previously located at Woomera Detention Centre, to access and participate in preschool education.

These included:

- the ongoing provision of one Cultural Liaison Officer and seven bilingual workers
- information sessions for refugee families on topics such as schooling in South Australia, services provided by preschools and discussions regarding expectations of parents and preschools.

Brochures describing the role of Community Liaison Officers, the New Arrivals Program and the ESL Scope & Scales (used to assist ESL learner's language ability) have been translated into a range of community languages.

Through key associations, the Preschool Bilingual Program maintains communication with ethnic communities through public forums and newsletters, the use of community radio programs, Community Liaison Officers and Project Officers.

The Multicultural Education Committee's, *Community Participation Program* targeted African, Spanish-speaking, Arab and Muslim communities during the 2003–04 period. A report has been developed which has identified family needs and how school communities can design their programs to be inclusive, based on consultations with community members.

People

Training materials in ethical standards have been developed, consistent with the Office for the Commissioner for Public Employment revised Guidelines for Ethical Conduct for the South Australian Public Service and the Code of Conduct for SA Public Sector Employees.

The department updated its Special Leave policy in October 2003. The policy provides for leave with pay and/or leave without pay to assist all employees to better balance work, family and diverse cultural needs.

The department provided a range of opportunities for the development of cross-cultural understanding, including:

- access to Certificate IV in Government which includes a “Working Effectively with Diversity” competency. In 2003–04 there were 125 people in total that enrolled in the “Working Effectively with Diversity” unit; representing a significant improvement on the trial conducted in the previous year.
- professional development for teachers in a range of curriculum areas which relate to multicultural education and care, countering racism and developing cross-cultural knowledge and understandings with applications for classroom pedagogy
- professional development for staff at schools and pre-school to support cross-cultural understandings and the provision of culturally inclusive education and care
- professional development for Preschool Bilingual Workers and preschool educators on topics such as Cultural and Linguistic Diversity among emerging communities, Social Justice and Inclusive Practices and Countering Racism.

7. Department of Further Education, Employment, Science and Technology (DFEEST)

Policy and Planning

The annual work plan for the Training and Skills Commission has identified overseas qualifications recognition as a priority activity. State workforce development plans will address literacy, numeracy and other key needs for clients from culturally and linguistically diverse backgrounds.

The centrepiece of *South Australia Works*, the State Government's major learning and work initiative is Regions at Work. Regions at Work involves a comprehensive regional planning process that provides opportunities for people of diverse cultural and linguistic backgrounds to be included. This is done through the following areas:

- seventeen Regional Employment and Skills Formation Networks
- membership of networks is flexible and can be inclusive of interested community groups, including those people from diverse cultural and linguistic backgrounds
- networks undertake extensive community consultations to reflect issues and needs of communities, including those of the public sector in the development of Employment and Skills Formation plans
- networks may also identify opportunities for other activities or programs through SA Works that can be of benefit to identified groups within communities, e.g. Adult and Community Education, Employer Assistance Program
- public sector state wide programs, including Government Youth Traineeship Program and Public Sector Youth Cadetships work collaboratively with regions to identify opportunities for those most disadvantaged to enter the Public Sector.

Planning and policy development relating to the 2004 Adult Community Education (ACE) Grant Program has resulted in the needs of clients of diverse cultural and linguistic backgrounds being identified as a priority program area for Language, Literacy and Numeracy training.

A number of South Australian Group Training Companies are encouraged to employ trainees and apprentices from culturally and linguistically diverse backgrounds through a policy weighting formula. This approach has seen an increase in apprentice/trainee commencement and completions.

The Pathways Faculty Strategic Plan aligns with Adelaide Institute of TAFE Annual Plan. The TAFE programs include the following areas:

- English Language Services (ELS)
- Workplace Education Services (WES)
- Vocational Preparation
- English Language Intensive Courses for Overseas Students (ELICOS).

The manager of Renmark Campus attends meetings in the Riverland about Afghani issues. This forum is a multi-agency group with representatives from SAPOL, Centrelink and other agencies. Their primary objective is to help ease Afghans into society. One of the outcomes is a contract for 2004–2007 to teach English Language Skills to this migrant group.

A report was commissioned to identify barriers to work entry: *Overseas Qualifications for Women Migrants and Refugees Teachers and Nurses—A South Australian Perspective* (December 2003). The recommendations of the report inform ongoing policy development.

Consultation for the annual VET Plan and Workforce Development Strategies includes representatives of peak culturally and linguistically diverse bodies.

The Regions at Work initiative, through the establishment of Employment and Skills Formation Networks and other mechanisms for community consultation, enables planning to be inclusive of groups or communities from diverse cultural and linguistic backgrounds.

Grant information sessions relating to the Adult Community Education initiative, which are conducted across the state, include individual assistance for various cultural groups.

The TAFE SA Access & Equity Committee is conducting a project to review and rewrite all Access & Equity policies for TAFE. Consultation with culturally and linguistically diverse peak bodies in the community will take place as an important element of this project.

Douglas Mawson Institute of TAFE Access & Equity is conducting a project to develop an interactive CD-ROM learning tool focused on working effectively with diversity. Issues affecting people from culturally and linguistically diverse backgrounds will be included as an important part of this project. The competencies covered by this project are a selection across three Program areas—Community Services, Business Studies and Automotive Training Packages.

The Access & Equity Committee is in dialogue with UniSA Cultural Diversity Project staff to provide cultural diversity awareness training to staff in TAFE SA. This training will likely take place at the beginning of 2005.

The Government has recently appointed a high-level Overseas Qualifications Reference Group of the Training and Skills Commission. Key tasks are to identify barriers to the recognition of overseas gained skills and qualifications and to identify innovative solutions.

Policy and planning activity is supported by comprehensive statistical analysis and reporting. Regional profiles are developed that provide both qualitative and quantitative information on a range of key interest areas including people from culturally and linguistically diverse backgrounds. The regional profiles are regularly updated and available to the public.

The Regions at Work initiative identifies the socio-demographic characteristics of regions to assist with the development of appropriate project responses and inform the development of Employment Skills Formation Regional Plans. Data is collected through a variety of means including training needs analysis, entry and exit counselling and enrolment forms.

All three South Australian English as a Second Language (ESL) certificates are undergoing a major review. One of the most significant changes is the addition of a preliminary stage at Certificate One level to cater for people from oral cultures. These students may come in with high or low oracy in English but have very limited literacy skills in their first language. This approach recognises that attempting to teach such students English is an extremely slow process. The people most affected currently are coming from Africa (though Cambodians have previously faced the same barriers).

The Murray TAFE Regional Manager attends the Riverland Multicultural Forum to ensure cross-sectorial collaboration assisting migrants to the area.

The Murray TAFE English as a Second Language lecturer and the Riverland Service Provider Network meet to work in a co-ordinated approach to find solutions associated with multicultural issues.

Programs and Service Delivery

A range of providers (funded through the Transition Employment Assistance Program) are able to cater to the cultural and linguistic needs of diverse groups. In addition, greater flexibility has been introduced in determining employment outcomes for certain projects to ensure that migrants are not disadvantaged in their search for employment.

Advanced Leadership Course for Women of Diverse Cultural and Linguistic Backgrounds held graduation ceremonies for twenty women, another two groups of women are to go through this Advanced Leadership Course and Certificate IV in Business Frontline Management course—Adelaide Institute of TAFE (AIT) WES.

WES is providing training in computer skills for the Muslim Women's Association at different Women's Centres.

Professional development in Certificate Four in Language, Literacy and Numeracy Assessment and Training for vocational trainers and educators is run at AIT. Course outcomes include the ability to customise and deliver training to meet the need of Language Literacy and Numeracy (LLN) students and develop customised assessments in a range of context to meet student needs. Culturally and linguistically diverse students make up a high proportion of the LLN student enrolment.

The AIT Business Studies Faculty are supporting international students studying the Diploma of International Business by providing "Introduction to Tertiary Studies" and "Introduction to Law" tutorials and additional weekly tutorials in accounting. Certificates 3 in International Business Banking students are also offered additional tutorials in law and banking.

English Language Services (ELS) have extended the use of bilingual programs including the use of bilingual concept development models to support students with poor literacy skills

ELS delivers bridging courses which link language, literacy and numeracy training with Financial Services, Childcare, Culture and medical communication for overseas trained doctors to clients from culturally and linguistically diverse backgrounds

Another community partnership involves Survivors of Torture and Trauma (STTARS), ELS and the Migrant Resource Centre working with traumatised culturally and linguistically diverse clients to use video and drama to work through their experiences.

Training is also delivered into establishing small home care based childcare businesses. This provides culturally responsive and sensitive childcare for migrants and has the added benefit of creating business and employment opportunities for South Australians from culturally and linguistically diverse backgrounds

ELS in partnership with Workplace Education Services are developing resources through a national project to assist in the delivery of home-based childcare. These

resources will improve the ability of other agencies to deliver in a culturally responsive and sensitive manner to all clients.

Information sessions for new migrants provide awareness of government employment and training systems such as Centrelink and Job Network providers.

Representation on the Regions at Work Regional Employment and Skills Formation Networks recognises the cultural and linguistically diverse make up of communities; providing a mechanism for issues to be tabled and feedback.

Information is now available in twenty-seven community languages and advertised on ethnic radio.

Programs that are primarily targeted towards assisting people of diverse cultural and linguistic backgrounds are developed collaboratively. For example, formal consultations with key stakeholders were held as part of the development of the Overseas Qualified Doctors Program.

Professional development opportunities are offered to staff of Registered Training Organisations to ensure they meet the requirements of the Australian Quality Training Framework Standard 2.1 (iii) which states: “The Registered Training Organisation must identify and comply with relevant State or Territory laws including Commonwealth or State/Territory legislation on anti-discrimination, including equal opportunity, racial vilification, disability discrimination and Standard 6–Access and equity and client service.”

ELS, WES and Vocational Preparation managers and staff contribute to and attend wide-ranging committees and forums relating to the needs of culturally and linguistically diverse peoples.

Two *DEST Language Literacy and Numeracy (LLN) Advanced Vocational Specific Training* programs have been co-coordinated by Adelaide Institute TAFE (AIT) English Language Services (ELS) and Business Studies Faculty with funding from Centrelink.

The second program is a *Certificate 3 in Children Services* which has twenty students who are migrants training in providing home based childcare, which will accommodate the needs of culturally diverse families.

“Women having Fun with Maths”—a new program, in the Certificate in Women’s Studies Two, Three, and Four is being delivered AIT by Voc Prep Unit. Voc Prep has a high proportion of culturally and linguistically diverse students. This Certificate has also included “Financial Planning for Women” for the first time.

Adult Literacy classes have been introduced through Voc Prep at AIT which run from 5.00pm to 8.00pm to accommodate people working in the city. It assists

clients who wish to improve their written skills, a high proportion of these are workers from culturally and linguistically diverse backgrounds.

People

Voluntary Flexible Working Arrangements (VFVA)—flexibility broadened to accommodate individual needs, e.g. observing a religious occasion.

TAFE Access & Equity Policies—currently being updated to improve the approach to cultural diversity

The *Performance Management—Managing for Improved Performance* manual is written in plain English

Diversity data is collected as part of demographic profiling of employees and volunteers at ELS. This information informs the Annual Plans to Commonwealth and state government departments.

Increased numbers of employees from culturally and linguistically diverse backgrounds have been employed in teaching, tutoring and translating roles—from five last year to nine in 2004 (including teachers and bilingual support officers).

TAFE SA Selection Practice—Panel Training provided to staff includes Equal Opportunity Legislation; Diversity & Inclusive Recruitment and Selection for Equity Target Groups and outlines strategies such as:

- use of plain English for tasks or questions in interviews
- for positions where cross-cultural communication skills are important, these skills are listed in the criteria for the position
- staff from Equity Target Groups are provide with training to prepare them for interviews.

Reviewing all human resource and equal opportunity policies such as:

- Access and Equity Policy
- Equal Employment Opportunity Policy
- Intellectually/Physically Disabled Policy
- Equal Opportunity Policy for Women
- Racism Has No Place in TAFE Policy
- Complaints Resolution Policy.

A project to develop a tool for ACE educators which helps identify pathways for people into VET and/or employment is being conducted by WES. It is a delivery and education framework for ACE educators to use when documenting learning and employment outcomes for people based on formal and informal life skills.

This *Recognition of Generic Employability Skills* will be developed for ACE educators to assess clients' skills /competencies for recognition of prior learning. This can be used for clients of culturally and linguistically diverse backgrounds as well as people from all the equity groups.

All ELS staff are provided with opportunities to maintain awareness of cross-cultural issues through regular and ongoing professional development sessions.

ELS staff are also encouraged to share their knowledge through the delivery of fee for service cross cultural training for other agencies.

8. Justice Portfolio

The Justice Portfolio includes the following agencies:

- Attorney General’s Department (AGD)
- SA Police (SAPOL)
- Department for Correctional Services (DCS)
- Courts Administration Authority (CAA)
- Legal Services Commission (LSC)
- SA Fire Emergency Services Commission (SAFECOM)
[SAFECOM is representing SA Metropolitan Fire Service (SAMFS), Country Fire Service (CFS) and State Emergency Service (SES)].

Policy and Planning

In December 2003 SAMEAC, Multicultural SA held a forum *Building on Cultural Diversity for Population Growth in South Australia*. During the forum, workshop groups focussed on key themes including the delivery of support services to migrants and overseas qualifications recognition. Each of the workshop groups included community representation and identified issues and developed recommendations. The reports of these groups were incorporated in the report *Growing South Australia’s Population*, which was then used in the development of the State Population Policy.

In a joint initiative with the Commonwealth and other jurisdictions, Multicultural SA published *The People of South Australia: Statistics from the 2001 Census*. The volume contains detailed information on language spoken at home, birthplace and religious affiliation at the local government level. It is a significant resource for agencies in policy and planning.

SAPOL’s Future Directions Strategy 2003–2006 includes the key management area of “Working Together”. One way in which this has been achieved has been through presentations to new arrivals, multicultural groups and international students about the role of the police in South Australia.

The need to recognise and respond to culturally and linguistically diverse communities and clients is incorporated in some form in the Strategic Plans for the Office of Consumer and Business Affairs (OCBA), the Police Complaints Authority, the Public Trustee’s Office and DCS. In addition, the Justice Portfolio’s Strategic Plan 2004–2006 incorporates issues of access, equity and diversity.

The Legal Services Commission Corporate and business plans refer to cultural diversity as a feature of LSC's service delivery. The LSC has also undertaken special projects in 2003–04 which focussed on providing legal and interpreter training for persons acting as interpreters for newly arrived communities, educating the legal profession in working effectively with interpreters, and promoting an understanding of the Australian Family Court and legal system amongst culturally and linguistically diverse communities.

Following meetings between SAPOL and multicultural communities and support agencies, a formal minute was sent from the Deputy Commissioner to all SAPOL members making them aware of the great anxiety being experienced by Afghan Temporary Protection Visa refugees, and the impact of this on their social behaviour and mental attitude.

SAFECOM has incorporated “community engagement” and “integrated service to the community” as basic tenets in its Strategic Plan for development of partnerships between emergency services and the community, which includes those of culturally and linguistically diverse backgrounds.

The LSC's Community Legal Education Unit has consulted extensively in 2003–04 with a variety of culturally and linguistically diverse community groups. Similarly, Community Corrections in DCS have developed a model for working with Indigenous communities, and this provides a working model for future consultation with culturally and linguistically diverse communities.

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SAFECOM's Strategic Development Branch maintains a database in respect to emergency service response activities and accesses Commonwealth and state statistics to identify relevant socio-demographic issues.

CAA's Community Relations Committee has undertaken a review to assess the numbers and locations of Vietnamese clients in order to schedule a cultural awareness workshop within the community. Statistics were gathered by CAA from other courts in relation to the use of interpreters and the languages required in order to develop a joint legal interpreting training program with the LSC.

OCBA undertakes regular radio interviews on eleven commercial and community stations including 5EBI (ethnic station) and ENA (Greek station). In addition, OCBA has an initial agreement with Multicultural SA to promote the existence of its information resources in their newsletter which is distributed to a wide range of community organisations, and includes a reference to interpreting and translating on all major publications and forms.

Community Corrections in DCS contribute to local and national databases, including the provision of data in relation to cultural and linguistic diversity.

Program and Service Delivery

The Interpreting and Translating Centre (ITC) in Multicultural SA recruited and trained forty-two new interpreters and translators based in Adelaide in twenty-five languages including Arabic, Bosnian, Burmese, Dinka, Hebrew, Indonesian, Khmer, Liberian, Nuer, Russian, Persian, Pitjantjatjara, Slovenian, Spanish, Urdu and Yekuntjara. ITC also trained seven new interpreters covering the Bosnian, Cantonese, Croatian, Greek, Italian, Korean, Polish, Serbian, Slovenian and Spanish languages in Coober Pedy. In addition Multicultural SA published *Working with Interpreters: A Short Guide*.

A training video/DVD is being developed by SAMEAC, Multicultural SA in partnership with Workcover to raise awareness among employers and case managers and improve the quality of interpreting services available to injured workers.

Multicultural SA organised a leadership course for women of culturally and linguistically diverse background through which participants attained a Certificate IV in Business Frontline Management. These women also participated in a mentoring program aimed at expanding their personal learning and assist them in finding employment or taking on leadership roles within their community.

Multicultural SA offered grants of up to \$2 500 to promote multiculturalism through the use of ethnic media.

In response to concerns raised by community organisations, especially regarding increasing levels of regulations and paperwork, SAMEAC, Multicultural SA is organising workshops on the staging of major events and festivals. Travel arrangements will be sponsored for regional community representatives.

Multicultural SA significantly revised the *Multicultural Life* magazine following consultation with readers, and therefore the June edition contained three pages of information on regional issues to promote multicultural networks and improve access to services as per feedback received. Multicultural SA also consults with grants applicants and the processes are revised according to feedback.

A multilingual infrastructure was added to the Multicultural SA website to display information in community languages, and the website is currently being translated into twelve languages.

Aboriginal and Multicultural Services within SAPOL conduct multicultural awareness training for all cadet courses which outlines sensitivities and cultural issues that a police officer should be aware of when dealing with various cultures.

The use of interpreters for the last financial year has improved significantly across SAPOL.

SAMFS brochures have been translated into several languages. OCBA provides basic consumer information on its websites and in print in thirteen languages (two more than previously).

As part of mock trials held in Law Week by CAA for school students an Italian interpreter was used to raise awareness and demonstrate this aspect of the courts. In addition, language cards from the Interpreting and Translating Centre are readily available in all CAA registries and the jury service information booklet contains information in various languages. CAA have developed a sheet of instructions in various languages which accompanies all civil claim documents to assist clients from linguistically diverse backgrounds.

OCBA provides basic consumer information on its website and in print in thirteen languages, supported by access to interpreting and translating services for telephone contacts and face to face meetings. OCBA also maintains a regular program of radio broadcasts, including in languages other than English.

The Office of the Liquor and Gambling Commissioner (OLGC) in AGD holds hearings, conciliations and training sessions in the local community and community leaders are encouraged to attend.

The implementation of a Customer Relationship Management system in the Public Trustee's Office (PTO) has created an improved capacity to gather information on cultural and linguistic profiles which will enable PTO to target marketing and educational activity to specific cultural groups using appropriate tools. PTO has also increased the availability of its services in suburban locations (including Woodville, Modbury, Elizabeth and Noarlunga) which has led to an increase in clients from diverse backgrounds. PTO has also been working with the Department of Veterans Affairs and the Legal Services Commission to reach clients with culturally diverse backgrounds.

Within Community Corrections Quality Standard Guidelines require service delivery to staff to be sensitive, and the *Probation and Parole Manual* provides guidelines for working with culturally and linguistically diverse clients. Case managers deal with individual needs as they arise, including the use of interpreters and liaison with local community groups. DCS also ran three Vietnamese language programs in 2003–04 at Cadell in relation to *Hepatitis C and Health*.

SAPOL displays the Interpreter symbol on several crime reduction and safety publications. The Crime Stopper campaign on Identity Crime was promoted on Ethnic radio and through Multicultural SA. In addition SAPOL has worked closely with the universities and TAFE institutes to promote the campaign to

international students who have been identified as a vulnerable group to Identity Crime.

SAFECOM identified that SES and CFS are participating in three Community Emergency Risk Management pilot projects, a component of which relates to working with communities in establishing community risk management programmes. This offers an opportunity for culturally and linguistically diverse groups to be represented.

CAA held an information session in April 2004 for twenty-five volunteers from Multicultural SA to raise awareness about the courts and court procedures amongst diverse communities.

The OLGC ensures gaming codes are provided in five prescribed languages (Arabic, Chinese, Greek, Italian and Vietnamese) as well as in any other language deemed appropriate given the profile of the community.

PTO advertises its products and services on radio station 5EBI FM which caters for listeners from non-English speaking backgrounds and maintains a policy of ensuring that relevant mass media information is made available to culturally and linguistically diverse groups. Similarly, primary PTO promotional material (print) is produced in other languages including Greek and Italian.

The PTO conducts Public Seminars for community groups with members of diverse cultural/linguistic backgrounds and multilingual Public Trustee staff undergo professional training to present Public Trustee services and products to such groups using multi media resources and printed handouts. Clients of diverse cultural and linguistic backgrounds are encouraged to access the support of an interpreter service when making a will and this is facilitated through the Public Trustee's city office.

Community Corrections have been successful in working with Aboriginal non-government organisations to develop culturally appropriate programs, and this will provide a suitable model to develop future programs with culturally and linguistically diverse organisations. DCS have also undertaken evaluations of their Vietnamese programs which have indicated a high level of support from the intended target group.

SAPOL's presentation on the "Role of Police" to multicultural communities has been expanded to include basic behavioural and social laws, and to include discussion and awareness regarding driving and buying a motor vehicle.

CAA partnered with the LSC and TAFE to gain funding from the Law Foundation of SA to conduct a higher-level interpreting course to enable paraprofessional interpreters to increase their knowledge and skills to work effectively in the legal system.

The Public Trustee's Office conducts regular market research to measure client and potential client response to specific products, services and marketing initiatives.

People

Multicultural SA has convened an inter-agency committee to advance the Government's commitment to improved cultural awareness training in the public sector. Multicultural SA is also working with OCPE to develop cultural awareness training competencies and establish a panel of recommended training providers.

SAMEAC nominated appointments to numerous vacancies on boards and committees during 2003–04. During this period there were also a number of new appointments within Multicultural SA itself—awareness of diversity issues was included as essential and awareness of multicultural issues was included as desirable when determining the criteria to fill these positions.

SAPOL has been working closely with key multicultural agencies to establish an advisory committee to the Commissioner of Police regarding multicultural police issues. This group commenced in July 2004.

SAFECOM identified that the recruitment to both the paid and volunteer workforce needs to be more representative of culturally and linguistically diverse communities, and that they are promoting this within the emergency service organisations.

Public Trustee's human resource policies have been reviewed to ensure compliance with the Government's Equity and Diversity strategies. Diversity data, including country of birth and language spoken at home, is collected as part of the demographic profiling of employees. Similarly CAA and LSC are collecting diversity data as part of the demographic profile of new employees, including country of birth and languages spoken at home.

Community Corrections employs culturally diverse workers as HR recruitment processes are designed to attract and retain such employees. Cross-cultural training programs are promoted and made available to all staff and are included in Correctional Officer induction programs.

All police cadet courses are provided with cultural awareness training which includes identifying a range of resources which officers can access to improve service delivery to customers from culturally and linguistically diverse backgrounds.

In March 2005 approximately twenty-five CAA employees attended a lunchtime seminar about aspects of the Jewish culture, including the history of the SA Jewish community and the issues they face today. Another achievement has been the recruitment of a Brazilian exchange student through AISEC and the University of SA to work in HR in order to share working and cultural experiences with CAA staff. The Communication Branch of the CAA is currently consulting staff in relation to a practical reference guide developed for staff regarding religious diversity.

Staff from SAFECOM and AGD are encouraged to attend cultural awareness training.

Community Corrections consult with local community groups and culturally diverse communities at a local office level. DCS have also conducted *Dignity at Work: Addressing Inappropriate Workplace Behaviour* workshops which have been raising the awareness amongst staff of harassment and discrimination and the processes to deal with them.

9. Department of Primary Industries and Resources SA (PIRSA)

Policy and Planning

Culturally and linguistically diverse groups make up a significant proportion of horticulture industries. Consequently, horticulture industry development programs take into account the needs of these groups as part of an ongoing process of working with these groups.

Subsequently, PIRSA is a participant and stakeholder in two major strategic initiatives that incorporate delivery of services to culturally and linguistically diverse groups of horticulturalists:

- Bi\$Link—a national project targeting growers from culturally and linguistically diverse backgrounds to improve national communication, collection and collation of training resources, pilot training and development of methodologies and resources.
- Structural adjustment of horticulture industries on the Adelaide Plains, a project that includes community capacity building through training and leadership development for growers from culturally and linguistically diverse backgrounds.

PIRSA, as part of the Bi\$Link project, commissioned the Australian Bureau of Statistics to assemble data from the 2001 ABS Census on the number of growers where the language spoken at home was not English. This revealed that in SA, there were approximately 1 600 growers not using English in the home, with the highest proportion being in the Adelaide area (Adelaide Plains) where 53% of growers fell into this criteria.

This survey provided a much clearer understanding of the extent and locality of horticulturalists from culturally and linguistically diverse backgrounds.

Program and Service Delivery

A Vietnamese/Cambodian/French/English translation and interpreting service is provided at the Virginia Horticulture Centre by a Rural Solutions SA consultant, for the delivery of training programs, consultancy advice and response to horticultural enquiries.

The Rural Chemical group uses a bilingual (English/Vietnamese) Chemcert Accreditation training manual for the delivery of training programs.

PIRSA has played a key role in establishing a Greenhouse Modernisation program at Virginia Horticulture Centre on the Adelaide Plains. This program focuses on business skilling and adoption of new technology for greenhouse

growers. It has included specialist groups for growers from a Vietnamese and Khmer background and led to the development of innovative marketing strategies.

Chemcert and other training programs promoted by Virginia Horticulture Centre use bi-lingual materials. Growers are referred to an on-site interpreter for information about courses. Growers have also developed a strong support network within the community.

Opportunities are provided for non-English speaking course participants to provide both oral and written feedback.

Servicing of Adelaide Plains horticulture industry includes a bi-monthly direct mail newsletter in Vietnamese.

Many training materials have been translated (eg Western Flower Thrip printed information and videos is available in Vietnamese), and are available from a database located at Virginia Horticulture Centre.

In response to feedback, additional coaching and interpreting support is provided for growers undergoing competency assessment for Chemcert Accreditation. Accreditation is mandatory for the purchase and application of chemicals for use in horticultural production.

The Greenhouse Modernisation program was developed in close consultation with the Vietnamese community and designed to meet their needs. Other Adelaide Plains regional projects are undertaken in close consultation with local communities (e.g. WorkCover and farm safety skilling).

People

The Fishcare Volunteer Program includes volunteers from diverse backgrounds as encouraged by the State Government.

Principles regarding diversity are incorporated into Human Resources policies as they are developed and reviewed including Ethics, Recruitment and Selection and Flexible Work Practices policies.

10. Department of Premier and Cabinet (DPC)

Policy and Planning

The Corporate Plan of the Department is developed in consultation with all Divisions. The 2004–05 plan has been developed to reflect the objectives of the State Strategic Plan. In developing the key elements of the DPC Corporate Plan Divisions consider the priorities and needs of key stakeholders. This is particularly the case in the areas of social inclusion, volunteering and the arts.

The DPC Corporate Plan is supported by more detailed Divisional Business Plans which also reflect the interests of key groups.

The Government's Social Inclusion Initiative facilitates community participation in the business of government. The work of the Social Inclusion Unit in addressing issues of homelessness, school retention rates, drugs, suicide prevention and youth employment relies on strong ongoing community consultation.

During 2003–04 DPC continued its program of Community Cabinet meetings, including the provision of language and translation services to ensure ongoing access to government policy and decision making by the broader community.

The Office for Volunteers continues to provide opportunities for community consultation in areas across the spectrum of government policy intervention through its strong relationship with a wide variety of volunteer groups.

Arts SA continues its commitment to require funded organisations to address the needs of clients from culturally and linguistically diverse backgrounds in policy and program development.

The Office for the Commissioner for Public Employment (OCPE) collects cultural and linguistic data as part of its whole of government Human Resource Management System update process. This data enables the analysis of the PS diversity profile and identification of key trends for workforce planning, and communication planning.

Much of the policy development work of the Social Inclusion Unit incorporates consideration of socio-demographic data, and the assessment of community needs and emerging community issues. This is captured through existing data capture mechanisms i.e. ABS, as well as service delivery data collected by government agencies and anecdotal data gathered through community consultation.

Program and Service Delivery

Arts SA provides programs designed to assist artists and arts and cultural organisations to achieve artistic excellence. Arts SA supports artists who define themselves as multicultural, or who may be of culturally and linguistically diverse background but work more within the mainstream of arts practice. Arts SA provides access to its programs in seven community languages and offers access to translating and interpreting services. Arts SA has consistently funded and supported organisations whose specific charter has been multicultural.

In the areas of researching the causes of exclusion, and examining and implementing actions to remove barriers to inclusion, all aspects of access and equity are considered as a key consideration in developing the Government's social inclusion strategies.

The Government's approach to considering membership for Boards and Committees reflects its desire to ensure that decision makers on government boards and committees are drawn from culturally and linguistically diverse groups thus increasing the likelihood that services provided by these boards are culturally responsive.

Notification of significant community events (commonly Community Cabinet meetings) is made through selected cultural and community specific media outlets.

Departmental websites and significant program communications include references to the availability of translation services.

Although the Department's direct service provision is limited, it does play a key role in the coordination of specific aspects of service provision by a range of government departments, particularly in the areas of APY Lands issues and social inclusion.

In both of these areas the success of initiatives has hinged on wide ranging consultation.

People

OCPE collects cultural and linguistic data as part of its whole of government HR data collection. This enables both the development of new policy and the tailoring of existing policy. The ongoing collection of this data will provide improvements in policy response to managing diversity as the trends in cultural data become apparent.

The Department has initiated (through OCPE) involvement in both Public Sector and Private Sector mobility programs. A part of these programs employees will be encouraged to move into areas that provide exposure not only to diverse work issues but also diverse cultural issues as well.

11. Department for Environment and Heritage (DEH)

Policy and Planning

As a Public Sector agency, the *Charter of Public Service in a Culturally Diverse Society* is inculcated in Department for Environment and Heritage planning processes. As such, DEH's services are freely open to all members of the public regardless of nationality or culture with the needs of a culturally diverse public considered during planning and project development.

A wide public consultation process is undertaken where DEH policies affect external customers.

DEH uses Interpreting services and assistance from multi-lingual staff to meet client's needs. The DEH Code of Conduct states that employees, trainees and contractors are expected to treat the public and other employees with respect and courtesy including an understanding of dealing with people from culturally diverse backgrounds.

Program and Service Delivery

International symbol signage is utilised in all National Parks and the Botanic Gardens of Adelaide, and some tourist information is visually available via touch-screen monitors. In addition, Japanese signage is available in some National Parks.

Information brochures are available in languages other than English in a number of locations where visitation requires provision of translated information for customers.

Brochures in alternative languages are made available in some National Parks to provide information to people from non-English speaking backgrounds. Visual and audio information about DEH services is available at some locations.

Signs with internationally recognised symbols are used to aid accessibility to DEH services in National Parks and Botanic Gardens.

A public consultation process is undertaken where programs affect external customers.

People

A wide-ranging "Equity and Diversity" website is available for staff on the DEH intranet site which also provides links to Multicultural SA and the Interpreting and Translating Centre, SA Equal Opportunities Commission and other relevant sites.

DEH regularly reviews Human Resource policies and procedures to ensure that they meet the needs of all staff irrespective of their cultural and linguistic background.

Equal Opportunity and Discrimination and Harassment training is provided to staff where required. Training courses are developed to include equity and diversity information where relevant. Cross-cultural training is available and staff have been trained in cross-cultural awareness.

As part of ongoing policy development, DEH updates policies to be inclusive of all people.

DEH promotes “Equity and Diversity” via the intranet website.

Diversity data is collected as part of a staff survey that includes the demographic profile of employees.

12. Department for Water, Land and Biodiversity Conservation (DWLBC)

Policy and Planning

DWLBC's Corporate Plan 2004–09 indicates the Department's commitment to a number of core values underpinning how it conducts its business. One of these is "Valuing individual differences and diversity". DWLBC has not undertaken a systematic audit of its clients of diverse cultural and linguistic backgrounds; however, consideration is given to the needs of these clients as appropriate and relevant in the planning of specific policy initiatives. An example in 2003–04 is the River Murray salinity zoning policy, for which a synopsis of the proposal was prepared, translated into languages other than English, and inserted into a multicultural newspaper circulating in the Riverland.

The department's Strategic Policy Division actively considers the need for specific consultation with relevant communities of diverse cultural and linguistic backgrounds in the formulation and revision of policies and initiatives. None was deemed necessary for 2003–04.

DWLBC has not undertaken a systematic audit of its clients of diverse cultural and linguistic backgrounds and hence there has been no systematic way of ensuring that client needs are addressed. Instead, the need to do so has been considered on a case-by-case basis in the agency.

Programs and Service Delivery

The *Native Vegetation Act 1991* recognises that a person may need assistance in the event of legal proceedings as follows:

- (9) Where-
 - (a) a person whose native language is not English is suspected of having committed an offence against this Act; and
 - (b) the person is not reasonably fluent in English, the following provisions apply:
 - (c) the person is entitled to be assisted by an interpreter during any questioning conducted by an authorised officer in the course of an investigation of the suspected offence;
 - (d) where it appears that the person may be entitled to be assisted by an interpreter, an authorised officer must not proceed with any questioning, or further questioning, until the person has been informed of the right to an interpreter;
 - (e) if the person requests the assistance of an interpreter, an authorised officer must not proceed with any questioning, or further questioning, until an interpreter is present.

This situation has been put in place for one landholder who was fluent in Mandarin.

The need for this is assessed on a case-by-case basis. An example is communication with Vietnamese and Italian water licensing clients in the Northern Adelaide Plains area. This has mainly involved the use of established communication newsletters in the Northern Adelaide Plains. Interpreters are also supplied, where necessary, when dealing with the ethnic community in the Northern Adelaide Plains.

Consultation is an integral element of policy formulation and review in DWLBC. Generally, communities of diverse cultural backgrounds are part of the overall fabric of the community affected by a policy, and communities of diverse cultural backgrounds are consulted as an integral aspect of the broad consultation program. Consultation that is targeted at specific groups is only undertaken where a specific need to do so has been identified.

People

DWLBC is currently reviewing all of its human resource policies to ensure that the Department is meeting the needs of a diverse workforce. Policies under review and due for release in the next four to six months include:

- Flexible Working Arrangements (including home based work)
- Diversity in the Workplace.

In 2003–04, a policy entitled ‘Discrimination, Harassment and Bullying’ was developed and released throughout the agency. This policy covers the following areas; discrimination, harassment, bullying, sexual harassment and victimisation. The policy includes a detailed dispute resolution process that ensures the diverse needs of the parties are considered. As part of the release of this policy, bullying and harassment training has been provided to twelve Contact Officers throughout the department. The aim of this policy is to ensure that all staff are treated with dignity, respect, fairness and equity.

DWLBC actively encourages staff participation in the following whole of government Equal Employment Opportunity Programs:

- SA Government Youth Traineeships
- SA Public Sector Aboriginal Recruitment and Development Strategy
- Strategy for Employment of People with Disabilities

In 2004–05, DWLBC will be establishing its Cultural Awareness Forum, which will promote awareness and understanding in the agency of cultural and linguistic

diversity and issues associated with this (e.g. more effective delivery of services and programs to clients of diverse cultural and linguistic backgrounds). All staff within the agency will be encouraged to attend Cross Cultural Awareness Training, particularly in regional areas to ensure that the diverse needs of the community are met.

13. The Department of Trade and Economic Development (DTED)

The Department of Trade and Economic Development (DTED) was newly established on 8 April 2004 from a rationalisation of the former Office of Economic Development (OED) and the Department of Business Manufacturing and Trade (DBMT). DTED is the South Australian Government's key agency for economic and industry development policy, supporting south Australia's economic growth by providing high-level economic and trade policy advice, fostering close relationships between business and government, and supporting industry-led development initiatives and major projects of strategic significance to the State.

Policy and Planning

SAMEAC organised a forum on "Building on Cultural Diversity for Population Growth in South Australia" in support of the *Economic Growth Summit—One Year On*. Seven workshop groups were convened and DTED participated in:

- "Involving Family and Community in strategies to attract migrants". An objective of providing access to the labor market for new migrant arrivals to SA was identified.
- "Building on Business and Trade Links to Generate Growth." The objective that emerged from the workshop is to inform, attract and retain business migrants in SA.
- "Fostering Population Growth in Regional Areas." The workshop participants recognised that planning, promotion and preparation is needed if the current trend of migration to regional areas is to be reversed.

Each group identified issues and developed recommendations to advance the Government's commitment to increasing the population of the State in particular through overseas migration. This has flowed on to a contribution towards the development of policy and planning at a whole of government, departmental and divisional level.

The DTED implementation timetable did not permit formulation of an upgraded HR Strategic Plan or integration of multicultural strategies into new policies and planning during the year, and the former department's "Managing Diversity" policy remains, pending the development of a new HR planning process which will include a policy review.

DTED continues to make available the agencies' facilities, information and services to staff, the business community and the general public in a manner that is considerate and responsive to the needs of diverse cultural and linguistic backgrounds.

The *Economic Growth Summit–One Year On* convened a series of roundtables on subjects such as business, government and arts/culture in regional SA and Adelaide. Although based on demographic groups, the participants included people with culturally and linguistically diverse backgrounds to ensure that a representative contribution was made by this sector.

DTED actively works to maintain close communications between government and business, and to support industry-led development initiatives. DTED's close affiliations with the various industry bodies (e.g. Export Council) involves the department working closely with individuals from the private sector who have demonstrated strategic knowledge and passion of both the business environment and the cultural imperatives required to drive international business relationships and outcomes. This enables DTED's services to incorporate the big picture view of business and cultural relationships into its policy development and other initiatives.

Where appropriate and commensurate with departmental initiatives and business needs, departmental officers undertake consultation with relevant communities/employees of diverse cultural and linguistic backgrounds regarding issues, programs, policies and services that impact and/or affect their lives/community.

DTED's Marketing Unit produces marketing materials and information that are generally targeted at business or industry groups or individual companies. The department's information and marketing strategies are targeted primarily to overseas and interstate senior business clients with a multimedia approach that encourages access and exposure via website, billboard and hard copy.

The Regional Communities Consultative Council (RCCC) holds community dinner meetings and fora to promote communication between government and regional stakeholders. They are a means by which Council is able to engage with community leaders, service providers and the public in identifying issues and possible solutions. In an effort to ensure that this information is as inclusive and comprehensive as possible, the RCCC invites people of culturally and linguistically diverse backgrounds to participate in these events.

In 2003, DTED began a new program of consultative forums on international trade. The *Talking Trade* forums give industry direct access to the Minister and are among the key vehicles for the Government, the Minister and Department of Trade and Economic Development (DTED) to obtain the views of individual companies about:

- market access issues and trade barriers in other countries
- the costs and benefits associated with Australian free trade agreements and the removal of Australian trade barriers
- the effectiveness of State and Commonwealth assistance for exporters.

The feedback obtained through these forums plays a critical role in forming the positions taken by South Australia in relation to trade policy. It has also complemented other work in this area, such as the development and implementation of an export strategy and proposed studies in relation to market access and the impact of free trade agreements.

DTED has information and resources available to all employees via the departmental intranet's "Managing Diversity" policy and links. These provide information to employees who may be involved in direct contact with clients with a variety of special needs and serve to cultivate awareness of diversity issues and provide for an appropriate level of consultation and means of discourse to assist the department to meet the needs of communities of diverse cultural and linguistic backgrounds.

DTED's affiliations with the various industry bodies involves the department closely with individuals from the private sector who have demonstrated strategic knowledge and passion of both the business environment and the cultural imperatives required to drive business relationships and outcomes.

Program and Service Delivery

The department's websites are the main source of promotion and community information and these are subject to ongoing review to meet the needs and promote the services of the new DTED agency. While DTED recognises that these facilities may require upgrading to better meet the diverse needs of clients, they nevertheless continue to provide a comprehensive range of information services which are readily accessible to a significant proportion of the business community and general public.

"Community Builders" is a grassroots leadership program held in the regions of SA. It is a six-month action learning process that identifies, encourages and empowers local residents to become involved in discovering and building their community. A unique community builders program is underway in Whyalla. The program is geared towards people with indigenous and culturally and linguistically diverse backgrounds. This program is driven by the Office of Regional Affairs' strategic plan objective of building regional community capacity.

For the China Cluster initiative and its own China team responsible for trade and investment facilitation between South Australia and China, the department has Chinese-background senior staff who have the linguistic skills and cultural empathy to ensure that services are delivered and advice is provided to the business community in a culturally responsive and sensitive manner.

DTED's overseas office network provides a range of services to companies both in South Australia and abroad. While trade and investment promotion are key functions of the offices, they are also engaged in a variety of complementary work,

including business and skilled migration. Staff employed in the offices are locally engaged, fluent in both the language and local culture and have extensive networks of contacts which SA companies can call upon while overseas.

Information and business advice are regularly provided by the Department's China team in Chinese to clients that have a need.

DTED actively works to maintain close communications between government and business, and to support industry-led development initiatives.

The Department funded and supported the China Cluster initiative of the State, leadership team members including the Presidents of China-related business councils and chambers in South Australia (Australia China Business Council, Chinese Chamber of Commerce, Hong Kong Australia Business Association). Regular consultations are carried out with these chambers and their members through the China Cluster Secretariat in DTED.

The Government of South Australia recognises that language and cultural knowledge are a significant resource for business and industry in the State. With this in mind, DTED provides \$200 000 per annum to the Council for International Trade and Commerce South Australia (CITCSA) to pay for its administrative costs. Last year, CITCSA supported thirty-nine member international business chambers and councils in their efforts to develop bilateral economic and cultural relations with, and beyond, their countries of origin.

In addition to its support of the CITCSA office, DTED allocated \$275 000 in FY 2003–04 to the Country Specific and Region Specific Chambers of Commerce Grants Scheme which was designed to assist CITCSA member chambers and business councils to undertake trade-related projects. Through this CITCSA-administered fund, DTED sponsored twelve outbound business-matching missions to Africa, the Asia Pacific and Europe, and one inbound mission from Hong Kong.

People

Departmental policies relating to the services offered by DTED are developed in accordance with legislative requirements and also take into consideration the needs of people from culturally and linguistically diverse backgrounds.

DTED's HR policies and practices endeavour to be complementary and responsive to the affiliations the department has with the various industry bodies, which involves the department working closely with individuals from the private sector with demonstrated strategic knowledge of the business environment and the cultural imperatives required to drive business relationships and outcomes.

New employee induction provides information that promotes awareness of disability, accessibility and related discrimination issues.

14. Department of Transport and Urban Planning (DTUP)

Policy and Planning

Consultations with relevant communities of diverse cultural and linguistic backgrounds are undertaken in the formulation and revisions of policies and initiatives.

Program and Service Delivery

Multilingual print materials on child restraints are made available in Arabic, Chinese, Greek, Italian, Khmer, Persian, Spanish and Vietnamese, Bosnian, Croatian and Serbian. Road safety messages for major road safety campaigns are broadcasted on ethnic radio e.g. EBI FM.

Public transport information to customers of culturally and linguistically diverse backgrounds is made available in Greek, Italian, Spanish, Chinese, Japanese and Thai through an information centre and information line.

Brochures in English, Italian, Greek, Chinese and Vietnamese provide information and an application form for membership on the South Australian Transport Subsidy Scheme. Fact sheets are made available with basic “how to use public transport” instructions under a range of topics in Spanish, German, Italian, Greek, Chinese and Vietnamese.

Learner driver theory tests are provided in several languages and access to an interpreter is available (once for free) when undertaking the learner driver theory test.

A national heavy driver fatigue policy was developed and accompanied by an associated workers’ language and literacy program to help raise awareness of road safety and legal responsibility. The project included involvement by industry, union, government and training bodies and was largely funded by the Commonwealth. The project is still in progress.

People

Diversity data (country of birth, languages spoken at home) is collected as part of the demographic profile of employees. In 2004 DTUP identified 10.39% of employees as being born overseas and 6.68% of employees speaking languages other than English in the home.

Workforce diversity is supported and promoted throughout the department and cultural awareness training is provided to employees. Support is also provided through the Employee Assistance Program.

15. WorkCover Corporation

Policy and Planning

WorkCover is committed to ensuring that the South Australian occupational health, safety, welfare, rehabilitation and compensation system is responsive to the rights and needs of all people in our community. WorkCover has an Access and Equity strategy in place to meet this goal and as part of the strategy one of the target groups are people of culturally and linguistically diverse backgrounds.

An Access and Equity Business Planning Framework was developed to ensure each business unit can integrate and budget for any access and equity related activities.

The Internal Access and Equity Network continued to play an important role in improving the awareness of staff about access and equity across the business, integrating access and equity principles into key projects and assisting with reporting requirements.

WorkCover's Access and Equity activities are reported to our customers and stakeholders annually in the annual report.

Through its Access and Equity Focus groups WorkCover continues to have consultative partnerships with to peak state and federal government and community organisations that represent the access and equity groups. The Multicultural Focus Group continued to meet bi-monthly and worked towards the implementation of their Business Plan for 2003–05. Meetings represented the views of a diverse range of customers and industries. The focus group provided leadership and advice on various new and revised WorkCover policies and products.

The Employee Advocate Unit advocates for injured workers who are in dispute about their claim and are not represented by a lawyer or a union. A member of the Multicultural Focus Group continued to represent the diverse views of the community on the Employee Advocate Unit's Advisory Committee.

WorkCover collects the following data from injured workers: country of birth, language spoken or read at home, interpreter required, gender and date of birth. This data is used to assist in planning, managing claims and prevention. The data is used to report on claims from people of non-English speaking background in the Annual Report. In addition, WorkCover often undertakes research projects to evaluate and assess the effectiveness of the service to customers and uses some of this data as a comparative study.

WorkCover collects the following data from Health and Safety Representatives (HSRs): what is your preferred language, are you of Aboriginal or Torres Strait Islander descent, country of birth, are there employees in your workgroup who use a language/s at work / as part of work other than English? If yes approximately how many employees speak the following languages? This data is used to assist in training, planning and tailoring products (e.g. having products translated into certain languages.)

A research project, “Gender, Workplace Injury and Return to Work” was conducted in South Australia from August 2003 to July 2004. The project was funded by a WorkCover grant and aimed to explore people’s experiences of workplace injury and rehabilitation, whether there are any gender differences, what helps and hinders rehabilitation and return to work and best practice strategies to improve rehabilitation and return to work.

Workers of culturally and linguistically diverse backgrounds were amongst the injured workers interviewed and relevant interpreting services were provided during the interview. Results of the project will consider the effectiveness of rehabilitation and return to work service for injured workers of culturally and linguistically diverse backgrounds.

WorkCover’s annual customer satisfaction and expectation survey was conducted in June 2003 and sought feedback from workers of culturally and linguistically diverse backgrounds on the services provided. Close to two hundred interviews were conducted with people of culturally and linguistically diverse backgrounds.

Program and Service Delivery

A resource tool has been developed for self-insured employers to assist them meet the needs of workers of culturally and linguistically diverse backgrounds or those with limited literacy. The resource addresses both the OHSW and injury management needs of workers of culturally and linguistically diverse backgrounds.

The Virginia Horticulture Centre completed a project on behalf of the Multicultural Focus Group. The project was aimed at raising awareness and improving safe work practices of Vietnamese and Cambodian workers and employers in the Salisbury and Playford City Council areas. The report is available on the WorkCover Corporation website and products developed in relevant languages are now available from the Virginia Horticulture Centre.

WorkCover coordinated the following cultural awareness training sessions for staff, claims agents, providers and staff of the Workers Compensation Tribunal: Islam, how to work with interpreters and the Access and Equity strategy.

WorkCover brochures on the rights and responsibilities of workers and employers were translated into six new arrival languages—Amharic, Tigrinya, Somali, Persian, Dari and Kurdish.

During SafeWork Week 2004, two workshops were held for employers, workers and job seekers of Middle Eastern and African communities to raise their awareness of WorkCover and employers’/workers’ rights and responsibilities. These sessions were delivered in English, Arabic and Persian.

Information was presented about rights and responsibilities of workers and job seekers to the Cambodian women’s group at Salisbury West Community Health Service.

The Meat Industry Occupational Health and Safety Committee (which has representation from some of the larger and smaller industry players in SA) has highlighted that an important characteristic of the industry is the high proportion of workers of culturally and linguistically diverse backgrounds and workers with limited English literacy.

One of the committee’s areas of focus is therefore to ensure that people from culturally and linguistically diverse backgrounds are able to understand their Occupational Health and Safety rights and obligations when starting employment in this industry. The industry has identified this as a main problem area during the induction of new workers. A video for the poultry industry and accompanying information booklet has been produced in Arabic, Chinese, Khmer, Vietnamese and English.

WorkCover continues to have consultative partnerships with forty peak state and federal government and community organisations that represent the access and equity groups in the form of focus groups. The Multicultural Focus Group continued to meet bi-monthly and worked towards the implementation of their Business Plan for 2003–05. Meetings represented the views of a diverse range of customers and industries. The focus group provided leadership and advice on various new and revised WorkCover programs and services.

People

WorkCover collects diversity data from its staff in relation to their country of origin and languages spoken. The languages spoken data is used to identify people who may be willing to be part of the internal interpreting service, accessible through the internal phone directory.

Multicultural SA, on behalf of the Multicultural focus group received a grant from WorkCover to produce a video for WorkCover staff, claims agents, Self Insured Employers, Service providers on behalf of WorkCover called *Working with interpreters in the OHSW and workers compensation and rehabilitation system*.

WorkCover has an Interpreting and Translating policy that all staff, agents and providers must follow. This video will assist in compliance with this policy.

The video will also reinforce the South Australian Government policy that language services (interpreting and translating) are provided to people of culturally and linguistically diverse backgrounds in all South Australian government agencies. This is in accordance with the South Australian Government's access and equity principles and strategies.

The following sessions were organised for WorkCover staff, claims agents, providers and staff of the Workers Compensation Tribunal: Islam; How to work with Interpreters; and the Access and Equity strategy.

Appendixes

**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.

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. • 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. • 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.

	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 relevant 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, and/or (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, and/or (b) We are reviewing existing policies and programs to determine the extent to which our portfolio agencies use multicultural radio and press to distribute information on our programs and policies, and 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, and/or (b) We are developing a strategy for gathering information on the demography of our clients comprising the routine collection of data on country of birth, language other than English spoken at home and 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>Indicator 3: Consultations with communities of diverse cultural 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 obtain feedback on the extent to which our services are delivered in a culturally responsive manner and to disseminate information on new and existing programs and services. We plan to continue to conduct such consultations annually, and/or (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, and/or (b) Our agency uses multicultural radio and press to distribute information on new and existing services, and translates policy and program information on new and existing services in languages other than English most frequently spoken by our client base. 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, and/or (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>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>	<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, and/or (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. 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, and/or (b) Volunteers within the agency have been provided with cross-cultural training relevant to their field of service.

Abbreviations

ABS	Australian Bureau of Statistics
ACC	Ageing and Community Care
ACE	Adult Community Education
AGD	Attorney General's Department
AIT	Adelaide Institute of TAFE
APY	Anangu Pitjatjantjara Yankunytjatjara
CAA	Courts Administration Authority
CFS	Country Fire Service
CITCSA	Council for International Trade and Commerce SA
CYFS	Child Youth and Family Services
DAIS	Department for Administrative and Information Services
DBMT	Department of Business, Manufacturing and Trade
DCS	Department for Correctional Services
DECS	Department of Education and Children's Services
DEH	Department for Environment and Heritage
DEST	Commonwealth Department of Education, Science and Training
DFEEST	Department of Further Education, Employment, Science and Technology
DHS	Department of Human Services
DIMIA	Department of Immigration and Multicultural and Indigenous Affairs
DPC	Department of the Premier and Cabinet
DTED	Department of Trade and Economic Development
DTF	Department of Treasury and Finance
DTUP	Department of Transport and Urban Planning
DWLBC	Department of Water, Land and Biodiversity Conservation
EBI	Ethnic Broadcasting Incorporated
ELICOS	English Language Intensive Courses for Overseas Students
ELS	English Language Services
EO	Equal Opportunity
ESL	English as a Second Language
FMC	Flinders Medical Centre
FY	Financial Year
GIS	Geographical Information System
HACC	Home and Community Care Program
HR	Human Resources
HSR	Health and Safety Representative
ITC	Interpreting and Translating Centre (Multicultural SA)
LLN	Language Literacy and Numeracy
LSC	Legal Services Commission
MAB	Ministerial Advisory Board on Ageing
MAP	Multicultural Action Plan

Abbreviations Cont.

MAP	Market Access Program
MCCSA	Multicultural Communities Council of SA
NCMHS	Northern Metropolitan Community Health Service
NGO	Non-Government Organisation
NRM	Natural Resource Management
OCBA	Office of Consumer and Business Affairs
OCPE	Office for the Commissioner for Public Employment
OED	Office of Economic Development
OFW	Office for Women
OHS	Occupational Health & Safety
OHSW	Occupational Health Safety and Welfare
OLGC	Office of the Liquor and Gambling Commissioner
ORA	Office of Regional Affairs
PIRSA	Primary Industry and Resources SA
PTO	Public Trustee's Office
RCCC	Regional Communities Consultative Council
SAFECOM	SA Fire Emergency Services Commission
SAHT	The South Australian Housing Trust
SAMEAC	South Australian Multicultural and Ethnic Affairs Commission
SAMFS	SA Metropolitan Fire Service
SAPOL	South Australia Police
SES	State Emergency Service
SIR	Skilled Independent Regional VISA
SME	Small to Medium Enterprises
STTARS	Survivors of Torture and Trauma South Australia
TAFE	Technical and Further Education
TPV	Temporary Protection Visa
VET	Vocational Education and Training
VFWA	Voluntary Flexible Working Arrangements
WES	Workplace Education Services
WIS	Women's Information Service
YACSA	Youth Affairs Council of South Australia