



AUSTRALIAN CAPITAL TERRITORY

Multicultural Strategy

2010-2013

DO YOU NEED HELP WITH READING THIS PUBLICATION?

The ACT Government is committed to making its information, services, events and venues accessible to as many people as possible.

A glossary of the terms and abbreviations used in this document are available at **Appendix A**.

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format – such as large print or audio – please telephone (02) 6205 0619.

If English is not your first language and you require the Translating and Interpreting Services, please telephone 131 450.

The National Relay Service provides telephone relay services for people who are deaf or have a hearing or speech impairment.

- Type & Read, Type & Listen, or Speak & Read: 133 677
- Speak & Listen (speech-to-speech relay): 1300 555 727
- Internet Relay Call: www.relayservice.com.au
- Call the National Relay Service and ask to be connected to the ACT Office of Multicultural Affairs on (02) 6207 0555.

Contents

DO YOU NEED HELP WITH READING THIS PUBLICATION?	2
MESSAGE FROM THE MINISTER	5
ACKNOWLEDGEMENT OF COUNTRY.....	7
VISION	8
CANBERRA - A MULTICULTURAL CITY	9
STRENGTHENING MULTICULTURAL CANBERRA	12
ACHIEVEMENTS IN MULTICULTURAL AFFAIRS.....	15
WHAT WILL WE FOCUS ON?	19
ACCOUNTABILITY AND REPORTING	22
IMPLEMENTATION PLAN.....	23
FOCUS AREA 1: LANGUAGES.....	24
FOCUS AREA 2: CHILDREN AND YOUNG PEOPLE	30
FOCUS AREA 3: OLDER PEOPLE AND AGED CARE	36
FOCUS AREA 4: WOMEN	40
FOCUS AREA 5: REFUGEES, ASYLUM SEEKERS AND HUMANITARIAN ENTRANTS	44

FOCUS AREA 6: INTERCULTURAL HARMONY AND RELIGIOUS ACCEPTANCE 48

Appendix A: Glossary of Terms 52

Appendix B: Report on actions from the Multicultural Strategy 2006-2009 54

Appendix C: Information on refugees and asylum seekers 61

MESSAGE FROM THE MINISTER

Welcome to the new *ACT Multicultural Strategy 2010-2013*.

Created and debated by hundreds of individuals representing our city's diverse population, the *Strategy* is a vibrant and innovative plan that will lead our community into the new decade.

As we all know, the Canberra community is a welcoming one and I am so proud that the many cultures, languages and religions represented in the territory are thriving in such a harmonious way.

This new *Strategy* will only enhance that.

It is the product of a comprehensive consultation process which brought together voices from all corners of the capital.

Borne out of the Multicultural Summit in August 2008 and subsequent community consultations, it is a continuation of the *ACT Multicultural Strategy 2006-2009*.

The new four-year plan will continue to embrace all first, second and subsequent generations of Canberrans who have multicultural backgrounds.

In developing the *Strategy*, not only have we listened to the community, but we have acted on suggestions put forward.

An example is our response to improve accountability on the ACT Government's approach to multicultural affairs.

I have committed to publishing annual reports against the key performance indicators specified in the *Strategy* and I am confident that a great deal will be achieved through its implementation.

Over the next four years we can anticipate Canberra cementing its place as a recognised leader in multicultural affairs, a place known for providing real opportunities for people to reach their potential, fully participate and share the benefits of our multicultural way of life.

I firmly believe the *ACT Multicultural Strategy 2010-2013* will set the direction for our community to work together to continue to nurture and enhance the lifestyle that we all enjoy here in the ACT, and from which we all benefit.

Joy Burch MLA
Minister for Multicultural Affairs
December 2009

ACKNOWLEDGEMENT OF COUNTRY

The Australian Capital Territory is Ngunnawal country.

The ACT Government acknowledges the Ngunnawal people as the traditional custodians of the Canberra region. The region was also an important meeting place and significant to other Aboriginal groups.

The ACT Government acknowledges the historical dispossession and its continuing legacy for Aboriginal and Torres Strait Islander peoples and also acknowledges their vital contribution to the ACT community.

VISION

**That the Australian Capital Territory is
recognised as a leader in multicultural affairs and human rights.**

CANBERRA - A MULTICULTURAL CITY

The Canberra community is fortunate in that it is both enriched and strengthened by its diverse and multicultural population.

In celebrating a multicultural city, we need to acknowledge the traditional custodians of the land upon which we live.

The original owners have contributed to our region for over 20,000 years and we need to acknowledge this ongoing contribution to Canberra and its region. We need also to pay our respects to their elders past and present.

The very nature of our multicultural Canberra was created on the foundation of the gentle and inclusive nature of Aboriginal and Torres Strait Islander people. The vision of this *Strategy* is inclusive of all people, including Aboriginal and Torres Strait Islander people. The ACT Government is committed to implementing the Aboriginal and Torres Strait Islander service delivery framework, which will assist ACT Government agencies to *Close the Gap* on Indigenous Disadvantage.

MULTICULTURAL SNAPSHOT

The demographics of the ACT's population make it, by definition, a multicultural community.

Figures in the table below highlight Canberra as a unique multicultural city.¹

¹ Statistics from ABS 2006 Census except for information on Humanitarian Entrants, International Students, Diplomatic Community and the ACT Public Service

	About us
ACT Population	<ul style="list-style-type: none"> • Canberrans come from over 200 different countries • Approximately 22 per cent of the ACT population were born overseas • The ACT community includes diplomatic representation from 94 countries • Approximately 4,000 people living in the ACT identified themselves as Aboriginal or Torres Strait Islander, with just over 36 per cent of this population being children under the age of 14 years
Languages	<ul style="list-style-type: none"> • 14 per cent of the population speaks a language other than English • There are approximately 170 languages spoken in the ACT region • Around 2 per cent of the population does not speak English well, or at all
Children and Young People	<ul style="list-style-type: none"> • Approximately 10 per cent of 0-24 year olds were born overseas • 35 per cent of 0-24 year olds have at least one parent born overseas
Older People and Aged Care	<ul style="list-style-type: none"> • Approximately 17 per cent of Canberrans aged 65 years and over were born overseas • The main countries of birth and languages spoken at home for these individuals are: Italy (900 people), Germany (680 people) and Croatia (510 people)² • 14 per cent of people in retirement accommodation have at least one parent born overseas
Women	<ul style="list-style-type: none"> • 22 per cent of ACT women were born overseas • 41 per cent of ACT women have at least one parent born overseas
Refugees, Asylum Seekers and Humanitarian Entrants	<ul style="list-style-type: none"> • The ten foremost places of birth for humanitarian arrivals are: Sudan, Former Yugoslavia, Bosnia and Herzegovina, Afghanistan, Iraq, Vietnam, China, Burma, Croatia and Myanmar³
Intercultural Harmony and Religious Acceptance	<ul style="list-style-type: none"> • Approximately 60 per cent of Canberrans identify as having a religious affiliation • The most common ACT faith communities include Christianity (195,000 people), Buddhism (7,000 people), Islam (4,000 people), Hinduism (3,000 people), Judaism (500 people) and other religions (2,000 people)

² Data sourced from ACT Health; Cultural Diversity in the ACT and Australia: An ACT Health presentation (source: ABS, Census of Population and Housing, 2006) 2008.

³ Data sourced from DIAC's Citizenship Settlement Database 2009. DIAC obtained this data via the country named on clients' passports. This data does not reflect country name changes. Hence Burma and Myanmar are listed separately.

	About us
International Students	<ul style="list-style-type: none"> • There are 7,314 overseas born students enrolled in ACT educational institutions⁴ • There are 920 international students taking intensive English language courses • 1,000 international students are in vocational education and training courses • 4,400 international students are enrolled in higher education courses
Diplomatic Community	<ul style="list-style-type: none"> • The presence of the diplomatic community – which currently has representation from 94 countries in Canberra is unique amongst Australian jurisdictions. • The active nature of the diplomatic community has assisted in creating an understanding and appreciation of different cultures in the broader Canberra community.
ACT Public Service	<ul style="list-style-type: none"> • 11 per cent of ACT government employees identify as having a first language other than English⁵ • Of these almost 60 per cent are permanent full-time employees • Almost 50 per cent of these employees have a tenure of greater than 5 years

⁴ Data provided by ACT Department of Education and Training, 2009

⁵ ACT Public Service Workforce Profile 2007-08

STRENGTHENING MULTICULTURAL CANBERRA

The ACT is strengthened when people of multicultural backgrounds have equal access to opportunities for social, economic and political inclusion. This is achieved through protective laws, enabling policies and community connectedness.

PROTECTIVE LAWS

The *Human Rights Act 2004* (ACT) and the *Discrimination Act 1991* (ACT) are key protective laws. These laws provide rights for all Canberrans.

Within the law, in the ACT all individuals have the right to:

- participate and contribute socially, culturally and economically;
- equitable access to quality ACT Government services and programs; and
- practice and maintain faith, language and cultural heritage.

With these rights come individual responsibilities, which include:

- accepting the rights of others;
- respecting the languages, faith and cultural expression of others; and
- protecting the privacy of others.

ENABLING POLICIES

There is a whole-of-government commitment to implementing policies that will provide a better future for all Canberrans.

ACT Government policies embrace, amongst other themes, the concept of having a community which is socially inclusive. Key policies are:

The Canberra Plan, Towards our Second Century recognises the importance of our multicultural community. For example, part of its vision is for “an inclusive community that supports its vulnerable and enables all to reach their potential” and that Canberra is a community which is “safe, inclusive and respectful.”

Building Our Community – The Canberra Social Plan is an expression of the ACT Government's vision that Canberra is a place where “all people reach their potential, make a contribution and share the benefits of our community.”

The Social Compact (2004). The *Social Compact* complements the *Social Plan* and is a statement which sets out the relationship between government and community sectors. It establishes a vision of an inclusive community that enables all people to participate and lead purposeful lives - a community that is concerned with the common good as well as the rights and achievements of individuals.

Your Guide to Engaging with the Community (2005) and *Citizen Centred Governance* (2008) outline the ACT Government's commitment to better incorporate community engagement into priority and direction setting, service delivery and accountability.

COMMUNITY CONNECTEDNESS

Government policies alone do not alter the status quo. The ACT community took a lead in the development of this *Strategy* and will be central to its successful implementation through ongoing engagement and open dialogue with each other. Systemic improvements in leadership and governance, capacity building and access and equity require a united and sustained effort.

Canberrans are encouraged to participate in planning, decision making and reviews of services. This may be through formal or informal channels such as feedback and complaint mechanisms at agency level or via the ACT Human Rights Commission. It may be through participation on committees and working groups or attendance at community forums.

To facilitate community connectedness, agencies are requested to ensure that interpreters are available on request, to utilise electronic communication techniques and existing multicultural networks. Through this and leadership by the business and community sectors the ACT will be widely recognised as a leader in supporting human rights and multicultural affairs.



ACHIEVEMENTS IN MULTICULTURAL AFFAIRS

The *ACT Multicultural Strategy 2010 – 2013* builds on the initial *Multicultural Strategy* which was released in 2006. The former *Strategy* was based on community opinion received from a series of multicultural community forums and a Multicultural Summit hosted by the then Minister for Multicultural Affairs, Mr John Hargreaves MLA.

The key focus areas during 2006 – 2009 were:

- human rights
- access and equity
- ageing and aged care issues
- cultural and religious acceptance
- language policy
- leadership and governance
- migration of parents
- settlement services for newly arrived migrants
- terrorism
- young people.

This section of the document outlines some of the key achievements in multicultural affairs. A full list of ACT Government initiatives can be found at **Appendix B**.

ACHIEVEMENTS THROUGH PROTECTIVE LAWS

The *Human Rights Act 2004* (ACT) is the first Bill of Rights in Australia. The ACT Government continues to support educational programs and will continue to advocate for the introduction of a National Human Rights Act.

From 1 January 2009, the *Human Rights Act* was changed to place specific obligations on public authorities such as government agencies and some contractors and community groups (which receive ACT Government funding to deliver services on behalf of the ACT government) to ensure that they act and make decisions according to the ACT human rights laws. Community groups can 'opt-in' as human rights abiding organisations. Making this choice will support the Vision of the *Strategy*.

Human rights of particular relevance to multicultural community which are protected under the *Human Rights Act* include:

- recognition and equality before the law
- protection of privacy and reputation
- freedom of thought, conscience, religion and belief
- freedom of peaceful assembly and association
- freedom of expression
- right to participate in public life
- rights of minorities.

ACHIEVEMENTS THROUGH ENABLING POLICIES

ACT Government agencies responded to new laws and the previous *Strategy* by developing policy which enabled people from multicultural backgrounds better access to services:

- ACT Health introduced a policy giving Medicare ineligible asylum seekers access to public hospital care in the ACT;
- ACT Department of Education and Training Curriculum requirements policy P-10 required that all students in years 3-8 learn a second language;
- Cross-cultural awareness training was made mandatory for staff and new recruits of ACT Corrective Services.

Facing Up to Racism: a strategic plan addressing racism and unfair discrimination 2004 – 2008 was the cornerstone of action to counteract racism and human rights concerns. The key principles of *Facing up to Racism* were: respect; fairness; inclusiveness and multiculturalism. All ACT Government agencies reported against key actions outlined in the plan through a report card every two years. Report cards were produced in 2006 and 2008, which highlighted various initiatives undertaken by ACT Government agencies.⁶

ACHIEVEMENTS THROUGH COMMUNITY CONNECTEDNESS

- The Canberra Multicultural Community Forum (CMCF) was established in 2006 to support good governance and leadership. The CMCF provides a voice for the multicultural community through advocacy and referral services for about 80 local cultural community groups.
- Advisory and consultative committees: ACT Muslim Advisory Council; and the Refugee, Asylum Seeker and Humanitarian Committee (RASH) have been established to provide support to Canberra's new and emerging communities.
- The opening of Theo Notaras Multicultural Centre, which now provides accommodation for representative groups from six peak bodies and 27 community organisations.
- Multicultural Youth Forum in 2007, comprising more than 120 delegates from multicultural communities in the ACT.
- Community forums held with various multicultural communities and the Minister for Multicultural Affairs.

⁶ Facing up to Racism: a strategic plan addressing racism and unfair discrimination 2004 – 2008. Report Card 2008.

- Multicultural Summit in 2008, comprising more than 400 participants discussing key issues of importance to the community, and playing an active role in policy development.
- National Multicultural Festivals 2006, 2007, 2008 and 2009—showcasing multicultural heritage and creative talent of our local communities.
- The Work Experience and Support Program, supported 210 people from multicultural backgrounds to improve their workplace skills and confidence.
- Funding available under the Multicultural Grants, Community Languages Grants Program and the Multicultural Radio Grants Program increased by 20 per cent.

WHAT WILL WE FOCUS ON?

Consultations with the community identified six focus areas to be addressed over the next four years:

- Languages
- Children and Young People
- Older People and Aged Care
- Women
- Refugees, Asylum Seekers and Humanitarian Entrants
- Intercultural Harmony and Religious Acceptance.

Focus Area	Objectives	Key Performance Indicators
Languages	To provide opportunities for all Canberrans to value, acquire, utilise and maintain language skills for the benefit of the broader community.	<ul style="list-style-type: none"> • An ACT whole-of-government language policy for the is developed and implemented by 2012 (OMA, DHCS) • All year 3 – 8 students at ACT Government schools study a language other than English by 2011(DET)

Focus Area	Objectives	Key Performance Indicators
	To ensure that services and programs are accessible to all Canberrans who do not speak the English language well or not at all.	<ul style="list-style-type: none"> • 100 percent of ACT Government publications⁷ include ‘accessibility block’ information. That is, information in alternative formats such as other languages (All agencies) • Number of direct interpreter events by language (Cantonese, Mandarin, Croatian, Bosnian, Serbian, Spanish and Vietnamese) undertaken at the Migrant Health Services (ACT Health)
Children and Young People	To provide children and young people of multicultural backgrounds with access age appropriate support services.	<ul style="list-style-type: none"> • Number of young people from multicultural backgrounds who participated in community consultation regarding age appropriate support services (DHCS, OCYFS)
	To enhance social participation of young people from a multicultural background.	<ul style="list-style-type: none"> • Number of promotions of services for children and young people from multicultural backgrounds (DHCS, OCYFS)
	To improve access to services which support the mental health children and young people of multicultural backgrounds	<ul style="list-style-type: none"> • Number of young people born in countries other than Australia accessing Mental Health ACT Child and Youth Mental Health Services (ACT Health)

⁷ Notionally applies to printed ACT Government publications which have

- more than one print run;
- greater than 1000 copies produced; and
- currency of greater than 3 months.

To be agreed in the proposed ACT Language policy.

Focus Area	Objectives	Key Performance Indicators
Older People and Aged Care	To optimise the positive ageing of older people from multicultural backgrounds by increasing recreational activities and opportunities for participation in community life including the provision of appropriate resources.	<ul style="list-style-type: none"> • Number of ways in which Seniors Grants have been promoted to older people of multicultural background (OfA, DHCS) • Number of training sessions provided through the Aged Care Rehabilitation Services (ACT Health)
	Support older people from multicultural backgrounds to achieve a positive sense of mental health and wellbeing.	<ul style="list-style-type: none"> • Number of groups for multicultural older people utilizing the Theo Notaras Multicultural Centre (DHCS, OMA)
Women	To increase representation and recognition of multicultural women on boards, in leadership positions and in the workforce.	<ul style="list-style-type: none"> • Number of women from multicultural backgrounds registered with Register of Multicultural Advisors (ROMA) (DHCS, OMA)
	To provide and promote resources which meet the needs of women from multicultural backgrounds.	<ul style="list-style-type: none"> • Number of women from multicultural backgrounds attending WIRC sessions (DHCS, OfW) • Proportion of women from multicultural backgrounds accessing crisis accommodation services (DHCS, Housing ACT)
	Address the health needs of women from multicultural backgrounds.	<ul style="list-style-type: none"> • Number of women born in countries other than Australia attending programs developed or adapted to help meet the mental health needs of women from multicultural backgrounds. (ACT Health) • Proportion of clients attending 'Well Women's Checks' at the Women's Health Service from multicultural backgrounds. (ACT Health) • Percentage of women with multicultural backgrounds in the 'BreastScreen' program. (ACT Health)
Refugees, Asylum Seekers and Humanitarian Entrants	Identify issues that are important to addressing the needs of refugees and asylum seekers	<ul style="list-style-type: none"> • Coordinate a minimum of four meetings per year in which refugee, asylum seekers and other human entrant issues can be raised (DHCS, OMA)

Focus Area	Objectives	Key Performance Indicators
	Develop and distribute resources to meet the needs of refugees and asylum seekers	<ul style="list-style-type: none"> Number of bed nights provided through the Refugee Transitional Housing Program (DHCS, HousingACT)
	Increase participation in education, social activities and employment by humanitarian entrants.	<ul style="list-style-type: none"> Participation in the Work Experience and Support Program by eligible humanitarian entrants (DHCS, OMA)
	To provide access to health and wellbeing services which meet the needs of humanitarian entrants.	<ul style="list-style-type: none"> Develop data sets to record the number of consultations provided by ACT public hospital services by 2011(ACT Health).
Intercultural Harmony and Faith	To provide opportunities to showcase, celebrate and increase community understanding about the cultural diversity of Canberra.	<ul style="list-style-type: none"> Increase community satisfaction (survey conducted annually with attendees, stall holders and other participants) with the National Multicultural Festival (DHCS, OMA)
	Increase the capacity of the multicultural community sector.	<ul style="list-style-type: none"> Number of ACT Government staff attending cross-cultural training to assist with the culturally appropriate delivery of services and programs (All Agencies)

ACCOUNTABILITY AND REPORTING

In order to keep the *Strategy* alive and relevant, ACT Government agencies will report against actions and Key Performance Indicators in this *Strategy* at the end of each financial year. This progress report will be tabled in the ACT Legislative Assembly.

The progress reports may also provide contextual information; provide guidance for ongoing development and direction of this *Strategy*; or to capture additional activities agreed to or undertaken by the ACT Government.

IMPLEMENTATION PLAN

AUSTRALIAN CAPITAL TERRITORY

Multicultural Strategy

2010-2013

FOCUS AREA 1: LANGUAGES

Introduction

It is an asset for the ACT when people have the ability to speak more than one language. Such language skills contribute to the maintenance of cultural understanding and identity. Languages broaden individual opportunity, foster diversity and contribute to a vibrant community.

Encouraging language skills upholds a key component of the 'Rights of minorities' outlined in Section 27 of the *Human Rights Act 2004* (ACT), which requires that persons of linguistic minorities have the right to use his or her language. The *Human Rights Act 2004* (ACT) also places obligations on public authorities to ensure equitable access to, and fair treatment for people in the ACT regardless of their language skills or cultural background.

Languages also play a significant role in making access to services equitable for all people through the translation and interpretation of information. As such, interpreters and translators have a key role to play in using languages to benefit the broader community.⁸ Using interpreters and translators ensures that service delivery is responsive and of a high quality.

In addressing the principles of access and equity, the ACT Government also recognises that it is important for Canberrans who do not speak English well or at all to have opportunities to learn English.

⁸ An interpreter is a person who conveys an oral message or statement from one language into another language. A translator is a person who makes a written transfer of a message or statement from one language into another language.

Objectives

- To provide opportunities for all Canberrans to value, acquire, utilise and maintain language skills for the benefit of the community.
- To ensure that services and programs are accessible to all Canberrans who do not speak the English language well or at all.

Objective	Actions	Lead agencies
<p>To provide opportunities for all Canberrans to value, acquire, utilise and maintain language skills for the economic and social benefit of the community.</p>	<ul style="list-style-type: none"> • Develop a whole of government language policy for the ACT. 	DHCS (OMA)
	<ul style="list-style-type: none"> • Use the National Multicultural Festival to promote languages. 	DHCS (OMA)
	<ul style="list-style-type: none"> • Develop and strengthen partnerships with tertiary institutions, Diplomatic Missions and other community organisations involved in the teaching of languages. 	DHCS (OMA)
	<ul style="list-style-type: none"> • Support community radio stations which broadcast in languages other than English in the ACT through the Multicultural Radio Grants Program 	DHCS (OMA)
	<ul style="list-style-type: none"> • Liaise with local universities to offer courses to up-skill teachers delivering languages programs in ACT public primary schools. 	DET
	<ul style="list-style-type: none"> • Investigate provision of a range of staffing and resourcing models to assist students to continue studying the same language in ACT public primary and high schools. 	DET
	<ul style="list-style-type: none"> • Continue to provide courses in languages other than English through the Canberra Institute of Technology (CIT). 	CIT
	<ul style="list-style-type: none"> • Provide funding to strengthen the capacity of the ACT Ethnic Schools Association to build the quality of community language schools in the ACT. 	DET
	<ul style="list-style-type: none"> • Provide resource support direct to ACT community language schools through the 	

Objective	Actions	Lead agencies
	<p>ACT Multicultural Community Language Grants.</p> <ul style="list-style-type: none"> • Continue to operate the Introductory English Centres in ACT Public Schools. • Continue to support the teaching of English as a Second Language (ESL) in ACT Public Schools. • Continue to provide the opportunity to access childcare to humanitarian entrants undertaking English lessons at CIT. • Provide opportunities for ACT Government employees who wish to improve their English language skills to have access to appropriate support in the workplace. • Promote the continuing development of multilingual skills to maximise the economic benefits for individuals and the whole community. 	<p>DHCS (OMA)</p> <p>DET</p> <p>DET</p> <p>CIT</p> <p>All agencies</p> <p>All agencies</p>
<p>To ensure that services, programs and resources which are accessible to Canberrans who do not speak or write the English language well or at all.</p>	<ul style="list-style-type: none"> • Enhance access to information for people who live with disability from multicultural backgrounds • Continue to develop and undertake effective teacher retention strategies in ACT Public Schools to assist with the teaching of other languages. • Provide targeted programs of professional development and web-based teaching support resources for language teachers in ACT public schools. • Network with local, national and international educators of modern languages to 	<p>DHCS (Disability ACT)</p> <p>DET</p> <p>DET</p> <p>DET</p>

Objective	Actions	Lead agencies
	<p>ensure best practices in ACT public schools.</p> <ul style="list-style-type: none"> • Facilitate access to accredited interpreters when delivering services to people who do not speak English well or at all. • Continue to provide free and confidential interpreters for Bosnian, Croatian, Serbian, Cantonese, Mandarin, Spanish and Vietnamese speaking people. • Provide translated information about key services and programs, as well as providing information in alternative formats such as large print or audio. • Promote and distribute, in partnership with DIAC, 'I need an interpreter' card through ACT Government agencies and key locations, such as ACT Government Shopfronts. • The Emergency Services Agency will work with multicultural communities, including the Canberra Multicultural Community Forum, to establish a database of contact information for the provision of warning information or advice about any impending or current major emergency in the ACT. • Ensure all ACT Government agencies inform Office of Multicultural Affairs of information which has been translated • Invite community organisations to make relevant publications that have been translated available at the Theo Notaras Multicultural Centre. • All agencies will provide the Office of Multicultural Affairs with details of public 	<p>All agencies</p> <p>ACT Health (Migrant Health)</p> <p>All agencies</p> <p>DHCS (OMA)</p> <p>JACS (ESA)</p> <p>All agencies</p> <p>DHCS (OMA)</p> <p>All agencies</p>

Objective	Actions	Lead agencies
	information they have had translated, so that a knowledge bank can be established.	

Key Performance Indicators

Keys outcomes which will demonstrate an acceptable level of progress towards meeting the objectives in this Focus Area are:

Providing opportunities for all Canberrans to value, acquire, utilise and maintain language skills for the benefit of the community.

- An ACT whole-of-government language policy for the ACT is developed and implemented by 2012 (OMA, DHCS)
- All year 3 - 8 students at ACT Government schools study a language other than English by 2011 (DET)

Ensuring that services, programs and resources are accessible to Canberrans who do not speak or write the English language well or at all.

- 100 percent of ACT Government publications⁹ include ‘accessibility block’ information. That is, information in alternative formats such as other languages (All agencies)
- Number of direct interpreter events by language (Cantonese, Mandarin, Croatian, Bosnian, Serbian, Spanish and Vietnamese) undertaken at the Migrant Health Services (ACT Health)

⁹ Notionally applies to printed ACT Government publications which have

- more than one print run;
- greater than 1000 copies produced; and
- currency of greater than 3 months.

To be agreed in the proposed ACT Language policy.

FOCUS AREA 2: CHILDREN AND YOUNG PEOPLE

This section of the *ACT Multicultural Strategy 2010-2013* should be read in conjunction with the *ACT Children's Plan* and the *ACT Young People's Plan*.¹⁰ The *ACT Children's Plan* guides decisions by government and community sectors about policies, programs and services for children up to 12 years of age. The *ACT Young People's Plan* targets people aged 12 to 25 years, and provides a flexible and responsive context to support improved outcomes for young people.

The ACT's *Future Directions: Towards Challenge 2014*, is a plan inclusive of multicultural children and young people. It commits the ACT Government to: implement the ACT Government Policy Framework for Children and Young People with a Disability and their Families including implementing the ACT Government response to the Special Education Review; preparing curriculum support material and trialling a Youth Civics Program to raise student awareness of the needs of people with disability.

Introduction

The *Human Rights Act 2004*, Section 11 (2) asserts that children have the right to protection because they are children and that they should be afforded this right without distinction or discrimination of any kind.

Providing a safe environment for children is paramount for our community. Children and young people¹¹ - including those from multicultural backgrounds - must be protected and nurtured because of their age and vulnerability, and because they are the future members and leaders of our community.¹²

¹⁰ See: <http://www.dhcs.act.gov.au/ocyfs/publications>

¹¹ The *Children and Young People Act 2008* defines 'child' as 'a person who is under 12 years old' (Section 11) and a 'young person' as 'a person who is 12 years old or older, but not yet an adult' (Section 12). The ACT youth sector considers a child a person who is aged under 12 years and a young person aged 12 – 25 years.

The ACT Government is pursuing a process for making Canberra a *Child-Friendly City*. The concept of *Child-Friendly Cities* is linked to the *United Nations Convention on the Rights of the Child (Convention)*, of which Australia is a signatory. Being a ‘Child-Friendly City’ is about making a commitment to children’s rights and participation in the community and having a plan to progress this commitment.

Developing Canberra into a truly Child-Friendly City will have enormous benefits for children and young people from multicultural backgrounds.¹³ Community consultation for the *ACT Multicultural Strategy 2010 - 2013* showed that key issues faced by multicultural young people were in the areas of health (particularly mental health), consumer protection, legal awareness, homelessness, education, intergenerational conflict and cultural understanding. These factors can lead to social isolation children and young people of multicultural background.

Objectives

- To provide children and young people of multicultural backgrounds with access age appropriate support services
- To enhance social participation of young people from a multicultural background
- To improve access to services which support the mental health of children and young people of multicultural backgrounds

Objective	Actions	Lead agencies
Age appropriate services are accessible to children and young people from multicultural backgrounds	<ul style="list-style-type: none"> • Appropriately consult with children and young people of multicultural backgrounds, including from humanitarian backgrounds, through existing mechanisms, in relation to development of policies and programs that will affect them. 	DHCS (OCYFS)

¹² See also the *United Nations Convention on the Rights of the Child* and its general comments, particularly Article 10 which relates to the right of the child to be in the same country as his or her parents, Article 12 which states that children and young people should be listened to and their views seriously considered and Article 30 which relates to the right of the child ‘to enjoy his or her culture, to profess and practise his or her own religion, or to use his or her language’.

¹³ The Centre for Multicultural Youth (2008). *National Multicultural Youth Advocacy Network (NMYAN) Multicultural Youth Briefing Paper*. Melbourne; Victoria.

Objective	Actions	Lead agencies
	<ul style="list-style-type: none"> • Review existing internal funding allocation arrangements for youth and family services • Provide support to youth centres to meet the needs of young people from multicultural backgrounds, highlighting provision of drop-in centres and opportunities for young people to freely access the <i>Road Ready</i> course. • Promote opportunities for young people from multicultural backgrounds to obtain driving skills, including through Youth InterACT; youth centres; and Catholic Care (formerly Centacare) • Continue to enhance services which provide support, information and assistance for young people who are experiencing emotional or mental health stressors. • Work in partnership with community organisations to provide housing for young people experiencing homelessness. • Promote the Child and Family Centres to the multicultural community sector. 	<p>DHCS (OCYFS)</p> <p>DHCS (OCYFS)</p> <p>DHCS (OMA)</p> <p>ACT Health (Mental Health ACT & DHCS (OCYFS)</p> <p>DHCS (Housing ACT)</p> <p>DHCS (OCYFS)</p>

Objective	Actions	Lead agencies
Enhance social participation of young people from a multicultural background	<ul style="list-style-type: none"> • Enhance participation for young people from multicultural backgrounds during annual Youth Week and associated community events. • Ensure relevant representation of children and young people from multicultural backgrounds on panels, committees and other advisory roles. • Continue to provide opportunities for young people from multicultural backgrounds to access the arts through the art programs and services offered by ACT Key Arts Organisations. 	DHCS (OMA and OCYFS) DHCS (OCYFS) CMD (artsACT)

Objective	Actions	Lead agencies
<p>Improve access to services which support the mental health of multicultural children and young people</p>	<ul style="list-style-type: none"> • Advocate for young people who have multicultural backgrounds to have a voice through the ACT Transcultural Mental Health Network. • Develop and deliver a broad-based, age appropriate social marketing campaign which takes an integrated approach to promoting mental and physical health and well being • Increase information provision, including translated documents for children, young people and their families from multicultural backgrounds about mental health services. • Consider ways to support progress of the <i>headspace ACT</i> program and its integration with CAMHS and adult mental health services as a way to improve early intervention for youth with multicultural backgrounds. • Investigate mechanisms to train those working with young people in the detection and identification of anxiety disorders and post traumatic stress disorders • Extend services for young people to include the pilot of <i>Stepping out of the Shadows</i> services and a dedicated inpatient unit. 	<p>ACT Health (Mental Health ACT) ACT Health</p> <p>ACT Health (Mental Health ACT)</p>

Key Performance Indicators

Keys outcomes which will demonstrate an acceptable level of progress towards meeting the objectives in this Focus Area are:

To provide children and young people of multicultural backgrounds with access to age appropriate support services

- Number of young people from multicultural backgrounds who participated in community consultation regarding age appropriate support services (DHCS, OCYFS)

Enhance social participation of young people from a multicultural background.

- Number of promotions of services for children and young people from multicultural backgrounds (DHCS ,OCYFS)

Improve access to services which support the mental health of children and young people of multicultural background.

- Number of young people born in countries other than Australia accessing Mental Health ACT Child and Youth Mental Health Services (ACT Health)

FOCUS AREA 3: OLDER PEOPLE AND AGED CARE

This section of the *ACT Multicultural Strategy 2010-2013* should be read in conjunction with the *ACT Strategic Plan for Positive Ageing*¹⁴. This *Plan* is set within a framework of social inclusion and aims to provide a blueprint for a coordinated approach across the ACT Government and the community to support positive ageing for Canberrans. This will nurture a community where older people are respected, valued and supported to actively participate.

Introduction

Older people from multicultural backgrounds can experience particular barriers, such as social isolation, difficulty accessing government services and the cultural appropriateness of services.¹⁵ These findings mirror the main concerns raised at the 2008 Multicultural Summit and during subsequent community consultation on the *ACT Multicultural Strategy 2010 -2013*.

Objectives

- To optimise the positive ageing of older people from multicultural backgrounds by increasing recreational activities and opportunities for participation in community life including the provision of appropriate resources.
- Support older people from multicultural backgrounds to achieve a positive sense of mental health and wellbeing.

Objective	Actions	Lead agencies
Supporting older people from multicultural backgrounds to participate in recreational activities and opportunities to participate	<ul style="list-style-type: none"> • Support family connectedness by providing relevant information, programs and activities. • Promote the ACT Seniors Grants to enable organisations to promote social 	<p>All agencies</p> <p>DHCS (OfA)</p>

¹⁴ See: <http://www.dhcs.act.gov.au/wac/ageing>

¹⁵ Cultural & Indigenous Research Centre Australia (2009). *Department of Disability, Housing and Community Services: Comparative social isolation amongst older people in the ACT: Final Report*. Sydney; New South Wales.

Objective	Actions	Lead agencies
<p>in community life including the provision of appropriate resources</p>	<p>inclusion.</p> <ul style="list-style-type: none"> • Consult with multicultural groups through existing mechanisms in the design of services and programs for multicultural seniors. • Continue to provide and promote an ACT regional mini bus service to improve the community engagement of people - including members of the multicultural community - experiencing social isolation as a result of a lack of transport options. • Continue to provide funding for crisis accommodations services for older people and ensure they are accessible to older people from the multicultural community. • Implement the Recommendations of the Steering Committee of the Affordable Housing Taskforce, relating to accommodations for older people. • Continue to cater for the educational needs of older people from multicultural backgrounds through adult and community, vocational and higher education. • Continue to translate key ACT Government information about its services for older people. • Promote the use of interpreter services to seniors to assist seniors who have reverted to their original language • Continue to educate/raise the awareness of service providers of the barriers and issues of multicultural community in accessing aged care services. 	<p>All agencies</p> <p>DHCS</p> <p>DHCS (Housing ACT)</p> <p>DHCS (Housing ACT)</p> <p>DET</p> <p>All agencies</p> <p>DHCS (OfA)</p> <p>ACT Health (Aged Care Assessment and Liaison Unit)</p>

Objective	Actions	Lead agencies
	<ul style="list-style-type: none"> • Continue to educate/raise awareness of service providers of the special needs of the multicultural communities who had been through torture and trauma • Ensure that key ACT government health information that is translated also exists in audio format 	<p>ACT Health (Aged Care Assessment and Liaison Unit)</p> <p>ACT Health (Aged Care Assessment and Liaison Unit)</p>
<p>Support older people from multicultural backgrounds to achieve a positive sense of mental health and wellbeing</p>	<ul style="list-style-type: none"> • Advocate for older people from multicultural backgrounds to have a voice through the ACT Transcultural Mental Health Network • Increase information provision, including translated documents, to older people from multicultural backgrounds about mental health services. • Develop and deliver a broad-based social marketing campaign which takes an integrated approach to promoting mental and physical health and well being. • Increase the availability of training on mental health literacy to multicultural communities. • Embed the consultation and liaison role of the MHACT Transcultural Mental Health Liaison and Community Development Officer within the Mental Health sector • Continue to provide space for multicultural older people to conduct activities at 	<p>ACT Health (Mental Health ACT)</p> <p>ACT Health (Mental Health ACT)</p> <p>ACT Health (Mental Health ACT)</p> <p>ACT Health (Mental Health)</p> <p>ACT Health (Mental Health)</p> <p>DHCS (OMA)</p>

Objective	Actions	Lead agencies
	the Theo Notaras Multicultural Centre	

Key Performance Indicators

Keys outcomes which will demonstrate an acceptable level of progress towards meeting the objectives in this Focus Area are:

To optimise opportunities for the positive ageing of older people from multicultural backgrounds by increasing opportunities for participation in community life including the provision of resources.

- Number of ways in which Seniors Grants have been promoted older people from multicultural backgrounds (OfA, DHCS)
- Number of training sessions provided through the Aged Care Rehabilitation Services (ACT Health)

Support older people from multicultural backgrounds to achieve a positive sense of mental health and wellbeing.

- Number of groups for multicultural older people utilizing the Theo Notaras Multicultural Centre (DHCS,OMA)

FOCUS AREA 4: WOMEN

This section of the *ACT Multicultural Strategy 2010-2013* should be read in conjunction with the *ACT Women's Plan*.¹⁶ This *Plan* promotes the ACT Government's vision for women in the ACT to reach their potential, be recognised for their contribution and to share in the benefits of our community. The ACT Government is committed to valuing and investing in women and promoting and safeguarding the freedoms necessary for all women and girls to live lives of dignity. The *Plan* provides a framework that supports Government agencies and the community to better meet the needs of all women and girls.

The ACT's *Future Directions: Towards Challenge 2014*, also commits the ACT Government to enhance employment opportunities for women with disability and women who care for children with disability through implementation of the *Women's Plan* for the ACT.

Introduction

Human rights and the principles of access and equity require special attention by ACT Government agencies, as well as the community sector, when providing services and programs for women of multicultural backgrounds, particularly those who have moved to Canberra as refugees or as other humanitarian entrants.

Women of multicultural backgrounds, experience discrimination and racism, especially in the workplace¹⁷ and they experience barriers to social connectedness¹⁸ due to factors such as their mental health and wellbeing; domestic violence; limited leadership opportunities; and intercultural difficulties. Lack of English language skills is considered one of the most significant barriers for women to achieve social connectedness.¹⁹ These findings mirror the main concerns raised at the 2008 Multicultural Summit and during subsequent community consultation on the *Multicultural Strategy 2010 -2013*.

¹⁶ See: <http://www.dhcs.act.gov.au/women>

¹⁷ Submission from Women's Centre for Health Matters on draft *ACT Multicultural Strategy 2010-2013*.

¹⁸ See Brewer, B. (2009) *Culturally and Linguistically Diverse Women in the Australian Capital Territory: Enablers and Barriers to Achieving Social Connectedness*

¹⁹ Submission from Women's Centre for Health Matters on draft *ACT Multicultural Strategy 2010-2013*.

Objectives

- To increase representation and recognition of multicultural women on boards, in leadership positions and in the workforce.
- To provide and promote resources which meet the needs of women from multicultural backgrounds.
- Address the health needs of women from multicultural backgrounds.

Objective	Actions	Lead agencies
<p>To increase representation and recognition of multicultural women on boards, in leadership positions and in the workforce</p>	<ul style="list-style-type: none"> • Promote and support ACT Women’s Day Awards. • Encourage women of multicultural backgrounds to enroll on the Register of Multicultural Advisors (ROMA) • Establish a micro-credit program to empower and develop women’s potential. • Distribute relevant information for women of multicultural backgrounds on the Multicultural Community E-news Bulletin. • Continue to provide and promote the Work Experience Support Program (WESP). • Continue to provide free assessments of overseas tertiary qualifications obtained by Canberra residents through the overseas Qualifications Unit. • Provide a skills recognition service to assist people who do not hold formal qualifications. 	<p>DHCS (OMA)</p> <p>DHCS (OMA)</p> <p>DHCS (OMA,OfW)</p> <p>DHCS (OMA)</p> <p>DHCS (OMA)</p> <p>DHCS (OMA)</p> <p>CIT</p>

Objective	Actions	Lead agencies
Provide and promote resources that are available to address the social needs of women from multicultural backgrounds	<ul style="list-style-type: none"> • Continue funding for housing and homelessness service for women, ensuring they are accessible to women from the multicultural community. • Facilitate information exchange with community organisations that work directly with women from multicultural backgrounds. • Advertise and promote women’s grants and services for women on the Multicultural Community e-news Bulletin. • Ensure publications on pathways to address domestic violence are available at the Theo Notaras Multicultural Centre. • Support women of multicultural backgrounds to attend courses run by the WIRC, WCHM and others. • WIRC will undertake measures to gather data for multicultural women attending courses run by WIRC and adapt its Client Satisfaction Surveys to enable collection of data for multicultural women. 	<p>DHCS (Housing ACT)</p> <p>DHCS (OfW/OMA)</p> <p>DHCS (OMA)</p> <p>DHCS (OfW)</p> <p>DHCS (OMA)</p> <p>DHCS (OfW /WIRC)</p>
Address the health and wellbeing needs of women from multicultural backgrounds	<ul style="list-style-type: none"> • Continue to provide ‘Well Women’s Checks’ at the Women’s Health Service from multicultural backgrounds. • Continue to promote BreastScreen to women over 50 years who have multicultural backgrounds • Advocate for women from multicultural backgrounds to have a voice through the ACT Transcultural Mental Health Network. • Increase information provision, including translated documents to women from 	<p>ACT Health</p> <p>ACT Health</p> <p>ACT Health (Mental Health ACT)</p> <p>ACT Health (Mental</p>

Objective	Actions	Lead agencies
	<p data-bbox="712 256 1451 292">multicultural backgrounds about mental health services.</p> <ul data-bbox="667 323 1731 403" style="list-style-type: none"> <li data-bbox="667 323 1731 403">• Develop and deliver a broad-based social marketing campaign which takes an integrated approach to promoting mental health and well being. 	<p data-bbox="1805 256 1973 292">Health ACT)</p> <p data-bbox="1805 339 1966 375">ACT Health</p>

Key Performance Indicators

Keys outcomes which will demonstrate an acceptable level of progress towards meeting the objectives in this Focus Area are:

To increase representation and recognition of multicultural women on boards, in leadership positions and in the workforce.

- Number of women from multicultural backgrounds registered with ROMA (DHCS, OMA)

To provide and promote resources which meet the needs of women from multicultural backgrounds.

- Number of women from multicultural backgrounds attending WIRC sessions (DHCS, OfW)
- Proportion of women from multicultural backgrounds accessing crisis accommodation services (DHCS, Housing ACT)

Address the health needs of women from multicultural backgrounds.

- Number of women born in countries other than Australia attending programs developed or adapted to help meet the mental health needs of women from multicultural backgrounds. (ACT Health)
- Proportion of clients attending ‘Well Women’s Checks’ at the Women’s Health Service from multicultural backgrounds. (ACT Health)
- Percentage of women with multicultural backgrounds in the ‘BreastScreen’ program. (ACT Health)

FOCUS AREA 5: REFUGEES, ASYLUM SEEKERS AND HUMANITARIAN ENTRANTS

Introduction

Article 14.1 of the *Universal Declaration of Human Rights* states, "Everyone has the right to seek and to enjoy in other countries asylum from persecution."²⁰ This principle formed the basis of the *1951 Convention relating to the Status of Refugees*.²¹ Australia is a signatory to the *1951 Convention and the 1967 Protocol relating to the Status of Refugees*.²² Further information on the definition of refugees and asylum seekers is available at **Appendix C**.

Refugees, asylum seekers and humanitarian entrants often have significantly different life experiences leading up to their migration than other migrants. Refugees have often experienced trauma or tragedy and are forced to leave their countries of origin without having a choice about which country they settle in or when they can return to their country of origin.²³ For these reasons, the ACT Government is committed to assisting refugees, asylum seekers and humanitarian entrants access appropriate services and programs.

Objectives

- Identify issues that are important to addressing the needs of refugees and asylum seekers
- Provide resources to meet the needs of refugees and asylum seekers
- Increase participation in education, social activities and employment by humanitarian entrants
- To provide access to health and wellbeing services which meet the needs of humanitarian entrants

²⁰ See the United Nations High Commission for Refugees website, and in particular the page on Definitions and Obligations (<http://www.unhcr.org.au/basicdef.shtml#def01>)

²¹ See the United Nations High Commission for Refugees website, and in particular the page on Definitions and Obligations (<http://www.unhcr.org.au/basicdef.shtml#def01>)

²² The *1951 Convention Relating to the Status of Refugees* is available at: <http://www.unhcr.org.au/pdfs/convention.pdf>

²³ ACTCOSS Submission on the Second Draft *ACT Multicultural Strategy 2010 – 2013*.

Objective	Actions	Lead agencies
Identify issues that are important to addressing the needs of refugees, asylum seekers and humanitarian entrants	<ul style="list-style-type: none"> Continue to meet to assist with the identification of issues through the Refugee, Asylum Seeker and Humanitarian (RASH) Coordination Committee including evidenced based assessment of the needs of young people. Address actions arising from the RASH Coordination Committee. Continue to participate in the Ministerial Council on Immigration and Multicultural Affairs, and its associated Standing committee, meetings. Continue to participate at Community on Migration, Planning and Settlement Services meetings. 	<p>DHCS (OMA)</p> <p>DHCS (OMA)</p> <p>DHCS (OMA)</p> <p>DHCS (OMA)</p>
Provide resources to meet the needs of refugees and asylum seekers	<ul style="list-style-type: none"> Promote and distribute a brochure of useful settlement contact information for refugees, asylum seekers and humanitarian entrants. Promote Youth Centres to children and young people with refugee, asylum seeker and other humanitarian backgrounds. Enhance the Refugee Transitional Housing Program to support newly arrived refugees. 	<p>DHCS (OMA)</p> <p>DHCS (OCYFS)</p> <p>DHCS (Housing ACT)</p>
Increase participation in education, social activities and employment by refugees, asylum seekers and humanitarian entrants	<ul style="list-style-type: none"> Continue to provide programs for students with a refugee background Continue to provide and promote WESP to refugees. Provide free assessments of overseas tertiary qualifications obtained by Canberra residents who have refugee backgrounds or are asylum seekers 	<p>DET</p> <p>DHCS (OMA)</p> <p>DHCS (OMA)</p>

Objective		Lead agencies
	<p>through the Overseas Qualifications Unit.</p> <ul style="list-style-type: none"> • Continue to provide special English language help for children from multicultural backgrounds • CIT to continue to provide a comprehensive skills recognition service which can benefit people who lack formal qualifications. • Support initiatives by local settlement service providers that celebrate World Refugee Week. 	<p>DET</p> <p>CIT</p> <p>DHCS (OMA)</p>
<p>To provide access to health and wellbeing services which meet the needs of refugees, asylum seekers and humanitarian entrants</p>	<ul style="list-style-type: none"> • Medicare ineligible asylum seekers will continue to be given the same access as Health Care Card holders, to public dental and community health services (some of which may incur a cost). • Support free ambulance cover for asylum seekers as set out in the Attorney General (Fees) Determination 2009 and subsequent years. • Advocate for refugees and asylum seekers to have a voice through the ACT Transcultural Mental Health Network • Provide contemporary and informed advice to government agencies on legislation, policies, practices and services that affect people with a mental illness who have been institutionalized. 	<p>ACT Health</p> <p>JACS</p> <p>ACT Health (Mental Health ACT)</p> <p>ACT Health (Mental Health ACT)</p>

Key Performance Indicators

Keys outcomes which will demonstrate an acceptable level of progress towards meeting the objectives in this Focus Area are:

Identify issues that are important to addressing the needs of refugees and asylum seekers

- Coordinate a minimum of four meetings per year in which refugee, asylum seekers and other human entrant issues can be raised (DHCS, OMA)

Provide resources to meet the needs of refugees and asylum seekers

- Number of bed nights provided through the Refugee Transitional Housing Program (DHCS, HousingACT)

Increase participation in education, social activities and employment by humanitarian entrants

- Participation in the Work Experience and Support Program by eligible humanitarian entrants (DHCS, OMA)

To provide access to health and wellbeing services which meet the needs of humanitarian entrants

- Develop data sets to record the number of consultations provided by ACT public hospital services by 2011 (ACT Health).

FOCUS AREA 6: INTERCULTURAL HARMONY AND RELIGIOUS ACCEPTANCE

Introduction

Promoting positive intercultural harmony and religious acceptance contributes to a socially cohesive community. This helps individuals feel comfortable about their identities and can increase a person's sense of belonging within the community.

Australia is a party to the UNESCO *Convention on the Protection and Promotion of the Diversity of Cultural Expressions*, which notes that, "cultural diversity, flourishing within a framework of democracy, tolerance, social justice and mutual respect between peoples and cultures, is indispensable for peace and security at the local, national and international levels."

The ACT Government will continue to promote and protect the multicultural diversity of Canberra by strengthening links between people of all backgrounds.

Objectives

- To provide opportunities to showcase, celebrate and increase community understanding about the cultural diversity of Canberra
- Increase the capacity of the multicultural community sector

Objective	Activities	Lead agencies
To provide opportunities to showcase, celebrate and increase community understanding about the cultural diversity of Canberra	• Promote the annual National Multicultural Festival as the premier celebration of multiculturalism in the ACT.	DHCS (OMA)
	• Work with Diplomatic Missions to promote and participate in cultural events.	DHCS (OMA)
	• Work with tertiary institutions in Canberra to encourage the participation of international students in cultural events, such as the National Multicultural	DHCS (OMA)

Objective	Activities	Lead agencies
	Festival. <ul style="list-style-type: none"> • Remain proactive in celebrating cultural and religious diversity in ACT Government agencies. • Continue to administer the Heritage Festival during a two -week period each year • Host meetings of the ACT Muslim Advisory Council, which acts as a conduit between the ACT Muslim community and the ACT Government. • Provide funding under the Multicultural Grants Program for projects that promote social harmony. 	All agencies TAMS DHCS (OMA) DHCS (OMA)
Provide opportunities to develop the capacity of the multicultural community sector	<ul style="list-style-type: none"> • Support Canberra Multicultural Community Forum (CMCF) to work with ACT multicultural communities to build capacity and provide leadership. • Continue to provide office and meeting spaces for multicultural community groups, with a focus on new and emerging communities in the Theo Notaras Multicultural Centre. • Work in partnership with the Diplomatic Missions to investigate developing public spaces (e.g. Latin American Plaza) • Maintain the ACT Multicultural Community Directory and ensure that it is readily available on the OMA website. • Redesign the Register of Multicultural Advisors (ROMA) to promote greater leadership opportunities for people from the multicultural community who 	DHCS (OMA) DHCS (OMA) CMD OMA DHCS (OMA)

Objective	Activities	Lead agencies
	<p>are interested and qualified for appointment to boards and authorities.</p> <ul style="list-style-type: none"> • Provide opportunities for cultural awareness training to ACT Government staff to assist with the culturally appropriate delivery of services and programs. • Continue to administer the Multicultural Grants Program, which can help groups and individuals - including new and emerging ethnic communities - to undertake projects which showcase and mark their cultural diversity. • Work in partnership with the Australian Government to facilitate actions under the <i>National Action Plan to Build on Social Cohesion, Harmony and Security</i>. • Continue to administer the ACT Heritage Grants Program to conserve and promote the heritage of the ACT • Provide support to the ACT Community Arts Office to employ a Multicultural Arts Officer. • Provide support to the multicultural community through the ACT Arts Fund including through the Project, Community Arts, Program and Key Arts Organisation funding categories. 	<p>All agencies</p> <p>DHCS (OMA)</p> <p>DHCS (OMA)</p> <p>TAMS (Heritage)</p> <p>CMD (artsACT)</p> <p>CMD (artsACT)</p>

Key Performance Indicators

Keys outcomes which will demonstrate an acceptable level of progress towards meeting the objectives in this Focus Area are:

To provide opportunities to showcase, celebrate and increase community understanding about the cultural diversity of Canberra

- Increase community satisfaction (survey conducted annually with attendees, stall holders and other participants) with the National Multicultural Festival (DHCS, OMA)

Increase the capacity of the multicultural community sector

- Number of ACT Government staff attending cross-cultural training to assist with the culturally appropriate delivery of services and programs (All Agencies)

Appendix A: Glossary of Terms

Term	Acronym
ACT Muslim Advisory Council	ACTMAC
ACT Office of Multicultural Affairs	OMA
Canberra Institute of Technology	CIT
Canberra Multicultural Community Forum	CMCF
Chief Minister's Department	CMD
Culturally and Linguistically Diverse Backgrounds	CALD
Department of Disability, Housing and Community Services	DHCS
Department of Education and Training	DET
Department of Immigration and Citizenship	DIAC
Department of Justice and Community Safety	JACS
Department of Territory and Municipal Services	TAMS
English as a Second Language	ESL
Migrant and Refugee Settlement Services Inc	MARSS
Ministerial Council on Immigration and Multicultural Affairs	MCIMA
Multicultural Mental Health Australia	MMHA
Office for Ageing	OfA

Term	Acronym
Office for Children, Youth and Family Support	OCYFS
ACT Planning and Land Authority	ACTPLA
Program for After School Studies	PASS
Refugee Review Tribunal	RRT
Refugee, Asylum Seeker and Humanitarian Coordination Committee	RASH
Register of Multicultural Advisors	ROMA
Translating and Interpreting Service	TIS
Women's Information and Referral Centre	WIRC
Work Experience and Support Program	WESP

Appendix B: Report on actions from the

Multicultural Strategy 2006-2009

Through the *Multicultural Strategy 2006-2009*, ACT Government agencies have implemented a wide range of initiatives that express its continued commitment to recognising multiculturalism as a positive force in our community.

ACT Health

- Published health service-related information in languages other than English.
- Provided education/training for health staff in using interpreters, cultural respect, and equity and diversity.
- A multicultural-specific training package (for mental health clinicians) was revised in response to feedback, and now comprises three components – transcultural mental health assessment, a culturally specific perspective of mental health, and working with interpreters.
- Trained residential aged care staff and volunteers from multicultural communities in basic concepts of palliative and dementia care to provide better support for residents from multicultural backgrounds.
- Delivered ongoing training to support staff, volunteers and bilingual group leaders to enhance multicultural women's access to aged care services.
- The uptake of Well Women's appointments by women from multicultural backgrounds was reported as increasing in 2006, and again in 2007-08 to 28 per cent of all appointments.
- Supported participants in the Work Experience Support Program, which assists Canberrans from multicultural backgrounds enter the workforce.

Chief Minister's Department (CMD)

- Supported participants in the Work Experience Support Program, which assists Canberrans from multicultural backgrounds enter the workforce.
- Coordinated the Canberra Nara Candle Festival in 2006, 2007 and 2008.
- The ACT Cultural Council included representation of people from multicultural backgrounds.
- Provided secretariat support to the Nara Sister City Committee and worked with community groups and the Nara Municipal Council to maintain the strong level of cultural exchange between Nara and Canberra.
- The *Live in Canberra* program provides marketing support to the Skilled and Business Migration Program in attracting skilled workers and their families to move to the ACT from overseas. Also includes 'Welcome' sessions to develop social networks and sample facilities and services offered in Canberra.
- Introduced the SBM Settlement Service which includes: a dedicated 'Welcome to Canberra' team member providing advice and support; a meet and greet service on arrival; a two-hour guided tour of Canberra; accommodation assistance and employment support.
- Negotiated an agreement with the Migrant and Refugee Settlement Services of the ACT to provide a Job Readiness program and a cultural awareness program.
- Develop a Canberra Information web portal to assist with the settlement of migrants in the ACT.
- Initiated *StudentConnect*, an international student internship pilot program, which introduces tertiary international students in their final year to a formalised and regular work situation that will have the potential to lead to ongoing employment opportunities.
- Investigated the re-commencement of the ACT International Student Ambassador Program which aims to assist international students studying or researching at ACT tertiary institutions to better familiarise themselves with Canberra's facilities and benefits, and leverage future global connections between these students and the ACT.

Department of Education and Training (DET)

- Supported participants in the Work Experience Support Program, which assists Canberrans from multicultural backgrounds enter the workforce.
- The ACT Every Chance to Learn Curriculum Framework for P-10 schools was released in 2007 and requires schools to teach intercultural understanding and languages.
- Schools across Canberra celebrated Harmony Day, in recognition and celebration of our multicultural community in 2006, 2007, 2008, and in 2009.
- Continued support for programs via Adult Community Education Grants, including programs such as: Mon Community Bilingual Learning Classes; Asian Women's Friendship Association, and the home tutor program.
- Supported the Work Experience and Support Program (WESP) by providing a work placement for a minimum of one WESP student each year.
- International students enrolled in ACT public schools are supported by the International Education Unit to find host families and receive ongoing support, including personal and academic counseling.
- Assuring the provision of quality education services for overseas students through registration and audition of CRICOS providers against national standards.

Department of Disability, Housing and Community Services (DHCS)

- Administered the Work Experience and Support Program (WESP). Through this, a total of 170 participants from multicultural backgrounds became more job-ready for the Australian employment market from 2006 to mid 2009.
- The *ACT Multicultural Grants Program* provided \$420,000 funding as a contribution towards the implementation of over 450 projects in 2006 to 2009 that promoted the ethnic diversity and social harmony in our community.

- The OMA supported the use of community radio and multicultural broadcasters in the ACT through the administration of the *ACT Multicultural Radio Grants Program* with funding of \$400,000. The funding was allocated for over 160 projects to be undertaken by multicultural broadcasters and two radio stations during 2006 to 2009.
- The *ACT Multicultural Community Languages Grants Program* has assisted in the operation of community language schools in the ACT with a focus on schools in greatest need. \$190,000 was allocated to 26 schools and the peak organisation, ACT Ethnic Schools Association to support their activities in 2006 to 2009.
- Over 360 overseas qualifications from 34 countries were assessed by the Overseas Qualifications Unit.
- The ACT Multicultural Community News Bulletin was distributed weekly.
- International Women's Day 2008 had a multicultural theme and included a special category to honour the exceptional contribution women from multicultural backgrounds have made to the ACT community.
- The appointment of a multicultural representative on the Ministerial Advisory Council on Ageing has ensured that issues and concerns of older people with multicultural backgrounds have been heard at the highest level of the ACT Government.
- The Ministerial Advisory Council on Women is a body established by the Minister for Women in the ACT. The Council provides strategic advice to the ACT Government, through the Minister for Women, on issues affecting women in the ACT. The Council provides a link between the Minister and women in the ACT community. The 2008-2010 Council has fourteen members, with a broad range of experiences and expertise, including three members from culturally and linguistically diverse backgrounds.
- Promoted the value of the migration of parents and other family members to the Australian Government at appropriate forums, including at the national level.
- Increased funding support for the Ethnic Schools Association as the peak organisation for community languages schools in the ACT;
- the ACT Minister for Multicultural Affairs hosted an annual politically bi-partisan dinner to mark the beginning of Ramadan
- Established the Refugee Transitional Housing Program in 2008

Department of Justice and Community Safety (JACS)

- Started a project in conjunction with ACT Community Recovery to ensure emergency preparedness and current emergency information is provided to multicultural communities in the ACT.
- The Magistrates Court provided a document with a notice in 12 languages to be served on defendants in criminal matters when they are served with their summons to attend court.
- Commenced a review of policy and procedures relating to the provision and use of interpreters in court proceedings and in court registries.
- An issues paper on Racial and Religious Vilification was prepared by former Human Rights Office. Seventy six responses were received on this paper.

Department of Territory and Municipal Services (TAMS)

- Supported participants in the Work Experience Support Program, which assists Canberrans from multicultural backgrounds enter the workforce.
- Conducted management and leadership development, which emphasized the importance of considering the needs of individuals, including people with multicultural backgrounds when developing policies, programs and services.
- The ACT Library and Information Service holds more than 18 language collections, including bilingual picture books. Bulk loans are provided for small, new and emerging communities such as in Farsi, Tamil and Urdu.
- Every ACT public library holds a collection for learning English, as well as providing access to the Translating and Interpreting Service (TIS) in order to assist customers at counters.

- The ACT Library and Information Service supported English Conversation Groups, Advanced English Conversation Groups and an International English Language Testing System support group.
- Authoritative dictionaries for long-term loan and information in many languages about issues, such as health and parenting, were available at ACT public libraries
- The ACT Library and Information Service works in partnership with the ACT Ethnic Schools Association, providing programs, displays and resource materials and multicultural story time kits.

Department of Treasury

- Supported participants in the Work Experience Support Program, which assists Canberrans from multicultural backgrounds enter the workforce.

ACT Land and Planning Authority

- Supported participants in the Work Experience Support Program, which assists Canberrans from multicultural backgrounds enter the workforce.

Canberra Institute of Technology (CIT)

- Offered a broad spectrum of English language courses, ranging from English for Employment, Study and Life to advanced courses and customised training.
- Established the CIT Vocational College specifically for people, such as those from a non-English speaking background, to towards essential skills like Year 10, Year 12 and English while making a start on their work qualifications. The Vocational College offers individualised support and career advice.
- Established drop-in centres on each of its campuses where students can get support with their written work. This service especially benefits students with multicultural backgrounds.
- Provided a specialised migrant support and counselling service.

- Offered special support in specific courses for multicultural students, for example, in Financial Services courses requiring the Principles of Law subject.

Appendix C: Information on refugees and asylum seekers

Who is a refugee?

Article 1 of the 1951 *Convention Relating to the Status of Refugees* defines a refugee as a person who "owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country..."²⁴

Who is an asylum seeker?

"An asylum-seeker is an individual who is seeking international protection. In countries with individualised procedures, an asylum-seeker is someone whose claim has not yet been finally decided on by the country in which he or she has submitted it. Not every asylum-seeker will ultimately be recognised as a refugee, but every refugee is initially an asylum-seeker."²⁵ In the Australian context, asylum seekers are Protection visa (PV) applicants until his or her application has been finally determined by DIAC or the Refugee Review Tribunal (RRT).²⁶

Support provided by the Australian Government to humanitarian entrants

The Australian Government's Humanitarian Program has a refugee component for people who are subject to persecution in their home country, and are in need of resettlement.²⁷ The Australian Government provides settlement assistance programs to assist eligible Humanitarian

²⁴ See the United Nations High Commission for Refugees website, and in particular the page on Definitions and Obligations <http://www.unhcr.org.au/basicdef.shtml#def01>

²⁵ UN High Commissioner for Refugees, *UNHCR Master Glossary of Terms*, June 2006. Rev.1. Online. UNHCR Refworld, available at: <http://www.unhcr.org/refworld/docid/42ce7d444.html>

²⁶ See the DIAC's Citizenship's *Fact Sheet 62 – Assistance for Asylum Seekers in Australia* (<http://www.immi.gov.au/media/fact-sheets/62assistance.htm>)

²⁷ See the DIAC's Citizenship's *Fact Sheet 60 – Australia's Refugee and Humanitarian Program* (<http://www.immi.gov.au/media/fact-sheets/60refugee.htm>)

Program entrants to settle into the Australian community.²⁸ The Australian Government provides assistance for some asylum seekers whilst their applications for protection are processed.²⁹

²⁸ See the DIAC's Citizenship's *Fact Sheet 60 – Australia's Refugee and Humanitarian Program* (<http://www.immi.gov.au/media/fact-sheets/60refugee.htm>)

²⁹ See the DIAC's Citizenship's *Fact Sheet 62 – Assistance for Asylum Seekers in Australia* (<http://www.immi.gov.au/media/fact-sheets/62assistance.htm>)