

2017-18 ANNUAL REPORT HEARINGS

8 November 2018

Community Services Directorate

OUTPUT CLASS 2 STRATEGY, PARTICIPATION AND EARLY INTERVENTION

Output 2.3 Community Participation

Topic: Strategic Indicator 3 Value of community services support programs

IMPROVE THE OUTCOMES FOR PEOPLE IN THE COMMUNITY BY PROVIDING A RANGE OF SUPPORT AND SERVICES

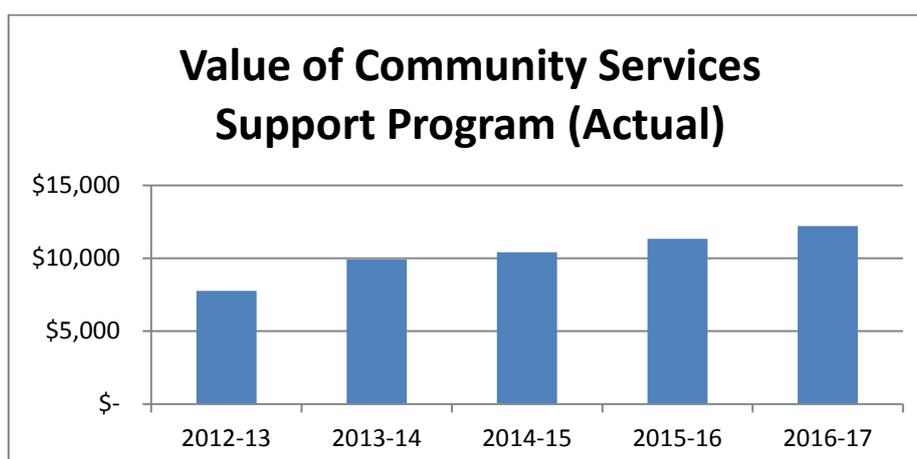
The Directorate provides funding to community organisations to deliver community development activities, counselling, referral services and emergency relief. The community organisations work in partnership with the ACT Government to build stronger communities and enhance resilience, strengthen capacity and facilitate participation of individuals and the broader community.

Strategic Indicator 3: Value of community services support programs

Original Target 2017-18 \$'000	Actual Result 2017-18 \$'000	Variance %
\$12,784	\$12,202	-5%

Result

The lower than targeted result is mainly due to a redesign of Family Safety Initiatives and re-profiling of funds into 2018-19 for delivery of these initiatives.



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OUTPUT CLASS 2 STRATEGY, PARTICIPATION AND EARLY INTERVENTION

Output 2.3 Community Participation

Topic: Strategic Indicator 4 Value of community services support programs

Strategic Objective 4

PROMOTE AND INCREASE PARTICIPATION IN COMMUNITY LIFE BY CANBERRANS, INCLUDING THOSE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

The Directorate promotes participation in community life by those from culturally and linguistically diverse backgrounds, including through the implementation of the *ACT Multicultural Framework*.

The proportion of Canberrans who agree that Canberra as a community accepts people from different cultures is an indication of how well the Directorate is contributing to this objective. This is measured annually through the Canberra and Region Social and Market Survey (CRSMS).

Strategic Indicator 4: The proportion of canberrans who agree that Canberra as a community accepts people from different cultures

Original Target	Actual Result	Variance
2017-18	2017-18	%
90%	89%	-1%

Community Services Directorate

OUTPUT CLASS 2 STRATEGY, PARTICIPATION AND EARLY INTERVENTION

Output 2.3 Community Participation

Topic: Accountability Indicator

OUTPUT CLASS 2: STRATEGY, PARTICIPATION AND EARLY INTERVENTION PRINCIPAL MEASURES
OUTPUT 2.3: COMMUNITY PARTICIPATION
<i>Description:</i> Provision of a variety of support and development activities for people from multicultural backgrounds, youth, women, veterans and seniors to strengthen engagement, foster community relations and participation, and build community capacity, including improved access to services.

Measures	2017-18 Target	2017-18 Result	Var. %	Notes
Accountability Indicators				
a. Number of community building, participation grants and scholarship programs administered	14	14	0	
b. Percentage of participants that successfully complete the Work Experience and Support Program for migrants	85%	100%	18	1
c. Implementation of projects included in the Whole of Government plan on Aboriginal and Torres Strait Islander Agreement	4	2	-50	2
TOTAL COST (\$'000)	24,884	24,458	-2	
CONTROLLED RECURRENT PAYMENTS (\$'000)	24,043	22,941	-5	3

Explanation of Accountability Indicators

- a. Number of grants allocated to assist community organisations to strengthen capacity, sustainability and address disadvantage in the community.
- b. This program is designed to assist Canberrans from culturally and linguistically diverse backgrounds enter the workforce by providing an opportunity to improve skills and confidence, as well as develop important networks with the ACT Public Service.
- c. Implementation of projects included in the Whole of Government plan on Aboriginal and Torres Strait Islander Agreement.

Explanation of Material Variance (>5%):

1. The higher than targeted result is due to all participants from the two rounds of the Work Experience and Support Program in 2017-18 successfully graduating.

2. The lower than targeted result relates to deferral in the development of a new Aboriginal and Torres Strait Islander Agreement 2019-28, due to expanding the scope from a five year agreement to a ten year agreement, and the incorporation of the Cultural Strategy into the new Agreement.
3. The lower than budgeted result is mainly due to the transfer of Safer Families funds from 2017-18 into 2018-19 following the redesign of Family Safety Initiatives.

Community Services & Social Inclusion

ISSUE: Child, Youth and Family Services Program**Talking points:**

- The Child, Youth and Family Services Program (CYFSP) is designed to support vulnerable children, young people and their families by focussing on providing early intervention supports and services.
- CYFSP funded services deliver holistic, wrap-around supports for vulnerable children, young people and their families in the ACT.
- When the CYFSP was designed, a portion of funding was allocated to workforce development and training. The Community Services Directorate (the Directorate) administers this fund in partnership with the CYFSP funded providers. To ensure transparency in utilising this expenditure, the budget is overseen and governed by the CYFSP Workforce Development and Training Sub-Committee.
- In 2017-18 the membership of the CYFSP Workforce Development and Training Sub-Committee was refreshed, with a high number of program managers being represented alongside community partner executives. This refresh brings a greater focus to frontline service delivery and what we can provide to ensure our frontline workers have the right knowledge and skills to support vulnerable individuals and families.
- Moving into 2018-19, the CYFSP Workforce Development and Training Sub-Committee is promoting organisational performance and growth. A planned regime has been put in place to develop a systematic and structured approach to service improvement in order to improve outcomes for service participants. This project aims to support community partners to establish and further develop their program logics and grow their outcomes framework. This work aligns with the Early Support by Design reform agenda.
- This strategic focus will further strengthen the community sector and working relationships between the community and government sectors.

Cleared as complete and accurate: 17/10/2018
Cleared by: Executive Director Ext:75046
Contact Officer Name: Sarah Conway Ext: 71048
Lead Directorate: Community Services

TRIM Ref:

Key Information

- A total of 26 organisations were funded under the CYFSP in 2017-18.
- The 2017-18 budget allocation for the CYFSP was \$10,647,457 (GST exclusive).
- From 1 July 2018, Menslink transitioned from the Community Development Program into the CYFSP. This transition sought to provide improved alignment of services, encourage greater collaboration, stronger partnerships and deliver valuable services to vulnerable and in need children, young people and their families.
- In 2018-19, the budget allocation for the CYFSP is \$11,253,199 (GST exclusive).
- Contracts under the CYFSP are in place until 30 June 2019. Post contracting arrangements are subject to the ongoing development of the Early Support by Design strategic framework.
- The CYFSP commenced operation on 1 March 2012. The CYFSP supports vulnerable children, young people and their families by increasing the emphasis on early intervention. The aim of the CYFSP is to improve coordination, collaboration and integration between service providers and across the service system.
- Some of the services offered to children, young people and families include:
 - case management activities;
 - group programs;
 - youth engagement services;
 - therapeutic services;
 - the Culturally and Linguistically Diverse Youth Engagement Service; and
 - the Young Carers and their Families Engagement and Support Service.

Background Information

- Nil

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Community Services & Social Inclusion

ISSUE: Children's Services Program**Talking points:**

- The Children's Services Program (CSP) assists vulnerable children and families within our community to access short-term early childhood education and care, where the primary caregiver is unavailable. The CSP provides access for vulnerable children aged zero to five years who are most likely to benefit and least likely to access high quality early childhood education and care services.
- The CSP has successfully supported access to early childhood education and care places for children from Aboriginal and Torres Strait Islander families, who traditionally have a low rate of attendance in early education and care.
- Since redevelopment in 2015, the CSP strives to be at the fore of best practice service delivery in the Territory. This is achieved by working collaboratively with a variety of stakeholders, including representatives from Child and Youth Protection Services, Child and Family Centres, early childhood education and care services and funded providers.
- A strong governance structure exists which is led by the Children's Services Program Advisory Committee (Committee). This Committee provides strategic leadership, consultation and practical advice for the ongoing improvement of the CSP and the outcomes for families in the community.
- In 2017-18, the Committee was key in evaluating the utilisation of places under the CSP and assisting with the reallocation of places across the Territory to ensure vulnerable families are able to access early childhood education and care in their familiar environments which do not create additional pressures such as transport. Over the life of the contracts, several placement reallocations have assisted in responding to service demand and geographical trends.
- The CSP continues to be flexible, recognising that early childhood education and care policy is mostly driven by the Australian Government. The Community Services Directorate (the Directorate) has

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been working closely with funded providers to assist in the transition to the Australian Government new subsidy arrangements, with the introduction of the Jobs for Families Child Care Package. The Directorate and funded providers continue to work collaboratively to ensure children are accessing child care subsidies which best meet their needs.

Key Information

- A total of 12 organisations were funded under the CSP in 2017-18.
- The 2017-18 budget allocation for the CSP was \$2,320,774 (GST exclusive).
- In 2018-19, the budget allocation for the CSP is \$2,413,884 (GST exclusive).
- The CSP funds a total of 77 full-time early childhood education and care places across the Territory.
- In 2017-18, the CSP provided support to 434 children. Of these, 386 were new referrals. Applications were approved for a total of 76 children who identified as being of Aboriginal or Torres Strait Islander background. This represents 18 per cent of the approvals for this period.
- A number of supports that are complementary to early childhood education and care are also funded under the CSP. For example Family Foundations, a free, early intervention program that promotes strong, secure, and healthy relationships between children aged zero to five years and their parents/carers. Parents gain knowledge, experience and strategies to build on their parenting skills as well as being linked with additional support to provide a holistic, wrap-around early intervention approach.
- In addition to frontline service delivery, Family Foundations has facilitated unique training and networking events to assist in raising the profile of the program and its services. These opportunities have seen the engagement of multiple practitioners from across different ACT organisations including, Maternal and Child Health, Child at Risk Health Unit, Child Development Service and the three Child and Family Centres.
- Contracts under the CSP are in place until 30 June 2019. Post contracting arrangements are subject to the ongoing development of the Early Support by Design strategic framework.

Background Information

- Nil

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Community Services & Social Inclusion

ISSUE: Community Development Program**Talking points:**

- The Community Development Program (CDP) aims to build stronger communities. Services under the CDP promote participation so that individuals and communities are connected, productive, supported and have a positive start.
- The CDP provides funding for a range of services, including community development activities, community transport, counselling, referral services and emergency assistance.
- A sub-program of the CDP is the newly redesigned Emergency Relief and Financial Support Program. New contracting arrangements commenced with funded organisations under the emergency relief continuum of support from 1 July 2018.
 - For further information on the redesigned Emergency Relief and Financial Support Program, please refer to the related QTB.

Key Information

- A total of 27 organisations were funded under the CDP in 2017-18.
- The 2017-18 budget allocation for the CDP was \$10,644,569 (GST exclusive).
- From 1 July 2018, Menslink transitioned from the CDP into the Child, Youth and Family Services Program. This transition sought to provide improved alignment of services, encourage greater collaboration, stronger partnerships and deliver valuable services to vulnerable and in need children, young people and their families.
- From 1 July 2018, funding to the LGBTIQ Consortium was transferred to the Chief Minister, Treasury and Economic Development Directorate.
- In 2018-19, the budget allocation for the CDP is \$10,671,569 (GST exclusive).
- Contracts under the CDP have varying expiration dates, however the majority of agreements are in place until 30 June 2019. Post contracting arrangements are subject to the ongoing development of the Early Support by Design strategic framework.

Background Information

- In recent years, the ACT Government has had a significant focus on and has prioritised initiatives that assist in responding to domestic and family violence.

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- Under the CDP, three organisations (Domestic Violence Crisis Service, Canberra Rape Crisis Centre and EveryMan Australia) are funded to provide services that support victims and perpetrators of family violence. Additional funding as announced in recent ACT Budget papers have been procured and added to current CDP Service Funding Agreements under the Safer Families initiative.

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Community Services & Facilities

ISSUE: Emergency Relief and Financial Support Program**Talking points:**

- Emergency relief is a critical form of assistance for individuals and families who experience financial distress and lack access to resources and supports.
- A significant element of the emergency relief continuum of support is food assistance – a service through which individuals and families in need are able to access high quality food items at a fraction of the market value.
- In August 2018, I was pleased to attend the Food Assistance Forum where a number of community partners met to explore the challenges surrounding food insecurity and engage in discussion regarding any barriers for families to receive food assistance in our region.
- I enjoyed hearing from our community partners that play such a critical role in supporting Canberrans in need, and I look forward to talking with them more about how we can get the best outcomes for our whole community.
- Moving forward, the focus will be on how the Community Services Directorate and community sector can continue to work in partnership to support vulnerable individuals and families, and future options to leverage off local supports.
- Discussions during the Food Assistance Forum unearthed some common themes for Canberrans struggling with food insecurity that went beyond food itself. The members of our community who require support to feed their families often need aid in other areas, such as assistance to source school supplies for their children.
- In response to this, the Community Services Directorate is embarking on a targeted approach to assist families with back-to-school items for the 2019 school year. Discussions are being held with the Education Directorate regarding the detail of items required for back-to-school packs.

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Community Services

TRIM Ref:

- We are seeking the support of organisations that deliver emergency material and financial aid to the community to work in partnership with the Community Services Directorate as we source school supplies, with the goal of compiling and distributing back-to-school packs to vulnerable families. We will also be looking to partner with the Child and Family Centres as drop-off locations for this project.
- The Food Assistance Forum also provided a wonderful opportunity for a range of community partners to meet the newly contracted food assistance providers, St Vincent de Paul and OzHarvest.
- St Vincent de Paul and OzHarvest commenced service delivery following the broader Emergency Relief and Financial Support program redesign process, led by the Directorate in partnership with the community sector in 2017.
- Throughout the redesign process, the importance of providing sustainable long-term support for families on the basis of social inclusion and building relationships was highlighted. Feedback received emphasised the importance of addressing the underlying causes of financial hardship, as well as providing crisis responses.

Key points:

- New Emergency Relief and Financial Support services commenced from 1 July 2018 with six community organisations:
 - Care Inc;
 - Lighthouse Business Innovation Centre;
 - OzHarvest;
 - St Vincent de Paul;
 - The Salvation Army; and
 - UnitingCare Kippax.
- During the 2018-19 financial year, the Directorate will provide \$2,163,690 (GST exclusive) to community organisations delivering services under the emergency relief continuum of support. These services include:
 - ACT Microcredit Program;
 - Emergency material and financial aid (EMFA);
 - Financial counselling;
 - Food assistance; and
 - No interest loan program.

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Background Information

- In 2017, the Directorate extended existing Service Funding Agreements (SFAs) with Emergency Material and Financial Aid service providers until 30 June 2018, to allow for the development of a more strategic approach for ACT Government investment in human services delivery.
- In line with the *Procurement Act 2001*, and following advice from the Government Procurement Board, the Directorate proceeded with a public tender for three components of the broader Emergency Relief and Financial Support Program (previously known as Emergency Material and Financial Aid). These three components being:
 - food assistance;
 - emergency material and financial aid (EMFA);
 - no interest loan program.
- The public procurement process, as noted above, closed in January 2018.
- Until 30 June 2018, Rotary received funding from the Community Services Directorate to offer food assistance in the Territory. Under this arrangement, Rotary received funding for the transportation of goods from Foodbank NSW to Canberra for distribution to charities and other not-for-profit organisations.
- Rotary elected not to participate in the public procurement process.
- For the two remaining components (ACT Microcredit Program and Financial Counselling), the Directorate undertook single select procurement processes due to the specialised nature of the two components.

Cleared as complete and accurate: 25/10/2018

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Community Services & Social Inclusion

ISSUE: ParentLink**Talking points:**

- ParentLink is a parenting information dissemination program designed to increase confidence and skills in parents and caregivers.
- ParentLink includes over 70 parenting guides (parenting factsheets), across topics such as childhood development, raising toddlers, issues relating to young people and family issues.
- A redesign of ParentLink has recently been completed. This was done to modernise the look and enhance online presence.
- The redesign included a suite of new Aboriginal and Torres Strait Islander specific guides, in which the Office for Aboriginal and Torres Strait Islander Affairs was consulted.
- ParentLink parenting guides are available in printed form and online. They can be accessed via the ParentLink website (www.parentlink.act.gov.au).
- ParentLink is delivered under a licensing agreement with the South Australian Government.
- ParentLink is aligned with current strategic frameworks, including:
 - Early Support by Design; and
 - Web2.0 review project areas.

Key Information

Distribution of ParentLink material/online statistics:

- ParentLink maintains a presence of printed material in early childhood centres, schools, Child and Family Centres and health clinics. There are sites for ParentLink printed material across the Territory, in both government and non-government organisations.
- In the period 1 July 2017 to 30 June 2018, over 47,600 paper based parenting guides were distributed across the ACT and surrounding region. This is an increase of 25,000 from the previous period (1 July 2016 to 30 June 2017).

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- In the period 1 July 2017 to 30 June 2018, there were 87,771 visits to the ParentLink website. This was an increase of 13,440 compared to the previous period (1 July 2016 to 30 June 2017).

Background Information

- Nil

Cleared as complete and accurate: 17/10/2018
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Community Services & Social Inclusion

ISSUE: Community Recovery – providing community assistance in response to, and recovery from, a disaster**Talking points:**

- The Community Services Directorate manages and coordinates Community Recovery functions under the ACT Emergency Plan and Administration Arrangement Orders.
- This includes maintenance and activation of the Community Recovery Network and Emergency Liaison Officers, establishment of Assistance and Evacuation Centres and representation at relevant national and local committees and working groups on social recovery.
- The Community Recovery Team continues to work with ACT Government and community (functional) partners to build capability and organisational capacity to respond to the ACT community's recovery needs.
- The Community Recovery Team has been working with our colleagues within Emergency Services and our functional partners to review and update our "Grab and Go" booklets.
- To raise community awareness about preparedness about community assistance in response to, and recovery from, a disaster the Community Recovery Team and our functional partners will be attending the upcoming **Emergency Services Open Day on 28 October 2018**.
- The Community Recovery Team are responsible for recruitment, training and maintenance of the Community Recovery Network. This Network of experienced and skilled personnel is utilised as first responders to an emergency or disaster.
- They are also responsible for the establishment of Assistance and Evacuation Centres. As schools are used as Evacuation Centres this requires close coordination and liaison with the Education Directorate.
- The Community Recovery Team has been working closely with the Education Directorate to preposition Evacuation kits to be used in the event an Evacuation Centre needs to be set up. These kits provide basis equipment to initiate an Evacuation Centre response.

Cleared as complete and accurate: 17/10/2018

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Contact Officer Name:

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Lead Directorate:

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TRIM Ref:

- The ACT Evacuation Centre Operational Guide have been updated and are available on the Community Services Directorate's website.
- We are reviewing our Memorandum of Understanding with our Functional Partners to ensure everyone is aware of their responsibilities when responding to the ACT community's needs following a disaster.
- The ACT Government received Commonwealth Government funding to review and update the ACT Financial Assistance Guidelines. This work has commenced.

Key Information

- Nil

Background Information

- The Emergency Coordination Centre was stood up on 25 March 2018 to respond to a severe storm event. The Community Recovery Team coordinated the temporary relocation of four public housing tenants. The storm caused significant damage to a range of ACT Government, facilities, roads and pathways.

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Community Services and Facilities

ISSUE: Working with Vulnerable People Scheme**Talking points:**

- The Working with Vulnerable People (WWVP) Scheme aims to reduce the risk of harm or neglect to vulnerable people in the ACT. The Scheme requires those who work or volunteer with vulnerable people, including children, to have a background check and be registered.
- The ACT Government continues to review and adapt its approaches to ensure we have the best measures in place to continue to protect children and vulnerable people from the risk of sexual, physical, emotional or financial harm or neglect.

ACT Legislative Review

- In October 2017, the ACT Government completed a scheduled Legislative Review of the *Working with Vulnerable People (Background Checking) Act (2011)*, which made a series of recommendations to enhance the effectiveness of the Scheme, based on Government and community stakeholder feedback.
- The review report was tabled in the Assembly in October 2017.

Royal Commission

- In December 2017, the *Royal Commission into Institutional Responses to Child Sexual Abuse* released its final report. The Royal Commission recommended a national approach to Working with Children Checks (WWCCs). The Commission recommended a national model for WWCCs be established by introducing consistent standards and establishing a centralised WWCC database to facilitate cross-border information sharing.
- Jurisdictions continue to work together to develop National Standards for WWCCs in response to the Royal Commission's recommendations. Pending national agreement, it is anticipated that the National Standards will be endorsed by the end of 2018.
- The recommendations made by the ACT Legislative Review must align with national harmonisation efforts in response to several Royal Commission recommendations.

Cleared as complete and accurate: 04/10/2018
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Lead Directorate: Community Services

TRIM Ref:

NDIS Worker Screening

- Worker screening is a way to check that the people who are working or wish to work with the National Disability Insurance Scheme (NDIS) do not present an unacceptable risk to people with disability.
- Worker screening provides employers with an important tool for their recruitment, selection and screening processes, and in the ongoing review of the suitability of their workers.
- As a part of the (NDIS) Quality and Safeguarding Framework, the Commonwealth, states and territories are working to implement nationally consistent worker screening arrangements from 1 July 2019.
- The NDIS Worker Screening Intergovernmental Agreement is currently pending endorsement from jurisdictions.

Implications of national and jurisdictional work

- The implementation of the recommendations made by the ACT Legislative Review is impacted by national and jurisdictional work to:
 - achieve Royal Commission recommendations, including nationally agreed standards for Working with Children Checks;
 - endorse the NDIS Worker Screening Intergovernmental Agreement; and
 - continue implementation of the Reportable Conduct Scheme in the ACT.
- Further work is required between Community Services Directorate and Access Canberra, to determine the impact of these intersecting schemes.
- The focus of this work will be to ensure the best outcomes for vulnerable Canberrans, while reducing the regulatory burden of the Scheme on employers, community organisations and Access Canberra.

Key Information

- The ACT Legislative Review considered whether:
 - the operation of the WWVP Act is fit-for-purpose;
 - the scope of the Scheme is appropriate and the regulatory burden is proportionate for protecting vulnerable people;
 - the resources allocated to administer the Act are sufficient for the Scheme to operate effectively; and

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ANNUAL REPORT HEARING BRIEF

- amendments to the Act are needed to improve its operation and administration.
- The recommendations from the review were to:
 - extend the registration period from the current three years to a five year registration period;
 - improve information sharing between jurisdictions; and
 - make a number of legislative amendments across the following themes:
 - increasing the protections for vulnerable people;
 - strengthening information sharing capabilities within the ACT and to develop capability for cross-jurisdictional information sharing;
 - relieving administrative burden to employers and Access Canberra; and
 - strengthening compliance and monitoring and improving risk assessment guidelines and definitions.
- Further work is underway to investigate the policy and operational intersection of screening mechanisms of the NDIS Worker Screening Intergovernmental Agreement, the Reportable Conduct Scheme and the WWVP Scheme. Given the Royal Commission and work in the national context consultation will be required.

Background Information

- The *Working with Vulnerable People (Background Checking) Act* (2011) continues to be rolled out across the ACT. A second review of the Act is required in year seven (2019), so that issues can be addressed as the WWVP Scheme achieves full operation.

Cleared as complete and accurate: 04/10/2018
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TRIM Ref:

ISSUE: ACT Carers Strategy 2018-2028

Talking points:

- The ACT Government launched the first three-year Action Plan under the *ACT Carers Strategy 2018-2028* (the Strategy) on 16 October 2018, during National Carers Week. This establishes a clear direction for shared work across government and the community sector, to improve support and recognition for carers in the ACT.
- The Strategy comprises the *Carers Voice Panel Report*; the *Vision, Outcomes and Priorities Statement*; and the first three-year Action Plan.
- The Strategy was developed using deliberative democracy methodology that effectively engaged diverse carers and community members. This was a new consultation approach for the ACT, capturing voices that are less likely to be heard through traditional consultation activities.
- The Carers Voice Panel, comprising 49 carers and members of the broader community, met twice during October 2017 to develop the vision, outcomes and priorities for the Strategy.
- In December 2017, Government launched the Panel Report and Statement, which together form the framework for the Strategy.
- The Carers Strategy Taskforce (the Taskforce) was convened for five workshops during 2018, bringing together key Government and community stakeholders to collaboratively develop the Action Plan.
- The Taskforce comprised several carers from the Carers Voice Panel, and representatives from ACT Government directorates and the community sector. Participants used a deliberative approach to consider diverse perspectives, encouraging robust and informed discussion of actions to deliver on the vision, outcomes and priorities of the Strategy.
- The 25 actions contained in the Action Plan are grouped in five broad themes: services and supports for carers; recognition and awareness; inclusion; support for young carers; and workforce and skills recognition.
- A governance working group met in early October 2018 to commence planning for a participative governance structure. This will ensure ongoing carer involvement in the oversight of the Action Plan, building on the success of deliberative processes used to develop the Strategy.

Cleared as complete and accurate: 04/10/2018

Cleared by: Executive Director

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Contact Officer Name:

Sarah Anderson

Ext: 71090

Lead Directorate:

Community Services

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Key Information

- Members of the Taskforce included representatives from:
 - Government directorates: CSD; ACT Health; Education; CMTEDD; EPSDD; and TCCS.
 - Community sector: Carers ACT; ADACAS, CYCLOPS (Anglicare Young Carers Program); Mental Health Community Coalition; Capital Health Network; Health Care Consumers Association; ACT Together; NDIS Local Area Coordination Service; Multicultural Advisory Council; Youth Advisory Council; and the Disability Reference Group.
 - Carers selected from those who participated in the deliberative Carers Voice Panel in 2017. The carers included a young carer and carers supporting people with diverse needs, including people experiencing multiple conditions.

Background Information

- The delivery of the Strategy is an election commitment in the 2016 Parliamentary Agreement for the 9th Legislative Assembly. This commitment aligns with the Government's focus on enhancing liveability and inclusion. The Strategy provides a framework for improving recognition and support for carers in the ACT.
- The 2016 Parliamentary Agreement also makes a commitment to strengthen community consultation processes, including through the use of deliberative democracy strategies. This is reflected in the deliberative approaches used to develop the Strategy and Action Plan.
- In May 2017, the Community Services Directorate contracted Carers ACT and democracyCo to design and conduct a deliberative democracy approach to develop the framework for the Strategy. These contracts were funded by a \$50,000 Treasurer's Advance.
- The 2017-18 ACT Budget allocated \$200,000 for the Strategy, including \$50,000 in-kind support. Funding has been allocated as follows:

2017-18	\$56,000
2018-19	\$56,000
2019-20	\$38,000

Cleared as complete and accurate: 04/10/2018
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Community Services and Facilities

Choose a Portfolio.

ISSUE: Human Services Common Dataset**Talking points:**

- The *Common Dataset for Human Services* provides a guide for the collection of relevant service user data across the human services system in the ACT. It is designed to support consistency in the collection of client information.
- The Common Dataset is not intended to provide an exhaustive list of data required but rather to provide a consistent approach to commonly collected data. It is therefore, anticipated that services will continue to collect additional information specific to their service delivery needs.
- Implementation of the Common Dataset commenced in 2017 and is an iterative process, to incorporate changes as national data standards shift and improve.
- Ongoing oversight of the Common Dataset and other dependent data collection processes is provided by the Community Services Directorate *Digital and Data Governance Board*. This Board was established in May 2018 to oversee and improve matters relating to digital and data improvements across the directorate.
- Data Quality Assurance is an ongoing activity within the Community Services Directorate. The Common Dataset supports this process by providing guidance on the precise format in which data should be collected, creating consistent data that can more easily be compared.

Key Information

- The Common Dataset is available on the Community Services Directorate website.
- All data collecting areas within the directorate are implementing relevant items of the Common Dataset. Full implementation will continue to be undertaken in an iterative way, at natural points of review.
- All services that will transition to the new Client Management System will be collecting their data using the Common Dataset as a guide.

Cleared as complete and accurate: 28/09/2018
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Lead Directorate: Community Services

TRIM Ref:

Community Services & Social Inclusion
Disability, Children & Youth

ISSUE: Report on Government Services

Talking points:

- The Report on Government Services (RoGS) is released annually by the Productivity Commission and is intended to report the efficiency and effectiveness of government services.
- RoGS continues to focus on social services, and there are chapters dedicated to child and youth protection services, youth justice services, and services for people with a disability.
- The report is released by the Productivity Commission every January and includes national, state and territory comparisons.
- The 2016-17 report, released in January 2018, demonstrated the over-representation of Aboriginal and Torres Strait Islander children and young people in Child Protection and the Youth Justice system in all jurisdictions.
- Although the 2016-17 report demonstrated some progress in this area for the ACT, more work is needed to reduce over-representation of Aboriginal and Torres Strait Islander children in the statutory system.
- The ACT will continue to implement the *Blueprint for Youth Justice* and the *A Step Up for Our Kids* reform.
- The Blueprint for Youth Justice Taskforce is continuing to address the disproportionate representation of Aboriginal and Torres Strait Islander young people in all stages of the youth justice system. This means listening and responding to the concerns of the Aboriginal and Torres Strait Islander community, enhancing trauma-informed practice and recognising the effects of intergenerational trauma.
- The *A Step Up for Our Kids* reform focuses on providing therapeutic trauma informed services to children and young people. The services specifically deliver targeted prevention and restoration programs, which

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focus on keeping families together and reducing the number of children and young people that come into care.

Key Information

Child protection

- In the ACT in 2016-17, there were a total of 803 children and young people in out of home care. Of the 803, 227 were Aboriginal and Torres Strait Islander children and young people.
- The proportion of children and young people in out of home care who were placed with relatives or kin at 30 June 2016 was 54.4%. This is the second highest behind Victoria at 58.0% and is also above the national average of 49.5%.
- The proportion of Aboriginal and Torres Strait Islander children in out of home care placed with relatives or kin at 30 June 2016 was 58.1% which is higher than the proportion for non-Indigenous children placed with relatives or kin (53.0%). The higher rate of placement with relatives or kin for Aboriginal and Torres Strait Islander children and young people has continued since 2010-11.
- The ACT has a high level of disproportionality for Aboriginal and Torres Strait Islander children and young people once a report is received, ranging from 8.54 times more likely to be under investigation to 10.2 times more likely to be in out of home care or on care and protection orders. This result is the second highest jurisdiction nationally.

Youth Justice

- In 2016–17, the number of custody nights for Aboriginal and Torres Strait Islander young people decreased by 11.6% and the number for non-Aboriginal and Torres Strait Islander young people increased by 51%. However, this remains as an over-representation of Aboriginal and Torres Strait Islander young people in detention.
- In the ACT, the daily average rate of young people in detention continued to decrease between 2014–15 and 2015–16, from 23.0 to 19.6 per 100,000. This decrease is from a high in 2010–11 of 63.1 per 100,000, and is the third lowest rate nationally.
- The rate of returns to sentenced supervision was 25% in 2014–15 a decrease from 25.9% in 2013–14. This result is equal lowest with Tasmania and was significantly lower than the national proportion of 47.2%.

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- The youth justice data on rates reported in RoGS does have a lag of one year due to other national reporting timeframes. This lag ensures the data reported in RoGS is of the highest quality.

Disability

- Since the transition to the National Disability Insurance Scheme, the ACT Government has withdrawn from providing disability services and therefore provides minimal data towards the chapter on services for people with a disability.
- At 30 June 2017, the total number of ACT participants with approved plans under the National Disability Agreement was 5,878.

Background Information – may not be suitable for public disclosure

- There is no chapter within RoGS dedicated solely to reporting results for Aboriginal and Torres Strait Islander people. However, comparable data is included in each chapter.
- There is also a chapter on Housing and Homelessness, this information is reported through the Minister for Housing and Suburban Development.
- Results from all chapters are available publically on the Productivity Commission website.

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Community Services & Facilities

ISSUE: SUPPORTING THE COMMUNITY SERVICES SECTOR**Talking points:**

- The ACT Government has a longstanding commitment to supporting the community services sector.

Key InformationIndustry Strategy

- In a period of rapid change in the community services sector, the ACT Government and the community services industry are working in partnership to design and implement reform through the *ACT Community Services Industry Strategy (2016-2026)*.
- The Strategy identifies the need for a skilled workforce to meet the growing demand for services and provide more flexible and responsive client-centred care. Consequently, the first implementation plan of the Industry Strategy is a Workforce Plan.
- It is intended that the Workforce Plan will support the recruitment and retention of individuals with the skills and abilities to meet current and future needs.

Volunteering

- The workforce of the ACT community services sector has a number of distinct characteristics, including the contribution of many volunteers. Charities and not-for-profit organisations in the ACT rely on an estimated 48,850 volunteers.
- In 2017 the ACT Government launched the *ACT Volunteering Statement*, which represents a central point of reference for volunteering in the ACT. The statement sets out four high-level principles, that volunteering is recognised, valuable, diverse and supported, as a platform for good practice in volunteer engagement, management and support.
- The ACT Government consulted with the community sector to develop an action plan to support the statement, with a series of practical activities to strengthen volunteering in the ACT. The action plan was launched during National Volunteer Week which was celebrated from 21 to 27 May this year.

Community sector indexation

- The ACT Government provides indexation funding for community organisations, delivering human services through multi-year Service Funding Agreements, to assist them to meet increasing wage and administrative costs.
- The Community Sector Funding Rate is a composite of two separate indexation rates – the Wage Price Index and the Consumer Price Index. In recognition that wages

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represent the highest percentage of costs experienced by the community sector, the Funding Rate comprises 80% Wage Price Index and 20% Consumer Price Index.

- The indexation rate for 2018-19 is 2.45 per cent, as announced in the ACT Budget 2018-19.
- The Wage Price Index and Consumer Price Index rates are published quarterly by the Australian Bureau of Statistics.

Disability

- The ACT Government regularly receives feedback from people with disability, their families and service providers about their experience with the National Disability Insurance Scheme (NDIS). We have been working with the National Disability Insurance Agency (NDIA) to share this feedback and have actively participated in the NDIA review of the Pathways for people and organisations accessing the NDIS.
- In May 2017 a major project commenced to build the workforce needed to deliver the NDIS in the ACT. The funding for this project is \$1.2 million. National Disability Services was selected through an open tender to work with the ACT Government on this project over the next two years. Funding was made available from the Commonwealth's NDIS Sector Development Fund.
- The Commonwealth and ACT Governments invested \$21.8 million to prepare the ACT sector and people with disability for the NDIS. This includes ACT Government funding of \$9.3 million and \$12.5 million the Commonwealth has allocated from the ACT NDIS Sector Development Fund.
- As well as the workforce project, other initiatives included the availability of Business Investment Packages. Between 2015 and 2016, forty-nine organisations received NDIS development assistance through grants valued up to \$50,000 per organisation.

Background Information – is suitable for public disclosure

- Three programs were launched at the end of 2015 to support ACT disability providers to operate successfully in the NDIS environment:
 - **Ready4**, led by National Disability Services partnering with ACTCOSS and RSM Bird Cameron, provided a central point of information and assistance to ACT disability service providers. Ready4 delivered a range of NDIS preparation tools and resources to help providers to implement NDIS development strategies. The program was funded \$600,000.
 - **Opening Doors**, led by the Nous Group partnering with Lifestyles Solutions and First People's Disability Network, provided an intensive targeted response to:
 - (1) Aboriginal organisations looking to build their capacity to enter disability provision in the ACT; and
 - (2) 10-15 selected mainstream disability providers looking to deliver more culturally sensitive services. The program was funded \$440,000.

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- **Values in Action** - Julia Farr Association Purple Orange provided intensive assistance to five disability providers committed to developing a sustainable high-performing person-centred workforce. The program was funded \$360,000.

Industry Strategy

- The Industry Strategy is funded by approximately \$600,000 from the co-contribution levy, which ceased in June 2017. The Joint Community Government Reference Group (JCGRG) has governance responsibilities for the Industry Strategy and has developed three 3-year implementation plans to achieve this vision, with the final year for evaluation and future planning.
- A subcommittee of the JCGRG, the Industry Strategy Steering Group, which comprises representatives from community and government, is overseeing the development and implementation of the first action plan, focused on workforce capability.

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Portfolio/s Community Services & Social Inclusion

ISSUE: Digital Transformation

Talking points:

- A Digital & Data Governance Board was established to guide progress on the associated CSD Digital & Data Plan, maintain alignment with the ACT Digital Strategy, to build capability in data sharing and to develop digital services based on evidence.
- CSD continued to progress the creation of digital service channels, through the Child Youth Recording Information System (CYRIS) & Housing Transformation projects.
- CSD was the first to create digital services within the iConnect environment, being the Diversity Register and MyFamily.
- CSD continued to work closely with the Office of the Chief Digital Officer (OCDO), the Centre of Data Excellence (CoDE) and iConnect to ensure that digital enablement maintains consistency with the core standards and alignment with the ACT Digital Strategy.
- Increased deployments of mobile technologies and capabilities were delivered, but constrained due to budget limitations.
- A budget bid to digitise many paper-based records was successful, which will substantially add to digital information assets for future predictive analysis work and to service FOI requests.

Key Information

- Through the digitisation and greater availability/accessibility of the Diversity Register, it experienced a 10-fold increase in active members.
- CSD will digitise ~161,000 paper-based records over the coming 3 years. In the coming year, the focus will be on those records more likely to be requested via FOI's, and to look to opportunities to digitise processes.

Background Information – may not be suitable for public disclosure

- N/A

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Community Services and Facilities

ISSUE: Community Services Directorate Strategic Plan**Talking points:**

- *Empowering People: Community Services Directorate Strategic Plan 2018-2028* is the new ten year Strategic Plan that sets the longer term strategic vision for the organisation against a set of key wellbeing focused outcomes. It identifies the directorate's purpose, core outcomes and key measures of success.
- The new Strategic Plan was developed through an extensive and collaborative staff engagement process and was launched in July 2018. The Plan provides.
- A hallmark of the plan is the way in which we have focused on Aboriginal and Torres Strait Islander people first in our plans. We have developed a Cultural Integrity Statement and identified the key principles we will work to achieve.
- The Strategic Plan will ensure the Community Services Directorate contributes positively to the lives of Canberrans well into the future, with a clear commitment to supporting meaningful and life-changing outcomes for our community. Organisational outcomes will focus on developing a strong leadership culture and sustainable and integrated services.
- The Strategic Plan is part of the directorate's Integrated Planning Framework. This framework brings together the organisation's purpose, strategic risks, capability management, resource allocation and budget, to support the achievement of the core outcomes.

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Key Information

- The Plan was developed following an inclusive staff engagement process, involving staff at all levels, and across all teams. The participation rate in the initial engagement exercise was extremely high, with 81% of teams taking part.

- The Plan has seven core outcomes:
 - For Our Community:
 - Aboriginal and Torres Strait Islander Leadership
 - Independence and dignity
 - A secure place to call home
 - Safe from harm
 - Inclusive communities
 - For our organisation:
 - Leadership, advocacy and vision
 - Sustainable and integrated services

- During 2018-19, several organisational plans will be developed, to support the achievement of the Strategic Plan. The organisational plans will embed a three year review cycle, to ensure responsiveness to changing needs. These will be underpinned by Annual division plans, with a focus on the needs of their particular clients and service partners.

- Performance will be monitored through strategic outcomes measures, critical indicators and operational performance and practice reviews.

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TRIM Ref:

- The key roles and responsibilities of the Council is to provide the Minister (and the ACT Government) with direct and well-informed advice on matters relating to culturally diverse communities. The Council is also tasked with:
 - Ensuring culturally diverse communities' experiences and circumstances are reflected in advice to Government.
 - Consulting widely with culturally diverse communities in the ACT.
 - Ensuring a continued consultative approach to the implementation of the ACT Multicultural Framework 2015-2020 by taking a leading role in monitoring the delivery of action items.
 - Assisting in convening the 2018 ACT Multicultural Summit while working in collaboration with and advising the ACT Minister for Multicultural Affairs on agenda items, engagement of attendees, reporting of outcomes and exploration or implementation of resulting initiatives.
- Since its inaugural meeting in December 2017, the Council has met four times and members have undertaken a range of representative and consultative activities at events such as the annual National Multicultural Festival.
- The next meeting of the Council is planned for 4 December 2018.

Key Information

Nil.

Background Information

Nil.

Cleared as complete and accurate: 17/10/2018
Cleared by: Executive Director Ext:75046
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Lead Directorate: Community Services

TRIM Ref:

ISSUE: ACT Multicultural Framework**Talking points:**

- The *ACT Multicultural Framework 2015-2020* was tabled in the Assembly in November 2015. The Framework sets out our continued commitment to valuing and enhancing multiculturalism.
- The Framework was developed through extensive consultation, drawing on the ideas and initiatives of hundreds of people across our city.
- These consultations were critical in understanding what multicultural Canberrans and the broader community want and expect from the ACT Government.
- In particular, people told us we need to keep on supporting our multicultural communities to be strong and resilient. We need to ensure all people have access to the resources needed to reach their potential, and we need to ensure all people benefit from our rich and vibrant cultural diversity.
- The ACT Multicultural Framework 2015-2020 outlines three priority objectives that combine to deliver on the promise that Canberra will be a city that values and promotes cultural diversity.
 - Accessible and Responsive Services;
 - Citizenship, Participation and Social Cohesion; and
 - Capitalising on the Benefits of Our Cultural Diversity.
- The first Action Plan under the Framework included nine actions to be implemented in 2015-2016, ten actions to be implement in 2016-17 and nine actions to be delivered in 2017-18.
- The Minister will make a statement to the Assembly during the November 2018 sitting period on progress on actions under the Framework.

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TRIM Ref:

- The ACT Government in partnership with the Multicultural Advisory Council is hosting the 2018 ACT Multicultural Summit (the Summit).
- The role of the Summit is to identify actions and outcomes which will inform the development of the *ACT Multicultural Framework Second Action Plan 2018-2020*.
- The Summit will consist of a series of Community Consultation Roundtables and culminate in an event on 23 November 2018.
 - Four Community Consultation Roundtables were held from 23 September 2018 to 26 September 2018.
 - Two additional Roundtables were held on 22 October 2018 and 24 October 2018.
 - Feedback from the Roundtables will contribute to the final discussion paper which will form the basis of the sessions at the Summit. Summit delegates will receive the final discussion paper ahead of the Summit.

Key Information

- Key actions for 2017-18 under the Framework
 - Identify and support suitable people who are willing to undertake accreditation as formal interpreters to build a large pool of local interpreters.
 - Encourage the use of accredited interpreters, where needed, at service delivery points across the ACT Government and community organisations.
 - Support ACT Government staff in public contact positions to receive training relating to appropriate delivery of services and programs to a culturally diverse client group.
 - Promote the Work Experience and Support Program to the community and private sectors.
 - Ensure members of Canberra's culturally and linguistically diverse communities are informed of and included in, government policy development through effective and appropriate engagement.
 - Provide opportunities for members of Canberra's culturally diverse communities to be job ready so they can gain meaningful employment.
 - Support and promote ongoing interfaith and multicultural forums.
 - Develop, implement and promote an 'Honorary Ambassadors' Program for leaders from Canberra's multicultural community groups who travel regularly overseas to promote our city and the benefits of our city's cultural diversity.

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- Encourage retirement villages and nursing homes to implement culturally responsive services and environments for older people from culturally diverse backgrounds.

Background Information

- Nil

- The past five years has seen a small but steady increase in the number of culturally and linguistically diverse employees in the ACTPS, from 16.1 per cent in June 2013 to 18.2 per cent in June 2017.
- Data on ACTPS employees' country of birth shows that ACTPS employees are predominantly born in Australasia with 15,615 employees (71.5 %) reporting Australasia as their place of birth. The next highest location after Australasia is Asia, with 2,484 employees (11.4 %) born in Asia.
- In 2018, the National Translating and Interpreting Services (TIS) reports the top 10 languages seeking TIS services in the ACT are: Arabic; Mandarin; Vietnamese; Farsi; Tamil; Cantonese; Spanish; Dari; Karen; and Korean.
- Since its inception in 1998, around 40 participants have gone through this program every year. In 2017-18, 45 people from a culturally and linguistically diverse background were supported through the Work Experience Support Program.
 - The number of WESP participants in this Second Round for 2017-18 was increased from 20 to 25, reflecting an increased commitment and investment into WESP by ACT Government Directorates.
 - The program is structured into two parts:
 - four weeks of formal training in office skills and administration in a classroom setting; and
 - an eight week voluntary work placement in an ACT Government agency.
 - A WESP participant in the Second Round for 2017-18, after only five weeks into the work placement component of the program, one participant was offered a temporary contact within the same Business Unit.
 - Approximately twelve participants were also been offered temporary contracts across the ACT Government.

Key Information

- Nil

Background Information

- Nil

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Lead Directorate: Community Services

TRIM Ref:

ISSUE: 2018 ACT Multicultural Summit

Talking points:

- Celebrating cultural diversity is a priority of the ACT Government.
- At the last election the ACT Government made a commitment to making the community stronger and more inclusive by convening a Multicultural Summit.
- The ACT Government in partnership with the Multicultural Advisory Council is hosting the 2018 ACT Multicultural Summit (the Summit). The Summit will consist of a series of Community Consultation Roundtables and culminate in an event on 23 November 2018.
 - Four Community Consultation Roundtables were held from 23 September 2018 to 26 September 2018.
 - Two additional Roundtables were held on 22 October 2018 and 24 October 2018.
 - Feedback from the Roundtables will contribute to the final discussion paper which will form the basis of the sessions at the Summit. Summit delegates will receive the final discussion paper ahead of the Summit.
- The Summit will:
 - enable members of Canberra's culturally and linguistically diverse communities to contribute their views about current and emerging themes relating to inclusivity, social cohesion and participation in Canberra;
 - provide a platform for the ACT Government to work closely with members of diverse communities to develop strategies to better address marginalisation and strengthen inclusivity; and
 - inform the development of better access to ACT Government services with a particular emphasis on new arrivals, refugees and asylum seekers to enable their full participation in the life of our city.

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- The Summit is being held at the Australian Catholic University (ACU) with an official launch being held at the ACU in the evening of 22 November 2018.
- Over 150 delegates have been identified to attend the Summit and include representation from a range of peak bodies, organisations, government services and community groups.
- Delegates representing the ACT Government, Members of the Legislative Assembly and Joint Advisory Council Chairs are also being invited to participate in the Summit.

Key Information

- The *ACT Multicultural Framework 2015-2020* has three key objectives:
 - Accessible and responsive services
 - Citizenship, participation and cohesion
 - Capitalising on the benefits of cultural diversity
- The role of the Summit is to identify actions and outcomes which will inform the development of the *ACT Multicultural Framework Second Action Plan 2018-2020*.
- The Summit will explore the following themes during a number of break-out sessions:
 - Canberra, a city where diversity is valued;
 - Canberra, a city where everyone belongs;
 - Canberra, a healthy and accessible city; and
 - Canberra's future.
- It is envisaged that a welcome to country, external facilitator and keynote speaker will form the basis of the Summit official opening.

Background Information

- Chief Minister and Minister for Multicultural Affairs will be engaged to officially open and close the event.

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ISSUE: National Multicultural Festival Review

Talking points:

- Each year after the National Multicultural Festival we seek feedback from stakeholders – and particularly the community – about how we can continuously improve this much-loved annual event.
- Following the 2018 Festival, Minister Stephen-Smith commissioned a review of the Festival to support the preparation of future festivals and to ensure the integrity of planning, communications and operations.
- Spring Green Consulting have provided their review which is now available on the Community Services Directorate website.
- The reviewers considered previous festival plans and reporting, and also engaged in face to face meetings with key stakeholders, including stallholders, performers, volunteers and CBD business owners.
- The government also sought community views through Your Say and received 296 responses. These have been incorporated into the review.
- The review has four key recommendations.
- The first of these is to continue to deliver a safe and inclusive festival that showcases the ACT's multicultural diversity.
- The review commended the government on the festival's ongoing success, noting that over 80% of attendees stated they would return next year, and that 90% strongly agree that the festival is positively embraced by Canberrans.
- The second recommendation is for improved professional, timely and appropriate communication; better documentation; the development of a stakeholder engagement approach; and improvements to marketing and promotion.
- The review also suggested that improved efficiency could be achieved if festival documentation was updated and streamlined and this work is already underway.

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- The review's final recommendation is that the Directorate commit to disciplined organisational processes, which is being implemented in the form of an Operational Manual for the upcoming festival.
- In addition to the recommendations, the review also advised CSD to address concerns about the sale of alcohol prior to the 2019 Festival.
- In response to this recommendation, the government will be making changes to the participation policy for 2019 to allow for the sale of cultural beverages by community groups and community clubs. This will be managed to ensure the safety, cultural integrity and family friendliness of the Festival.

Key Information

- We are currently busy organising the 2019 festival, and stallholder and performer applications opened on 31 August 2018 and closed on 30 September 2018.
- We look forward to another busy festival, full of great food and entertainment – another year where we can all come together to celebrate Canberra's wonderful diverse multicultural community.

Background Information

- CSD is currently preparing for the 2019 National Multicultural Festival. A range of projects are underway that address the Review's recommendations in relation to communications.
- In the lead up to the festival, regular email updates will be delivered to entertainers, stallholders and sponsors.
- Improvements are being made to the National Multicultural Festival online presence, including a mobile friendly website (to replace the Festival App), streamlined application processes and the development of a digital content strategy to strengthen social media.
- The Festival team will work with key stakeholders, including the Showcase Coordinators, to ensure changes made for 2019 are transparent and well communicated to the community.
- The Festival will feature a new celebrity chef and a range of fabulous headline acts, as well as the vibrant and exciting community performances, food and drinks.

2018 NMF:

- The National Multicultural Festival remains a community-driven 'grassroots' event that is enhanced by the enthusiastic support it receives from Canberra's multicultural communities and the broader ACT community.

Major performance acts in 2018 included:

- Seventies and Eighties Pop icon Leo Sayer;
- Indigenous Hip Pop Artist Baker Boy;
- Blues singer Lisa Hunt and Forever Soul;

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ANNUAL REPORT HEARING BRIEF

- Chef and TV presenter Poh Ling Yeow; and
- Canberra's up and coming star Lucy Sugarman.
- There was a continued focus on making the footprint more accessible to people with disability and older people, for example by setting up a Sanctuary for a place to rest, whilst still enjoying all the festival has to offer.
- The Children's Sanctuary operated at the Canberra Museum and Gallery on both Saturday and Sunday. Over 2,500 children and their parents/guardians took advantage of the program developed by the Canberra Museum and Gallery, the Child and Family Centres and the Community Languages Schools.

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TRIM Ref:

Portfolio/s Multicultural Affairs

Multicultural Affairs

ISSUE: Canberra Multicultural Women's Forum Final Report

Talking points:

- The Canberra Multicultural Women's Forum (CMWF) report demonstrates the good work done by CMWF to provide a platform for ACT Culturally and Linguistically Diverse (or CALD) women to have their voices heard in relation to domestic and family violence.
- The CALD Women's Consultation Initiative were awarded \$15,000 through a 2016-17 Women's Safety Grant that supported the establishment of the CMWF.
- As a result of the consultation undertaken to inform this report, there is an opportunity for services and policies in the ACT to better reflect the needs of all community members.
- The project will also help contribute to building our understanding of ways government and other organisations consult with CALD women in the future.
- The report provides a rich source of information about seven CALD communities in the ACT and their experiences with ACT Government services.
- The ACT Government is currently reviewing the recommendations raised in the report.
- These recommendations relate to a range of issues and areas of responsibility across the ACT Government.

Family and Domestic Violence

- It is really positive to hear the voices of women who are not always heard. We know from consultation undertaken to inform the Family Safety Hub that it is a sensitive topic that many women are not comfortable to discuss, particularly if they experience a language or cultural barrier.
- The findings support and build upon the insights gathered for the Family Safety Hub.

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- The ACT Government has played an active role in the development of the Fourth Action Plan of the *National Plan to Reduce Violence against Women and their Children 2010-2022*. Consultations for the Fourth Action Plan have included a specific focus on women and families of CALD background, with an expert group called together to advise on complex forms of violence such as dowry abuse, early forced marriage and female genital mutilation.

Language services

- The draft ACT Language Services Policy is currently going through the Cabinet process.
- The aim of the policy is to provide people who experience challenges in communicating in English with the same access to services and programs as those who do not experience language or communication barriers.
- The ACT Language Services Policy will provide a Whole of Government framework, which sets out the key priorities and directions for the ACT Government to support all Canberrans, irrespective of their language to have fair and equal access to all ACT programs and services.
- The policy aims to encourage ACT Government Directorates to provide opportunities for all Canberrans to learn and develop their language skills and abilities, to improve access so that they may access services and programs to enable them to make an effective contribution to the Canberra community.
- Each ACT Directorate will implement the Policy relevant to their area including raising awareness of situations in which an interpreter should be used, taking into account legislative requirements and risks that could impact clients' health, safety, security and/or human rights if an interpreter is not utilised; using qualified interpreters and translators in the delivery of all services for people who communicate in a language other than English; and translating documents and information into a range of languages.

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Consultation with community

- The ACT Government is committed to ensuring Canberra continues to grow as an inclusive and connected city where everyone has the opportunity to reach their full potential.
- The 2018 ACT Multicultural Summit will explore ways to ensure the voices of people from diverse backgrounds are heard and their contributions acknowledged, ensuring Canberra will continue to grow as a diverse and inclusive city.
- In the lead up to the 2018 ACT Multicultural Summit, community consultation has been arranged for members of the community to have their say.
- Community Consultation Roundtable sessions have concluded, with data from the sessions being used to inform the four discussion papers (based on the four themes) which will be delivered at the Summit.
- Community members were also encouraged to respond to the online survey on YourSay, which was open until mid-October 2018.

Housing ACT

- The needs of people from CALD backgrounds is recognised by Housing ACT. This group was part of the community consultations undertaken in 2017 for the ACT Government's *Towards a new Housing Strategy* discussion paper.
- To assist CALD clients Housing ACT fact sheets are available in a range of languages. Social Housing applicants and tenants have access to the Translating and Interpreting Service (TIS) if required. TIS can provide telephone translating services to people who don't speak English and to organisations that need to speak with their non-English speaking clients.
- The central intake service for homelessness services, OneLink provides service users with direct access to telephone interpreter services, through the Translating and Interpreting Service, if required.
- Housing ACT Tenancy staff are provided training for working with diverse clients. For example, the Certificate IV in Social Housing and

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Homelessness, completed by many staff, includes a unit on “Working with Diverse People”.

- Housing ACT current Service Funding Agreements with the ACT Specialist Homelessness Sector require services to report on “initiatives that improve engagement with CALD service users to contribute to improved housing outcomes.” Organisations must also use quality improvement practices, and undertake cultural awareness training with staff, to provide services in a linguistically and culturally appropriate way. Future Service Funding Agreements will continue to incorporate these requirements.

Accessibility

- The Access Canberra website is being continuously developed to meet the ACT Government’s web accessibility requirements. Web content is published in a way that information is accessible to all users, including those with a disability.
- Access Canberra regularly meets with key stakeholders including the Multicultural Community Forum to seek feedback and work collectively around accessibility of information.

Key Information

- More than \$1.8 million was also committed by the Government to establish a new service to support asylum seekers and other migrants with uncertain immigration status who are in need of housing assistance. This funding will provide medium term accommodation and support to gain community connections, employment, education and training to enable people to sustain their accommodation in the longer term, while their immigration status is being resolved.

Background Information

- There are 14 recommendations in the Canberra Multicultural Women's Forum report. The ACT Government is currently reviewing the report and its recommendations.
- A letter will be prepared to respond to Ms Laura Aoun, Chair of the Canberra Multicultural Women's Forum with a summary of ACT Government responses to the report recommendations.

Cleared as complete and accurate: 17/10/2018
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Lead Directorate: Community Services

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Canberra Multicultural Women's Forum report - Recommendations	
1	Develop a culturally appropriate engagement strategy for ACT Government services, co-designed with CALD communities, to improve service delivery.
2	Additionally, co-develop a culturally appropriate engagement strategy with youth from CALD communities to ensure the ACT Government can support their diverse interests and needs.
3	Support community-based initiatives focussed on men from CALD backgrounds working with other men on FDV-related issues in terms of prevention education and intervention.
4	Establish a fully accessible refuge with wraparound services for women and children from CALD backgrounds in the ACT staffed by culturally competent staff able to support women escaping violence.
5	Provide funding for more interpreters with specialist knowledge across health, legal, and education sectors.
6	Provide funding for more interpreters with knowledge of the cultural, religious and geographic diversity within different language communities.
7	Ensure interpreters receive trauma-informed training to better support CALD communities.
8	Deliver face-to-face cultural awareness training across all ACT Government departments and services to increase knowledge of the diversity of experiences and identities in CALD communities and to address personal and institutional racism.
9	Provide multilingual information on the Access Canberra website.
10	Make available after-hours services for Access Canberra.
11	Appoint multicultural liaison officers (MLOs) within Access Canberra as well as mandate the appointment of MLOs in all ACT Government services.
12	Increase representation of women from CALD backgrounds in ACT Government Advisory Councils.
13	Provide a multi-faith prayer room in ACT Government service locations including hospitals.
14	Undertake further consultations regarding specific forms of violence, which may manifest in some CALD communities in the ACT, as well as consult with communities not represented as part of this initiative. Any new findings or further best-practice methodology should be incorporated into a subsequent report.

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