## ACT MULTICULTURAL FRAMEWORK 2015-2020


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| 2015-16 | 1  | Allocate funding for specific projects that: respond to, and raise awareness in multicultural communities of, domestic violence; support partnerships that build resilience to counter violent extremism; and best support front line ACT Government service staff to respond. | ACT Government Directorates will promote and support domestic violence awareness projects.  
**Implementation:**  
- In 2015-16, the ACT Government supported a trial of the social media campaign A-OK. This program provided a full day workshop for young people aimed at reducing the risk of vulnerable young people becoming involved in violent extremism.  
- The ACT Women’s Safety Grant program supports innovative projects to advance priorities identified in the *Third Action Plan under the National Plan to Reduce Violence against Women and their Children 2010-2022*. A list of grant recipients can be found at: [https://www.communityservices.act.gov.au/women/grants_and_awards](https://www.communityservices.act.gov.au/women/grants_and_awards).  
- In 2016-17, the Integrated Cultures ACT Incorporated received funding under the Government service grant program for the *Positive Relationships Project*. This project encouraged young people to explore their values and what they look for in a relationship.  
- In 2016-17 and 2017-18, a further six projects were funded to raise awareness in multicultural communities of domestic violence and to support positive relationships under the grant program. Further information can be found at: [https://www.communityservices.act.gov.au/women/grants_and_awards/womens-safety-grant-recipients](https://www.communityservices.act.gov.au/women/grants_and_awards/womens-safety-grant-recipients).  

**Action achieved in 2015-16 and ongoing.** |
| 2015-16 | 2  | Develop and implement an online register of interest of people from culturally and linguistically diverse backgrounds to serve on ACT Boards and committees. | Development of the register by 31 December 2015. Demonstration of active promotion undertaken to ensure people registered have the knowledge and skills to represent cultural diversity on ACT Boards and Committees.  
**Implementation:**  
- The Diversity Register was launched in June 2018. The Diversity Register enables Boards and Committees to expand their current appointment process by searching for suitable candidates that represent our diverse community. Further information on the Diversity Register is available at: [www.diversityregister.act.gov.au](http://www.diversityregister.act.gov.au)  

**Action achieved in 2017-18 and ongoing.** |
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| 2015-16 | 3 | Invest in social cohesion initiatives as outlined in the *One Canberra Reference Group Report.* Seek to promote government and non-government services working together to support ‘at risk’ communities and individuals. **Action achieved in 2015-16 and ongoing.** | Evidence of education campaigns for the media and community which enhance cultural and faith acceptance, engage the community and articulate the benefits of cultural diversity. This would effectively provide the linkage to the newly established ACT Countering Violent Extremism Steering Committee and ‘Commonwealth Living Safe Together’ strategies. **Implementation:**  
- In 2015 the ACT Government invested in a number of social cohesion initiatives including:  
  - The Kite Festival, an action arising from the *One Canberra Reference Group Report* to celebrate the diversity of the Canberra community.  
  - MARSS established a program to support socially isolated young people into employment, education and training.  
  - The ACT Government supported the Australian Human Rights Commission’s ‘Racism, it stops with me’ Campaign.  
- Since 2015, the Participation (Multicultural) Grant Program has provided funding to support ‘at risk’ communities and individuals through a range of community organisations including: the Canberra Interfaith Forum, Initiatives for Women in Need (IWiN) and the Aussie Forum Incorporated. Further information is available at: [https://www.communityservices.act.gov.au/multicultural/programs/grants/participation_multicultural_grants_program](https://www.communityservices.act.gov.au/multicultural/programs/grants/participation_multicultural_grants_program)  
  - In May 2016, the Canberra Islamic Centre received funding to develop leadership capacity to undertake mentoring and support for at risk young people and their families. |
| 2015-16 | 4 | Declare the ACT as a Refugee Welcome Zone. **Action achieved in 2015 and ongoing.** | Declared on 18 June 2015. **Implementation:**  
- The ACT Government formally declared the ACT as a Refugee Welcome Zone in June 2015. On 25 June 2015, the ACT welcomed an additional 250 refugees from Syria and Iraq on top of the ACT’s annual humanitarian intake. |
| 2015-16 | 5 | Support ongoing funding to programs that assist refugees to settle in Canberra. **Action achieved in 2015-16 and ongoing.** | Programs targeted at resettling refugees will provide a welcoming and supportive environment. **Implementation:**  
- From 2015, the ACT Government has continued to provide ongoing funding to community based programs that assist refugees as they settle in the ACT. These programs support refugees with English language, employment and family settlement support. Community organisations funded to provide these services are: MARSS, Companion House, Multicultural Youth Services (MYS) and Multicultural Employment Services (MES).  
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<td>2015-16</td>
<td>6</td>
<td>Promote services to asylum seekers that they are entitled to.</td>
<td>Drawing on feedback from community partners, asylum seekers can readily access services they are entitled to.</td>
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<td><strong>Action achieved in 2015-16 and ongoing.</strong></td>
<td><strong>Implementation:</strong></td>
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<td>• The ACT Services Access Card was launched in September to assist eligible asylum seekers to access a range of ACT Government services and concessions including:</td>
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<td>- Free enrolment in ACT Public Schools;</td>
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<td>- Free English language classes through Canberra Institute of Technology (CIT);</td>
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<td>- Access to preschool and child care services, where places are available;</td>
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<td>- Access public dental and community health services;</td>
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<td>- Concession rate bus fares on ACTION Buses in the ACT and Qcity Transit (formerly Deane’s Buslines) in Queanbeyan and for transit between the ACT and Queanbeyan;</td>
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<td>- Taxi Subsidy Scheme (with demonstrated medical needs); and</td>
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<td>- Access to Public Trustee services (preparation of wills and enduring Power of Attorney).</td>
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<td>• In 2017-18, the ACT Government committed to reviewing the ACT Service Access Card to ensure the Card continues to meet the needs of asylum seekers in the ACT.</td>
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<td>• Also in 2017-18, the ACT Government provided additional funding to support asylum seekers to gain employment and access free English language classes through MARSS and CIT.</td>
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<td>2015-16</td>
<td>7</td>
<td>Review the ACT Languages Policy with a view to reinstate obligations regarding the use of interpreters, multilingual staff and translated material.</td>
<td>Canberrans with little or no English language skills have ready access to interpreters to assist them to access their entitled services and programs.</td>
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<td><strong>Action achieved in 2018-19.</strong></td>
<td><strong>Implementation:</strong></td>
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<td>• The revised ACT Language Services Policy was finalised in November 2018. The Policy ensures all Canberrans who communicate in a language other than English have equitable access to ACT Government services and programs. The Policy is available at: <a href="https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf">https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf</a></td>
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| 2015-16 | 8 | Create an on-line multicultural calendar and directory that incorporates the promotion of the Participation (Multicultural) Grants. **Action partially achieved in 2015-16 and ongoing.** | Easier access to information about cultural activities throughout the year and available resources. **Implementation:**  
- In 2015, Volunteering and Contact ACT was funded to establish the ACT Community Directory and make it available in multiple languages. The Directory is available at: [https://vc-act.mycommunitydirectory.com.au/](https://vc-act.mycommunitydirectory.com.au/)  
- The fortnightly Multicultural e-Newsletter provides easy access to information about cultural activities throughout the year, including promoting the Participation (Multicultural) Grant Program.  
- The Participation (Multicultural) Grant Program is also promoted online and in social and print media. |
| 2015-16 | 9 | Expand and promote the ACT multicultural awards to include young (15-30 years) people who have made a significant contribution to multicultural issues in the ACT. **Action achieved 2015-16 and ongoing.** | The creation of new award categories to recognise exceptional effort and contribution to the local multicultural community. **Implementation:**  
- In 2015, a new Multicultural Award category recognising multicultural young people was introduced. The inaugural 2015 Multicultural Young Person of the Year was awarded to Mr Jeeven Nadanakumar. Information about the 2015 Multicultural Awards and subsequent Awards is available at: [http://www.communityservices.act.gov.au/multicultural/multicultural_awards](http://www.communityservices.act.gov.au/multicultural/multicultural_awards)  
- In addition, the Young Canberra Citizen of the Year Awards recognise individuals or groups of young Canberrans who have made a significant contribution to the ACT, including on multicultural issues. In 2016, 2017 and 2018 the Young Canberra Citizen of the Year was awarded to a Young Canberran who made significant contributions to the ACT multicultural community. Information about the Young Canberra Citizen of the Year Awards is available at: [https://www.communityservices.act.gov.au/youth/youth-interact/grants-and-scholarships](https://www.communityservices.act.gov.au/youth/youth-interact/grants-and-scholarships) |
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<td>2016-17</td>
<td>10</td>
<td>Encourage culturally and linguistically diverse communities to utilise existing community facilities and other suitable government infrastructure across the ACT for cultural events through an online community coordinated venue booking system.</td>
<td>Action partially achieved in 2016-17 and ongoing. Online booking system fully operational by 1 July 2016.</td>
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**Implementation:**

- The ACT Government has commenced the development of online systems to support community access to ACT Government facilities and infrastructure.
- An online system is being developed for sportground bookings to enable sporting bodies and members of the public to book an oval online. Further information can be found at [https://www.sport.act.gov.au/sportsgrounds/booking_request_form](https://www.sport.act.gov.au/sportsgrounds/booking_request_form)
- Access Canberra is developing an online system for camp grounds with the potential to add other facilities in the future.
- Work on online community facility booking systems is ongoing across the ACT Government.
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<td>2016-17</td>
<td>11</td>
<td>Support the translation of information about essential services to improve access for culturally and linguistically diverse Canberrans.</td>
<td>Feedback about better access to information about services and programs by Canberrans from culturally and linguistically diverse backgrounds</td>
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**Implementation:**

The following ACT Government Directorates and agencies provide information on essential services in a range of languages to improve access for culturally and linguistically diverse Canberrans.

**Access Canberra**

- Access Canberra services and information can be accessed in fourteen languages other than English 24 hours a day, seven days a week through the National Translating and Interpreting Service. Access Canberra continues to work with stakeholders and across the ACT Government to provide accessible and responsive services that meet the needs of the Canberra community.

**Health Directorate**

- The Health Directorate established the publication ‘Which health service do I need?’ to provide essential information about health services in the ACT to people arriving in Canberra from non-English speaking backgrounds. Further information can be found at: [https://www.health.act.gov.au/about-our-health-system/multicultural-health-act](https://www.health.act.gov.au/about-our-health-system/multicultural-health-act)
- The Directorate has also translated Health Service Factsheets on breast screening; cervical cancer screening; public health advice and dangers of death cap mushrooms in the ACT into nine languages. All ACT Health publications include an accessibility statement referring people to the National Translating and Interpreting Service.

**Justice and Community Safety Directorate (JaCS)**

- The ACT Courts and ACT Civil and Administrative Tribunal (ACAT) website has information on the availability of interpreter services. Further information can be found at: [https://www.courts.act.gov.au/magistrates/services2/interpreter-services](https://www.courts.act.gov.au/magistrates/services2/interpreter-services)
- The ACT Magistrates Court provides information on family violence for applicants and respondents, defendants in criminal matters translated into a number of languages.
- The ACT Emergency Services Agency (ESA) provides information on Emergency Triple Zero (000) posters in a range of languages. Further information can be found at: [https://www.triplezero.gov.au/Pages/TripleZero(000)AwarenessCampaignandpromotionalmaterial.aspx](https://www.triplezero.gov.au/Pages/TripleZero(000)AwarenessCampaignandpromotionalmaterial.aspx)
- On 13 July 2018, the ACT Courts and Tribunal held a workshop with key stakeholders to identify further actions to improve service accessibility on family violence matters for the culturally and linguistically diverse community.
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| 2016-17 | 11 | Support the translation of information about essential services to improve access for culturally and linguistically diverse Canberrans. | *Education Directorate*  
- Education Directorate provides the school education information sheet for parents in 12 languages. Further information can be found at: [https://www.education.act.gov.au/school_education/international_students/international_students_and_parents](https://www.education.act.gov.au/school_education/international_students/international_students_and_parents)  
*Community Services Directorate (CSD)*  
- In 2016-17, MARSS was funded to translate a domestic violence referral brochure into five community languages.  
- In 2016, the ACT *Emergency Preparedness Guide (Grab and Go)* was translated into ten languages. The guide provides information to Canberrans on how to prepare for an emergency.  
- The revised ACT Language Services Policy was finalised in November 2018. The Policy ensures all Canberrans who communicate in a language other than English have equitable access to ACT Government services and programs. The Policy is available at: [https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf](https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf) |
| 2016-17 | 12 | Promote Access Canberra as a one stop shop to members of culturally and linguistically diverse communities. | Feedback about the level of increased participation gained from organisers who are engaged through relevant grants programs that support these community sports activities.  
**Implementation:**  
- Access Canberra brings together ACT Government shopfronts, call handling, online services, and regulatory functions in a single unified service. Access Canberra delivers services for all Canberrans and services are designed to meet the needs of all people from all backgrounds.  
- Access Canberra has over 300 services available digitally. There are touchscreens and concierge services available in the Access Canberra Service Centres to support people who find it difficult to engage through the digital channel.  
- Skills Canberra works with Access Canberra to encourage the use of accredited interpreters as required and the ACT Government has strengthened the Access Canberra website to ensure easy access to information in different languages including funding opportunities and links to community groups.  
- The revised ACT Language Services Policy was finalised in November 2018. The Policy ensures all Canberrans who communicate in a language other than English have equitable access to ACT Government services and programs. The Policy is available at: [https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf](https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf) |
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<td>2016-17</td>
<td>13</td>
<td>Increase awareness and promote accessibility of services available for women, youth, people with disability and people experiencing mental illness from multicultural community groups.</td>
<td>Action achieved 2016-17 and is ongoing.</td>
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In respect to their functions, ACT Government Directorates develop and implement detailed plans which address the unique needs of people from culturally diverse backgrounds.

Increased level of participation by members of multicultural community groups in general community activities.

**Implementation:**

The ACT Government has a range of community outreach services and activities providing support to people from a culturally and linguistically diverse background including women, youth and people with disability.

- Access Canberra promotes information on a range of programs to support the needs of all Canberrans including women, youth, people with disability, people experiencing mental illness and people from a multicultural background.
- The Women’s Information Officer in the Office for Women links women and children from culturally and linguistically diverse backgrounds to services and/or programs that meet their needs. The Office for Women also disseminates information through the Multicultural e-Newsletter. Further information is available at: [https://www.communityservices.act.gov.au/women/Womens-Information-Empower,-Respect,-Connect](https://www.communityservices.act.gov.au/women/Womens-Information-Empower,-Respect,-Connect)
- The Youth Advisory Council (YAC) shares and disseminates information to young Canberrans through social media platforms.
- In 2018, the ACT Government partnered with the Council to host the ACT Youth Assembly to explore four key issues: Youth Mental Health; Homelessness and Young People; Youth Civic Participation; and Equality and Equity for Aboriginal and Torres Strait Islander Young People. Further information is available at: [https://www.communityservices.act.gov.au/youth/youth-interact/youth-advisory-council](https://www.communityservices.act.gov.au/youth/youth-interact/youth-advisory-council)
- The Connect and Participate Expo (CAP Expo) fosters active inclusion by providing an opportunity for Canberrans of all ages and abilities to interact with community groups and clubs.
- The National Ethnic Disability Alliance (NEDA) provides a mechanism for people from a multicultural background who have a disability to better support this cohort in the ACT.
- The Health Directorate increases awareness and promotes accessibility through their publications: Culturally Appropriate and Inclusive Services, Using Health Services in the ACT and the Guide to Language Services. These documents are distributed to both public hospitals and to all Community Health Centres across the ACT. The document ‘Guide to Language Services’ is aimed at Health Clinicians and covers policy and procedures to promote the availability of language services.
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<td>2016-17</td>
<td>14</td>
<td>Promote community sports engagement programs targeting newly arrived communities with an emphasis on programs for women and youth.</td>
<td>Action achieved in 2016-17 and is ongoing. Number of participants engaged through grants provided to culturally and linguistically diverse communities. Number of multicultural plans developed and implemented by 30 June 2018.</td>
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**Implementation:**

- In 2016, the ACT Government supported Active Canberra to host the annual Global Cricket Challenge at Reid Oval. A total of 154 children participated, with a support crowd of 400 people. The majority of participants were from India, Pakistani, Sri Lanka and Bangladeshi backgrounds.
- The ACT Government provides annual funding to the Multicultural Youth Services (MYS) to deliver a range of community sports activities for youth including:
  - A weekly after school sports program during the school term at Kingsford Smith School, Harrison School and Namadgi School targeting migrant and refugee students and is open to their friends and other students. Sports involved are mostly indoor soccer and basketball and both boys and girls attend.
  - Weekly dance classes at Kingsford Smith School.
  - An annual Learn to Swim course for recently arrived refugee boys and girls which concludes with a trip to the beach.
  - Annual community sporting events including Harmony Day Football, Refugee Week Football and an end-of-year Football Knock Tournament.
  - An annual National Caneball Championships.
- The annual Participation (Multicultural) Grant Program provides funding to support sports programs for newly arrived communities. Under this grant program several community groups received funding for sports engagement activities including: the Celebration of African Australian ACT Incorporated; Canberra Punjabi Sports and Cultural Association; and the ACT Tongan Language and Cultural School Incorporated. Further information is available at: [https://www.communityservices.act.gov.au/multicultural/programs/grants](https://www.communityservices.act.gov.au/multicultural/programs/grants)
- The ACT Sport and Recreation Grant Program provides assistance to organisations to support participation in active lifestyles through the delivery of quality programs, services and facilities for the benefit all Canberrans. Further information is available at: [https://www.sport.act.gov.au/grants/sport-and-recreation-grants-program](https://www.sport.act.gov.au/grants/sport-and-recreation-grants-program)
- Established in 2017, the annual Youth Week Grant Program provides funding for community engagements initiatives to celebrate ACT Youth Week. In 2018, the East African Community Association of the ACT Incorporated (Youth Group) received funding to host an East African Community youth sports and games day. This inter-generational sports engagement saw over 200 youth and their families from the East African Community (Kenya, Uganda, Tanzania, Burundi, Rwanda and South) participate. Further information is available at: [https://www.communityservices.act.gov.au/youth/youth-interact/recipients2](https://www.communityservices.act.gov.au/youth/youth-interact/recipients2)
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| 2016-17 | 15 | Develop detailed plans by ACT Government Directorates which address the unique needs of people from culturally and linguistically diverse backgrounds. | In respect to their functions, ACT Government directorates develop and implement detailed plans which address the unique needs of people from culturally and linguistically diverse backgrounds. **Implementation:** Across the ACT Government there are a range of plans and policies to address the needs of culturally and linguistically diverse communities.  
- The Education Directorate has developed a range of policies and publications. The English as an Additional Language or Dialect (EAL/D) Students Policy was published on 1 June 2017. This policy provides a framework for supporting Additional Language or Dialect (EAL/D) Students’ English acquisition in ACT public schools. EAL/D Parent Fact Sheets are available for parents which provides strategies to engage with schools to support their children’s educational needs. The Fact Sheets are available in 13 different languages. Further information is available at: [https://www.education.act.gov.au/publications_and_policies/School-and-Corporate-Policies/access-and-equity/languages/english-as-an-additional-language-or-dialect-students-policy](https://www.education.act.gov.au/publications_and_policies/School-and-Corporate-Policies/access-and-equity/languages/english-as-an-additional-language-or-dialect-students-policy)  
- The Education Directorate also conducts four professional community language learning sessions every year. The facilitated workshops cater for the unique teaching and learning needs of Community Language School teachers.  
- Five primary Introductory English Centres (IECs) and one secondary Introductory English Centre are co-located in mainstream schools to provide support to newly arrived students with minimal English through intensive language teaching.  
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<td>2016-17</td>
<td>16</td>
<td>Encourage multicultural community leaders to disseminate information about general programs, services and community events to their respective members.</td>
<td>Increased level of participation by members of multicultural community groups in general community activities.</td>
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| | | **Implementation:**  
  • CSD facilitates the fortnightly Multicultural e-Newsletter to promote community events. Multicultural community leaders provide information on cultural events and programs for inclusion in the bulletin, which is delivered to over 6,000 Canberrans.  
  • The ACT Government funds Community radio station and programs to disseminate information on multicultural events to the Canberra community. | 

**Action achieved in 2016-17 and is ongoing.**

| 2016-17 | 17 | Promote cultural diversity by working with community organisations to support the celebration and acknowledgment of a wide range of cultural, religious and linguistic events such as Refugee Week, Diwali, Harmony Day, Ramadan, and the National Multicultural Festival. | Regular opportunities through the year for community members to participate in, and learn about, each other’s cultures and traditions. |
| | | **Implementation:**  
  • The ACT Government delivers a range of annual cultural, religious and linguistic events to promote and celebrate Canberra’s cultural diversity including: Refugee Week, Diwali, Ramadan, Harmony Day and the National Multicultural Festival.  
  • The annual Participation (Multicultural) Grant Program provides funding to highlight and promote community participation, cultural diversity, and inclusion. A list of events that have been funded through the Participation (Multicultural) Grant Program can be found at: [https://www.communityservices.act.gov.au/multicultural/programs/grants/participation_multicultural_grants_program](https://www.communityservices.act.gov.au/multicultural/programs/grants/participation_multicultural_grants_program)  
  • In 2018-19, the Participation (National Multicultural Festival) Grant Program was established to support ACT community organisations to participate in the National Multicultural Festival. Prior to 2018 community participation in the National Multicultural Festival was funded under the Participation (Multicultural) Grant Program. | 

**Action achieved in 2016-17 and is ongoing.**
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| 2016-17| 18 | Boost economic opportunity and advantage by enhancing the skills of existing and new migrants through job ready, training and English language classes. | New and existing migrants are better equipped to compete in the labour market. The ACT workforce benefits from the contributions and different perspectives of migrants. Action achieved in 2017-18 and is ongoing.                                                                 | • The Work Experience and Support Program (WESP) continues to be promoted and implemented annually.  
• In April 2018, Multicultural Employment Services was funded to work with other ACT and regional settlement services to provide individual, case-managed employment support services for refugees, asylum seekers and new migrants.  
• In May 2018, MARSS and the Canberra Institute of Technology (CIT) received funding over four years to deliver a range of English language programs for refugees, asylum seekers on bridging visas and ACT Services Access Card holders living in the ACT.  |
| 2016-17| 19 | Develop and promote programs to assist Canberrans from culturally diverse backgrounds with basic workplace training, CV drafting and interview coaching. | Develop and promote programs to assist Canberrans from culturally diverse backgrounds with basic workplace training, CV drafting and interview coaching. Action achieved in 2017-18 and is ongoing.                                                                 | • In April 2018, MES received funding to work with other ACT and regional settlement services to provide individual, case-managed employment support services including basic workplace training, CV writing and interview skills for refugees, asylum seekers and new migrants.  
• The Work Experience and Support Program (WESP) continues to be promoted and implemented annually. In 2018, the ACT Government partnered with Randstad, a commercial recruitment agency, to provide WESP participants with support to improve their CV writing and interview skills. Further information about the WESP program is available at:  http://www.communityservices.act.gov.au/multicultural/programs  |
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<tr>
<td>2017-18</td>
<td>20</td>
<td>Identify and support suitable people who are willing to undertake accreditation as formal interpreters to build a large pool of local interpreters. Action achieved in 2017-18 and is ongoing.</td>
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<td>2017-18</td>
<td>21</td>
<td>Encourage the use of accredited interpreters, where needed, at service delivery points across all ACT Government and community organisations. Action achieved in 2017-18 and is ongoing.</td>
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**Outcome:** Readily available on-site interpreters in the ACT particularly in those languages for new and emerging multicultural community groups.

**Implementation:**
- The National Accreditation Authority for Translators and Interpreters (NAATI) is a company owned by the nine Governments of Australia. The ACT provides annual funding to enable NAATI to set and maintain national standards in the interpreting and translator sector. NAATI enables the existence of a supply of appropriately credentialed translators and interpreters that is responsive to the changing needs and demography of the Australian community. NAATI provides detailed advice and support to people on translator and interpreter certification requirements as well as information on ACT institutions offering NAATI endorsed qualifications. Further information is available at: [https://www.naati.com.au](https://www.naati.com.au).
- In 2012, 2014 and 2016, CIT Solutions delivered a Community Interpreter Program. CIT Solutions continues to meet the changing educational needs of the Canberra community.

**Implementation:**
- Skills Canberra works with Access Canberra to encourage the use of accredited interpreters across both government and community organisations.
- The Health Directorate promotes the use of interpreters at all service delivery points.
- The ACT Courts and the Administrative Tribunal provides information on the availability of interpreter services for all Canberrans when accessing their services.
- The Education Directorate encourages the use of interpreters in all schools and has developed a school education information sheet for parents in 12 languages.
- The revised ACT Language Services Policy was finalised in November 2018. The Policy ensures all Canberrans who communicate in a language other than English have equitable access to ACT Government services and programs. The Policy is available at: [https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf](https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf).
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| 2017-18 | 22 | Support ACT Government staff in public contact positions to receive training relating to the appropriate delivery of services and programs to culturally and linguistically diverse backgrounds.               | ACT Government staff are responsive to the unique needs of their clients and clients have a more efficient and pleasant interaction at service delivery points across the ACT government.  
**Implementation:**  
- ACT Government Directorates provide staff training to ensure the appropriate delivery of services and programs to people from culturally and linguistically diverse backgrounds; including: the ACT Respect, Equity and Diversity Framework;  
- SBS Cultural Competency Training Package and Working with Aboriginal and Torres Strait Islander People.  
- The revised ACT Language Services Policy ensures all Canberrans who communicate in a language other than English are supported to access ACT Government services and programs. The Policy is available at: [https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf](https://www.communityservices.act.gov.au/__data/assets/pdf_file/0011/1286993/Language-Services-Policy.pdf)  
**Action achieved in 2017-18 and is ongoing.** |
| 2017-18 | 23 | Promote the Work Experience and Support Program (WESP) to the community and private sectors.                                                                                                             | ACT Government Directorates and the ACT private sector to champion the Work Experience and Support Program.  
**Implementation:**  
- The Work Experience and Support Program (WESP) continues to be promoted and implemented annually. In 2018, the ACT Government partnered with Randstad, a commercial recruitment agency, to support WESP participants improve their CV writing and interview skills to prepare them to apply for work in the community and private sectors. Further information about the WESP program is available at: [http://www.communityservices.act.gov.au/multicultural/programs](http://www.communityservices.act.gov.au/multicultural/programs)  
**Action in achieved in 2017-18 and is ongoing.** |
| 2017-18 | 24 | Ensure members of the Canberra’s culturally and linguistically diverse communities are informed of, and included in, government policy development through effective and appropriate engagement.           | ACT Government policy takes into account the needs and aspirations of Canberra's multicultural community.  
**Implementation:**  
- In 2017, the ACT Multicultural Advisory Council (MAC) was established to engage with the multicultural community and provide advice to the Minister for Multicultural Affairs. The MAC provides a mechanism to strengthen the ACT government’s engagement with members of Canberra’s multicultural communities.  
- The fortnightly Multicultural E-Newsletter provides information on ACT Government policies, programs and activities directly to the ACT multicultural community.  
- All ACT Government Directorates undertake extensive community consultations, including with the multicultural community, on significant policy and program matters such as: Housing ACT, ACT Health, ACT Courts, Transport and City Services.  
- In 2018, the ACT Multicultural Summit was held in partnership with the MAC to discuss and inform the development of the ACT Multicultural Framework Second Action Plan 2019-2020.  
**Action achieved in 2017-18 and is ongoing.** |
### YEAR | NO | ACTION | OUTCOME
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2017-18 | 25 | Provide opportunities for members of Canberra’s culturally diverse communities to be job ready so they can gain meaningful employment. | Canberrans from culturally diverse backgrounds have the capacity to benefit from economic opportunities present in our city. **Implementation:** The ACT Government implements and funds a range of programs for members of Canberra’s multicultural community to be job ready including:  
- In April 2018, MES received funding to provide employment support services to refugees, asylum seekers and new arrived migrants. This program supports members of Canberra’s multicultural community to be job ready and gain meaningful employment in different sectors including, hospitality, aged care, disability care and construction.  
- In May 2018, MARSS and CIT received funding for four year to support refugees, asylum seekers and new migrants to improve their English language skills, an important pre-requisite to gaining meaningful employment.  
- The CIT has a dedicated Cultural Diversity Coordinator to guide and provide career advice and training options.  
- The SPARK is an employment and training initiative based in West Belconnen, which provided targeted employment to support key groups including people from culturally and linguistically diverse backgrounds, who are disconnected from the labour market. Further information can be found at: [https://ginninderry.com/environment-and-people/training-employment/view-programs/](https://ginninderry.com/environment-and-people/training-employment/view-programs/)

**Action achieved in 2017-18 and is ongoing.**

2017-18 | 26 | Support and promote ongoing interfaith and multicultural forums. | Regular opportunities are presented throughout the year for community members to participate in, and learn about, each other’s faiths and cultures leading to an accepting and harmonious community. Number of forums supported. **Implementation:** The ACT Government works in partnership with the ACT multicultural community to deliver a number of activities and programs to promote ongoing interfaith and multicultural Forums.  
- CIT supports and promotes annual multicultural activities and events for students.

**Action achieved in 2017-18 and is ongoing.**
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| 2017-18 | 27 | Develop, implement and promote an ‘Honorary Ambassador’ Program for leaders from Canberra’s multicultural community groups who travel regularly overseas and are willing to promote our city and the benefits of our city’s cultural diversity. | Increased number of ‘Honorary Ambassadors’. Appointed from local multicultural groups resulting in an increased exposure of our city abroad. **Implementation:**  
- In 2018, as part of the annual ACT Multicultural Awards, the ACT Government formerly recognised existing Multicultural Honorary Ambassadors.  
- Following the 2018 Multicultural Summit, the Multicultural Advisory Council will consider next steps in promoting an “Honorary Ambassador” program. |
| 2017-18 | 28 | Encourage retirement villages and nursing homes to implement culturally responsive services and environments for older people from culturally diverse backgrounds. | Older people from culturally diverse backgrounds enjoy a more comfortable life in culturally sensitive environments in their later years. **Implementation:**  
While retirement villages/nursing homes are a Commonwealth responsibility, the ACT Government encourages ACT retirement villages and nursing home to implements culturally responsive services through the ACT Active Ageing Framework.  
- In 2016-17, four culturally and linguistically diverse (CALD) Community Groups received ACT Participation (Seniors and Veterans) grants for projects to enhance the wellbeing of CALD Seniors living in the ACT. Further information available at: [https://www.communityservices.act.gov.au/wac/seniors/grants](https://www.communityservices.act.gov.au/wac/seniors/grants)  
- The 2017-18 ACT Participation (Seniors and Veterans) Grant identified enhancing the wellbeing for CALD Seniors was identified as a priority area. Further information is available at: [https://www.communityservices.act.gov.au/wac/veterans/grants](https://www.communityservices.act.gov.au/wac/veterans/grants)  
- In 2018, the Minister for Seniors and Veterans wrote to ACT retirement homes encouraging them to be responsive to the different needs of people from diverse backgrounds. |

**Action in progress.**

**Action achieved 2017-18 and is ongoing.**
CANBERRA
AN INCLUSIVE CITY