

**2021**



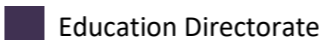


**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**ACT Multicultural Framework 2015 – 2020: Implementation and Outcomes  
(Second Action Plan 2019-2020) – Second Report**

**Presented by  
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Minister for Multicultural Affairs  
December 2021**



ACT Multicultural Framework 2015-2020: Second Action Plan 2019-2020: Report

KEY:  CSD  CMTEDD  Education Directorate  TCCS  All Directorates

Priority Action	Relevant Directorates	Reporting	Other Stakeholders
1 Benchmark Canberra against the Welcoming Cities Standard to identify areas for improvement as a welcoming community. <b>COMPLETED</b>	<b>Lead</b> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>On 18 September 2019, Mr Aleem Ali, Chief Executive Officer of Welcoming Australia met with members of the ACT Multicultural Advisory and the Joint Advisory Chairs Councils to provide attendees with a better understanding of the commitment that Canberra has made to joining the Network.</li> <li>On 25 August 2021, the Community Services Directorate (CSD) submitted a self-assessment of the Established level of the Welcoming Cities Network to Welcoming Australia after undertaking targeted community consultation in March 2021 about the ACT Governments commitments to the Welcoming Cities Network.</li> <li>In September 2021 Welcoming Australia, officially endorsed the ACT Government as achieving the Established level of the Welcoming Cities Network.</li> </ul>	Welcoming Australia ACT Multicultural Advisory Council Joint Advisory Chairs Council
	<b>Support</b> All directorates	<ul style="list-style-type: none"> <li>All directorates and agencies contributed to the inclusion policies and practices for the Welcoming Cities Established level self-assessment.</li> </ul>	
2 Develop a Welcome to Canberra Information pack, in partnership with ACT settlement support services, with links to appropriate services. <b>COMPLETED</b>	<b>Lead</b> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>In 2019, CSD conducted an open tender procurement process for an ACT service provider to deliver the Integrated Welcome to Canberra Support Service to include: <ul style="list-style-type: none"> <li>An Information pack (digital and hard copy);</li> <li>A Welcoming Navigator; and</li> <li>Bi-annual Welcome to Canberra forums.</li> </ul> </li> <li>The Minister for Multicultural Affairs announced the successful tenderer (Multicultural Hub) on 12 November 2019.</li> <li>Multicultural Hub has launched the Welcome2Canberra app and website <a href="http://www.welcome2canberra.com.au">www.welcome2canberra.com.au</a></li> <li>The app is available in over 100 languages and provides links to over 350 services, including settlement, language, ACT Government, health, and education services.</li> <li>Multicultural Hub has also launched the Welcome2Canberra Hotline, which provides information referrals and services to callers.</li> <li>In addition, Multicultural Hub has launched the Welcome2Canberra Go-To-Service, which provides answers to enquiries, assistance with completion of forms and referrals to other services. This is an important service for the many new Canberrans who are unfamiliar with local services and who have difficulties with language.</li> </ul>	Multicultural Hub is the contracted service provider
	<b>Support</b> All directorates	All directorates provided support	
3 Establish a digital hub for information on multicultural services and programs to enhance the ACT Government's digital presence and discoverability <b>COMPLETED</b>	<b>Lead</b> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>The Multicultural Hub was contracted to deliver the Welcome 2 Canberra integrated support service.</li> <li>The support service includes a digital hub, which is available in over 100 languages and provides links to over 350 services, including settlement, language, ACT Government, health, and education services.</li> <li><a href="http://www.welcome2canberra.com.au">www.welcome2canberra.com.au</a></li> </ul>	Access Canberra CMTEDD Skilled Migration team
	<b>Support</b> All directorates	All directorates provided support.	
4 Establish an evaluation framework to measure and report on impact of services and programs to support multicultural communities. <b>IN PROGRESS</b>	<b>Lead</b> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>CSD liaised with directorates to establish an evaluation framework to measure the effectiveness of services and programs that support multicultural communities.</li> <li>The ACT Multicultural Recognition Act (due to be enacted in 2022) is planned to act as an evaluation framework for the purpose of measuring and reporting on the impact of services and programs supporting the multicultural community. The new Act will provide both a lens and framework through which government, non-government organisations and businesses can assess and evaluate their inclusive practices and will include reporting obligations for ACT Government directorates.</li> <li>CSD Strategic Policy supports this approach on the basis that the Act will support the ability to clearly articulate expected outcomes to be achieved and a reporting framework to support this will be required for accountability.</li> </ul>	CSD SPADE team
	<b>Support</b> All directorates	<ul style="list-style-type: none"> <li>CMTEDD provided advice to CSD on capabilities provided by the ACTDAC and the ACT Data Lake to support the establishment of an evaluation framework.</li> <li>The Education Directorate has established an Evaluation Committee. The Evaluation Committee is a sub-committee of the Executive Governance Committee (EGC) and has been established and authorised by the Director-General to establish strategic evaluation priorities for the Education Directorate.</li> </ul>	
5 ACT Multicultural Advisory Council members engage with other	<b>Lead</b> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>ACTMAC Chair joined the new Joint Advisory Chairs Council in 2019.</li> </ul>	Joint Advisory Chairs Council ACT Multicultural Advisory Council

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Ministerial Advisory Council Chairs on matters of importance to multicultural communities in their respective areas of focus.  <b>COMPLETED</b>		<ul style="list-style-type: none"> <li>Chair and Deputy Chair of the ACT Multicultural Advisory Council Chaired the Joint Advisory Chairs Council meeting in 2020.</li> <li>The Joint Advisory Chairs Council meetings occur every two months. All Chairs are afforded opportunities share information about their Council's progress against its work plan or the relevant ACT Government framework.</li> <li>Members discuss issues important to the Canberra community that may have impacts across age, gender, disability and cultural background.</li> <li>The ACT Multicultural Advisory Council engaged with the Joint Advisory Chairs Council on the implementation of the Second Action Plan.</li> </ul>	
6 Encourage appointments to ACT Ministerial Advisory Councils that reflect the diversity of people living in Canberra.  <b>COMPLETED</b>	<p><b>Lead</b> CSD</p> <p><b>Support</b> All directorates</p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>The Terms of Reference for Ministerial Advisory Councils were reviewed to ensure membership reflects the diverse Canberra community.</li> <li>A Model Terms of Reference for Ministerial Councils was adopted by CSD for all Advisory Councils in late 2019.</li> <li>CSD also updated the Diversity Register in 2019 to improve useability and the collection of new diversity data.</li> <li>The Diversity Register is promoted for use via the Australia Institute of Company Directors and with secretariats of ACT Government boards and committees.</li> </ul> <p>All directorates provided support and are actively using the Diversity Register to promote Board and Committee opportunities.</p>	Office for Women ACT Multicultural Advisory Council
7 Develop and promote information on unconscious bias and the benefits of diversity in recruitment to ACT Government, local businesses and community sector organisations.  <b>COMPLETED</b>	<p><b>Lead</b> CMTEDD</p> <p><b>Support</b> All directorates</p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>CMTEDD examined the unconscious biases that may exist in the ACT Public Service recruitment process and developed ways to foster more inclusive practices across the ACT Government.</li> <li>CMTEDD's current training in Career Development and Retention Programs include Unconscious Bias components.</li> <li>CMTEDD has developed specific unconscious bias training – the 'Understanding and Addressing Unconscious Bias' and 'Unconscious Bias' courses are available to all ACT Public Servants.</li> <li><a href="http://sharedservices/actgovt/Training/Communication-Engagement/CIT-Solutions/Unconscious-Bias-CITSolutions.html">http://sharedservices/actgovt/Training/Communication-Engagement/CIT-Solutions/Unconscious-Bias-CITSolutions.html</a></li> <li><a href="http://sharedservices/actgovt/Training/Communication-Engagement/PunkPD/Understanding-and-Addressing-Unconscious-Bias(PunkPD).html">http://sharedservices/actgovt/Training/Communication-Engagement/PunkPD/Understanding-and-Addressing-Unconscious-Bias(PunkPD).html</a></li> </ul> <ul style="list-style-type: none"> <li>The ACT Government membership with the Diversity Council Australia (DCA) provides access to an extensive library of diversity and inclusion resources including material that support a greater understanding of culture and religion.</li> <li>The Education Directorate is also member of the DCA, independent of the ACT Government's membership.</li> </ul>	Office for Women
8 Strengthen ACT Government procurement processes to increase cultural competency, cultural awareness and diversity in ACT Government contracts.  <b>COMPLETED</b>	<p><b>Lead</b> CMTEDD</p> <p><b>Support</b> All directorates</p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>The ACT Government launched the Aboriginal and Torres Strait Islander Procurement Policy (ATSIPP) on 31 May 2019.</li> <li>The ACT Government's aim for the ATSIPP is to support the objectives of the ACT Aboriginal and Torres Strait Islander Agreement 2019-2028. The Agreement includes the focus area of employment and economic participation for Aboriginal and Torres Strait Islander peoples in the Canberra Region.</li> <li>Internal communications sent within CMTEDD encouraging staff to source from local Aboriginal and Torres Strait Islander Enterprises where possible.</li> <li>Procurement ACT developed a socially responsible procurement policy which was released during the 1st quarter of the 2020-21 financial year. The policy consolidates the procurement actions under the ACT Multicultural Framework 2015-2020 and other social policies. Reporting under the new policy will be determined as part of the policy development process.</li> <li>Procurement ACT improved the accessibility of links to translation services for non-English speakers by adding the National Interpreter Symbol. Noting the Territory requires tenders to be submitted in English, however tenderers may need the support of translation services to understand details of some procurement requests and contracts.</li> <li>The Procurement ACT and Tenders ACT websites each have a link to translation services at the bottom of each page on the site. <a href="https://www.procurement.act.gov.au/">https://www.procurement.act.gov.au/</a> <a href="https://tenders.act.gov.au/ets/index.do">https://tenders.act.gov.au/ets/index.do</a></li> </ul> <p>All directorates provided support.</p>	Procurement ACT
9 Promote mentoring and leadership programs to ACT Public Service staff from multicultural backgrounds.  <b>COMPLETED</b>	<p><b>Lead</b> CMTEDD</p> <p><b>Support</b></p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>The ACT Public Service calendar offers a range of programs to support individual Professional Development Plans, including mentoring and leadership courses. Courses available to all ACTPS staff include: Becoming a Manager/Supervisor; Coaching and Mentoring; Decision Making skills for Senior Managers; Emotional Intelligence for Managers &amp; Leaders; Leadership for Senior Managers; Leading Sustainable Change; Managing Teams in ABW environment; New Supervisor; and Thinking Strategically.</li> <li>The ACT Government membership with the DCA provides access to an extensive library of diversity and inclusion resources including material that support a greater understanding of culture and religion.</li> <li>CMTEDD has actively promoted membership and benefits of the DCA across all ACT Government Directorates.</li> </ul> <p>All directorates promoted mentoring and leadership opportunities to staff.</p>	

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	All directorates		
10	<p>Hold public forums, in partnership with the ACT multicultural community, to strengthen social cohesion and participation, At least one forum will be focused on multicultural young people.</p> <p><b>COMPLETED</b></p>	<p><b>Lead</b> CSD</p> <p><b>ACHIEVED</b></p> <p>Three Importance of Belonging Public forums were hosted in 2019:</p> <ul style="list-style-type: none"> <li>March 2019 – Importance of Belonging in partnership with the South Sudanese community;</li> <li>June 2019 – Importance of Belonging World Refugee Day in partnership with the Hazara community; and</li> <li>September 2019 – Importance of Belonging: Identity and Change in partnership with the Canberra Islamic Centre.</li> </ul> <p>A further forum focused on multicultural young people was hosted in 2021:</p> <ul style="list-style-type: none"> <li>July 2021 – Importance of Belonging: Youth Forum was held in partnership with the Multicultural Advisory Council.</li> <li>30 multicultural young people and the Minister for Multicultural Affairs attended and explored the topics of belonging and what we can do to make Canberra a Welcoming City.</li> </ul> <p><b>Support</b> Education Directorate</p> <ul style="list-style-type: none"> <li>The Youth Forum was promoted throughout the School network and bulletin and Education Directorate.</li> </ul>	<p>ACT South Sudanese community</p> <p>ACT Hazara community</p> <p>Canberra Islamic Centre</p> <p>ACT Multicultural Advisory Council</p>
11	<p>Embed the ACT Multicultural Framework 2015-2020 principles into an ACT Charter for government agencies, non-government organisations and businesses to adopt in the ACT.</p> <p><b>IN PROGRESS</b></p>	<p><b>Lead</b> CSD</p> <p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>In 2020, the 10<sup>th</sup> Parliamentary Agreement for the ACT Legislative Assembly committed the ACT Government to enact the ACT Multicultural Recognition Act, which will: <ul style="list-style-type: none"> <li>Establish a multicultural charter;</li> <li>Enshrine in legislation the existing Multicultural Advisory Council; and</li> <li>Establish transparent accountability mechanisms for reporting back to the community.</li> </ul> </li> <li>CSD presented a Cabinet Submission for the proposed Multicultural Recognition Act in July 2021, which was agreed to by Cabinet on 2 August 2021. Cabinet agreed for an Exposure Draft of the Bill be released for public consultation for a proposed period of six weeks towards the end of 2021 and for the Act to be introduced in the Legislative Assembly in 2022.</li> </ul> <p><b>Support</b> All directorates</p> <ul style="list-style-type: none"> <li>All Directorates had the opportunity to comment on the proposed ACT Charter as part of the ACT Multicultural Recognition Act process. Feedback received from Directorates was incorporated into the final version submitted to Cabinet.</li> </ul>	<p>ACT Multicultural Advisory Council</p>
12	<p>Promote representation of women from culturally and linguistically diverse (CALD) backgrounds on boards and committees of all organisations to reflect the proportion of CALD women in the broader community.</p> <p><b>COMPLETED</b></p>	<p><b>Lead</b> CSD</p> <p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>The Office for Women undertook an update of the Diversity Register in 2019, to improve useability. This included upgrading areas based on feedback from users and collecting new diversity data.</li> <li>The Diversity Register collects information related to culturally and linguistically diverse backgrounds and registered users are currently from more than 90 different cultural backgrounds, collectively speaking around 70 different languages.</li> <li>The Office for Women, and other diversity offices, promote the use of the Diversity Register as one tool to support the increased participation of diverse Canberrans in our boards and committees. Vacancies on ACT Government Boards and Committees must be advertised on the Diversity Register and consultation with the diversity offices occurs prior to Ministerial or Cabinet sign off on appointments. The ACT Government currently has a 50% target for participation of women on ACT Government Boards and Committees. There are currently no targets set for other diversity characteristics, but the ACT Government supports appointments to Boards and Committees which reflect Canberra’s diverse population.</li> </ul> <p><b>ONGOING</b></p> <ul style="list-style-type: none"> <li>The Office for Women will undertake periodic promotion of the Diversity Register including through the Australia Institute of Company Directors, via email, through meetings with secretariats of ACT Government boards and committees, and via printed collateral.</li> </ul> <p><b>Support</b> All directorates</p> <p>All directorates provided support.</p>	<p>Office for Women</p>
13	<p>Consult multicultural peak bodies to ensure the ACT’s wellbeing indicators strengthen inclusiveness and recognise the needs of all community members.</p> <p><b>COMPLETED</b></p>	<p><b>Lead</b> CMTEDD</p> <p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>The ACT Wellbeing Framework was delivered on 12 March 2020.</li> <li>Consultation across the ACT multicultural community informed the development of the Framework. This included consultation with representatives from the Canberra Multicultural Community Forum; the Chief Executive Officer, Welcoming Australia and members of the ACT Multicultural Advisory and Joint Advisory Chairs Advisory Councils.</li> </ul> <p><b>Support</b> All directorates</p> <ul style="list-style-type: none"> <li>All directorates provided support.</li> </ul>	<p>ACT Multicultural Advisory Council</p> <p>Canberra Multicultural Community Forum</p> <p>Welcoming Australia</p>
14	<p>Provide financial assistance to support women who are asylum seekers or migrants, and their families, who are at risk of</p>	<p><b>Lead</b> CSD</p> <p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>In 2019, the ACT Government contracted YWCA to deliver a new \$1.9 million homelessness service for older women in the ACT.</li> <li>In 2018, the ACT Government contracted MARSS to deliver a new \$1.8 million homeless service for asylum seeker and migrant women and families.</li> </ul>	<p>Housing ACT</p> <p>YWCA</p> <p>The ACT Refugee, Asylum Seeker and Humanitarian Coordination Committee</p>

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homelessness while waiting for an outcome on their immigration status.  <b>COMPLETED</b>		<ul style="list-style-type: none"> <li>In 2018, CSD established the ACT Services Access Card discretionary fund to provide grant funding for housing and living costs to asylum seekers in financial hardship.</li> </ul>	
15 In consultation with community members, review and refine the Multicultural Participation and National Multicultural Festival grant guidelines to deliver on the objectives of the ACT Multicultural Framework 2015-2020.  <b>COMPLETED</b>	<u>Lead</u> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>CSD consulted with members of the multicultural community to review the guidelines for the ACT (Multicultural) Participation and National Multicultural Festival Grant Programs.</li> <li>In 2019 Guidelines for both grant programs were updated and a final review conducted by the ACT Multicultural Advisory Council</li> <li>The Office for Multicultural Affairs also established a Panel of community members interested in sitting on Grant Assessment Panels.</li> </ul>	National Multicultural Festival ACT Multicultural Advisory Council
16 Deliver information and/or training to members of the multicultural community to improve access to grant funding.  <b>COMPLETED</b>	<u>Lead</u> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>In 2019 and 2020, CSD partnered with the Multicultural Advisory Council to host two workshops to assist community members to write strong grant applications.</li> <li>The workshops provided advice on what to include in an application, advice on how to present a budget, and tips to ensure the application aligns with the grant round's priorities.</li> <li>The workshops focused on the Participation (Multicultural) Grant program, however the information provided tips that would be useful for any ACT Government grant round.</li> </ul>	ACT Multicultural Advisory Council
17 Undertake an independent review on investment in ACT Community Language Schools.  <b>COMPLETED</b>	<u>Lead</u> CSD	<b>ACHIEVED</b> <ul style="list-style-type: none"> <li>CSD conducted an open tender process in January 2020 to select a tenderer to undertake the review. and the Strategic Development Group was contracted.</li> <li>Strategic Development Group was contracted to undertake the independent review and consulted with members of the Inter-Directorate Implementation Group and key community stakeholders in August 2020.</li> <li>The review report was submitted to CSD in November 2020 for consideration.</li> <li>CSD is working with other Government Directorates to progress the agreed recommendations and the ACT Government's response will be tabled in the Assembly in November 2021.</li> </ul>	Strategic Development Group ACT Community Language Schools Association ACT Community Language Schools
	<u>Support</u> Education Directorate	<b>ONGOING</b> <ul style="list-style-type: none"> <li>The Education Directorate continues to support ACT Community Language Schools through professional development delivered by the Modern Language Teaching Association.</li> <li>The Education Directorate chairs the Canberra Languages Network, which includes the ACT Community Language Schools Association.</li> </ul>	
18 Develop an action plan to encourage, improve and support language education in Canberra schools as part of implementing the Future of Education Strategy.  <b>COMPLETED</b>	<u>Lead</u> Education Directorate	<b>ONGOING</b> <ul style="list-style-type: none"> <li>The Education Directorate has developed a draft Languages Action Plan for consultation.</li> </ul>	
19 Continue to work with the local Aboriginal and Torres Strait Islander community on languages and culture curriculum.  <b>COMPLETED</b>	<u>Lead</u> Education Directorate	<b>ACHIEVED AND ONGOING</b> <b>In the 2020 election campaign, the Government committed to providing funding to work towards embedding local Aboriginal language and culture into the public-school system.</b> The Education Directorate continues to provide professional learning opportunities for public school staff to enhance knowledge of Ngunnawal country and culture as well as Indigenous languages and cultures more broadly. Professional learning provided in 2020 includes: <ul style="list-style-type: none"> <li>opportunities to learn about traditional Ngunnawal plant uses through guided On Country walks</li> <li>opportunities to learn about significant Ngunnawal sites by engaging with Elders and local knowledge holders</li> <li>offering introductory workshops using expertise of linguists from AIATSIS on a guide to pronouncing (most) Australian languages</li> <li>hosting specific activities for students and staff to develop knowledge of Indigenous cultural practices, such as weaving, cooking, dance, music, storytelling and painting</li> </ul>	

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		<p>The Education Directorate also continues to provide professional learning opportunities to teachers to develop their cultural competence and integrity. Over the 2020-21 period, this included:</p> <ul style="list-style-type: none"> <li>• <b>Cultural Competence online training through the Centre for Cultural Competence</b> offered to school based staff, Education Support Office staff, School P&amp;C members and school board members. Building cultural competence is a means of supporting staff to overcome barriers and develop workplaces that have Cultural Integrity.</li> <li>• <b>Sally Lawrence – Building Cultural Capability</b> workshops support teachers and school-based staff to identify their own cultural bias and take steps towards building their cultural capability. Resources and teaching pedagogies that assist teachers to embed Aboriginal and Torres Strait Islander perspectives in their teaching and learning programs are shared.</li> <li>• <b>On Country Walks</b> provide opportunities for participants to engage with community members to share knowledge of Country, to learn about the Country we live, learn and work on and to develop an understanding of First Nations People’s ongoing care and connection to Country.</li> <li>• <b>Languages Workshops</b> are two hour-long workshops are an introduction to Australian languages, including Ngunnawal, where participants learn how to give a Ngunnawal Acknowledgement of Country, including the protocols around this.</li> <li>• <b>Grant Sara Workshops – To understand our present, we must understand our past.</b> This workshop unpacks our true collective history and challenges individuals’ assumptions. It delves into the impact of government actions relating to cultural genocide on Aboriginal and Torres Strait Islanders. It strongly encourages participants to view our history through an Indigenous lens and consider the impact of intergenerational trauma.</li> <li>• <b>Engoori</b> training is a strength-based approach that supports school leaders to commence or continue a journey of shared leadership for supporting sustainable school transformation. It is a valuable tool for teams who are willing to embrace and address complex challenges.</li> </ul> <p>The implementation of cultural integrity means public schools are working to ensure that they are:</p> <ul style="list-style-type: none"> <li>• culturally safe places for Aboriginal and Torres Strait Islander students, families and staff.</li> <li>• accountable for meeting the aspirations, learning and wellbeing needs of all Aboriginal and Torres Strait Islander students,</li> <li>• developing all staff and students’ understanding of Aboriginal and Torres Strait Islander histories, cultures, languages and knowledge systems through professional learning and curriculum delivery,</li> <li>• developing and maintaining genuine, collaborative and respectful relationships with Aboriginal and Torres Strait Islander parents, families, local community members, service providers and agencies,</li> <li>• actively representing Aboriginal and Torres Strait Islander histories, cultures and contributions to contemporary society in their physical infrastructure and online presence,</li> <li>• supporting and providing opportunities for all staff to build their knowledge and understanding of Aboriginal and Torres Strait Islander histories, cultures, languages and knowledge systems, and</li> <li>• regularly evaluating and refining their practices to ensure that Cultural Integrity is achieved and retained.</li> </ul>	
<p>20 Support and further develop the Language Showcase at National Multicultural Festival.</p> <p><b>COMPLETED</b></p>	<p><u>Lead</u> CSD</p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>• The Languages Showcase has become an annual performance showcase of the National Multicultural Festival (NMF), building on its 2019 involvement.</li> <li>• The NMF has continued to support and further develop the Languages Showcase by: <ul style="list-style-type: none"> <li>○ providing an increased level of grant funding to two organisations (ACT Bilingual Education Alliance and Mother Tongue Multilingual Poetry) to support their coordination and delivery of the Languages Showcase at the 2020 NMF; and</li> <li>○ agreeing to promote the Languages Competition at the 2020 NMF, organised by the ACT Bilingual Education Alliance (ACTBEA) with support from Canberra Multicultural Community Forum Inc.</li> </ul> </li> </ul>	<p>National Multicultural Festival ACT Community Language Schools Association Incorporated</p>
<p>21 Collect and promote the oral and printed history of established multicultural communities in the ACT.</p> <p><b>COMPLETED</b></p>	<p><u>Lead</u> CSD</p> <p><u>Support</u> TCCS</p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>• The Participation (Multicultural) Grant Program includes a priority area to promote and share the value of Canberra’s cultural diversity including the recording of oral and printed histories of communities.</li> </ul> <p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>• The ACT Heritage Library has kits for recording oral history, which are available for loan to members of the community, to record stories that will be included in the Heritage Collection.</li> </ul>	<p>ACT Heritage Library Libraries ACT ACT Multicultural Advisory Council</p>
<p>22 Engage with the multicultural community to promote and support cultural and linguistic diversity through Libraries ACT resources and</p>	<p><u>Lead</u> TCCS</p>	<p><b>ACHIEVED</b></p> <ul style="list-style-type: none"> <li>• Libraries ACT continues to engage with the multicultural community promoting and supporting cultural and linguistic diversity resources and learning programs in languages other than English through libraries across the ACT.</li> <li>• Libraries ACT offers digital resources for library members which include LOTE Online for Kids, Road to IELTS, digital magazines in English and languages other than English, and more.</li> </ul>	<p>Libraries ACT</p>

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<p>learning programs in languages other than English.</p> <p><b>COMPLETED</b></p>	<p><b>Support</b> CSD</p>	<ul style="list-style-type: none"> <li>Libraries ACT offers regular Bilingual Story Times in more than 10 different languages (Indonesian, Farsi, Thai, Tamil, Mandarin, Hindi, Urdu, Arabic, Cantonese, Japanese, Vietnamese, Bangla, Korean, Spanish, Dari and Dinka)</li> <li>During the COVID-19 pandemic, when in person story times cannot take place due to restrictions, online bilingual story times have been recorded and made available online when possible. Content is subject to copyright permissions for stories or use of public domain songs and rhymes.</li> <li>Wiradjuri and Ngunnawal Story Times commenced in 2020. Online Ngunnawal and Wiradjuri story times have been recorded and made available online when possible. Content is subject to copyright permissions for stories or use of public domain songs and rhymes.</li> </ul> <p>CSD provided support to Libraries ACT.</p>	