

ACT Multicultural Framework 2015-2020 First Action Plan – Summary of actions 2015-2018

| Year | No | Action | Outcome |
|---------|----|--|--|
| 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 Integrated Cultural ACT Incorporated received funding under the ACT Women’s safety grants for the positive relationships project. This project encouraged young people to explore their values and what they look for in a relationship. The ACT Government also 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. |
| | 2 | Develop and implement an online register of interest of people from culturally and linguistically diverse background to serve on ACT Boards and committees | Development of the register by 31 Dec 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 register enables Boards and Committees to expand their current appointment process by searching for suitable candidates that represent our diverse community. |
| | 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. | 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 |

| | | | |
|--|---|---|---|
| | | | <p>Countering violent Extremism steering Committee and 'Commonwealth Living Safe Together' strategies.</p> <p>Implementation: The 2015 Kite Festival was an action arising from the Report which celebrated the diversity within our community. MARSS established a program to support socially isolated young people into employment, education and training. The Canberra Islamic Centre received funding to develop leadership capacity to undertake mentoring and support for at risk young people and their families.</p> |
| | 4 | Declare the ACT as a Refugee Welcome Zone. | <p>Declared on 18 June 2015</p> <p>Implementation: The ACT Government formally declared the ACT as a Refugee Welcome Zone in June 2015. On the 25 June 2015, the ACT welcomed an additional 250 refugees from Syria and Iraq which was additional to the ACT's usual humanitarian intake. In May 2016 the ACT formally joined the Safe Haven Enterprise Visa scheme.</p> |
| | 5 | Support ongoing funding to programs that assist refugees to settle in Canberra. | <p>Programs targeted at resettling refugees will provide a welcoming and supportive environment.</p> <p>Implementation: The ACT Government support a range of community based programs to assist refugees settle in Canberra with English language, employment, family and community support including MARSS, Companion House, Multicultural Youth Services and Multicultural Employment Services as well as implementing the Work Experience Support Program (WESP).</p> |
| | 6 | Promote services to asylum seekers that they are entitled to. | <p>Drawing on feedback from community partners, asylum seekers can readily access services they are entitled to.</p> |

| | | | |
|--|---|--|--|
| | | | <p>Implementation: The ACT Government, in partnership with Companion House, administers the ACT Services Access Card to provide access to ACT government services including education and health.</p> |
| | 7 | Review the ACT Languages Policy with a view to reinstate obligations regarding the use of interpreters, multi-lingual staff and translated material. | <p>Canberrans with little or no English language skills have ready access to interpreters to assist them to access their entitled services and programs.</p> <p>Implementation: The ACT Language Services Policy was tabled in the Assembly during the October- November 2018 sitting period. The revised policy reflects good policy practice from other state and territories and ensures consistency across national jurisdictions.</p> |
| | 8 | Create an on-line multicultural calendar and directory that incorporates the promotion of the Participation (Multicultural) Grants. | <p>Easier access to information about cultural activities throughout the year and available resources.</p> <p>Implementation: The Community Participation On-line Directory is established and operating. Multiple on-line multicultural calendars are available that include significant remembrance days which are published on the UN website. The Participation Multicultural grants are promoted through a number of mediums including on-line, social, and e-newsletters.</p> |
| | 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. | <p>The creation of new award categories to recognise exceptional effort and contribution to the local multicultural community.</p> <p>Implementation: In 2015 a category recognising multicultural young people was introduced. The Inaugural 2015 Multicultural Young Person of the Year was awarded to Mr Jeeven Nadanakumar.</p> |

| | | | |
|---------|----|--|--|
| 2016-17 | 10 | 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. | Online booking system fully operational by 1 July 2016. Implementation: ACT government directorates have established online information promoting venue for use by community groups including ACT Schools, sports grounds and parks. |
| | 11 | Support the translation of information about essential services to improve access for culturally and linguistically diverse Canberrans. | Implementation: ACT Health Directorate reprinted the plain English Guide to using Health Services in the AACT and translated Health Service Factsheets on breast screening; cervical cancer screening; public health advice and dangers of death cap mushrooms in the b ACT into 9 languages. |
| | 12 | Promote Access Canberra as a one stop shop to members of culturally and linguistically diverse communities. | Implementation: The ACT Government has strengthened the Access Canberra website to ensure easy access to information, funding opportunities and links to community groups. |
| | 13 | Increase awareness and promote accessibility of services available for women, youth, people with a disability and people experiencing mental illness from multicultural community groups. | Implementation: The ACT government has a range of community outreach activities that provide support to women and their families across multiple locations in Canberra including return to work officer, return to work grants, women's information officer, youth interact grants and scholarships, and aa range of Youth Week activities. |
| | 14 | Promote community sports engagement programs targeting newly arrived communities with an emphasis on programs for women and youth. | Implementation: Community sports engagement programs are particularly popular. In 2016 the AACT Government supported Active Canberra to host the annual global cricket challenge. The multicultural grant program is also accessed by a number of community groups to |

| | | | |
|--|----|--|---|
| | | | support engagement and foster community participation. |
| | 15 | Develop detailed plans by ACT government Directorates which address the unique needs of people from culturally and linguistically diverse communities. | Implementation: A number of ACT Directorates have plans and policies to address the needs of culturally and linguistically diverse communities, and contribute to the Multicultural Framework. |
| | 16 | Encourage multicultural community leaders to disseminate information about general programs, services and community events to their respective members. | Implementation: The Multicultural E-news promotes events and is distributed to community leaders to encourage dissemination. Community radios are funded to disseminate information on multicultural events. |
| | 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. | Implementation: CSD has delivered a range of cultural, religious and linguistic events in partnership with community and funded further events through the Multicultural Participation Grants. |
| | 18 | Boost economic opportunity and advantage by enhancing the skills of existing and new migrants through job ready, training and English language classes | Implementation: In April 2018, Multicultural Employment Services was granted funding to work with other ACT and regional settlement services to provide individual, case-managed employment support services. Further, in May 2018, the Migrant and Refugee Settlement Services and the Canberra Institute of Technology (CIT) were contracted to deliver English language programs for refugees, asylum seekers on bridging visas and ACT Services Access Card holders living in the ACT. |
| | 19 | Develop and promote programs to assist Canberrans from culturally diverse backgrounds with basic workplace training, CV drafting and interview coaching. | Implementation: In April 2018, Multicultural Employment Services was granted funding to work with other ACT and regional |

| | | | |
|---------|----|--|--|
| | | | settlement services to provide individual, case-managed employment support services. |
| 2017-18 | 20 | Identify and support suitable people who are willing to undertake accreditation as formal interpreters to build a large pool of local interpreters; | Implementation: Canberra Institute of Technology (CIT), through CIT Solutions, offers training to become an accredited interpreter. Skills Canberra is also working closely with Access Canberra to support and encourage the use of accredited interpreters across both government and community organisations. |
| | 21 | Encourage the use of accredited interpreters, where needed, at service delivery points across all ACT Government and community organisations. | Implementation: ACT Language Services Policy was launched in November 2018, committing to the use of interpreters and translated materials in service delivery points. |
| | 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. | Implementation: ACT Language Services Policy was launched in November 2018, committing to the provision of training as required for staff in service delivery. |
| | 23 | Promote the Work Experience and Support Program (WESP) to the community and private sectors. | Implementation: WESP has been promoted and fully subscribed to, with five extra places offered in 2017. |
| | 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. | Implementation: ACT Multicultural Advisory Committee Convened in 2017 with a role to engage with the community and influence multicultural policy. |
| | 25 | Provide opportunities for members of Canberra's culturally diverse communities to be job ready so they can gain meaningful employment | Implementation: In April 2018, Multicultural Employment Services was granted funding to work with other ACT and regional settlement services to provide individual, case-managed employment support services. |

| | | | |
|--|----|--|---|
| | | | Further, in May 2018, the Migrant and Refugee Settlement Services and the Canberra Institute of Technology (CIT) were contracted to deliver English language programs for refugees, asylum seekers on bridging visas and ACT Services Access Card holders living in the ACT. |
| | 26 | Support and promote ongoing interfaith and multicultural forums | Implementation: ACT Multicultural Summit convened in November 2018 with a range of community consultations to contribute to policy development. A range of other interfaith forums are funded under the multicultural Participation grants. |
| | 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 | Implementation: The 'Honorary Ambassador' Program will be considered following outcomes from the ACT Multicultural Summit on 23 November 2018. |
| | 28 | Encourage retirement villages and nursing homes to implement culturally responsive services and environments for older people from culturally diverse backgrounds | Implementation: Retirement villages/nursing homes are a Commonwealth responsibility however the ACT Government encourage this through ACT Active Ageing Framework and engagement with multicultural community members. IN 2018 the Minister for Seniors has written to ACT retirement homes encouraging them to be responsive to people of diverse backgrounds. |