

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-134

Subject: Access and Equity toolkit - Department of Home Affairs response

Asked by: Kristina Keneally

The 'Multicultural Access and Equity Assessment Toolkit' lists the following statements for Federal Government Departments to respond to:

Question 1: Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation

Question 2: Have an internal committee to monitor delivery of multicultural access and equity activities

Question 3: Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns

Question 4: Provide staff with clear guidelines about when and how to use translating and interpreting services

Question 5: Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English

Question 6: Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds

Question 7: Maintain, or have access to, a forum to engage with representatives of multicultural communities

Question 8: Include representatives from diverse communities on advisory bodies and reference groups

Question 9: Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data

Question 10: Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services

Question 11: Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services.

Can you please provide what the Department of Home Affairs responded to the above statements in their most recent Access and Equity toolkit response?

Answer:

The Department's most recent Access and Equity toolkit response was finalised in 2018-19.

1. First Assistant Secretary, People and Culture Division
Assistant Secretary, People Services and Diversity Contact
2. This question was not asked in the 2018-19 survey
3. This question was not asked in the 2018-19 survey.
4. CALD clients contacting the department's call centre are given the option for an interpreter; those requested to attend an interview are given an option to utilize the Department's Translating and interpreter Service.
5. In 2018-19, the department's website was redesigned and split into three: homeaffairs.gov.au, abf.gov.au, and immi.homeaffairs.gov.au. The redesigned websites now contain fewer and more streamlined pages with a focus on user-centred content written in plain English (targeting a grade five education reading level) and online translating tools.
6. The Department regularly uses multicultural media as a communication channel through which to reach and inform or influence CALD community members. CALD audiences are considered in relation to all communication strategies, with decisions around product design and communication channel selection made with target audience needs in mind.
7. The Department's Regional Directors and Community Liaison Officers engage with over 2000 multicultural communities and stakeholders including State-based Ethnic Communities Councils, and relevant State/Territory government bodies.
8. The Australian Multicultural Council represents a broad section of Australian interests and comprises Australians from a range of diverse backgrounds who provide independent and robust advice to Government on social cohesion and multicultural affairs.

The Department has a long-standing relationship with Federation of Ethnic Communities Councils of Australia (FECCA), the peak body representing the interests of culturally and linguistically diverse Australians. Currently, FECCA

has receives funding as part of a four-year funding agreement, to undertake a number of projects relating to CALD Australians

9. The Department utilises the Commonwealth Standard Grant Agreement templates when engaging funding recipients.
10. The department's Global Feedback Unit (GFU) is responsible for receiving and responding to client feedback about immigration, citizenship and border control functions. The GFU web-form provides CALD clients with information on how to engage an interpreter to lodge feedback by phone.

Work is underway to establish a robust framework for multicultural access and equity implementation for the next triennial period 2020-21 to 2022-23. This will include establishment of a committee within the Department of Home Affairs that will oversee implementation of this framework and reporting.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-140

Subject: Access and Equity toolkit - communication guidelines

Asked by: Kristina Keneally

Question:

The 'Multicultural Access and Equity Assessment Toolkit' lists the following statements for Federal Government Departments to respond to:

- Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation
- Have an internal committee to monitor delivery of multicultural access and equity activities
- Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns
- Provide staff with clear guidelines about when and how to use translating and interpreting services
- Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English
- Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds
- Maintain, or have access to, a forum to engage with representatives of multicultural communities
- Include representatives from diverse communities on advisory bodies and reference groups
- Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data
- Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services
- Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services

Departments can select: 'Not started', 'Getting there', 'Working well', and 'NA'

In relation to the statements above for the Department of Home Affairs:

Please provide the communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds

Answer:

The Department of Home Affairs regularly uses multicultural media as a communication channel through which to reach and inform or influence CALD community members. During the COVID-19 pandemic, for example, the Department worked closely with the Department of Health and SBS to amplify accessible key messages about COVID-19 for CALD communities.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-141

Subject: Access and Equity toolkit - forums

Asked by: Kristina Keneally

Question:

The 'Multicultural Access and Equity Assessment Toolkit' lists the following statements for Federal Government Departments to respond to:

- Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation
Have an internal committee to monitor delivery of multicultural access and equity activities
- Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns
- Provide staff with clear guidelines about when and how to use translating and interpreting services
- Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English
- Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds
- Maintain, or have access to, a forum to engage with representatives of multicultural communities
- Include representatives from diverse communities on advisory bodies and reference groups
- Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data
- Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services
- Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services

Departments can select: 'Not started', 'Getting there', 'Working well', and 'NA'

In relation to the statements above for the Department of Home Affairs:

Please provide which forums the Department maintains and accesses to engage with representatives of multicultural communities

Answer:

The Department of Home Affairs Community Liaison Officer network engages with over 2000 multicultural community stakeholders across Australia.

The Department also engages with the Australian Multicultural Council and the Federation of Ethnic Communities Councils of Australia.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-143

Subject: Access and Equity toolkit - agreement templates

Asked by: Kristina Keneally

Question:

The 'Multicultural Access and Equity Assessment Toolkit' lists the following statements for Federal Government Departments to respond do:

- Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation
- Have an internal committee to monitor delivery of multicultural access and equity activities
- Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns
- Provide staff with clear guidelines about when and how to use translating and interpreting services
- Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English
- Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds
- Maintain, or have access to, a forum to engage with representatives of multicultural communities
- Include representatives from diverse communities on advisory bodies and reference groups
- Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data
- Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services
- Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services

Departments can select: 'Not started', 'Getting there', 'Working well', and 'NA'

In relation to the statements above for the Department of Home Affairs:

Please provide the funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data

Answer:

In respect to grants, the Department utilises the Commonwealth Standard Grant Agreement templates when engaging funding recipients. Templates are available at: <https://www.finance.gov.au/government/commonwealth-grants/tools-templates>.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-144

Subject: Access and Equity toolkit - performance indicators

Asked by: Kristina Keneally

Question:

The 'Multicultural Access and Equity Assessment Toolkit' lists the following statements for Federal Government Departments to respond to:

- Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation
- Have an internal committee to monitor delivery of multicultural access and equity activities
- Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns
- Provide staff with clear guidelines about when and how to use translating and interpreting services
- Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English
- Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds
- Maintain, or have access to, a forum to engage with representatives of multicultural communities
- Include representatives from diverse communities on advisory bodies and reference groups
- Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data
- Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services
- Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services

Departments can select: 'Not started', 'Getting there', 'Working well', and 'NA'

In relation to the statements above for the Department of Home Affairs:

Please list the performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services

Answer:

The performance goals are listed in the Multicultural Access and Equity Assessment Tool and corresponds to the six commitments of the Multicultural Access and Equity Policy Guidelines: leadership, engagement, performance, capability, responsiveness, and openness.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-145

Subject: Access and Equity toolkit - feedback mechanisms

Asked by: Kristina Keneally

Question:

The 'Multicultural Access and Equity Assessment Toolkit' lists the following statements for Federal Government Departments to respond to:

- Assign a Senior Executive Officer to be a dedicated point of leadership for multicultural access and equity implementation
- Have an internal committee to monitor delivery of multicultural access and equity activities
- Have an internal network of contact officers to help identify and respond to multicultural access and equity concerns
- Provide staff with clear guidelines about when and how to use translating and interpreting services
- Ensure information products use strategies for effective communication with CALD clients, such as plain and Easy English
- Have communication guidelines that promote the use of multicultural media as a way to engage with clients from CALD backgrounds
- Maintain, or have access to, a forum to engage with representatives of multicultural communities
- Include representatives from diverse communities on advisory bodies and reference groups
- Have funding partnership/contract/grant agreement templates that include clauses specifying multicultural access and equity accountabilities, such as the provision of appropriate translating and interpreting services and the collection of CALD data
- Have performance indicators to monitor and evaluate progress in removing barriers to access and equity in the delivery of policies, programmes and services
- Have feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services

Departments can select: 'Not started', 'Getting there', 'Working well', and 'NA

In relation to the statements above for the Department of Home Affairs:

Please provide the feedback mechanisms that include arrangements to allow clients with CALD backgrounds, including those with limited or no English language skills, to provide their views on policies, programmes and services

Answer:

Feedback mechanisms available to clients from CALD backgrounds include:

- departmental contact points, such as the Department of Home Affairs website (with information available in 63 languages), Global Feedback Unit with translating and interpreting assistance from TIS National, and Community Liaison Officer network with staff located in States and Territories.
- organisational bodies which represent a broad cross-section of Australian interests, such as the Australian Multicultural Council (AMC), FECCA, state and territory Ethnic Communities Councils, Settlement Council of Australia, and the Refugee and Migrant Services Advisory Council (RaMSAC).
- reporting from departmental programs such as the Adult Migrant English Program (AMEP) and Humanitarian Settlement Program (HSP).
- feedback from service providers such as Settlement Engagement and Transition Support (SETS) and Youth Hubs and Youth Transition Support.
- information from other stakeholders such as the Senior Officials Settlement Outcomes Group (SOSOG) and State and Territory government agencies.