

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Multicultural Service Officers

Question reference number: HS 33

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 2

Questions:

- a) Please outline the role of Multicultural Service Officers.
- b) How many individuals are employed as Multicultural Service Officers?
- c) Please list the locations where Multicultural Service Officers are based?
- d) Do Multicultural Service Officers have set clients that they see on a regular basis?
- e) Are Multicultural Service Officers employed as part of a non-ongoing program or is their employment permanent ongoing?

Answers:

- a) Multicultural Service Officers have close relationships with multicultural communities, and play an important role in supporting service delivery to customers from culturally and linguistically diverse backgrounds.

Multicultural Service Officers:

- disseminate information to customers and community organisations;
- participate in local community and interagency forums and networks;
- facilitate local multicultural reference groups;
- promote community feedback to the department about access to services and service delivery;
- provide training to staff on multicultural service delivery; and
- provide support and brokerage assistance to staff in complex culturally and linguistically diverse customer cases.

Multicultural Service Officers also facilitate local responses and broker solutions to community challenges and issues. Multicultural Service Officers also implement local projects to address the needs of customers from culturally and linguistically diverse backgrounds in their local area.

- b) In 2013-14 a network of 70 Multicultural Services Officers operated throughout Australia.

- c) All of the department's 431 service centres have access to the services of the Multicultural Service Officers. Each Multicultural Service Officer covers a defined geographical area.
- d) No.
- e) Multicultural Service Officers are employed on a permanent ongoing basis.