

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Estimates, November 2004

Question: Supp 13

Topic: Languages & Cultural Backgrounds

Hansard Page: Written

Senator Ludwig asked:

- 1a. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department include in its annual report a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds?
- 1b. If not, for the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department otherwise publish a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds? (If yes, please supply report)
- 2a. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the department budget for costs associated with developing culturally responsive and accessible services?
- 2b. For the 2003-2004 financial year, how much did the department budget for this purpose?
- 3a. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, how many Departmental programs or services were delivered via an intermediary service provider, such as another level of government or a non-government organisation?
- 3b. Of these, in each financial year how many did the funding conditions in contracts specify relevant access and equity accountabilities (for example, collection and reporting of information on client characteristics)?
- 3c. For each of these, is the provision a standard clause? If so, can the Department please supply the clause?
- 3d. If there is no standard provision, is a copy of the provision available for each of these? Are the provisions subsequently audited? If yes, what were the results? (Please supply).
- 4a. Can the Department provide a current list of each community information publication it publishes in English as at a) the current date (2, December 2004) or if this is unavailable b) 30 June, 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable c) 1 January 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable d) the last date for which they were available (specify date and take from then to 2 December 2004 On Notice)?
- 4b. For the above list, what publications are translated into languages other than English and for each, what languages are they translated into?
- 4c. For the above list, how many copies were printed?
- 4d. For the above list, what was the total cost of each document in translation, publication, printing and distribution?

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5. What efforts has the Department made to identify employees from a non-English Speaking background and what languages they are fluent in?
6. What proportion of the Department's personnel have a non-English speaking background?
- 7a. For each language other than English that the Department has identified employees with fluency, can the Department provide how employees were fluent? For each language other than English, how many were identified as being fluent?
- 7b. Of these employees, what efforts has the department made to identify the language proficiency of these employees? For each language other than English, how many were identified as having proficiency?
- 7c. Of these employees, how many has the Department identified as possessing accredited language skills to either translator or interpreter standard? For each language other than English, how many were identified as having accreditation at the a) translator and b) interpreter level?
- 7d. Of these employees, how many has the Department funded in whole or in part accreditation of language skills to either a) translator and b) interpreter level?
8. How much did the department spend engaging language a) translator and b) interpreter level in each of the financial years i) 2001-02, ii) 2002-03, iii) 2003-04?
9. How many times did the department engage an a) translator and b) interpreter in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?
- 10a. For each language in which a) a translator and b) an interpreter was engaged, how many engagements occurred in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?
- 10b. What was the total cost of those engagements by language for a) translators and b) interpreters in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?
11. For each of the financial years i) 1995-96, ii) 1996-97, iii) 1997-98, iv) 1998-99, v) 1999-00, vi) 2000-01, vii) 2001-02, viii) 2002-03, ix) 2003-04 how much was spent in advertising or advertorial in the ethnic press?

For each of the above years, could the Department please specify each title, in which advertising was bought, the language of that title and the total annual spend on advertising and advertorial in each title.

12. For each of the financial years i) 1995-96, ii) 1996-97, iii) 1997-98, iv) 1998-99, v) 1999-00, vi) 2000-01, vii) 2001-02, viii) 2002-03, ix) 2003-04 how much was spent in advertising and or advertorials on ethnic radio?

For each financial year, could the Department please specify which station, broadcast language and how much was spent on each language at each station?

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Answer:

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1(a). For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department include in its annual report a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds?	Treasury is a central policy agency with a very limited service provider role. As such, it does not publish this type of detailed information in its Annual Reports.
1(b). If not, for the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department otherwise publish a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds?	Treasury is a central policy agency with a very limited service provider role. As such, it does not publish this type of detailed information.
2(a). For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department budget for costs associated with developing culturally responsive and accessible services?	Treasury is a central policy agency with a very limited service provider role. However, the Department complies fully with the Government's accessibility guidelines in its limited service provider activities.
2(b). For the 2003-04 financial year, how much did the Department budget for this purpose?	See 2(a) above.
3(a). For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, how many Departmental programs or services were delivered via an intermediary service provider, such as another level of government or a non-government organisation?	See 2(a) above.
3(b). Of these, in each financial year how many times did the funding conditions in contracts specify relevant access and equity accountabilities (for example, collection and reporting of information on client characteristics)?	See 3(a) above.
3(c). For each of these, is the provision a standard clause? If so, can the Department please supply the clause?	Not applicable.
3(d). If there is no standard provision, is a copy of the provision available for each of these? Are the provisions subsequently audited? If yes, what are the results?	Not applicable.

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<p>4(a). Can the Department provide a current list of each community information publications it publishes in English as at a) the current date (2 December 2004)?</p>	<p>Treasury is committed to providing timely information services to meet the needs of the Australian people.</p> <p>Treasury publications are written in plain English where possible and released in hardcopy form through the Canprint Telesales service.</p> <ul style="list-style-type: none"> • <i>Australia's Demographic Challenges</i>: this was regarded as a policy document and complied fully with the Government's guidelines around accessibility. People from a range of cultural and linguistic backgrounds took part in the consultations based on the document. • Commonwealth Budget: In the preparation of the Commonwealth Budget the Treasurer invites submissions from individuals, business and community groups regarding priorities for the budget. <ul style="list-style-type: none"> – On Budget night, the Budget Overview, an easy-to-read summary of the Budget, is available in hardcopy and on-line. Budget Overview uses clear and concise language with charts and tables to provide an overview of the Budget. The publication is aimed at the non-technical reader. • Treasury Economic Round Up: This is a quarterly publication containing articles on economic developments and issues. • Treasury provides information in plain English about its consultation processes on tax design. The information is contained in an easy-to-read brochure that explains Treasury's role. The brochure also contains a summary of what is expected of participants and what they can expect when dealing with Treasury. The publication is also available on Treasury's web-site. • The Government's Consumer Information Program has the objective of targeting information to address specific areas of consumer need. As such, the Program provides information resources to assist consumers from culturally diverse backgrounds. Information resources include: <ul style="list-style-type: none"> – <i>The Little Black Book of Scams</i>: this educates consumers about frauds, scams, rorts and rip-offs in the Australian

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	<p>marketplace and what consumers can do to identify and combat scams.</p> <ul style="list-style-type: none"> – <i>Keeping Baby Safe</i>: this is aimed at parents and guardians of infants, provides information on product safety issues associated with nursery furniture and toys. This publication will be transferred to the ACCC in 2005. – <i>Do you Supply Cots for Retail or Commerce – Facts for Traders</i>: this is aimed at traders supplying cots for retail purposes and details the mandatory safety requirements. This publication will be transferred to the ACCC in 2005. – The Australian Consumers' Handbook contains a chapter ('Services for targeted groups') that lists consumer organisations that provide assistance to non-English speaking, indigenous and disabled consumers. The Handbook is available free of charge, and is published online at www.consumersonline.gov.au. – More generally, consumer information publications and websites are developed with a strong emphasis on identifiable pictures and standard symbols and imagery, with limited text.
4(b). For the above list, what publications are translated into languages other than English and for each, what languages are they translated into?	<ul style="list-style-type: none"> • <i>The Little Book of Scams</i> (1999 version) is available online in Chinese, Vietnamese, Italian and Greek at www.scamwatch.gov.au. • <i>Do you Supply Cots for Retail or Commerce – Facts for traders</i> is available online in Arabic, Croatian, Chinese Mandarin, Spanish, Serbian and Vietnamese. • <i>Keeping Baby Safe</i> is available online in Arabic, Croatian, Chinese Mandarin, Spanish, Serbian and Vietnamese.
4(c). For the above list, how many copies were printed?	Translated publications are available only in online formats.
4(d). For the above list, what was the total cost of each document in translation, publication, printing and distribution?	Treasury cannot immediately source the specific breakdowns requested for these publications in the timeframe allowed.
5. What efforts has the Department made to identify employees from a non-English speaking background and what languages	On commencing employment with the Treasury, staff are asked to complete an induction form which requests a range of diversity information, including whether they

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are they fluent in?	are from a non-English speaking background and what languages other than English they speak. Staff are also given the opportunity to update this data, at any time, using the on-line Treasury Employee Self Service system. The provision of any diversity information by staff is on a voluntary basis.
6. What proportion of the Department's personnel have a non-English speaking background?	As at 9 December 2004, 14 per cent of Treasury staff identified as speaking languages other than English.
7(a). For each language other than English that the Department has identified employees with fluency, can the Department provide how employees were fluent? For each language other than English, how many were identified as being fluent?	<p>The Department does not require staff who identify as speaking languages other than English to indicate the degree of fluency or proficiency in those languages or to identify translator or interpreter accreditation. As at 9 December 2004, the languages other than English spoken by Treasury staff (and the number of staff identifying as speaking those languages) included:</p> <ul style="list-style-type: none"> • Cantonese, Mandarin or Chinese unspecified (19) • Italian (9) • Vietnamese (7) • Croatian (7) • German (6) • Greek (6) • Polish (5) • Spanish (5) • Macedonian (3) • Dutch (3) • Serbian (2)
7(b). Of these employees, what efforts has the Department made to identify the language proficiency of these employees? For each language other than English, how many were identified as having proficiency?	See 7(a).
7(c). Of these employees, how many has the Department identified as possessing accredited language skills to either translator or interpreter standard? For each language other than English, how many were identified as having accreditation at the a)	See 7(a).

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translator and b) interpreter level?	
7(d). Of these employees, how many has the Department funded in whole or in part accreditation of language skills to either a) translator or b) interpreter level?	None.
8. How much did the Department spend engaging language a) translator and b) interpreter level in each of the financial years i) 2001-02, ii) 2002-03, iii) 2003-04?	<p>Foreign Investment Policy Division in Markets Group has spent the following amounts on interpreting services associated with applications for foreign investment:</p> <p>i) 2001-02 NIL</p> <p>ii) 2002-03 \$799</p> <p>iii) 2003-04 \$22</p>
9. How many times did the Department engage an a) translator and b) interpreter in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?	<p>Foreign Investment Policy Division in Markets Group has spent the following amounts on interpreting services associated with applications for foreign investment:</p> <p>i) 2001-02 NIL</p> <p>ii) 2002-03 11</p> <p>iii) 2003-04 1</p>
10(a). For each language in which a) a translator and b) an interpreter was engaged, how many engagements occurred in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?	See 9 above. A breakdown per language is not available.
10(b). What was the total cost of those engagements by language for a) translators and b) interpreters in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?	See 10(a) above.
<p>11. For each of the financial years i) 1995-96, ii) 1996-97, iii) 1997-98, iv) 1998-99, v) 1999-00, vi) 2000-01, vii) 2001-02, viii) 2002-03, ix) 2003-04 how much was spent in advertising or advertorial in the ethnic press?</p> <p>For each of the above years, could the Department please specify each title in which advertising was bought, the language of that title and the total annual spend on advertising and advertorial in each title?</p>	<p>Treasury is a central policy agency with a very limited service provider role. As such, the Department does not usually advertise in the ethnic press. However, the limited initiatives the Department has been involved in are detailed below for certain years.</p> <p>v) 1999-00</p> <p>\$1,242, 452.17 was spent on consultants for the indigenous and ethnic components of the GST Start-Up Assistance Office's communications campaign.</p> <p>A consultant was engaged to ensure that information was communicated amongst culturally and</p>

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	<p>linguistically diverse groups</p> <p>Because a consultant was engaged, this figure is not easily broken down. However the campaign included:</p> <ul style="list-style-type: none"> • Press • Radio • Seminars • Newsletters • GST Start-Up Assistance Office published materials (translated); and • Direct Mail <p>The languages used include Arabic, Cambodian, Chinese, Croatian, Dutch, Filipino, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Macedonian, Maltese, Persian, Polish, Portuguese, Russian, Serbian, Spanish, Thai, Turkish and Vietnamese.</p> <p>vii) 2001-02</p> <ul style="list-style-type: none"> • \$792,408 was spent in total to inform the public about the abolition of the Financial Institutions Duties and Stamp Duty on Quoted Marketable Securities. • A consultant was engaged to ensure that information was communicated amongst culturally and linguistically diverse groups, including Indigenous groups. <ul style="list-style-type: none"> – Advertisements were in 16 written and 17 spoken non-English languages through appropriate media channels. – To test the effectiveness of the advertisements, during and post the campaign, tracking and evaluation research was undertaken with focus groups from these communities. <p>ix) 2003-04</p> <ul style="list-style-type: none"> • \$ 1,427,903 in total was spent on advertising costs in relation to the closing of the HIH Claims Support Scheme to new applications. Treasury received reporting information about the Scheme at a high level but not at the level of detail

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	<p>sought.</p> <ul style="list-style-type: none"> - The Government agreed to close the Scheme to new applications on 27 February 2004 and wind-out HIH Claims Support Ltd by the end of August 2004. The Department coordinated an advertising program announcing this closure which ran from the end of August 2003 to the end of January 2004. The Government Communication Unit (GCU), PM&C nominated the advertising agency (<i>HMA Blaze</i>) through which this campaign was organised. - The majority of the advertisements were publicised or broadcasted in three instalments (August 2003, November 2003 and January 2004). - The key features of the advertising program included: <ul style="list-style-type: none"> : Three half-page advertisements in national/metro and regional press in August and November 2003 and January 2004. : One quarter-page add in national/metro and regional press in September 2003. : Weekly radio advertisements in August and November 2003. : Half-page advertisements in key industry journals. : Weekly radio advertisements on Print Handicapped radio in August, September and November 2003. : Two insertions each in 47 Non English Speaking news publications, covering 20 different languages. - Both the print and radio advertisements were approved by the GCU prior to publication.
<p>12. For each of the financial years i) 1995-96, ii) 1996-97, iii) 1997-98, iv) 1998-99, v)</p>	<p>For all except (v), see 11 above.</p>

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<p>1999-00, vi) 2000-01, vii) 2001-02, viii) 2002-03, ix) 2003-04 how much was spent in advertising or advertorial on ethnic radio?</p> <p>For each financial year, could the Department please specify which station, broadcast language and how much was spent on each language at each station?</p>	<p>v) 1999-00</p> <p>The radio component of the advertising about the GST Start-Up Assistance Office campaign is included in the answer 11 above. In addition, the breakdown of radio programs used is as follows:</p> <ul style="list-style-type: none"> • Chinese Programs <ul style="list-style-type: none"> SBS (National) 2 AC (NSW) 2 CR (NSW/Vic) 2CW (Vic) • Greek Programs <ul style="list-style-type: none"> SBS (National) Galaxias (Sydney) 2MM (NSW) 3 XY Radio Hellas (Vic) • Dutch Programs <ul style="list-style-type: none"> SBS (National) • Hungarian Programs <ul style="list-style-type: none"> SBS (National) • Thai Programs <ul style="list-style-type: none"> SBS (National) • Philipino Radio <ul style="list-style-type: none"> SBS (National)