

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

Supplementary Estimates, November 2004

**Question: Supp 14**

**Topic: ASIC - 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

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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?
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?

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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?

Answer:

1a.1 No.

1a.2 No.

1a.3 Yes, pages 44 and 50 of annual report mentions ASIC's translation of various publications into different languages and for Indigenous Australians.

1a.4 Yes, page 42-42 of annual report details ASIC's translation of various publications into different languages.

1a.5 Yes, page 30 of annual report details ASIC's translation of various publications into different languages and for Indigenous Australians.

1b.1 to 1b.5 No.

2a.1 to 2a.5 No.

2b. No budget specifically allocated for this task.

3a. ASIC does not deliver services through intermediary service providers.

3b. N/a

3c. N/a

3d. N/a

4a. 1. Annual Report  
2. Don't Kiss Your Money Goodbye  
3. Your Money  
4. Super Decisions  
5. Moola Talk  
6. To the Max!

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#### 7. You Can Complain

- 4b. *Super Decisions*: (English, Chinese, Vietnamese, Arabic)  
*You Can Complain*: (English, Chinese, Vietnamese, Arabic)  
*Moola Talk* has been translated (for radio only) into Walpiri, Arrente and the Pit land language (Pitjantjatjara)
- 4c. Super Decisions: 99,000  
Moola Talk: 45,000  
You Can Complain: 43,000
- 4d. *Super Decisions* cost of translated publications was \$22,670 + \$10,000 approx printing  
*Moola Talk* cost of publication, printing, translations and distribution was \$95,000  
*You Can Complain* cost of translated publications was \$22,737 + \$10,000 approx printing
5. ASIC invites all staff joining the organisation to identify whether their first language was a language other than English and, if so, to identify their first language. This information is stored on ASIC's PeopleSoft HRMIS system.
- On occasion, ASIC has used informal channels to identify staff with fluency in languages other than English where this has been necessary for business purposes.
6. The proportion of ASIC's staff who have identified as being from a non-English speaking background is 5%. A further 5% identified that their first languages were both English and another language.
- 7a. ASIC has not formally identified staff as being fluent in particular languages.
- 7b. ASIC has not formally identified numbers of staff that are fluent in particular languages.
- 7c. ASIC has not formally identified numbers of staff that possess accredited language skills.
- 7d. ASIC has not funded staff accreditation of language skills.
8. 2001/2002
- |       |   |            |
|-------|---|------------|
| Gross | - | \$2,235.46 |
| GST   | - | \$203.22   |
| Net   | - | \$2,032.24 |

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#### 2002/2003

Gross - \$3,428.60  
GST - \$311.69  
Net - \$3,116.91

#### 2003/2004

Gross - \$2,017.46  
GST - \$183.41  
Net - \$1834.05

9. 2001/02

Invoices paid - 25

2002/03

Invoices paid - 21

2003/04

Invoices paid - 20

10a. Please see answer to question 11.

10b. Please see answer to question 11.

11. In July 2002, ASIC advertised the translated You Can Complain guide in Vietnamese, Chinese and Arabic community radio stations and newspapers.

Total cost of advertising was \$8,959. ASIC used the following media outlets:

	Newspapers
Arabic	Ad-diyar Newspaper, Al Bairak, An Nahar
Chinese	Australian Chinese Daily, Sing Tao
Vietnamese	Tivi Tuan-san, Vietnam Thoi Nay, Chieu Duong
	Radio Stations
Arabic	ABS Radio, 2ME, 3ZZZ
Chinese	2CR, 2AC, 3ZZZ
Vietnamese	2VNR, 3ZZZ

In 2004, ASIC co-funded, through the Consumer Advisory Panel (CAP), the Consumer Credit Legal Centre (NSW) to produce a series of radio segments for the Arabic community about credit and debt issues (CAP provided \$10,000 in funding). To date, we are aware that the scripts have been aired on Radio2moro, SBS radio, Sout El Islam (Voice of Islam), Radio 2ME, 200FM (Arabic program), Muslim Community Radio and ABS Arabic Radio.

In terms of initiatives for Indigenous consumers, ASIC arranged for *Moola Talk* to be translated into 3 NT Indigenous languages - Arrente, Walpiri and

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Pitjantjatjara. These were translated by and broadcast by 2CUZFM and CAAMA Radio at a cost of \$10,890. ASIC is currently working on a project to have the scripts translated and broadcast in indigenous languages for consumers in Queensland. The scripts are being translated by (and will be broadcast) into Murri by MOB-FM and Creole by Bumma Bipperra at a total cost of \$7,862.

12. Please see answer to question 11.