

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

Supplementary Estimates, November 2004

**Question: Supp 20**

**Topic: AOFM - 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?

Answer:

The AOFM is a small, specialised agency of only 35 staff. The nature of the AOFM's operations means that a significant majority of external contacts are solely with the Australian financial markets, where a good command of business English is necessary. The AOFM occasionally receives requests for information about its operations from a variety of overseas institutions; however these have always

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been received in English and responses are prepared in English. The AOFM is committed to the APS values.

- 1a. The AOFM has never reported on outcomes for clients from diverse linguistic and cultural backgrounds in any of its annual reports.
- 1b. The AOFM did not produce any other report on these outcomes.
- 2a. The AOFM did not budget for such costs in any financial year.
- 2b. Not applicable.
- 3a. No AOFM programs or services are delivered via an intermediary service provider.
- 3b. Not applicable.
- 3c. Not applicable.
- 3d. Not applicable.
- 4a. Apart from its Annual Report, the only other publications produced by the AOFM are Operational Notices, which are not printed but exist in electronic format only to inform the financial markets. These notices are in English and are published as required when new data is released or changes are made to the AOFM's operations - at least one per month.
- 4b. Nil.
- 4c. Nil.
- 4d. Nil.
5. All employees are encouraged to enter details of language background in the human resource system. This is done on a voluntary basis for EEO statistics.
6. No one has identified himself or herself as having a non-English speaking background.
- 7a. Not applicable.
- 7b. Not applicable.
- 7c. Not applicable.
- 7d. Not applicable.
8. Nil.
9. Nil.
- 10a. Not applicable.
- 10b. Not applicable.
11. Nil. Please note that the AOFM did not exist as a separate agency before 1999.
12. Nil. Please note that the AOFM did not exist as a separate agency before 1999.