

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Estimates, November 2004

Question: Supp 21

Topic: SCT - 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. No

1b. No

2a. No

2b. N/a

3a. Nil

3b. N/a

3c. N/a

3d. N/a

4a. Information Publications by the Tribunal

Documents Available to the Public Free of Charge
(Category: sub-ss.8(1)(a)(iii),(6)(c) of the FOI Act)

Brochure: *How to resolve a complaint with your superannuation.*

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Memorandum: *Superannuation Complaints Tribunal—How it can help you.*

Bulletin: *SCT Quarterly Bulletin.*

Information Sheets:

Superannuation Complaints Tribunal—Please read carefully before making your complaint to the fund;

Conciliation Conference Guide for Complainants;

Conciliation Conference Guide for Trustees & Insurers;

Information about Review Meetings;

Guidelines:

Procedural Rules & Guidelines Established by the Chairperson for the Constitution of the Tribunal and the Conduct of Review Meetings Under sub-sections 9(2A) & 9(4) of the SRC Act 1993.

Registration of Complaint Form.

Information Kit containing a number of the above.

Documents Made Available To The Public For A Fee
(Category: sub-ss.8(1)(a)(iii), (6)(b) of the FOI Act)

Annual Reports: *Superannuation Complaints Tribunal Annual Report* (available for purchase from the Tribunal or from Commonwealth Government Bookshops);

Superannuation Complaints Tribunal Procedures Manual: Available for purchase from the Tribunal.

Review Determinations: Available for purchase from Commonwealth Government Bookshops.

Papers given by the Tribunal Chairperson, Deputy Chairperson and other members of the Tribunal staff are available for purchase from the Tribunal.

4b. Nil

4c. N/a

4d. N/a

5. Superannuation Complaints Tribunal—Workplace Diversity Target Groups
(as at 30 June 2004)

Total Staff	Target Groups
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		NESB1	NESB2	ATSI	PWD	Women
EO	5	0	0	0	0	3
ASICO	29	5	3	0	0	19
Total	34	5	3	0	0	22

Key

EO Executive Officer
 ASICO ASIC Officer
 ATSI Aboriginal and Torres Strait Islander
 NESB1 Non English-speaking background, 1st generation
 NESB2 Non English-speaking background, 2nd generation
 PWD Person with a disability

6. 23.5%

7a. Nil

7b. Nil

7c. Nil

7d. Nil

	2001-02	2002-03	2003-04
8.	\$794 incl GST	\$304 incl GST	\$209 incl GST
9.	17	3	2
10.	Greek – 9 Mandarin – 1 Spanish – 2 Cantonese – 2 Macedonian – 3	Turkish – 1 Italian – 1 Polish – 1	Polish – 1 Mandarin – 1
11.	Greek – \$232.10 Mandarin – \$182.25 Spanish – \$84.60 Cantonese – \$42.30 Macedonian – \$252.75	Turkish – \$21.70 Italian – \$21.70 Polish – \$260.75	Polish – \$187.70 Mandarin – \$21.70

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12. Nil