

Department of Employment and Workplace Relations— Access & Equity Report 2002–03

POLICY ADVISER ROLE

Performance Indicator	Performance Measure	Performance Report
<p>PI1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds.</p>	<p>To ensure that policies are developed with the involvement of people from those cultural and linguistic backgrounds that are directly affected, may mean that people from different cultural and linguistic backgrounds are:</p> <ul style="list-style-type: none"> • involved directly through reference or advisory groups; • consulted through the various peak bodies; or • able to voice their views through the use of focus groups, surveys, or by commenting on discussion papers. <p>The consultation process should:</p> <ul style="list-style-type: none"> • take the time to properly identify the customers and stakeholder groups; • use targeted strategies, such as ethnic media and ethnic networks to request input; • allow time for those consulted to properly consider issues and respond to suggestions; • involve organisations/networks representing ethnic users and stakeholders; and • where possible, seek the views of individual customers. 	<p>The department ensures that new or revised policies and programmes are developed with the involvement of people from those cultural and linguistic backgrounds that are directly affected.</p> <ul style="list-style-type: none"> • Job seekers from a diverse range of cultural backgrounds were consulted at all stages of the Job Seeker Classification Instrument (JSCI) revision process. An independent research company was contracted to report on the quality of the proposed JSCI changes. This process involved interviewing job seekers, including job seekers from a diverse range of cultural backgrounds. Trials were conducted in the DEWR usability laboratory. People from different cultural and linguistic backgrounds were included in these trials, in order to ensure that the revised JSCI would work effectively to stream them into the most appropriate assistance. • The department also engages with groups involved in developing strategies for specific industries for improved employment and other outcomes for Indigenous Australians with a particular focus on the application of the Indigenous Employment Policy (IEP). • As part of the consultation process for Transition To Work (TTW) a series of meetings were held with the Carers Australia, the Department of Family and Community Services and Centrelink (representing parenting issues). These organisations represented people from the TTW target groups which included people from different cultural and linguistic backgrounds. Broader information sessions were held in all capital cities for interested individuals and

Performance Indicator	Performance Measure	Performance Report
<p>PI1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds. (CONTINUED)</p>		<p>groups to attend and provide feedback on the development of the programme.</p> <ul style="list-style-type: none"> • Workshop held in March 2003 with members of the Horn of Africa community in Brisbane to listen to concerns regarding employment issues. Follow-up action included establishment of two Horn of Africa community groups to progress work on improving employment options the community's job seekers. • Networks established in a number of states between representatives of some ethnic groups and DEWR state offices. In Queensland the DEWR state office is working closely with an African community group and in Victoria the state office has been working with the Islamic Council of Victoria. • The department undertakes consultation with NESB Special Interest Group of the National Employment Services Association (NESA) peak organisation on employment related issues and provides ongoing input to quarterly meetings. • Council of Australian Governments (COAG) – Indigenous Communities Shared Responsibility Trials. DEWR is represented on the Secretaries Group which oversees development of whole-of-government activity in up to 10 agreed trial regions. DEWR has a lead agency role in two trial sites – Cape York and Shepparton. As lead agent DEWR is involved in extensive negotiation with Indigenous communities, State governments and other Commonwealth agencies to identify more effective means for the delivery of services and programmes under a Shared Responsibility framework. Local agreements are being reached between governments and the community detailing the contribution of the communities and the governments against agreed performance indicators to improving and sustaining the social, cultural and economic environment of the community. In addition to a number of

Performance Indicator	Performance Measure	Performance Report
<p>PI1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds. (CONTINUED)</p>		<p>cross-portfolio/jurisdictional initiatives based on priorities identified by Indigenous communities, a Shared Responsibility agreement is being negotiated in the Cape York trial site and a Shared Responsibility agreement (called a Compact) was signed in Shepparton on 4 September 2003.</p> <ul style="list-style-type: none"> • DEWR is currently trialling a Self Help Programme (SHP) for Indigenous Australians in selected sites. The trials were developed around the need identified by Indigenous people for access to micro-finance arrangements and financial literacy training in areas where financial services are limited or absent. The Programme aims to reduce welfare reliance by providing financial assistance and business support to eligible Indigenous Australians who wish to become self-employed. The trials, including feedback gathered from monitoring and evaluation activity encompassing all parties, will inform the further development of the programme or future initiatives with a focus on regional and remote areas in particular. • <i>Active Participation Model & Australians Working Together</i> programs – consultation took place via the Welfare Reform Consultative Forum and a range of National Employment Services Association special interest groups including the Indigenous Special Interest Group and the NESB Special Interest Group. • Working Age Payment/Welfare Reform Consultations. The Department jointly with the Department of Family and Community Services undertook a consultation process with key stakeholders on the issues raised in the discussion paper "Building a simpler system to help jobless families and individuals". This consultation process involved hearing the views from individuals and groups representing all aspects of society. The discussion paper was made available in 14 languages, Chinese, Vietnamese, Croatian, Greek, Italian, Khmer, Korean, Macedonian, Serbian,

Performance Indicator	Performance Measure	Performance Report
<p>P11: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds. (CONTINUED)</p>		<p>Bosnian, Spanish, Turkish, Dari and Arabic to assist culturally and linguistically diverse groups to provide their views on reviewing the income support system for working age people. The availability of the consultation paper in these languages was determined by the Department of Family and Community Services. The consultation process actively sought the views of culturally and linguistically diverse groups and individuals in 16 roundtable and focus group consultations across Australia, including two Indigenous focused forums in Darwin and Alice Springs. The consultations were held in every capital city, four in regional Australia, and through a public written submission process.</p> <ul style="list-style-type: none"> The <i>Workplace Relations Act 1996</i> (s.358A) requires the Minister to table in Parliament every two years a report about "developments ... in bargaining for the making of agreements covered by Parts VIB and VID" and "in particular, the effects that such bargaining has had in Australia during that period on the employment (including wages and conditions of employment) of women, part-time employees, persons from a non-English speaking background and young persons." <p>The 2000-01 report, <i>Agreement making in Australia under the Workplace Relations Act</i>, prepared by the Department and the Office of the Employment Advocate (OEA), found that formalised agreement making had not worked to disadvantage employees of the designated groups. For example, a comparison of wage outcomes received by employees in designated groups with other employees found that overall there were no consistent differences in outcomes. The Office of the Employment Advocate (OEA) Employee Survey (of those covered by AWAs) found that the designated groups in each sample group appeared to be more satisfied with aspects of their work than the general population for a similar sample group. The next report on agreement making for the years 2002 and 2003 will be presented to the Minister by 30 June 2004.</p>

Performance Indicator	Performance Measure	Performance Report
<p>PI1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds. (CONTINUED)</p>		<ul style="list-style-type: none"> The department undertakes regular evaluation of the impact of Labour market policies and programmes including on people from diverse cultural and linguistic backgrounds. Evaluation of the Indigenous Employment Policy has been ongoing since July 1999 with the first stage report released in February 2003 and the second stage report due to be released at the end of 2003. The evaluation is overseen by a reference group which includes the Aboriginal and Torres Strait Islander Commission (ATSIC) representation, and has used qualitative and quantitative indicators of performance, including survey and focus group responses from indigenous job seekers. The department also consulted with, and conducted surveys of, people from diverse cultural and linguistic backgrounds identified through Centrelink jobseeker data to obtain information relating to satisfaction with employment services. Paper based surveys are sent to homes of participants in employment services. If a completed survey is not received, it is followed up with a phone call. During the phone call, survey participants are asked if they require an interpreter or have another preferred way of providing the required information. All data is collected in accordance with the ABS Standards for Statistics on Cultural and Language Diversity. In its role of providing policy advice on workplace reform in Australian Government Employment, agencies are reminded of the need to have regard to the diversity of the workforce both when consulting on draft agreements and in their content. At an organisational level the department established a section within the Intensive Support Operations Branch in September 2002 to: develop strategies to improve outcomes for job seekers from Culturally and Linguistically Diverse Backgrounds (CALD); encourage Job Network providers to implement new initiatives to address the

Performance Indicator	Performance Measure	Performance Report
<p>PI1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds. (CONTINUED)</p>		<p>barriers to employment faced by CALD job seekers, and respond to issues raised by members of CALD communities concerned about finding employment and Job Network services.</p>
<p>PI2: New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision.</p>	<p>To ensure that major policies, being developed or reviewed by Government, fully consider the impact on the lives of people from a range of cultural and linguistic backgrounds before decisions are made, by:</p> <ul style="list-style-type: none"> • documenting the impact of new and revised policy proposals on people from a range of cultural and linguistic backgrounds as part of the policy proposal; • using the feedback gathered during consultations representing a range of cultural and linguistic backgrounds to develop and/or modify the new or revised policy proposals; • using case studies of people from particular cultural and linguistic backgrounds to highlight the impact of the new and/or revised policy proposal; and • incorporating in budget commitments, funding to facilitate access for people from particular cultural and linguistic backgrounds to new services and programs. For example, those funds may be used to access interpreter services for individual service users. 	<p>The department aims to ensure that major policies being developed or reviewed by Government, fully consider the impact on the lives of people from a range of cultural and linguistic backgrounds before decisions are made. A number of initiatives were undertaken during 2002-03 to achieve this.</p> <ul style="list-style-type: none"> • <i>Active Participation Model & Australians Working Together</i> programs – consultation has taken place via the Welfare Reform Consultative Forum and a range of NESAs special interest groups including the Indigenous Special Interest Group and the NESB Special Interest Group. • Through discretionary funding (via the Employment Innovation Fund) community groups are encouraged to bring forward pilot concepts especially within the realm of DEWR's National Strategic Priorities which in turn highlight the needs of people from CALD backgrounds. • Through discretionary funding (via the Better Practice Program) different parts of the department are encouraged to bring forward pilot concepts especially within the realm of DEWR's National Strategic Priorities which in turn highlight the needs of people from CALD backgrounds. • The Indigenous Capital Assistance Scheme (ICAS) was approved in the 2003-04 Budget and is scheduled to

Performance Indicator	Performance Measure	Performance Report
<p>PI2: New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision. (CONTINUED)</p>		<p>commence in 2004. The Scheme was developed in response to the need identified in consultations with Indigenous representatives to address a gap in access to business finance and assistance through engagement with the mainstream commercial finance sector.</p> <ul style="list-style-type: none"> For 2002-03 a target was set of a 5% increase in positive outcomes (as compared to 2001-02) across all disadvantaged groups. The Positive Outcomes (the proportion of job seekers in employment or education/training three months following participation in Employment Services) for people of culturally and linguistically diverse backgrounds has risen 7%. Off-benefit outcomes (the proportion of job seekers off-benefit three months following participation in Employment Services) for people of culturally and linguistically diverse backgrounds increased by 3%.
<p>PI3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.</p>	<p>To ensure that people from various cultural and linguistic backgrounds know about new policies, as well as changes in policies that may impact on their lives, by:</p> <ul style="list-style-type: none"> using the ethnic media and ethnic networks to distribute information; using plain English to explain the new and/or revised policy/program initiative; developing translated information; involving community leaders to inform members of their communities; and developing imagery rather than text based communication mediums. 	<p>The department ensures that people from relevant cultural and linguistic backgrounds are informed about new or revised policy or programmes. Communications for employment services in particular employ a range of initiatives to achieve this.</p> <ul style="list-style-type: none"> The Department promoted the Job Network to job seekers with multiple barriers including people from diverse linguistic and cultural backgrounds and people with disabilities to encourage those people to access the full range of services. Communications products and channels including websites, booklets, pamphlets, videos and an advertising campaign have provided information on Job Network services during 2002-03. The Department produced a range of information products on Job Network services. Products are available to job seekers with multiple barriers including people from diverse linguistic and cultural backgrounds and people with disabilities, and employers through Job Network members, Centrelink and are available on the Job Network website. Key products, such

Performance Indicator	Performance Measure	Performance Report
<p>PI3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.</p> <p>(CONTINUED)</p>		<p>as the Job seeker: Your Guide to Job Network and the Code of Conduct are also available in many different languages through Job Network members and the Job Network website. Available languages are Amharic, Arabic, Bosnian, Chinese, Croatian, English, Farsi, Filipino, Greek, Italian, Khmer, Macedonian, Pashto, Polish, Russian, Serbian, Sinhalese, Somali, Spanish, Turkish and Vietnamese. The languages were chosen on the basis of Centrelink jobseeker data.</p> <ul style="list-style-type: none"> • The Department conducted a national campaign to promote Job Network to employers and job seekers, which included advertisements in community languages, through ethnic print and radio; and for visually-impaired people. • To meet the needs of job seekers with cultural and linguistic backgrounds, DEWR provides information on the Work for the Dole programme and Community Work in 20 community languages. These include Arabic, Bosnian, Chinese, Croatian, Farsi, Filipino, Greek, Italian, Khmer, Macedonian, Pashto, Polish, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Turkish and Vietnamese. The information is available from the Work for the Dole page at www.workplace.gov.au. • The IEP was implemented in July 1999 and there is an overarching communications strategy in place for the policy. The strategy includes the use of the indigenous media. As new elements to the IEP are developed, specific communications strategies are developed to ensure there is an appropriate level of awareness and understanding of the assistance that is available. • Many of the information products for the IEP have been developed with an emphasis on imagery rather than text (for example, the "How to use the Wage Assistance Card" brochure and the "Get that Job!" comic for indigenous job seekers).

Performance Indicator	Performance Measure	Performance Report
<p>PI3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.</p> <p>(CONTINUED)</p>		<ul style="list-style-type: none"> • In promoting the IEP there has been a focus on the use of Indigenous media (National Indigenous Times, Vibe, and Indivine) to reach Indigenous job seekers and employers. Translated material has been used for radio advertising promoting new services available as part of the Active Participation Model. • Case studies and the use of community leaders/ high achievers are a focus of the IEP Marketing Strategy through the Corporate Leaders for Indigenous Employment Awards. Success stories are used to encourage better employment outcomes for Indigenous Australians. • The Australian Jobs Review is published each quarter. The target audience for the Review is potential migrants and migrants who have recently arrived in Australia and focuses on the labour market prospects and experiences of migrants. The publication is currently under review and DEWR is consulting with DIMIA. The review findings will be implemented for the October 2003 or January 2004 editions. • Workplace relations communications including written advices and guidance on Policy Parameters relating to Australian Government Employment, and eGuide (web-based resource) are written in plain English with emphasis on clarity of message. • The communication strategy for the Department's new initiative, Employee Share Ownership was developed with consideration of those from culturally and linguistically diverse backgrounds. Focus groups reviewed information materials developed for the initiative. The focus groups found some information to be too technical for those from culturally and linguistically diverse backgrounds. Some materials were subsequently changed to ensure plain English was used to explain the initiative.

REGULATOR ROLE

Performance Indicator	Performance Measure	Performance Report
<p>PI1: Resources are provided so that publicly available and accessible information on regulations is communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.</p>	<p>This indicator aims to ensure that people from a range of cultural and linguistic backgrounds know about the regulations that may impact on their lives. This can be achieved by:</p> <ul style="list-style-type: none"> • using the ethnic media and ethnic networks to distribute information; • using plain English to explain regulations; • developing translated information; and • involving community leaders to inform members of their communities. <p>Whatever the approach taken, it is important, that the information is understandable, comprehensible, intelligible and provided in a timely manner.</p>	<ul style="list-style-type: none"> • The Translation and Interpreter Service (TIS) and bilingual staff are utilised by the Interim Building Taskforce as required.

PURCHASER ROLE

PI1: Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds.

To enable people from a range of cultural and linguistic backgrounds to be involved in the purchasing process in relation to outsourced services, grants programs and the purchase for display of cultural items, the consultation strategy may involve:

- the use of a Reference Group of people from a range of identified cultural and/or linguistic backgrounds to help inform the development of the purchasing processes;
- liaison with the Federation of Ethnic Communities Councils of Australia and/or the State and Territory based Multicultural/Ethnic Communities' Councils and/or the Aboriginal and Torres Strait Islander Commission to ensure that the views of people from a range of cultural and linguistic backgrounds are considered;
- the use of focus groups with representation of individuals from a range of cultural and linguistic backgrounds to inform the development process. Where possible representatives from newly arrived communities, as well as those more established communities, should be represented; and
- the distribution of a discussion paper through established networks to reach people from a range of cultural and linguistic backgrounds.

This PI is targeted at major contracts linked to priorities identified in the business plan.

The department is committed to improving access to employment programmes and services for people from a range of cultures including through consultation and obtaining feedback from various organisations representing different cultural groups.

- The Purchasing Policy framework for the third Employment Services Contract (ESC3) was developed through significant input from, and consultation with, peak bodies and representative organisations. Peak bodies representing groups such as Indigenous Australians, people with a disability and ethnic communities had the opportunity to contribute, with particular reference to the likely impacts on the client groups that they represent. Similarly, consultations were held with individual organisations representing particular ethnic groups, local indigenous communities and people with particular disabilities. There was the opportunity for interested individuals or groups to contribute through attendance at a consultation session or by providing written submissions. Feedback was used in developing the Request for Tender for ESC3.
- Information dissemination to disadvantaged job seekers, including CALD and Indigenous job seekers is actively pursued. Brochures aimed at disadvantaged job seekers (including non-English speaking backgrounds and Indigenous job seekers) were developed and distributed from January-June 2003 through Centrelink offices.
- In a number of identified remote Employment Service Areas with a high proportion of Indigenous people it was considered that the Active Participation Model may not be appropriate to meet the employment needs of job seekers in these areas and that a Fee for Service arrangement should be purchased. In some locations services might

<p>PI1: Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds. (CONTINUED)</p>	<p>be: based on the Active Participation Model, or with some variations to standard arrangements to accommodate local needs; or that services might also be tailored specifically to particular circumstances to the point they vary substantially from the standard Active Participation Model. DEWR in consultation with local communities would establish the most suitable arrangements in each location. Following local consultations the Department has awarded contracts to a number of providers to deliver the tailored Fee for Service arrangements. These arrangements recognise the particular difficulties faced by job seekers in these areas and tailors the service delivery to ensure that these job seekers are given the best opportunities to improve their prospects for employment.</p> <ul style="list-style-type: none"> • Contracts for projects funded under the IEP are developed in consultation with Indigenous (and other) recipients and departmental staff assist organisations in understanding their obligations.
<p>PI2: Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter.</p>	<p>Strategies to ensure that the needs of people from a range of cultural and linguistic backgrounds are met through the purchasing process, might include:</p> <ul style="list-style-type: none"> • tender specifications that identify the needs of people from a range of cultural and linguistic backgrounds, seek strategies from contracted Providers on how to address such needs in ways that are consistent with the Charter; • contracts specify data collection standards and reporting requirements which assist the Provider to monitor the needs of their culturally and linguistically diverse clientele; • contracts require Providers to establish complaints handling mechanisms that are responsive to complaints which are triggered by the cultural and linguistic background of the complainant; • grants programs are publicised using the ethnic media and ethnic networks; and • tender specifications for individual projects over \$5 million (\$6 million for construction and related facilities) that are in <p>The department ensures that the needs of people from a range of cultural and linguistic backgrounds are met through purchasing processes.</p> <ul style="list-style-type: none"> • All tenderers for the provision of employment services in regions where people from culturally and linguistically diverse backgrounds from other than main English-speaking countries comprise more than 10% of the unemployment register must include strategies targeting this group which are able to achieve the outcomes for which the organisation is tendering. Successful organisations are monitored to ensure the delivery of the strategies contained in their tenders. The tenders form part of the Employment Services Contract and are monitored against this. <p>In the current contract period, there are four organisations providing specialist services to people from non-English speaking backgrounds, in 30 sites across Australia.</p>

<p>PI2: Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter. (CONTINUED)</p>	<p>places where there are significant Indigenous populations with limited employment and training opportunities should comply with Commonwealth Procurement Guideline requirements regarding consideration of the opportunities for training and employment for local Indigenous communities, the capabilities of local Indigenous suppliers and consultation with ATSIC and/ or the relevant community council or group in planning the project.</p>	<ul style="list-style-type: none"> All tenderers for the provision of employment services in regions where Indigenous people comprise more than 5% of the unemployment register must include strategies targeting this group which are able to achieve the outcomes for which the organisation is tendering. Successful organisations are monitored to ensure the delivery of the strategies contained in their tenders. The tenderers form part of the Employment Services Contract and are monitored against this. In the current contract period, there are: seven organisations providing Indigenous specialist services in 29 sites across Australia. Employment Services providers are contractually required to have their own complaints mechanisms in place. DEWR also has a toll free customer service line for clients to contact if they are not satisfied with how the provider managed their complaint or if they cannot take the complaint up directly with the provider. Clients with limited English can access the customer service line with the aid of the TIS. Organisations contracted to deliver the Self Help Programme are required under their contracts to implement culturally appropriate marketing and recruitment strategies to ensure Indigenous Australians are aware of the programme and know how to access assistance.
<p>PI3: Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.</p>	<p>Strategies to ensure that complaints from people from a range of cultural and linguistic backgrounds are heard and addressed, may include:</p> <ul style="list-style-type: none"> the provision of information on complaints handling processes and procedures in accessible formats for people from a range of cultural and linguistic backgrounds; providing the TIS contact number in complaints brochures and client service charters; the use of bilingual staff or interpreters to assist in the complaints lodgement and hearing process; and 	<p>Feedback and complaints mechanisms are in place to ensure that people (regardless of their cultural or linguistic background) have access to complaints mechanisms.</p> <ul style="list-style-type: none"> Job Network members are bound by the Job Network Code of Conduct (the Code), which forms part of the Job Network member's contract with DEWR. The Code is designed to protect the interests of job seekers and to ensure they receive quality service. It also requires all Job Network members to establish their own internal complaints system. The Code is produced in accessible formats, is available electronically from the Job Network

PI3: Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency. (CONTINUED)

- analysis of complaints data to show the percentage triggered by issues of language and culture.

website and has been translated into 20 community languages. Available languages are Amharic, Arabic, Bosnian, Chinese, Croatian, English, Farsi, Filipino, Greek, Italian, Khmer, Macedonian, Pushto, Polish, Russian, Serbian, Sinhalese, Somali, Spanish, Turkish and Vietnamese. The languages were chosen on the basis of Centrelink jobseeker data.

- Analysis of complaints data is undertaken to show the percentage triggered by issues of language and culture. Analysis of Job Network related complaints during 2002-03 indicates a very small number triggered by issues of language or culture (less than 0.1%).
- Community Work Coordinators (CWCs) are bound by the CWC Code of Conduct. The Code forms part of the CWC's contract with the department and represents the minimum standards to be applied in their dealings with Work for the Dole participants. The Code requires that CWC's develop an internal dispute resolution process to deal with complaints and grievances.
- Toll free hotlines for all employment services are available for stakeholders to make complaints or raise concerns about the level of service provided. Clients from diverse cultural and linguistic backgrounds can access employment services hotlines through the Translator Interpreter Service (TIS) if required.
- The department's State and Regional office network involved in the delivery of the IEP ensures that complaints and issues that arise can be addressed promptly and generally in person.
- Planned enhancement of the employment services complaints database will allow for analysis of complaints triggered by issues of language or culture.

PROVIDER ROLE

Performance Indicator	Performance Measure	Performance Report
<p>PI1: Providers have established mechanisms for planning for implementation, monitoring and review that incorporate the principles underpinning the Charter.</p>	<p>To ensure that providers plan, deliver and monitor their services in ways that consider and account for the needs of their culturally diverse clientele, may include:</p> <ul style="list-style-type: none"> • having evidence of consideration of cultural and linguistic diversity in strategic and operational plans; • establishing consultative committees that include people from a range of cultural and linguistic backgrounds to advise on the provision of services; • based on service data collected, budgeting includes sufficient funds to meet the need for interpreters; • providing products that are tailored to respond to the needs of groups with specific cultural or linguistic backgrounds; • developing strategies that provide information in accessible formats that can be used by people from a range of cultural and linguistic backgrounds; • undertaking research to understand any differing needs of people that arise because of their cultural and linguistic background; and • in evaluating outcomes, assessing any differing impacts on people that arise because of their cultural and linguistic background. 	<p>In planning, implementing, monitoring and reviewing services, the department considers a range of principles including those specified in the Charter. Where the department's services have a specific impact on people from different cultural and linguistic backgrounds, particular attention is paid to these issues.</p> <ul style="list-style-type: none"> • National and State business plans, review arrangements and evaluations related to the IEP are framed around service delivery to Indigenous Communities and necessarily take account of cultural and linguistic issues.
<p>PI2: Provider data collection systems incorporate the requirements of the Standards for Statistics on Cultural and Language Diversity (the Standards) for statistics on cultural and language diversity.</p>	<p>To ensure that Providers collect data on cultural and linguistic diversity consistent with the Standards, may include:</p> <ul style="list-style-type: none"> • data collection forms, that contain data on cultural and language diversity, are consistent with the Standards; • plans are in place to modify the data collection systems to comply with the Standards; • ABS census data (consistent with the Standards) is used by Providers servicing the entire community or by any Provider for communication and consultation campaigns; • maintenance of key databases on service users that are able to be interrogated to identify trends against cultural and linguistic diversity; and 	<p>Unless otherwise stated, basic data in relation to service by providers is collected by the department in accordance with the standards.</p> <ul style="list-style-type: none"> • Both the Office of Workplace Services (OWS) and Trades Recognition Australia (TRA) databases are to be upgraded. This will include ensuring compliance with the Standards. • None of the core variables or combination of variables listed in Standards for Statistics on Cultural and Language Diversity are collected for the Employee Entitlement Support Scheme (EESS). Information collected for EESS claimants has been limited to essential items to reduce the burden on claimants.

Performance Indicator	Performance Measure	Performance Report
<p>PI3: Providers have established service standards that utilise the cultural and linguistic diversity of their staff, or their staff's cross-cultural awareness to facilitate and enhance service delivery.</p>	<ul style="list-style-type: none"> • service data on cultural and linguistic diversity being used to inform future service planning and new initiatives. <p>To ensure that services are able to adequately meet the needs of clients, including those that arise because of a person's cultural or linguistic background, may include:</p> <ul style="list-style-type: none"> • tailoring of workforce skills to better respond to needs of clients from a range of cultural and linguistic backgrounds (including recruiting and using bilingual staff; multicultural or indigenous liaison officers), • the provision of cross-cultural awareness training; and • compiling and utilising a list of bilingual staff receiving a language allowance or with language skills for client service. 	<p>The department employs a number of strategies to ensure that services are able to adequately meet the needs of clients, including those that arise because of a person's cultural or linguistic background.</p> <ul style="list-style-type: none"> • Job Network organisations are constantly bound to deliver services consistent with a Service Guarantee that requires services to be culturally sensitive to the job seekers individual circumstances and background, and tailored to their needs and available job opportunities. • Staffing positions involved in the development and implementation of the IEP are generally identified positions with criteria that require an understanding of and an ability to communicate with Indigenous communities and people. • Cultural awareness sessions are held regularly for staff involved in the IEP and a significant percentage of that staff are Indigenous Australians resulting in improved cultural awareness of staff involved in the development and implementation of the IEP. • Both OWS and TRA use a range of culturally diverse and bilingual staff for client servicing. OWS maintains a register of bilingual staff for client service. • TRA staff are trained in the use of interpreters when conducting assessments.

<p>PI4: Complaints mechanisms enable people (regardless of cultural and linguistic background) to address issues and raise concerns about the performance of Providers.</p>	<p>To ensure that complaints from people from a range of cultural and linguistic backgrounds are heard and addressed, useful strategies may include:</p> <ul style="list-style-type: none"> • the provision of information on complaints handling processes and procedures in accessible formats for people from a range of cultural and linguistic backgrounds; • the use of interpreters to assist in the complaints lodgement and hearing process; and • analysis of complaints data to show the percentage triggered issues of language or culture. 	<p>Complaints mechanisms enable people regardless of cultural and linguistic background to address issues and raise concerns about the performance of services provided directly by the department.</p> <ul style="list-style-type: none"> • EESS has established a grievance mechanism to address complaints/appeals against decisions of delegate. Claimants are advised in writing of access to a complaint mechanism. An appeals register is maintained. Survey of client satisfaction undertaken on a regular basis. • WageNet provides a mechanism on the website for people to lodge their feedback aided by a language service. • The TIS is utilised for EESS, OWS and TRA clients where necessary.
--	--	---

Australian Government

Department of Employment and Workplace Relations

Access and Equity Report 2004

Important notes to this report

1. This report covers the financial year 2003-04.
2. The Department of Employment and Workplace Relations (DEWR) contracts Centrelink to provide services in regard to employment services. The activities that Centrelink undertake on behalf of DEWR are not shown in this report as they are addressed in Centrelink's Access & Equity Report which is forwarded directly to the Department of Immigration and Multicultural and Indigenous Affairs.
3. DEWR assumed some of the activities of the previously known governmental agencies, ATSIC/ATSI on 1 July 2004. We have endeavoured to cover those activities in this report where the information was available.
4. Following the Administrative Arrangements Order issued by the Governor General on 26 October 2004, DEWR assumed responsibility for a number of programmes administered by the Department of Family and Community Services (FaCS). As this report covers the financial year 2003-04—i.e. ending on 30 June 2004—FaCS retained responsibility for reporting against those programmes in 2004. DEWR will report on these programmes in its 2005 report against the *Charter of Public Service in a Culturally Diverse Society*.

POLICY ADVISER ROLE

PERFORMANCE INDICATOR

PI 1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds.

PERFORMANCE MEASURE

To ensure that policies are developed with the involvement of people from those cultural and linguistic backgrounds that are directly affected, may mean that people from different cultural and linguistic backgrounds are:

- involved directly through reference or advisory groups;
- consulted through the various peak bodies; or
- able to voice their views through the use of focus groups, surveys, or by commenting on discussion papers.

The consultation process should:

- take the time to properly identify the customers and stakeholder groups;
- use targeted strategies, such as ethnic media and ethnic networks to request input;
- allow time for those consulted to properly consider issues and respond to suggestions;
- involve organisations/networks representing ethnic users and stakeholders; and
- where possible, seek the views of individual customers.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

1.1 Employment policy / programme development

For the employment policies and programmes, including Job Placement, Intensive Support, New Enterprise Incentive Scheme (NEIS), Self Employment Development, Work for the Dole (WfD), Community Work Placements, Structured Training and Employment Projects (STEP), Wage Assistance, Training Credits, Training Accounts and Transition to Work (TTW), the Department of Employment and Workplace Relations (DEWR) consulted with, and conducted surveys of, people from diverse cultural and linguistic backgrounds to obtain information relating to the impact of labour market policies and programmes on these groups.

Employment Innovation Fund projects

The Employment Innovation Fund (EIF) is a discretionary programme to provide seed funding to community and other organisations to develop innovative approaches to resolve specific labour market problems and open up employment opportunities. Successful projects provide best practice models which can be used to improve employment outcomes on a broader scale.

The main objectives of the fund are to trial ideas that:

- promote innovative, community-based action on employment
- address specific employment and labour market problems
- alleviate the social consequences of local unemployment.

The highly targeted nature of this programme was developed after consultation with community organisations and selected Job Network providers, with ongoing consultations occurring in determining allocations.

Culturally and linguistically diverse (CALD) related projects as part of employment policy development took one or both of two approaches:

- developing the understanding of employment service providers in their servicing of job seekers from CALD backgrounds; and
- exploring avenues of making contact with job seekers from CALD backgrounds, especially those who did not already have a connection with an employment service provider.

Projects commenced/undertaken during 2003-04 which undertook consultation with CALD stakeholders included:

- The interplay between the Job Network and Muslim job seekers: The Islamic Council of Victoria.
- Youth to Work – engagement of Arabic speaking background youth: Victorian Arabic Social Services (VASS)
- Humanitarian / Refugee Entrant Job Seeker Pilot. Job Network providers: AMES, ARA Jobs, Communicare Inc, Job Futures, MAXNetWork, Spectrum Employment Services.
- Yachad East Kimberley Regional Accelerated Learning for Workplace Readiness: HTT Associates Pty Ltd.
- Pro-diversity employment creation: Anglicare Refugee and Migrant Services.
- Indigenous Agriculture & Horticulture Project: Worktrainers Ltd.

Active Participation Model & Australians Working Together

These programmes undertook consultation with the Welfare Reform Consultative Forum (see note 2) and a range of National Employment Services Association (NESA) Special Interest Groups (SIGs). For example, NESA's Indigenous SIG has met on a regular two monthly basis, and the Non-English Speaking Background (NESB) SIG (see note 1) met quarterly.

Department of Employment and Workplace Relations state office activities

The Department of Employment and Workplace Relations (DEWR) has continued to maintain a series of network linkages of ethnic communities with its state offices, for example in Queensland the state office continues to work closely with an African community group and in Victoria the state office is working with the Islamic Council of Victoria.

DEWR Organisation

At an organisational level DEWR has had in place for several years a section within the Intensive Support Operations Branch to:

- develop strategies to improve outcomes for CALD job seekers
- encourage Job Network providers to implement new initiatives to address the barriers to employment faced by CALD job seekers, and
- respond to issues raised by members of CALD communities concerned about finding employment and Job Network services.

1.2 Indigenous employment

The Council of Australian Governments (COAG) – Indigenous Communities Shared Responsibility Trials.

DEWR is represented on the Secretaries Group for 10 agreed trial regions, with lead agency responsibility for the Shepparton and Cape York COAG trial sites. In Cape York, five priority communities were identified: Wujal Wujal, Hopevale, Napranum, Lockhart River and Aurukun. DEWR negotiates with Indigenous communities, state governments and other Commonwealth agencies to deliver services and programmes under a shared responsibility framework. Local agreements are being reached between governments and the community. There are agreed performance indicators to improve social, cultural and economic life in the community.

New Indigenous Arrangements

The Prime Minister recently announced changes to the administration of Indigenous specific programmes which took effect from 1 July 2004. This resulted in the transfer of the Community Development Employment Projects (CDEP) Scheme, and Business Development Programme and the statutory authority Indigenous Business Australia, to DEWR, which will improve linkages with existing departmental programmes and services.

Ongoing consultations have been undertaken with key government agencies. Further consultations will need to be undertaken with Indigenous organisations and communities.

Remote Area Exemption

It is proposed to pilot a change in the current practice of exempting Indigenous people from the work test in remote areas. The objective is to increase economic and social participation of Indigenous Australians in remote communities where appropriate activities are available. This will help provide access to local opportunities and link to initiatives identified through Shared Responsibility Agreements (SRAs). Consultations are continuing with details of implementation now under discussion. Communication and implementation strategies are under development.

Indigenous Employment Centres

The Indigenous Employment Centres (IEC) programme was introduced as an initiative under the *Australians Working Together* reforms. IECs provide services to CDEP participants to help them move into non-CDEP employment. DEWR has contracts with CDEP organisations to provide IEC services. Prior to contracting organisations, DEWR consulted with ATSI and held information sessions with CDEP organisations and their communities. DEWR held regular conferences with the IECs and meet with the IEC Consultative Group (self nominated representatives from IECs) on a quarterly basis. The programme significantly expanded in 2003–04 with an additional 21 CDEPs delivering IEC services. This brings the total number of IECs to 33 operating in all states and territories across Australia. A total of 2,390 Indigenous job seekers were assisted during 2003-04 compared with 1,100 in 2002-03. Six hundred and ninety employment placements were achieved in 2003-04, more than double the number achieved the previous year.

Evaluation of Indigenous Employment Policy

The evaluation of Indigenous Employment Policy (encompasses Structured Training and Employment Projects and Wage Assistance as well as other programmes) which

has been ongoing since July 1999 with the first stage report released in February 2003 and the second stage report released in April 2004. The evaluation was overseen by a reference group which included ATSI representation, and has used qualitative and quantitative indicators of performance, including survey and focus group responses from Indigenous job seekers.

1.3 Humanitarian/Refugee Entrant Job Seeker Pilot Project

In 2004, a Humanitarian/Refugee Entrant Job Seeker Pilot Project was trialled in eight locations around Australia. The pilot was focused on providing humanitarian/refugee job seekers with an increased understanding of the Australian labour market, and work experience. This was in response to feedback that these job seekers needed work experience in Australia:

- Humanitarian/refugee job seekers were fully involved and consulted throughout the pilot.
- The pilot has finished, and an evaluation is currently underway.
- Consultation was undertaken with NESAs, via the NESB SIG, on employment related issues and ongoing input to quarterly meetings.

Outcome 2 – Workplace relations

DEWR provides:

- policy advice and implementation strategies to promote workplace reform in Australian Government Employment (through *Policy Parameters for Agreement Making in APS*)
- advice and information on the practical application of workplace relations legislation and the employment framework to assist Australian Government agencies in developing workplace relations arrangements that are flexible and are tailored to the needs of the organisation and its employees, and
- policy advice and implements strategies to promote workplace reform in the Australian Defence Force (ADF) (through *Policy Parameters for ADF Pay Setting Arrangements*).

To carry out these roles DEWR undertook the following activities:

- consulting with agencies and relevant stakeholders prior to them developing changes in policy
- reminding agencies of the need to have regard to the diversity of the workforce both when consulting on draft agreements and in the content.

Employee Share Ownership

The communication strategy for the DEWR initiative, the Employee Share Ownership scheme was developed and then modified into a plain English version after consultation through CALD focus groups.

POLICY ADVISER ROLE

PERFORMANCE INDICATOR

PI 2: New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision.

PERFORMANCE MEASURE

To ensure that major policies, being developed or reviewed by Government, fully consider the impact on the lives of people from a range of cultural and linguistic backgrounds before decisions are made, by:

- documenting the impact of new and revised policy proposals on people from a range of cultural and linguistic backgrounds as part of the policy proposal;
- using the feedback gathered during consultations representing a range of cultural and linguistic backgrounds to develop and/or modify the new or revised policy proposals;
- using case studies of people from particular cultural and linguistic backgrounds to highlight the impact of the new and/or revised policy proposal; and
- incorporating in budget commitments, funding to facilitate access for people from particular cultural and linguistic backgrounds to new services and programs. For example, those funds may be used to access interpreter services for individual service users.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

1.1 Employment policy programmes

Any policy/program proposals in relation to its employment programmes (including Job Placement, Intensive Support, Transition To Work, Work for Dole, New Enterprise Incentive Scheme and Harvest Labour Services) are framed taking into account the demographic composition of the Australian labour market which includes people from culturally and linguistically diverse (CALD) backgrounds. The Department of Employment and Workplace Relations (DEWR) has for many years monitored the participation and outcomes of people from a CALD background participating in these programmes and these outcomes are reported in its Annual Report and other documents. This has provided DEWR with a substantial time series of data to enable assessment of programmes prior to their implementation. This data is used extensively by DEWR and the National Employment Services Association (NESA) Non-English Speaking Background (NESB) Special Interest Group (SIG) in its discussions and making recommendations.

In the twelve months to end October 2004, 71,900 job placements were recorded for people from culturally and linguistically diverse backgrounds through Job Network, an increase of 71 per cent on the previous year.

Employment Innovation Fund

Through discretionary funding, via the Employment Innovation Fund (EIF),

community groups are encouraged to bring forward pilot concepts especially within the realm of DEWR's National Strategic Priorities which in turn highlight the needs of people from CALD backgrounds and provides analysis of their situation and solutions. For example funding was provided to:

- the Islamic Council of Victoria to conduct research into the barriers faced by Muslim job seekers
- HTT Associates were funded to conduct consultations as to the efficacy of 'Accelerated Learning' principles in remote communities in the Kimberley
- through funding to the Victorian Arabic Social Services an outreach program to disengaged Arabic-speaking youth is being conducted
- a fourth EIF project assisted the Anglicare Refugee & Migrant Services to develop and implement a new model for servicing CALD background job seekers in Brisbane
- EIF also provided funding to Job Network providers in eight different sites to develop better interventions for humanitarian/refugee entrant job seekers.

Under DEWR's Better Practice Program, state offices were encouraged to bring forward pilot projects some of which highlighted the needs of people from CALD backgrounds. For example:

- The Queensland state office together with the Queensland Department of Education & Training funded a project to develop better practices among stakeholders in the Gladstone area in respect of Indigenous employment.
- Funding was provided for a project to investigate ways of better servicing CALD background clients in Queensland, particularly in respect of feedback through 'complaints hotlines'.
- In the Northern Territory special funding was provided to a forum specifically for migrant job seekers. This formed part of that territory's commitment under the NT Settlement Planning Committee Action Plan.

1.2 Indigenous Employment

The second stage evaluation of the Indigenous Employment Policy

DEWR has used an evaluation of ongoing programmes to directly assess the impact on Indigenous peoples and thereby focus activities in areas which are providing real benefits. This second stage of the evaluation was released in 2003-04 and considers Intensive Assistance, Wage Assistance and the Structured Training Employment Projects. The Indigenous Small Business Fund, the Indigenous Community Volunteers Foundation, Indigenous Employment Centres and the Indigenous Self Employment Programme are being reported on separately.

The second stage of the evaluation involved significant consultation with Indigenous communities and surveys of employers and individual Indigenous job seekers.

Through the use of this evaluation DEWR was able to conclude that:

- the IEP is meeting its primary objective of improving the employment prospects of Indigenous Australians, particularly in the private sector. The programmes encourage employers to hire more Indigenous recruits and support greater retention of Indigenous employees
- a strong outcomes focus is paying off. Employment outcomes for Intensive Assistance increased during the Third Employment Services Contract (ESC3)
- Around 21,900 job placements were achieved for Indigenous job seekers by Job Network providers and other Job Placement organisations in financial year 2003-04. This is an increase of over 40 per cent on 2002-03. Long term(13 week) job

outcomes have also reached new record levels, with Job Network providers achieving over 4,000 long term jobs for Indigenous Australians in 2003-04

Indigenous Youth Employment Consultants

During 2003-04, the need to establish Indigenous Youth Employment Consultants (IYECs) who will assist Indigenous Australian youth with the transition into employment, further education and/or training was identified. DEWR consulted with a range of Australian Government agencies and provider groups on implementation of the programme following the Federal Budget (2004-05).

The consultants will be engaged by Job Network providers in selected Employment Service Areas across Australia and will provide support for the growing population of young Indigenous people aged 15 to 19 years old currently within and outside the Job Network and Centrelink systems, with an emphasis on those who:

- are disengaged from school (eg unemployed, parenting payment recipients, ex offenders)
- want to leave school and are considering entering the workforce
- intend continuing with their education and/or training before entering the workforce but would benefit from additional support to maintain participation.

The consultants will also link with existing Australian Government programmes that focus on school retention, further education and/or training.

Outcome 2 – Workplace relations

2.1 Workplace relations policy development

The *Workplace Relations Act 1996* (s.358A) requires the Minister to table in Parliament every two years a report about "developments ... in bargaining for the making of agreements covered by Parts VIB and VID" and "in particular, the effects that such bargaining has had in Australia during that period on the employment (including wages and conditions of employment) of women, part-time employees, persons from a non-English speaking background and young persons."

The 2002-03 report, *Agreement Making in Australia under the Workplace Relations Act*, prepared by DEWR and the Office of the Employment Advocate (OEA) has been transmitted to the Minister for tabling in the Parliament. The report is expected to be tabled during the current sitting of the Parliament.

DEWR has undertaken policy development work aimed at improving the protection afforded by workplace relations legislation to workers in Victoria who are not employed under awards or formalised agreements. Included in this process was consideration and assessment of the workplace relations arrangements that apply to contract outworkers in the textile, clothing and footwear (TCF) industry. The vast majority of Victorian TCF outworkers are from culturally and linguistically diverse (CALD) backgrounds.

The *Workplace Relations Amendment (Improved Protection for Victorian Workers) Act 2003*, which came into effect on 1 January 2004, ensures that contract outworkers in the Victorian TCF industry have access to the same minimum pay rate that would apply to an employee performing the same work.

The new legislation also authorises Australian Government inspectors to enter

premises in order to ascertain whether TCF outworkers are being paid at least their minimum entitlement. The inspectors are able to seek remedies in the courts on behalf of contract outworkers where non-payment or underpayment is identified. DEWR has undertaken policy development work aimed at broadening the protection afforded to employees against the unlawful termination of their employment. Unlawful termination includes where an employee's employment has been terminated for discriminatory reasons, such as for reasons of race, colour, religion, political opinion, national extraction or social origin. The broadening of this protection would be especially beneficial for persons from CALD backgrounds.

The *Workplace Relations Amendment (Fair Termination) Act 2003*, which came into effect 27 November 2003, extends the protection afforded to employees against unlawful termination to classes of employees who were previously excluded. These classes include short-term casual employees, employees engaged for specific periods of time or tasks, and employees serving periods of probation.

POLICY ADVISER ROLE

PERFORMANCE INDICATOR

PI 3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.

PERFORMANCE MEASURE

To ensure that people from various cultural and linguistic backgrounds know about new policies, as well as changes in policies that may impact on their lives, by:

- using the ethnic media and ethnic networks to distribute information;
- using plain English to explain the new and/or revised policy/program initiative;
- developing translated information;
- involving community leaders to inform members of their communities; and
- developing imagery rather than text based communication mediums.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

1.1 Job Network

The Department of Employment and Workplace Relations (DEWR) has and continues to consult with peak bodies about new policies and the impact on culturally and linguistically diverse (CALD) job seekers. Recent discussions have included the Islamic Council of Victoria on Job Network servicing Muslim job seekers to raise awareness of cultural diversity.

In addition to the range of translated information that is available on the Job Network website, a Culturally and Linguistically Diverse (CALD) website internet toolbox is being developed, in consultation with the National Employment Services Association (NESA) Non-English Speaking Background (NESB) Special Interest Group (SIG).

Communications products and channels including websites, booklets, pamphlets, videos and an advertising campaign have provided information on Job Network services during 2003-04. Products are available to job seekers with multiple barriers including people from CALD backgrounds and Indigenous job seekers, employers through Job Network providers, Centrelink and are available on the Job Network website.

The Department of Employment and Workplace Relations (DEWR) produced a range of information products on changes to Job Network services. Products are available to people from diverse linguistic and cultural backgrounds through Job Network providers, Centrelink and are available through the Job Network pages on the Workplace website, <www.workplace.gov.au>. Key products, such as the revised 'Job seekers: Your Guide to Job Network' the revised Employment Services Code of Practice, the new Job Network Service Guarantee, Job Placement arrangements and information about specialist providers are also available in twenty community

languages through Job Network providers and the web site above. The languages were selected using Centrelink data on job seeker registrations.

DEWR conducted a national campaign to promote Job Network to employers and job seekers, which included advertisements in community languages, through ethnic print and radio media, and for visually impaired people. This was to encourage those people to access the full range of services. These included:

- Radio announcements in Indigenous languages advertisements, some advertising in Indigenous print media, Streetwise comics, production of the Indigenous Job Seeker guide and *How to get yourself a job*.
- Sponsorship of cultural events such as CrocFest.
- Key products, such as the *Job seeker: Your Guide to Job Network* and the Code of Conduct are available in the top 20 languages defined by Centrelink.

1.2 Work for the Dole

To meet the needs of job seekers with CALD backgrounds, DEWR provides information on the Work for the Dole programme and Community Work in 20 community languages. The information is available from the Work for the Dole page at <www.workplace.gov.au>.

1.3 Indigenous Employment

Community Development Employment Projects

Prior to transfer to DEWR 1 July 2004, Aboriginal and Torres Strait Islander Services (ATSIS) had three national 1800 numbers to allow clients access to its services and functions. There were separate numbers for commercial loans and general enquiries. The national numbers took the caller to the nearest ATSIS office that serviced that zone. DEWR operates the CDEP Manager Helpline 1800 093 532.

DEWR will continue to produce *CDEP News* which is a national publication that is distributed to all CDEP organisations and it is written in plain English. This publication shares information relevant to CDEP participants and allows Indigenous people to share knowledge about the scheme and other initiatives or programs that impact on the scheme.

Indigenous Employment Policy communications

The Indigenous Employment Policy (IEP) was implemented in July 1999 and there is an overarching communications strategy in place for the policy. The strategy includes the use of the Indigenous media. As new elements to the IEP are developed, specific communications strategies are developed to ensure there is an appropriate level of awareness and understanding of the assistance that is available.

Many of the information products for the IEP have been developed with an emphasis on imagery rather than text (for example, the *How to use the Wage Assistance Card* brochure and the *Get that Job!* comic for Indigenous job seekers).

In promoting the IEP there has been a focus on the use of Indigenous media (*National Indigenous Times, Vibe, and Indivine*) to reach Indigenous job seekers and employers. Translated material has been used for radio advertising promoting new services available as part of the *Active Participation Model*.

Case studies and the use of community leaders/ high achievers are a focus of the IEP

Marketing Strategy through the Corporate Leaders for Indigenous Employment Awards. Success stories are used to encourage better employment outcomes for Indigenous Australians.

1.4 Australian Jobs Update

The *Australian Jobs Update* (formerly the *Australian Jobs Review*) is produced by DEWR each quarter. The target audience for the publication (which provides information on the labour market prospects and experiences of migrants) is potential migrants and migrants who have recently arrived in Australia. The publication is distributed electronically to DIMIA overseas posts (for distribution to prospective migrants) and within Australia to migrant resource centres and other organisations that provide assistance and advice to migrants. It is also sent on request to potential migrants seeking advice on employment opportunities in Australia.

The *Australian Jobs Update* was reviewed (in consultation with DIMIA) in 2003 to ensure it better meets the needs of potential migrants. As a result of this review, each publication now includes a Hot Topic providing supplementary information on issues of interest (for example regional labour market conditions, skill assessment processes, registration and licensing issues).

Prospective migrants with different CALD backgrounds have access to advice on the labour market prospects for migrants in Australia. While the report is only published in English, it includes a number of graphs and tables to assist in interpretation.

Outcome 2 – Workplace relations

2.1 Building Industry Taskforce

The initial advertisements for the Building and Construction Industry compliance campaign were written in plain English and run in major metropolitan and regional newspapers and published on the internet, with the primary focus on covering a wide geographical spread. The target audience could contact the Office of Workplace Services to access translation or interpreter services if required.

2.2 Workplace policy communications

Communication activities (eg written advice and guidance on Policy Parameters, Workplace Relations Advices, and eGuide resource) are written in plain English with emphasis on clarity of message. Publications and advices are publicly available through the Internet.

REGULATOR ROLE

PERFORMANCE INDICATOR

PI 1: Resources are provided so that publicly available and accessible information on regulations is communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.

PERFORMANCE MEASURE

This indicator aims to ensure that people from a range of cultural and linguistic backgrounds know about the regulations that may impact on their lives. This can be achieved by:

- using the ethnic media and ethnic networks to distribute information;
- using plain English to explain regulations;
- developing translated information; and
- involving community leaders to inform members of their communities.

Whatever the approach taken, it is important, that the information is understandable, comprehensible, intelligible and provided in a timely manner.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

Outcome 1 has no regulator responsibilities.

Outcome 2 - Workplace relations

DEWR's only regulator responsibilities relate to the Building Industry Taskforce (BIT) which utilises the Translation and Interpreter Service and bilingual staff as required. BIT undertook its first major advertising campaign which sought to cover as wide a geographical spread as possible. BIT is presently evaluating the effectiveness and future directions of this campaign.

PURCHASER ROLE

PERFORMANCE INDICATOR

PI 1: Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds.

PERFORMANCE MEASURE

To enable people from a range of cultural and linguistic backgrounds to be involved in the purchasing process in relation to outsourced services, grants programs and the purchase for display of cultural items, the consultation strategy may involve:

- the use of a Reference Group of people from a range of identified cultural and/or linguistic backgrounds to help inform the development of the purchasing processes;
- liaison with the Federation of Ethnic Communities Councils of Australia and/or the State and Territory based Multicultural/Ethnic Communities' Councils and/or the Aboriginal and Torres Strait Islander Commission to ensure that the views of people from a range of cultural and linguistic backgrounds are considered;
- the use of focus groups with representation of individuals from a range of cultural and linguistic backgrounds to inform the development process. Where possible representatives from newly arrived communities, as well as those more established communities, should be represented; and
- the distribution of a discussion paper through established networks to reach people from a range of cultural and linguistic backgrounds.

This PI is targeted at major contracts linked to priorities identified in the business plan.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

The Department of Employment and Workplace Relations (DEWR) conducted its major purchasing arrangement, the Third Employment Services Contract (ESC3) during 2002-03 which was reported upon in last year's report. ESC3 undertook substantial consultation processes across a broad range of stakeholders and this year represents the ongoing operational aspect of that purchasing arrangement.

1.1 Indigenous Employment

Indigenous Employment Centres

The Indigenous Employment Centres (IEC) programme was introduced as an initiative of the *Australian Working Together* reforms. IECs provide services to CDEP participants to help them move into non-CDEP employment. DEWR has contracts with CDEP organisations to provide IEC services. Prior to contracting organisations, DEWR consulted with ATSI and held information sessions with CDEP organisations and their communities. DEWR held regular conferences with the IECs and met with the IEC Consultative Group (self nominated representatives from IECs) on a quarterly basis.

(Note: The CDEP activity is now held within DEWR – effective 1 July 2004).

The programme significantly expanded in 2003-04 with an additional 21 CDEPs delivering IEC services. This brings the total number of IECs to 33 operating in all states and territories across Australia. A total of 2,390 Indigenous job seekers were assisted during 2003-04 compared with 1,100 in 2002-03. Six hundred and ninety employment placements were achieved in 2003-04, more than double achieved the previous year.

1.1.3 Remote Area Employment Services

In a number of identified remote Employment Service Areas with a high proportion of Indigenous people it was considered that the *Active Participation Model* may not be appropriate to meet the employment needs of job seekers in these areas and that a fee for service arrangement should be purchased.

In some locations services may be:

- based on the *Active Participation Model*, or with some variations to standard arrangements to accommodate local needs
- tailored specifically to particular circumstances to the point they vary substantially from the standard *Active Participation Model*.

DEWR is in consultation with local indigenous communities to establish the most suitable arrangements in each location. Following local consultations DEWR has awarded contracts to a number of providers to deliver the tailored Fee for Service arrangements during 2003-04.

These arrangements recognise the particular difficulties faced by job seekers in these areas and tailors the service delivery to ensure that these job seekers are given the best opportunities to improve their prospects for employment

Indigenous Employment Policy

Contracts for projects funded under the Indigenous Employment Policy are developed in consultation with Indigenous (and other) recipients and departmental staff assist organisations in understanding their obligations.

Community Development Employment Projects

ATSIS provided Community Development Employment Projects (CDEP) services to its client group via a Grants Funding Agreement. The CDEP Service Providers are, in effect, third-party service providers. The majority of service providers are community organisations with a large proportion of the client recipients also members of the organisation. Selection of the service providers takes into account the capability to provide culturally appropriate services for the particular clients.

CDEP operates in diverse social, geographic, economic and cultural circumstances ranging from remote communities to inner suburban situations, CDEP participants are fully involved in the planning of CDEP activities and actual CDEP projects are controlled and managed by organisations and participants.

Outcome 2 – Workplace relations

Outcome 2 has no purchaser arrangements.

PURCHASER ROLE

PERFORMANCE INDICATOR

PI 2: Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the *Charter*.

PERFORMANCE MEASURE

Strategies to ensure that the needs of people from a range of cultural and linguistic backgrounds are met through the purchasing process, might include:

- tender specifications that identify the needs of people from a range of cultural and linguistic backgrounds, seek strategies from contracted Providers on how to address such needs in ways that are consistent with the Charter;
- contracts specify data collection standards and reporting requirements which assist the Provider to monitor the needs of their culturally and linguistically diverse clientele;
- contracts require Providers to establish complaints handling mechanisms that are responsive to complaints which are triggered by the cultural and linguistic background of the complainant;
- grants programs are publicised using the ethnic media and ethnic networks; and
- tender specifications for individual projects over \$5 million (\$6 million for construction and related facilities) that are in places where there are significant Indigenous populations with limited employment and training opportunities should comply with Commonwealth Procurement Guideline requirements regarding consideration of the opportunities for training and employment for local Indigenous communities, the capabilities of local Indigenous suppliers and consultation with the relevant community council or group in planning the project.

RELEVANT PROGRAMS/KEY INITIATIVES

The Department of Employment and Workplace Relations (DEWR) ensures that the needs of people from a range of cultural and linguistic backgrounds are met through purchasing processes. Some of the initiatives and established practices are:

Outcome 1 - Employment

1.1 Job Network

DEWR undertook a major tender process in the 2002-03 year being the Third Employment Services Contract (ESC3). The 2003-04 financial year represents the operational introduction of that tender. ESC3 has a three-year term.

For all its employment programmes DEWR monitors and publishes information on the participation and outcomes of those people from culturally and linguistically diverse (CALD) backgrounds participating in those programmes which ensures that a focus is maintained on these groups.

Under DEWR's Employment Services' Code of Practice, all potential Job Network providers are required to demonstrate their capacity to comply with all relevant

Australian laws including privacy, fair trading, trade practices and anti-discrimination laws.

Community Work Coordinators must also demonstrate their commitment to clients' individual circumstances and tailor services to job seeker needs within antidiscrimination legislation.

Transition To Work (TTW) providers must comply with the TTW 'Code of Conduct' which also covers all relevant laws.

Contracts for projects funded under the Indigenous Employment Policy (IEP) are developed in consultation with Indigenous (and other) recipients and departmental staff assist organisations in understanding their obligations.

All tenderers for the provision of employment services in regions where people from CALD backgrounds from other than main English-speaking countries comprise more than 10 per cent or more of the unemployment register must include strategies on how employment outcomes will be achieved by the tendering organisation for this group of job seekers. This requirement for specific service strategies also applies for those tendering in locations where there are five per cent or more Indigenous Australians. Successful organisations are monitored to ensure the delivery of the strategies contained in their tenders. The tenders form part of the Employment Services Contract and are monitored against this. In the current contract period, there are four organisations providing specialist services to people from non-English speaking backgrounds in 30 sites across Australia.

In the current contract period, there are seven organisations providing Indigenous specialist services in 29 sites across Australia and four organisations providing specialist services to people from non-English speaking backgrounds in 30 sites across Australia.

1.2 Community Development Employment Projects Programme

Information in relation to applying for Community Development Employment Projects Programme (CDEP) programme grants is publicised using regional and indigenous media.

Outcome 2 – Workplace relations

Outcome 2 has no purchaser arrangements.

PURCHASER ROLE

PERFORMANCE INDICATOR

PI 3: Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.

PERFORMANCE MEASURE

Strategies to ensure that complaints from people from a range of cultural and linguistic backgrounds are heard and addressed, may include:

- the provision of information on complaints handling processes and procedures in accessible formats for people from a range of cultural and linguistic backgrounds;
- providing the Translating and Interpreter Services contact number in complaints brochures and client service charters;
- the use of bilingual staff or interpreters to assist in the complaints lodgement and hearing process; and
- analysis of complaints data to show the percentage triggered by issues of language and culture.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

Feedback and complaints mechanisms are in place to ensure that people (regardless of their cultural or linguistic background) have access to complaints mechanisms.

1.1 Job Network

A complaints mechanism is available to jobseekers and employers receiving employment services. Information about the complaints processes is widely available through posters and brochures available from Centrelink, employment service providers (including Job Placement, Transition To Work, Work for the Dole, New Enterprise Incentive Scheme and Harvest Labour Services) and on the Department of Employment and Workplace Relations (DEWR) Internet site, at <www.dewr.gov.au>. Brochures are also available in a range of languages (top 20 as defined by Centrelink).

A job seeker or employer who contacts DEWR's Customer Service Line can use Translator and Interpreter Service (TIS) and interpreter services. DEWR follows up on and monitors complaints. All providers are required to maintain complaints' registers.

Planned enhancement of the complaints database will allow for analysis of complaints triggered by issues of language.

1.2 Employment services satisfaction

DEWR consulted with, and conducted surveys of, people from diverse cultural and linguistic backgrounds to obtain information relating to satisfaction with employment services. Paper based surveys are sent to homes of participants in employment

services. If a completed survey is not received, it is followed up with a phone call. During the phone call, survey participants are asked if they require an interpreter or have another preferred way of providing the required information.

Job Network providers are bound by the Job Network Code of Conduct (the Code), which forms part of the Job Network member's contract with DEWR. The Code is designed to protect the interests of job seekers and to ensure they receive quality service. It also requires all Job Network providers to establish their own internal complaints system. The Code is produced in accessible formats, is available electronically from the Job Network website and has been translated into 20 community languages—the top 20 languages as defined by Centrelink.

A toll free Job Network Customer Service Line on 1800 805 260 is available for job seekers to make complaints or raise concerns about the level of service provided by Job Network providers.

Clients from culturally and linguistically diverse (CALD) backgrounds can access the Customer Service Line through the Translator Interpreter Service (TIS) if required.

1.3 Indigenous employment

Indigenous job seekers with complaints about providers can telephone the Employment Services Information Line on 13 62 68. Community Development Employment Projects (CDEP) participants can ring the CDEP complaints line on 1800 805 260.

Outcome 2 – Workplace relations

Outcome 2 has no purchaser arrangements.

PROVIDER ROLE

PERFORMANCE INDICATOR

PI 1: Providers have established mechanisms for planning for implementation, monitoring and review that incorporate the principles underpinning the *Charter*.

PERFORMANCE MEASURE

To ensure that providers plan, deliver and monitor their services in ways that consider and account for the needs of their culturally diverse clientele, may include:

- having evidence of consideration of cultural and linguistic diversity in strategic and operational plans;
- establishing consultative committees that include people from a range of cultural and linguistic backgrounds to advise on the provision of services;
- based on service data collected, budgeting includes sufficient funds to meet the need for interpreters;
- providing products that are tailored to respond to the needs of groups with specific cultural or linguistic backgrounds;
- developing strategies that provide information in accessible formats that can be used by people from a range of cultural and linguistic backgrounds;
- undertaking research to understand any differing needs of people that arise because of their cultural and linguistic background; and
- in evaluating outcomes, assessing any differing impacts on people that arise because of their cultural and linguistic background.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

1.1 Job Network

Providers are required to adhere to the principles of the Employment Services Code of Practice and Transition To Work (TTW) Code of Conduct for TTW providers and to the requirements set out in their contracts. Department of Employment and Workplace Relations (DEWR) monitors the performance of providers in terms of the participation and outcomes of people from a linguistically and culturally diverse (CALD) background participating in all its employment programmes and these outcomes are reported in its Annual Report and other documents.

Job Network management and performance information regarding people who identify as having a CALD background is collected by the Job Seeker Classification Instrument in conjunction with DEWR's information management system, EA3000. Data available includes:

- placement and long term employment outcomes (13 and 26 weeks) for those job seekers who have identified as having a CALD background and/or humanitarian visa category and country of birth
- services purchased through the Job Seeker Account, including the expenditure for

Interpreter Services for all job seekers

- CALD referrals to complementary programmes
- CALD participation in Intensive Support
- CALD participation in New Enterprise Incentive Scheme (NEIS), Work for the Dole and Transition to Work.

In assessing Job Network provider performance against contract deliverables, consideration is given to the outcomes for highly disadvantaged groups, including those who have self-identified as CALD.

- Around 59,000 job placements were achieved for people of CALD background by Job Network providers and other Job Placement Organisations in financial year 2003-04. This is an increase of 28 per cent on 2002-03. Long-term (13 weeks) job outcomes have also reached new record levels, with Job Network providers achieving over 14,000 long term jobs for people from CALD backgrounds in 2003-04.
- In the 2003-04 financial year, approximately \$623,000 of Job Seeker Account funds were used to purchase Interpreter Services for CALD job seekers.

1.2 National Employment Services Association Special Interest Group

The National Employment Services Association Special Interest Group (NESB SIG) will be consulted in the development of a toolbox to assist Job Network providers delivering employment services to people with cultural and linguistic diverse backgrounds.

1.3 Indigenous employment

A range of material on the Indigenous Wage Assistance Programme and the Community Development Employment Projects Placement Incentive (CDEP PI) Programme has been produced within a plain English approach. This material is available to Indigenous job seekers through Job Network, Centrelink, Job seeker focus groups, the Indigenous Employment Line, the Wage Assistance Website and the Wage Assistance Marketing mailbox.

Indigenous Employment Centres

A range of brochures and posters and a Marketing Guide have been produced to help Indigenous Employment Centres (IECs) inform employers, CDEP participants and other local stakeholders. A limited amount of funds have also been provided to each IEC to assist with local advertising and promotional activities. DEWR also includes IEC success stories in the media (Indigenous and local media) on a regular basis.

Indigenous Employment Policy

A range of material on various elements (National Indigenous Cadetship Programme (NICP), Indigenous Small Business Fund (ISBF), Structured Training and Employment Projects (STEP), Corporate Leaders for Indigenous Employment Project (CLIEP)) of the Indigenous Employment Policy has been produced in a plain English format. This material is available to Indigenous Australians through a variety of avenues including jobs markets, Croc Festivals and DEWR's Indigenous website <www.workplace.gov.au/indigenous>.

Indigenous Services Working Group

The purpose of the Indigenous Services Working Group is to:

- actively review Indigenous servicing strategies and performance for all aspects of Indigenous servicing under this arrangement
- promulgate best practice in the development and implementation of strategies and delivery of services to Indigenous people under this arrangement as part of the 2003–06 Business Partnership Arrangement with Centrelink.

Community Development Employment Projects

The policy is to encourage the equitable participation of all Indigenous people, including women and youth, in Community Development Employment Projects (CDEP). This policy direction is supported by CDEP's Program Policy Guidelines, Strategies and Performance Indicators.

Outcome 2 – Workplace relations

2.1 Office of Workplace Services

The Office of Workplace Services (OWS) helps employees and employers understand and exercise their rights, obligations and choices under the federal workplace relations system. It budgets for interpreters and translators for use in its telephone, education and compliance provider role.

2.2 Trades Recognition Australia

Trades Recognition Australia assesses the trade skills of potential migrants to Australia. It bears the cost of interpreters and translators as part of its information and assessment provider role.

2.3 General Employee Entitlements and Redundancy Scheme

The General Employee Entitlements and Redundancy Scheme (GEERS) claim forms provide information in a range of languages including the contact details of the Translating and Interpreting Service.

The GEERS *Useful Contacts* fact sheet includes the contact details of the Translating and Interpreting Service

PROVIDER ROLE

PERFORMANCE INDICATOR

PI 2: Provider data collection systems incorporate the requirements of the *Standards for Statistics on Cultural and Language Diversity (the Standards)* for statistics on cultural and language diversity.

PERFORMANCE MEASURE

To ensure that Providers collect data on cultural and linguistic diversity consistent with the *Standards*, may include:

- data collection forms, that contain data on cultural and language diversity, are consistent with the *Standards*;
- plans are in place to modify the data collection systems to comply with the *Standards*;
- ABS census data (consistent with the *Standards*) is used by Providers servicing the entire community or by any Provider for communication and consultation campaigns;
- maintenance of key databases on service users that are able to be interrogated to identify trends against cultural and linguistic diversity; and
- service data on cultural and linguistic diversity being used to inform future service planning and new initiatives.

RELEVANT PROGRAMS/KEY INITIATIVES

Unless otherwise stated, basic data in relation to service by providers is collected by the Department of Employment and Workplace Relations (DEWR) in accordance with the standards.

Outcome 1 - Employment

1.1 Job Network

Data on cultural and linguistically diverse (CALD) jobseeker participation, in all its employment programmes is collected by DEWR and these outcomes are reported in the Department of Employment and Workplace Relations (DEWR) Annual Report and other documents

DEWR's business partnership arrangement with Centrelink requires that the Job Seeker Classification Instrument (JSCI), which provides information on CALD and/or humanitarian visa category and country of birth is collected by Centrelink officers accurately and completely whilst still maintaining job seeker rights under the Privacy Act.

The Third Employment Services Contract

The Third Employment Services Contract (ESC3) requires all service providers to use DEWR's information systems. Providers must ensure that job seeker details are accurately and completely recorded on DEWR's system and that all data entered is accurate and complete. Since September 2003, Job Network providers have been able

to update information on the JSCI where new information is disclosed by job seekers.

In 2004-05 a Performance Information Review of the JSCI will be conducted to analyse the effectiveness of the JSCI and provide information that may lead to future refinement.

A revised Job Seeker Classification Instrument came into effect in April 2003.

Outcome 2 – Workplace relations

2.1 Office of Workplace Services and Trades Recognition Australia

The Office of Workplace Services and Trades Recognition Australia seek information on their claim forms that identifies cultural and linguistic background, satisfying two of the four criteria. These answers are used to assist DEWR staff in determining the best approach in handling enquiries. The collection forms are presently under substantial review and this ABS requirement is forming part of that review.

2.2 General Employee Entitlements and Redundancy Scheme

None of the core variables or combination of variables listed in the *Standards for Statistics on Cultural and Language Diversity* is collected for the General Employee Entitlements and Redundancy Scheme (GEERS). To reduce the burden on GEERS claimants, information collected is limited to essential items.

PROVIDER ROLE

PERFORMANCE INDICATOR

PI 3: Providers have established service standards that utilise the cultural and linguistic diversity of their staff, or their staff's cross-cultural awareness to facilitate and enhance service delivery.

PERFORMANCE MEASURE

To ensure that services are able to adequately meet the needs of clients, including those that arise because of a person's cultural or linguistic background, may include:

- tailoring of workforce skills to better respond to needs of clients from a range of cultural and linguistic backgrounds (including recruiting and using bilingual staff; multicultural or Indigenous liaison officers),
- the provision of cross-cultural awareness training; and
- compiling and utilising a list of bilingual staff receiving a language allowance or with language skills for client service.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

1.1 Job Network

The Department of Employment and Workplace Relations (DEWR) employs a number of strategies to ensure that services are able to adequately meet the needs of clients, including those that arise because of a person's cultural or linguistic background.

Providers are required to adhere to the principles of the Employment Services Code of Practice and the Transition To Work Code of Conduct and to the requirements set out in their contracts.

DEWR monitors outcomes in terms of provider performance against the Employment Services Code of Practice and their contracts.

A Service Guarantee and Employment Services Code of Practice were introduced as part of the *Active Participation Model* in July 2003:

- Service Guarantee - sets out the minimum standards for services that a Job Network provider must deliver to job seekers. Employment services must be ongoing, culturally sensitive and tailored to job seeker needs and available job opportunities.
- Employment Services Code of Practice - Employment service providers commit to observe the highest standards of fairness and professional practice as they deliver the services and obligations outlined in their respective contracts with the Australian Government.
- Brochures explaining the Service Guarantee and Code of Practice are available from the Workplace website <www.workplace.gov.au> or Job Network providers in a range of languages.

The Service Guarantee and Employment Services Code of Practice have been in place throughout 2004.

Job Network providers provide information on complaints processes to people of cultural and linguistic backgrounds prior to providing employment services for culturally and linguistically diverse (CALD) job seekers.

In addition to a complaints phone line, the Job Seeker Account can be used to purchase interpreter services to explain complaints lodgement and hearing processes.

Strategies are well established and have been in place throughout 2003-04.

1.2 Indigenous Capital Assistance Scheme

The Indigenous Capital Assistance Scheme (ICAS) was introduced to increase employment opportunities for Indigenous Australians through access to commercial finance, in conjunction with culturally appropriate professional and mentoring support services.

DEWR through mainstream advertising sought Expressions of Interest (EOI) for private sector financial institutions to deliver ICAS. Following the EOI phase, DEWR convened information sessions for all interested providers prior to conducting a Request for Proposal, with the Westpac Banking Corporation selected to deliver the programme.

ICAS commenced on 1 March 2004, with up to 21 Westpac ICAS officers located in branches across all states and territories. As at August 2004, Westpac has received 54 enquiries, with 12 recipients approved as eligible to access all elements of ICAS. One ICAS loan application for a tourism venture has been approved in the Northern Territory.

In implementing ICAS, DEWR and Westpac have worked closely to ensure that all related marketing and application forms are appropriate for Indigenous Australian clients. Prior to Westpac staff commencing delivery of ICAS, all officers participated in cross-cultural awareness training and information sessions on the Indigenous Employment Programmes (IEP), on the former Aboriginal and Torres Strait Islander Services (ATSIS) Business Development Programmes and on Indigenous Community Volunteers (ICV).

In addition to Westpac, ICAS also utilises the services of the ICV to assist ICAS recipients with business mentoring and support.

Outcome 2 – Workplace relations

2.1 Office of Workplace Services

The Office of Workplace Services service standards include identifying and utilising the cultural and linguistic skills of its staff by maintaining a register of bilingual staff.

2.2 Trades Recognition Australia

Trades Recognition Australia voluntarily identifies and utilises the cultural and linguistic skills of its staff by maintaining a register of bilingual staff.

PROVIDER ROLE

PERFORMANCE INDICATOR

PI4: Complaints mechanisms enable people (regardless of cultural and linguistic background) to address issues and raise concerns about the performance of Providers.

PERFORMANCE MEASURE

To ensure that complaints from people from a range of cultural and linguistic backgrounds are heard and addressed, useful strategies may include:

- the provision of information on complaints handling processes and procedures in accessible formats for people from a range of cultural and linguistic backgrounds;
- the use of interpreters to assist in the complaints lodgement and hearing process; and
- analysis of complaints data to show the percentage triggered issues of language or culture.

RELEVANT PROGRAMS/KEY INITIATIVES

Outcome 1 - Employment

1.1 Job Network

A complaints mechanism is available to jobseekers and employers receiving employment services. Information about the complaints processes is widely available through posters and brochures available from Centrelink, employment service providers (including Transition To Work, Work for Dole, New Enterprise Incentive Scheme and Harvest Labour Services) and on Department of Employment and Workplace Relations (DEWR) Internet site, <www.dewr.gov.au>. Brochures are also available in a range of languages.

A job seeker or employer who contacts DEWR's Customer Service Line can use Translator and Interpreter Services (TIS).

Planned enhancement of the complaints database will allow for analysis of complaints triggered by issues of language or culture.

DEWR follows up on and monitors complaints. All providers are required to maintain complaints' registers.

Job Network providers provide information on complaints processes to people of cultural and linguistic diverse backgrounds prior to providing employment services for job seekers from a culturally and linguistically diverse (CALD) background.

In addition to a complaints phone line, the Job Seeker Account can be used to

purchase interpreter services to explain complaints lodgement and hearing processes.

Strategies are well established and have been in place throughout 2003-04.

Employment Services providers are contractually required to have their own complaints mechanisms and to advise job seekers of these mechanisms. DEWR also has a toll free customer service line for clients to contact if they are not satisfied with how the provider managed their complaint or if they cannot take the complaint up directly with the provider. Clients with limited English can access the customer service line with the aid of the Translator and Interpreter Service (TIS).

Under the Better Practice Program DEWR's state offices were encouraged to bring forward pilot projects some of which highlighted the needs of people from CALD backgrounds. For example, in Queensland funding was provided for a project to investigate ways of better servicing CALD clients in that state particularly in respect of feedback through 'complaints hotlines'. The evaluation of this pilot is currently being undertaken.

Brochures on employment services including how to lodge complaints are published in community languages.

Initial analysis of complaints data indicates a very small number triggered by issues of language or culture (less than 0.1per cent).

1.2 Community Development Employment Projects Programme

Where appropriate interpreters were used to engage people in Indigenous communities. Community Development Employment Projects Programme (CDEP) participants can ring the CDEP complaints line on 1800 805 260.

Outcome 2 – Workplace relations

2.1 Office of Workplace Services and Trades Recognition Australia

The Office of Workplace Services and Trades Recognition Australia use an interpreting and translation service and its own bilingual staff to deal with complaints from clients.

Wagenet, an Internet based pay and conditions advisory service, provides a mechanism on the website <www.wagenet.gov.au> for people to lodge their feedback aided by a language service.

2.2 General Employee Entitlements and Redundancy Scheme

General Employee Entitlements and Redundancy Scheme (GEERS) has established grievance mechanisms to address complaints and/or appeals against GEERS decision makers. Claimants are advised in writing of how to access the GEERS complaint mechanisms.

The TIS is utilised for GEERS claimants where necessary.

Footnotes

- 1 National Employment Services Association (NESA) has several Special Interest Groups (SIGs), two of which are the Indigenous SIG and the Non-english speaking Background (NESB) SIG. This later SIG has been existence for many years and pre-dates the use of CALD.
- 2 The Welfare Consultative Forum was established in December 2000 to provide views and advice to Government on the direction and content of welfare reform. Membership of the forum comprises selected representatives of community organisations, government and business with an interest in Australia's welfare arrangements.

3 Acronyms

APS – Australian Public Service
CALD – Cultural and Linguistically Diverse
CDEP – Community Development Employment Projects
COAG – Council of Australian Government
ESC3 – the Third Employment Services Contract (covering 2003-06)
EIF – Employment Innovation Fund
ICAS – Indigenous Capital Assistance Scheme
IEC – Indigenous Employment Centres
IEP – Indigenous Employment Policy
IYEC – Indigenous Youth Employment Consultants
NESA – National Employment Services Association
NESB – Non-English Speaking Background (this term is utilised by NESA in respect of its established Special Interest Group)
OWS – Office of Workplace Services
SIG – Special Interest Group (part of NESA)
TIS – Translator and Interpreter Service
TRA – Trades Recognition Australia

4 Glossary

CWC – Community Work Coordinators – organisations that are contracted by the Australian Government to develop Work for the Dole activities and manage the placement of job seekers into those activities.

HLS – Harvest Labour Services – which seeks to assist growers to access sufficient labour to harvest crops where considerable numbers of out-of-area workers are required.

NEIS – New Enterprise Incentive Scheme - helps eligible unemployed people to establish and run viable new small businesses. NEIS is not a targeted programme.

TTW – Transition To Work. This program targets parents, carers and mature age people 50 years and over who are starting work for the first time or are returning to work after an absence of 2 years or more.

WfD – Work for the Dole - provides job seekers on Newstart and Youth Allowances with a diverse range of work experience opportunities which generate significant community benefit.