

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 14

Senator Ludwig asked the following question on 2 December 2004:

For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department or agency include in its annual report a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds?

The answer to the honourable senator's question is as follows:

A response from the Attorney-General's Department is set out below, followed by separate responses from each of the portfolio agencies, in alphabetical order.

Attorney-General's Department

Attorney-General's Department does not report in its annual reports specific outcomes for clients from diverse linguistic and cultural backgrounds. It does however include material under the broader heading of social justice, in a specific segment of the annual reports. In addition, the Report on Performance segment of the annual reports documents various initiatives that progress social justice objectives.

Administrative Appeals Tribunal

Although the 1999-00, 2000-01, 2001-02, 2002-03 and 2003-04 annual reports of the Administrative Appeals Tribunal do not directly report upon outcomes achieved for clients from diverse linguistic and cultural backgrounds, each report does report upon accessibility to the Tribunal which includes an outline of the programs, information and procedures the Tribunal has available to clients from diverse linguistic and cultural backgrounds. All of the annual reports provide information about the Tribunal's community information products and indicate which are available in languages other than English.

Australasian Centre for Policing Research

No.

Australian Crime Commission

The Australian Crime Commission was created on 1 January 2003. The following answer also includes its predecessor agencies, the National Crime Authority and the Australian Bureau of Criminal Intelligence, prior to 1 January 2003.

i) – v) No.

Australian Customs Service

Yes.

Australian Federal Police

The Australian Federal Police annual reports for the years nominated do not include this information. *The Requirements for Annual Reports* document issued by the Department of the Prime Minister and Cabinet in June 2004 does not require this information. One reference relating to “social justice and equity in the community” appears in the Requirements (Part 3, section 11 – Report on Performance, footnote 5). This connects such requirements with organisations which have a service charter; the AFP does not have such a charter. The AFP signs Service Level Agreements with clients, ie other agencies and departments, but these are not based on an AFP Service Charter.

Australian Government Solicitor

i) - v). No. AGS delivers legal and related services primarily to Australian Government departments and agencies. It does not provide services to private individuals or organisations from diverse linguistic and cultural backgrounds.

Australian Institute of Criminology/Criminology Research Council

The Institute and the Council did not report this information in its annual report for these financial years.

Australian Institute of Police Management

No.

Australian Law Reform Commission

No. The Australian Law Reform Commission is not a service delivery agency and therefore does not have individual clients.

Australian Security Intelligence Organisation

No.

Australian Transaction Reports and Analysis Centre

AUSTRAC reported in both its 2002–03 and 2003–04 annual reports on a specific project aimed at educating ethnic based money transmitters regarding their obligations under the *Financial Transaction Reports Act 1988* (FTR Act), specifically the know your customer and reporting requirements within the FTR Act. Whilst the differing ethnic communities were included in this summary report, no information on the outcomes of this work was included in the annual reports.

Commonwealth Director of Public Prosecutions

The DPP does not have individual clients.

Copyright Tribunal

No.

CrimTrac

Agency clients are limited to state/territory police and a number of Commonwealth or state government accredited agencies. As such, variations in linguistic or cultural backgrounds are not a primary consideration in services provided therefore outcomes were not included in annual reports for the periods specified.

Defence Force Discipline Appeal Tribunal

No.

Family Court of Australia

Yes.

Federal Court of Australia

For the years 1999–00, 2000–01, 2001–02, 2002–03 and 2003–04 the Court has included information in its Annual Report relating to outcomes for clients with diverse linguistic and cultural backgrounds.

In the Index of each Annual Report various information is found in relation to matters such as Native Title and Migration outcomes. As well, under the heading of “Access” information on other related topics eg. Interpreters can be found.

Federal Magistrates Court

No.

Federal Police Disciplinary Tribunal

No.

High Court of Australia

No to each of (i), (ii), (iii), (iv) and (v).

Human Rights and Equal Opportunity Commission

The Human Rights and Equal Opportunity Commission, in its annual report, includes outcomes of complaints related to issues of race. The Commission also includes a report from the Race Discrimination Commissioner on activities undertaken and achievements by the unit in relation to people from all backgrounds including those from diverse linguistic and cultural backgrounds.

Insolvency and Trustee Service Australia

Insolvency and Trustee Service Australia does not report in its annual reports specific outcomes for clients from diverse linguistic and cultural backgrounds.

National Native Title Tribunal

No.

Office of the Federal Privacy Commissioner

Financial Year	Response
1999-00	No
2000-01	No
2001-02	No
2002-03	No
2003-04	No

Office of Film and Literature Classification

- i) 1999-00 – No
- ii) 2000-01 – No
- iii) 2001-02 – No
- iv) 2002-03 – No
- v) 2003-04 – No.

Office of Parliamentary Counsel

Nil.

Office of the Federal Privacy Commissioner

Access and Equity Report 2003

POLICY ADVISER ROLE X Please check this box if this role is applicable to your organisation.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<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>Consultation Process</p> <ul style="list-style-type: none"> ○ The Office of the Federal Privacy Commissioner (OFPC) prepares information sheets, brochures and guidelines from time to time on the operation of the Privacy Act 1988 Cth, and on other related legislation. It also makes Public Interest Determinations under s 72 of the Privacy Act which involves consultation. ○ The Office adopts a range of approaches to consultation depending on the nature of the document or process. Where there is potential for wide impact on the community, the Office undertakes a process that includes a publicly consultation document that is widely circulated, a minimum consultation period of two months followed by a further round of consultation with key stakeholders as the document nears finalisation. ○ The Office seeks to develop a comprehensive contact list that suits the particular policy or information being developed and always includes groups representing the interests of people from different cultural and linguistic backgrounds who are invited to participate in the consultation.

		<ul style="list-style-type: none"> ○ Where guidelines or determinations are likely to have a particular different impact on the lives of people from different cultural or linguistic backgrounds, the Office seeks to include representatives on advisory or consultative groups. ○ The Office prepares consultation documents in language that is easy to read and understand, and that pose questions that enable submitters to structure responses. In some cases in provides short summaries. ○ The Office takes submissions in all formats, verbal (transcribed by the Office), email, and handwritten letters. The Office generally makes submissions received available to all on the Office's website, except where otherwise requested. ○ The Offices travels to States and Territories where possible and meets face to face with key stakeholders including peak groups representing people from a range of cultural and linguistic backgrounds and for example, migrant resources centres. <p>The Office used this kind of wide consultation process, for example, in developing its <i>Guidelines to the National Privacy Principles</i> and <i>Guidelines on Privacy in the Private Health Sector</i>.</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; 	<p>Assessment of Direct Impact</p> <p>The Office provides advice on the policy/program/legislative activities of other agencies from a privacy perspective. Where relevant, the privacy of people from a range of cultural and linguistic backgrounds is factored into the discussion, and the Office seeks to have representative bodies actively involved in consultation, including in privacy impact assessments of proposals.</p> <p>Many current privacy issues do have the potential to have a</p>

	<ul style="list-style-type: none"> • 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>disproportionate impact on people from different cultural and linguistic backgrounds. These include, for example, any development of a Unique Public Identifier, the use of the online environment for identification or authentication purposes, the use of biometrics for identification or security purposes and measures to combat identity fraud. The Office is active in seeking to ensure there is wide public consultation on these issues including with those from different cultural and linguistic backgrounds.</p>
<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 Office has developed an approach that maximises communication with people from different cultural and linguistic backgrounds within the very limited resources available for public communication generally. The OFPC uses its website, its privacy contact network and mainstream and specialist media to disseminate information. Its communication strategies include:</p> <p>Access via the OFPC Website www.privacy.gov.au All information about new OPFC publications or initiatives is available on a W3C (World Wide Web Consortium) compliant web site simultaneous to public release. The website has links to many other relevant sites, including overseas privacy Commissioners, privacy groups around the world, and consumer links. The site is well used with 1.32 Million page views (number of pages people looked at) and 280,959 sessions (number of times the site was visited) in 2002-2003.</p> <p>Access via alternate formats The Office's publications are available in hard copy format and made available by mail distribution. The Office has recently adopted the policy of including the telephone number of the Translating and Interpreting Service in its publications. For example in its Strategic Plan and in its brochure <i>My Health, My Privacy, My Choice</i>.</p> <p>Access via Email Mailing List The OFPC's email based electronic mailing list service provides for regular communications to all constituency groups including business, community and government. There are currently more than 1,700 subscribers to the privacy network</p>

		<p>list and 1,200 on the privacy media list.</p> <p>Access via Media Engagement with the media is a crucial aspect of the OFPC's public education function. Wherever possible the OFPC uses the print and electronic media to provide substantial information to the public, and directly to journalists and editors. The Office uses its media email list to disseminate the media releases and statements.</p> <p>For example, the Office sought to raise community awareness of privacy using the 2003 International Conference of Data Protection and Privacy Commissioners. It actively promoted the conference to the media including SBS ethnic radio which broadcast, in a number of languages, features about the conference and the topics it covered. The Office used simultaneous interpreters in French, Spanish and German in the plenary sessions and translated resolutions proposed at the conference into French and German.</p> <p>Privacy Hotline The Office has a privacy hotline which is open during business hours and received 21,290 telephone inquiries during 2002-2003. The number of inquiries has tripled since the commencement of the private sector privacy legislation in December 2001. The hotline uses the Translating and Interpreting service where necessary.</p> <p>Written Inquires The Office also responds to written inquiries received by email or mail. It received 2,382 in 2002-03.</p> <p>FAQs and Information Sheets The Office responds to inquiries it receives through the hotline and policy section by developing FAQs for the OFPC website and information sheets, also available on the website.</p> <p>Publications In addition to all OFPC publications being made available on the OFPC's website, publications were dispatched in hard copy format during 2002-03 to individual and organisations. For example, the Office developed a suit of information for small</p>
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		<p>business on the impact of new private sector privacy provisions, (due to commence in December 2002). It included simply expressed information explaining privacy provisions and a checklist that enabled a business to work out whether the new provisions apply to it. Recognising that small business is an area that many people from diverse cultural and linguistic backgrounds are involved in, the Office ensured that key organisations representing these groups were on its contact list, and posted hard copies of these to these organisations. The organisations included Ethnic Communities Councils, Offices of Multicultural Affairs, Multicultural Communities Councils and Chambers of Commerce for people from a range of cultural and linguistic backgrounds.</p> <p>Speeches Members of the Office made 65 presentations during the year which reached a wide range of organisations including for example, social workers.</p>
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PROVIDER ROLE X

Please check this box if this role is applicable to your organisation.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>PI1: Providers have established mechanisms for planning for implementation, implementation, monitoring and review that incorporate the principles underpinning the <i>Charter</i>.</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>The OFPC accepts complaints in languages other than English and translation is arranged by the Office.</p> <p>The Office will use the Telephone Interpreter Service (TIS) for telephone inquiries and the handling of formal complaints wherever necessary.</p> <p>Information about the Office's complaint process is also available on-line. If an inquirer or complainant has no access to the internet then the Office sends it to the inquirer.</p> <p>The Office has made substantial changes to its complaints processes during the year. Process changes included the introduction of a new complaints management system that allows the office to track complaints, produce statistics to enable the office to analyse complaints and complaint processes and development of a more rigorous system to triage complaints.</p> <p>The Office is committed to having a fair and open process for complaints handling. It uses a Complaints Handling Manual as one means of achieving this. The Office regularly reviews the Manual.</p>
<p>PI2: Provider data collection systems incorporate the requirements of the <i>Standards for Statistics on Cultural and Language Diversity (the Standards)</i> for statistics on cultural</p>	<p>To ensure that Providers collect data on cultural and linguistic diversity consistent with the <i>Standards</i>, 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 	<p>The OFPC's has recently released its strategic plan for 2003. It includes a key result area of 'Improving the Office's internal structures and process'. In line with this, the Office proposes as a first step to incorporate the requirements of the Standards, to undertake an audit to develop and inventory, along the lines set out in the Standards, of its computer systems, data collections and surveys where information on cultural and linguistic diversity is being or should be developed.</p>

<p>and language diversity.</p>	<p>Provider for communication and consultation campaigns;</p> <ul style="list-style-type: none"> • 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. 	
<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>	<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 OFPC and HREOC have worked to identify those with particular cultural and linguistic skills with their Offices and works cooperatively to make them available where required.</p> <p>Cultural awareness training was held for staff in July 2002.</p> <p>Staff celebrated NAIDOC week.</p>
<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>The OFPC would use the TIS and NAATI accredited translators for complaints.</p> <p>In April 2000 the Attorney-General said that he would ask the Privacy Commissioner to conduct a formal review of the operation of the new private sector provisions of the Privacy Act, in consultation with key stakeholders after it has been in operation for two years.</p> <p>The Office would propose that an important part of this review would be the performance of this office in implementing the legislation, including in handling complaints. Key stakeholders in this review would include groups representing people from culturally and linguistically diverse backgrounds.</p>

REGULATOR ROLE

X

Please check this box if this role is applicable to your organisation.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>PI1: Resources are provided so that publicly available and accessible information on regulation 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>	<p>In communicating information, about regulation, the Office takes the same approach as it does in its role as policy adviser. See above.</p> <p>For example, as outlined above in the policy adviser role, all of the information the Office develops is available on the website. There is a link to the Privacy Act and the privacy principles on the website. All the material is available in other formats on request.</p> <p>However, as outlined in the Office's 2003 Annual report, the Commissioner considers "There is still unfinished business in the education of Australians about their privacy rights. Over the last couple of years, I made a deliberate decision to focus on educating business to bring compliance to as high a standard as possible, but this, combined with the unexpectedly high level of complaints and enquiries has made it impossible to give sufficient focus to community education. It is a well worn mantra that compliance is best achieved by education, by changing the values and expectations of people in the field you are regulating. I see this as a major challenge for the Office in the future."</p> <p>Key Result Area 1 of the Office's strategic plan for 2003 is to 'Maximise awareness of privacy choices and obligations across the Australian Community.' The Office will be acting to achieve result in this area in the coming year.</p>

PURCHASER ROLE

Please check this box if this role is applicable to your organisation.

The OFPC does not tender out its services, grants or programs or purchases cultural items for display. The Office purchases goods and services, but to date these have not involved any significant intersection with people from diverse cultural or linguistic backgrounds

Office of the Privacy Commissioner

Access and Equity Report 2004

POLICY ADVISER ROLE Please check this box if this role is applicable to your organisation.

The Office of the Privacy Commissioner (the Office) is a relatively small office of approximately 37 staff with national responsibilities under the federal Privacy Act. The Office has a limited budget and in order to effectively perform its Policy Adviser role and consult with key stakeholders the Office utilises existing peak bodies and industry associations to assist it with the distribution of information during consultation processes. The Office also uses the media and speaking opportunities as a way of delivering key information to a large audience designed to influence policy decision that impact on the privacy rights of individuals.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<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>Consultation Process</p> <ul style="list-style-type: none"> • The Office prepares information sheets, brochures and guidelines from time to time on the operation of the <i>Privacy Act 1988</i> (Cwth), and on other related legislation. It also makes Public Interest Determinations under s.72 of the Privacy Act which involves consultation. • The Office adopts a range of approaches to consultation depending on the nature of the document or process. Where there is potential for wide impact on the community, the Office undertakes a process that includes a public consultation document that is widely circulated, a minimum consultation period of two months followed by a further round of consultation with key stakeholders as the document nears finalisation. • The Office seeks to develop a comprehensive contact list that suits the particular policy or information being developed and always includes groups representing the interests of people from different cultural and linguistic backgrounds who are invited to participate in the

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>consultation.</p> <ul style="list-style-type: none"> • Where guidelines or determinations are likely to have a particular impact on the lives of people from different cultural or linguistic backgrounds, the Office seeks to include representatives on advisory or consultative groups. • The Office prepares consultation documents in language that is easy to read and understand, and that pose questions that enable submitters to structure responses. In some cases it provides short summaries. • During consultation processes the Office contacts individuals and key stakeholders in a number of ways. Consultation documentation is always loaded to the Office website, with an announcement written on the website home page. Members of the Office's email network "prinet" and media network "primedia" are advised by email of these consultation processes and are invited to comment. Targeted audiences and key stakeholders are also provided with consultation documentation, generally by mail, but dependent on time constraints sometimes by email. As part of its review of the private sector provisions of the Privacy Act, which the Office is currently undertaking, the Office will be consulting on Indigenous Health Privacy issues. Further information will be provided in the Office's 2004-05 Access & Equity Report. • The Office takes submissions in all formats, verbal (transcribed by the Office), email, and handwritten letters. The Office generally makes submissions received available to all on the Office's website, except where otherwise requested. • The Offices travels to States and Territories where possible

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>and meets face to face with key stakeholders including peak groups representing people from a range of cultural and linguistic backgrounds and for example, migrant resources centres. The Office is currently using this wide consultation process, in the review of the private sector provisions of the Privacy Act. Further information will be provided in the Office's 2004-05 Access & Equity Report.</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>Assessment of Direct Impact</p> <p>As part of the issues paper the Office is developing for the review of the private sector provisions of the Privacy Act, the Office is looking into the issue of individuals being able to exercise their rights. A consideration for the Office will be how the privacy rights of individuals from cultural and linguistic backgrounds are being met. To aid this assessment, the Office intends to collect demographic information relating to complainants over a three month period. Further information will be provided in the Access & Equity Report for 2004-05.</p> <p>The Office provides advice on the policy/program/legislative activities of other agencies from a privacy perspective. Where relevant, the privacy of people from a range of cultural and linguistic backgrounds is factored into the discussion, and the Office seeks to have representative bodies actively involved in consultation, including in privacy impact assessments of proposals.</p> <p>As reported in the Office's 2002-03 Access & Equity Report many current privacy issues continue to have the potential to have a disproportionate impact on people from different cultural and linguistic backgrounds. These include, for example, any development of a Unique Patient Identifier, the use of the online environment for identification or authentication purposes, the use of biometrics for identification or security purposes and measures to combat identity fraud.</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>In a major speech delivered by the former Privacy Commissioner in March 2004, the Office raised concerns relating to the use of biometrics in identity management suggesting that some unique forms of identity such as a person's voice carries with it information about accent, and possibly cultural background and therefore carrying more information about that individual than simply identity.</p> <p>The Office continues to be active in seeking to ensure there is wide public consultation on these issues including with those from different cultural and linguistic backgrounds.</p>
<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 Office has developed an approach that maximises communication with people from different cultural and linguistic backgrounds within the resources available for public communication generally. The Office uses its website, its privacy contact networks and mainstream and specialist media to disseminate information. Its communication strategies include:</p> <p>Access via the Office Website www.privacy.gov.au All information about new Office publications or initiatives is available on a W3C (World Wide Web Consortium) compliant website simultaneous to public release. The website has links to many other relevant sites, including overseas privacy Commissioners, privacy groups around the world, and consumer links. The site is well used with 3 892 737 page views (number of pages people looked at) and 827 391 sessions (number of times the site was visited) in 2003-04.</p> <p>Translated webpage During 2003-04 the Office finalised the revision of its strategic plan. In the revised strategic plan the Office committed to use public access channels such as media and website to enhance individuals' ability to exercise privacy choices. One way in</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>which the Office achieved this was the development of a complaints information page on its website which was translated into 11 community languages: Arabic; Chinese; Greek; Italian; Korean; Serbian; Spanish; Thai; Turkish; Russian and Vietnamese. The language selection was based on data obtained from the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) through the production of their Settlement Information Kits. This selection was based on the multicultural segments that represent a high proportion of the population and that also have a low English uptake rate.</p> <p>The page tells individuals:</p> <ul style="list-style-type: none"> • what type of complaints the Office can investigate • how to make a complaint; and • about the complaint process. <p>The page provides a complaint form which is translated into the 11 community languages. The Office also allows individuals to complete the form in their own language if they wish and the Office will arrange the translation to English.</p> <p>The new website page also provides full Office contact details in the 11 languages and gives individuals the option to email a contact request form to the Office in their own language. This facility allows the individual to provide their name and contact number and to specify the time during business hours they would like to be contacted. An automatically generated email, in the individual's own language, is sent in reply. This email outlines that the Office will contact them, with an interpreter, within 10 working days to discuss the enquiry.</p> <p>Since the Office launched the pages at the end of July 2004 the Office has received a significant number of hits to these pages. Statistics relating to the use of these pages will be provided in the Office's 2004-05 Access & Equity report.</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>A launch of the website page was held and a number of migrant resource centres and associations such as FECCA were invited to attend to raise awareness of this new material. A media release was prepared and translated into the 11 languages and distributed by fax and email to a number of ethnic media outlets.</p> <p>Posters In preparation for the launch of the translated web pages the Office prepared a poster which informed these language groups how to access the information on the website and how to contact the Office through TIS.</p> <p>The company engaged by the Office to assist with this project undertook media contact using ethnic media and ethnic networks to distribute information on the Office's behalf. Over 3000 posters were sent to organisations such as multicultural resource centres, community centres, public libraries and councils. An offer to provide further copies was also made.</p> <p>Access via alternate formats The Office's publications are available in hard copy format and made available by mail distribution. In 2002-03 the Office adopted the policy of including the telephone number of the Translating and Interpreting Service (TIS) in its publications. The Office has continued to implement this policy in 2003-04. For example in its Annual Report for 2003-04.</p> <p>Short Form Privacy Notices The Office has done considerable work on short form privacy notices which aim to present privacy notice information in a consistent, accessible and simple to follow format, similar to the approach taken with food labelling. This work was a direct result of a resolution passed at the closed session of Commissioners at the 25th International Conference of Data Protection and Privacy Commissioners, hosted by the Office in September 2003.</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>Access via Email Mailing List The Office's email based electronic mailing list service provides for regular communications to all constituency groups including business, community and government. In 2003-04 there were 1657 subscribers to the privacy network list and 1684 on the privacy media list.</p> <p>Access via Media Engagement with the media is a crucial aspect of the Office's public education function. Wherever possible the Office uses the print and electronic media to provide substantial information to the public, and directly to journalists and editors. The Office uses its media email list to disseminate the media releases and statements.</p> <p>For example, the Office sought to raise community awareness of the recently translated web page through the use of various ethnic media outlets as described above.</p> <p>In September 2003 the Office hosted the 25th International Conference of Data Protection and Privacy Commissioners. It actively promoted the conference to the media including SBS ethnic radio which broadcast, in a number of languages, features about the conference and the topics it covered.</p> <p>The Office used simultaneous interpreters in French, Spanish and German in the plenary sessions and translated resolutions proposed at the conference into French and German. These translations will remain available on the Conference website at www.privacyconference2003.org/commissioners.asp.</p> <p>Privacy Hotline The Office has a privacy hotline which is open during business hours and receives upwards of 20 000 telephone enquiries</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>each year. In 2003-04 the Office received 20 208 enquiries via this service. The hotline uses TIS or NAATI interpreters as required.</p> <p>Written enquires In addition to the 1200+ privacy complaints the Office investigates annually it also responds to written enquiries received by email, fax or mail. It received 2206 written enquiries in 2003-04.</p> <p>FAQs and Information Sheets The Office responds to inquiries it receives through the hotline and policy section by developing FAQs for the Office website and information sheets, also available on the website.</p> <p>Speeches Members of the Office made 20 presentations during the year which reached a wide range of organisations.</p>

REGULATOR ROLE

Please check this box if this role is applicable to your organisation.

The Office of the Privacy Commissioner is a relatively small Office of approximately 37 staff with national responsibilities under the federal Privacy Act. The regulator function is a primary focus for the Office, and the Office dedicates many of its resources to this area. During the year the Office has developed translated information to assist individuals from CALD groups to gain a better understanding of their privacy rights, the Office also produced an online tool, know as the *ComplaintChecker*, to assist individuals determine if the Commissioner is able to investigate their privacy complaint, this material is written in plain English.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<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>	<p>The Office is an independent statutory Office with responsibilities under the federal <i>Privacy Act 1988</i>. The Act provides protection for personal information about individuals that is handled by Australian Government and ACT government agencies; all large private sector organisations; all private sector health service providers and some small businesses. The Act also provides protection for Credit worthiness information held by credit reporting agencies and credit providers; and personal tax file numbers used by individuals and organisations.</p> <p>In communicating information, about regulation, the Office takes the same approach as it does in its role as policy adviser as described above.</p> <p>For example, as outlined above in the policy adviser role, all of the information the Office develops is available on the website. All the material is available in other formats on request and the TIS number is provided in all publications.</p> <p>As mentioned in the Office’s 2002-03 Access & Equity Report, the former Commissioner stated in the Office 2002-03 Annual Report that “there is still unfinished business in the education of Australians about their privacy rights.” The Office focused much of its educational resources over the last couple of years to business to help them get ‘up-to-speed’ with the new legislation. As a small office with a national jurisdiction the Office looks for opportunities in how it can better undertake its</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>regulatory functions. One approach, as mentioned at the Policy Advisor Role general statement, is to use existing peak body organisations and industry associations to deliver messages on the Office's behalf.</p> <p>Key Result Area 1 of the Office's strategic plan for 2003 is to 'Maximise awareness of privacy choices and obligations across the Australian Community'. The Office has been working towards achieving results in this area over the past year. Two major activities that were undertaken in 2004 and will be reported on in greater detail in the Office's 2004-05 Access & Equity report are the translated webpage as discussed at PI3 Policy Advisor Role and the <i>ComplaintChecker</i>. The <i>ComplaintChecker</i> is an online tool available on the Office website, which assists individuals determine if the Privacy Commissioner is able to investigate their privacy complaint. The <i>ComplaintChecker</i> has been written in plain English to make it a more accessible tool to a larger group of people.</p> <p>The Office has also revised its Complaint Handling Manual with consideration given to cultural and linguistic issues in the handling of complaints, including whether a conciliation approach to the handling of a complaint may or may not be appropriate.</p>

PURCHASER ROLE

Please check this box if this role is applicable to your organisation.

The Office does not tender out its services, grants or programs or purchases cultural items for display. The Office purchases goods and services, but to date these have not involved any significant intersection with people from diverse cultural or linguistic backgrounds

PROVIDER ROLE

Please check this box if this role is applicable to your organisation.

The Office of the Privacy Commissioner is a relatively small Office of approximately 37 staff with national responsibilities under the federal Privacy Act. In its Provider role the Office operates a Hotline which handles complaints and enquires from the Australian community regarding Privacy but also handles complaints about the Office.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>PI1: Providers have established mechanisms for planning for implementation, implementation, monitoring and review that incorporate the principles underpinning the <i>Charter</i>.</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>The Office accepts complaints about possible interferences with privacy in languages other than English and translation is arranged by the Office. As outlined at PI3 Policy Advisor Role the Office translated the complaints information page on its website into 11 community languages.</p> <p>The page tells individuals:</p> <ul style="list-style-type: none"> • what type of complaints the Office can investigate; • how to make a complaint; and • about the complaint process. <p>The page provides a complaint form which is translated into the 11 community languages. The Office also instructs individuals to complete the form in their own language if they wish and the Office will arrange the translation to English.</p> <p>The new website page provides individuals with the option to email a contact request form to the Office in their own language. This facility allows the individual to provide their name and contact number and to specify the time during business hours they would like to be contacted. An automatically generated email, in the individual's own</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<p>language, is sent in reply. This email outlines that the Office will contact them, with an interpreter, within 10 working days to discuss the enquiry.</p> <p>The Office uses TIS or NAATI interpreters for telephone inquiries and the handling of formal complaints wherever necessary.</p> <p>Information about the Office's complaint process is also available on-line; this is part of the material that is available on the translated webpage. If an enquirer or complainant has no access to the internet then the Office is able to forward a print out to the enquirer by mail.</p> <p>As outlined at Policy Advisor Role PI2 the Office intends to collect demographic information relating to complainants over a three month period. Further information will be provided in the Office's Access & Equity Report for 2004-05.</p> <p>The Office is committed to having a fair and open process for complaints handling. It uses a Complaints Handling Manual as one means of achieving this. The Office regularly reviews the Manual and as outlined at PI1 Regulator Role has considered whether the conciliation approach that the Office uses is appropriate for people from different cultural and linguistic backgrounds.</p>
<p>PI2: Provider data collection systems incorporate the requirements of the <i>Standards for Statistics on Cultural and Language Diversity (the Standards)</i> for statistics on cultural and language diversity.</p>	<p>To ensure that Providers collect data on cultural and linguistic diversity consistent with the <i>Standards</i>, may include:</p> <ul style="list-style-type: none"> • data collection forms, that contain data on cultural and language diversity, are consistent with the <i>Standards</i>; • plans are in place to modify the data collection systems to comply with the <i>Standards</i>; • ABS census data (consistent with the <i>Standards</i>) 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 	<p>In the Office's strategic plan it includes a key result area for 'Improving the Office's internal structures and process'. In line with this, the Office proposed as a first step to incorporate the requirements of the <i>Standards</i>, to undertake an audit to develop an inventory, along the lines set out in the <i>Standards</i>, of its computer systems, data collections and surveys where information on cultural and linguistic diversity is being or should be developed. The Office commenced work on this during 2003-04, further work is planned for 2004-05 and will be reported on in the Office's 2004-05 Access & Equity Report.</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
	<p>able to be interrogated to identify trends against cultural and linguistic diversity; and</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>The 11 community languages used in the translated web pages was based on data obtained from DIMIA through the production of their Settlement Information Kits. The selection was based on the multicultural segments that represent a high proportion of the population and that also have a low English uptake rate.</p>
<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>	<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>As co-located office's, the Office and the Human Rights and Equal Opportunity Commission have worked to identify those staff with particular cultural and linguistic skills within their Offices and works cooperatively to make them available where required.</p> <p>Staff were advised of Harmony Day which took place Sunday 21 March and made orange ribbons available to all staff, staff also celebrated NAIDOC week.</p> <p>Staff have access to interpreter services to assist clients with their enquiries, staff are provided with an instruction sheet to facilitate this.</p> <p>The Office through its Workplace Diversity Committee is currently looking into establishing a staff language list.</p>
<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 	<p>The Office uses interpreter services such as TIS and NAATI accredited translators for complaints.</p> <p>In April 2000 the Attorney-General said that he would ask the Privacy Commissioner to conduct a formal review of the operation of the new private sector provisions of the Privacy Act, in consultation with key stakeholders after it has been in operation for two years. An important part of this review will be the performance of this Office in implementing the legislation, including the handling of complaints. Key</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
	triggered issues of language or culture.	<p>stakeholders in this review will include groups representing people from culturally and linguistically diverse backgrounds.</p> <p>This review was mentioned as an upcoming event in the Office's 2002-03 Access & Equity Report. The Office received the terms of reference on 13 August 2004. This review has now commenced and will be reported on in further detail in the Office's 2004-05 Access & Equity Report.</p> <p>Information regarding the appeals process is one of the items of information available on the translated web pages as discussed at PI3 Policy Advisor Role.</p> <p>The Office receives very few complaints in relation to its provider role, however those that the Office does receive are handled promptly through the Office management structure.</p>

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 15

Senator Ludwig asked the following question on 2 December 2004:

If not, for the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department publish a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds? (If yes, please supply report)

The answer to the honourable senator's question is as follows:

A response from the Attorney-General's Department is set out below, followed by separate responses from each of the portfolio agencies, in alphabetical order.

Attorney-General's Department

The Attorney-General's Department did not publish reports on outcomes achieved for clients from diverse linguistic and cultural backgrounds. It did however contribute material to the Department of Immigration and Multicultural and Indigenous Affairs' Access and Equity Annual Report.

Administrative Appeals Tribunal

The Administrative Appeals Tribunal has not published a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds for any of the financial years since 1999-00.

Australasian Centre for Policing Research

No.

Australian Crime Commission

The Australian Crime Commission was created on 1 January 2003. The following answer also includes its predecessor agencies, the National Crime Authority and the Australian Bureau of Criminal Intelligence, prior to 1 January 2003.

i) – v) No.

Australian Customs Service

Not applicable – see response to Question No. 14.

Australian Federal Police

The AFP does not publish a report including this material. However the AFP does contribute to the Access and Equity Annual Report on matters relating to the nominated material. This report is published by the Department of Immigration and Multicultural and Indigenous Affairs.

Australian Government Solicitor

i) - v). No. AGS delivers legal and related services primarily to Australian Government departments and agencies. It does not provide services to private individuals or organisations from diverse linguistic and cultural backgrounds.

Australian Institute of Criminology/Criminology Research Council

The Institute and the Council did not publish any reports on this information for these financial years.

Australian Institute of Police Management

No.

Australian Law Reform Commission

No. The Australian Law Reform Commission is not a service delivery agency and therefore does not have individual clients.

Australian Security Intelligence Organisation

No.

Australian Transaction Reports and Analysis Centre

AUSTRAC has not published a report on the outcomes of the specific project aimed at educating ethnic based money transmitters regarding their obligations under the *Financial Transaction Reports Act 1988* referred to in Question No. 14.

Commonwealth Director of Public Prosecutions

The DPP does not have individual clients.

Copyright Tribunal

No.

CrimTrac

Agency clients are limited to state/territory police and a number of Commonwealth or state government accredited agencies. As such, variations in linguistic or cultural backgrounds are not a primary consideration in services provided therefore outcomes were not reported for the periods specified.

Defence Force Discipline Appeal Tribunal

No.

Family Court of Australia

In addition to the reporting in the Court's annual reports of 2002-03 and 2003-04, referred to in the answer to Question No. 14, the Court submitted specific reports to the 2003 and 2004 (yet to be published) Australian Government (DIMIA produced) Access and Equity Annual Report. It is the first Court in Australia to do so and has done so voluntarily. The Court's work was featured as a case study in the 2003 report, a copy of the relevant published pages from the report is attached (see Attachment A).

Federal Court of Australia

Not applicable – see response to Question No. 14.

Federal Magistrates Court

No.

Federal Police Disciplinary Tribunal

No.

High Court of Australia

No to each of (i), (ii), (iii), (iv) and (v).

Human Rights and Equal Opportunity Commission

Not applicable – see response to Question No. 14.

Insolvency and Trustee Service Australia

For the years 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 there have been no specific reports produced by Insolvency and Trustee Service Australia (ITSA) on outcomes achieved for clients from diverse linguistic and cultural backgrounds.

National Native Title Tribunal

No.

Office of the Federal Privacy Commissioner

Financial Year	Response
1999-00	No
2000-01	No
2001-02	No
2002-03	Yes (see Attachment B)
2003-04	Yes (see Attachment C)

Office of Film and Literature Classification

- i) 1999-00 – No
- ii) 2000-01 – No
- iii) 2001-02 – No
- iv) 2002-03 – No
- v) 2003-04 – No.

Office of Parliamentary Counsel

No.

QON 15 – FAMILY COURT OF AUSTRALIA

(See following three-page extract from Department of Immigration and Multicultural and Indigenous Affairs 2003 Access and Equity Annual Report)

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 16

Senator Ludwig asked the following question on 2 December 2004:

For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the department budget for costs associated with developing culturally responsive and accessible services?

The answer to the honourable senator's question is as follows:

The following agencies do not separately budget for costs associated with developing culturally responsive and accessible services, or do not hold data in regard to the costs that is in a format readily adaptable to respond to the question without an undue diversion of resources:

Attorney-General's Department

Australian Customs Service

Australian Federal Police

Commonwealth Director of Public Prosecutions

CrimTrac

Family Court of Australia

Federal Magistrates Court

High Court of Australia

Human Rights and Equal Opportunity Commission

Insolvency and Trustee Service Australia

National Native Title Tribunal

Responses from the remaining portfolio agencies are set out below, in alphabetical order.

Administrative Appeals Tribunal

Yes, the Administrative Appeals Tribunal made provision in its budget for costs associated with developing culturally responsive and accessible services in each of the 1999-00, 2000-01, 2001-02, 2002-03 and 2003-04 financial years.

Australasian Centre for Policing Research

No.

Australian Crime Commission

The Australian Crime Commission was created on 1 January 2003. The following answer also includes its predecessor agencies, the National Crime Authority and the Australian Bureau of Criminal Intelligence, prior to 1 January 2003.

No.

Australian Government Solicitor

No. AGS delivers legal and related services primarily to Australian Government departments and agencies. It does not provide services to private individuals or organisations from diverse linguistic and cultural backgrounds.

Australian Institute of Criminology/Criminology Research Council

The Institute and the Council did not budget for these costs for each of the financial years.

Australian Institute of Police Management

No.

Australian Law Reform Commission

No. The Australian Law Reform Commission is not a service delivery agency and therefore does not have individual clients.

Australian Security Intelligence Organisation

No.

Australian Transaction Reports and Analysis Centre

AUSTRAC did not specifically budget for costs associated with developing culturally responsive and accessible services. However, expenditure for the specific project aimed at educating ethnic based money transmitters of their obligations under the FTR Act as outlined in question 14 was funded within the Reporting and Compliance business unit budget under their advertising and short term contracted labour budget line items.

Copyright Tribunal

No.

Defence Force Discipline Appeal Tribunal

No.

Federal Court of Australia

The Court did not budget for any costs associated with developing culturally responsive and accessible services in any of the financial years 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

Federal Police Disciplinary Tribunal

No.

Office of the Federal Privacy Commissioner

The Office of the Privacy Commissioner was established as an Executive Agency with effect from 1 July 2000. The following table outlines whether the Office budgeted for costs associated with developing culturally responsive and accessible services from 1 July 2000.

Financial Year	Response
2000-01	No
2001-02	No
2002-03	No
2003-04	Yes

Office of Film and Literature Classification

No.

Office of Parliamentary Counsel

No.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 17

Senator Ludwig asked the following question on 2 December 2004:

For the 2003-2004 financial year, how much did the department or agency budget for this purpose?

The answer to the honourable senator's question is as follows:

The following agencies do not separately budget for costs associated with developing culturally responsive and accessible services, or do not hold data in regard to the costs that is in a format readily adaptable to respond to the question without an undue diversion of resources:

Attorney-General's Department

Australian Customs Service

Australian Federal Police

Commonwealth Director of Public Prosecutions

CrimTrac

Family Court of Australia

Federal Magistrates Court

High Court of Australia

Human Rights and Equal Opportunity Commission

Insolvency and Trustee Service Australia

National Native Title Tribunal

Responses from the remaining portfolio agencies are set out below, in alphabetical order.

Administrative Appeals Tribunal

For the 2003-04 financial year, the Administrative Appeals Tribunal budgeted \$130,000 for costs associated with developing culturally responsive and accessible services.

Australasian Centre for Policing Research

Nil.

Australian Crime Commission

The Australian Crime Commission was created on 1 January 2003. The following answer also includes its predecessor agencies, the National Crime Authority and the Australian Bureau of Criminal Intelligence, prior to 1 January 2003.

Nil.

Australian Government Solicitor

Not applicable. AGS delivers legal and related services primarily to Australian Government departments and agencies. It does not provide services to private individuals or organisations from diverse linguistic and cultural backgrounds.

Australian Institute of Criminology/Criminology Research Council

The Institute and the Council did not budget for this purpose in 2003-04.

Australian Institute of Police Management

Nil.

Australian Law Reform Commission

Nil.

Australian Security Intelligence Organisation

Nil.

Australian Transaction Reports and Analysis Centre

AUSTRAC did not specifically budget for costs associated with developing culturally responsive and accessible services. However, expenditure for the specific project aimed at educating ethnic based money transmitters of their obligations under the FTR Act as outlined in question 14 was funded within the Reporting and Compliance business unit budget under their advertising and short term contracted labour budget line items.

Copyright Tribunal

Nil.

Defence Force Discipline Appeal Tribunal

Nil.

Federal Court of Australia

The Court did not budget for any costs associated with developing culturally responsive and accessible services in 2003-04.

Federal Police Disciplinary Tribunal

Nil.

Office of the Federal Privacy Commissioner

In the 2003–2004 financial year the Office budgeted \$33,500 for the development of culturally responsive and accessible services.

Office of Film and Literature Classification

Nil.

Office of Parliamentary Counsel

Nil.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 18

Senator Ludwig asked the following question on 2 December 2004:

a) For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, how many Departmental programs or services were delivered via an intermediary service provider, such as another level of government or a non-government organisation?

b) Of these, in each financial year how many did the funding conditions in contracts specify relevant access and equity accountabilities (for example, collection and reporting of information on client characteristics)?

c) For each of these, is the provision a standard clause? If so, can the Department please supply the clause?

d) If there is no standard provision, is a copy of the provision available for each of these? Are the provisions subsequently audited? If yes, what were the results? (Please supply).

The answer to the honourable senator's question is as follows:

The following agencies have advised a "Nil" or "Not applicable" response, or that the agency does not use intermediary service providers to deliver any programs or services:

Australasian Centre for Policing Research

Australian Crime Commission

Australian Customs Service

Australian Institute of Police Management

Australian Law Reform Commission

Australian Transaction Reports and Analysis Centre

Copyright Tribunal

Defence Force Discipline Appeal Tribunal

Federal Police Disciplinary Tribunal

Human Rights and Equal Opportunity Commission

Australian Government Solicitor

Australian Institute of Criminology/Criminology Research Council

Office of the Federal Privacy Commissioner

Office of Film and Literature Classification

Office of Parliamentary Counsel

The agencies listed below have advised that for the periods where data is held it is not in a format readily adaptable to the question and would consequently take an onerous diversion of resources to prepare.

Administrative Appeals Tribunal

Commonwealth Director of Public Prosecutions

CrimTrac

Family Court of Australia

Federal Court of Australia

Federal Magistrates Court

High Court of Australia

Insolvency and Trustee Service Australia

National Native Title Tribunal

Responses from the remaining portfolio agencies are set out below, in alphabetical order.

Attorney-General's Department

Records are either incomplete or data is not in a format readily adaptable to the question and would consequently take an undue diversion of resources to prepare a full response. It should be noted that although funding conditions in contracts might not specify access and equity accountabilities, there are usually provisions included which require compliance with all Commonwealth policies, and all Commonwealth, State and Territory laws.

Two programs for which information is available are described below:

Legal Aid Program

- a) The Department funds State and Territory legal aid commissions to deliver legal aid services for matters arising under Commonwealth law.
- b) The legal aid funding agreements do not contain specific access and equity provisions. For the financial years 2000-01 to 2003-04 there are performance information requirements set out in Schedule 4 of the legal aid funding agreements. These requirements include the provision of information on the types and location of clients accessing the services. The information to be provided is detailed in tables which specify the provision of data items to the Commonwealth. For the 1999-00 financial year these requirements were contained in an agreement between the Commonwealth and the relevant State or Territory for the provision and publication of information relating to legal aid, which was separate to the legal aid funding agreement. The data requirement provisions are the same for both agreements.
- c) See response to b).
- d) See response to b)

Commonwealth Community Legal Services Program

- a) The Commonwealth provides funds to 127 community legal centres to provide legal services to disadvantaged members of the Australian community. Administration of the Community Legal Services Program was delivered via legal aid commissions in New South Wales, Victoria, Queensland, Western Australia and Tasmania and by the Attorney General's Department in South Australia for the financial years 1999-00 through to 2003-04.
- b) Funding to community legal centres is provided under a service agreement that requires each organisation provide an Annual Report. The report is required to include a summary of the achievements of the organisation and a description of the services provided and activities engaged in, including access and equity.

In addition, the service agreement requires organisations to comply as far as practicable with the Commonwealth Access and Equity requirements as contained in *Making it Work - An access and equity guide for community workers dealing with Commonwealth agencies* (AGPS, Canberra, 1995).

- c) The standard clause in the 1999-00, 2000-01 and 2001-02 service agreement for access and equity was:

“Access and equity requirements

- 10 The Organisation will comply as far as practicable with the Commonwealth Access and Equity requirements contained in *Making it Work - An access and equity guide for community workers dealing with Commonwealth agencies* (AGPS, Canberra, 1995).”

In 2002, the Department introduced triennial service agreements. The 2002-05 service agreement requires community legal centres to include information about access and equity in each Organisation's Annual Report. Service Standards were introduced into the 2002-05 service agreements. There is a specific standard to cover accessibility, reproduced below:

“(F) Standard for Accessibility

Accessibility of services is fundamental to community legal service provision.

The Standard for Accessibility provides the foundations for managing the tensions between being accessible and the reality that demand for services often exceeds the capacity to respond. It is based on a principle that accessible services succeed in having their client profiles reflect the characteristics of the communities within which they operate, or, the targeted sections of those communities.

The Standard

Community legal services are actively committed to promoting access, equity and non-discrimination.

Attributes

Documented procedures requiring the service to:

- *assess client characteristics and how they reflect the diversity of the community in which the service provider operates;*
- *set criteria for accepting clients;*
- *communicate with clients who experience language barriers;*
- *optimise the physical accessibility of offices;*
- *ensure staff are sensitive to accessibility issues;*
- *avoid discrimination and harassment in the workplace;*
- *have flexible modes of service delivery (such as hours of operation); and*
- *promote the service to clients, as appropriate.”*

In addition to ‘Accessibility’, the service standard for the delivery of Community Legal Education requires that community legal services provide high quality and accessible services to meet the priority needs of the target groups and communities with which they work.

d) The service agreement requires each community legal service to undertake an annual audit to assess its level of compliance with the set of Service Standards. Results of the audit are provided to the State Program Manager in the form of a Service Standards Audit Report. The Commonwealth does not generally receive copies of these reports, except in respect of the ACT and Northern Territory where it administers the Community Legal Services Program direct. The Commonwealth has received only one Service Standards Audit Report disclosing non-compliance with the Standards. The centre concerned provided the Department with an action plan and timetable to achieve compliance. All other centres in these jurisdictions have disclosed compliance with the Standards.

In addition, once in every three year period, State Program Managers participate in a Service Standards Audit with each organisation. The State Program Manager prepares a report on the organisation's level of compliance with the Service Standards and, where necessary, agrees a timetable with the organisation to remedy any non-compliance. Such reports are generally not available to the Commonwealth, except in relation to centres in the ACT and Northern Territory where the Department participates in the audit. Of the audits undertaken in these jurisdictions to date, no centre has been assessed as non-compliant. The audit with the centre which previously submitted a Service Standards Audit Report disclosing non-compliance is planned for March 2005.

Australian Federal Police

Other than the cooperative arrangements that the AFP has with other law enforcement partners, the AFP does not engage third party providers to deliver policing services and programs.

Australian Security Intelligence Organisation

- a) Since 10 July 2002 the ASIO Web Site has been hosted and operated by an Internet services company. The content of the Website continues to be prepared by ASIO staff.
- b) The only related conditions are the requirements for the company to comply with the *Racial Discrimination Act 1975*, *Sex Discrimination Act 1984*, *Disability Discrimination Act 1992* and the *Privacy Act 1988*. Because the Website content is prepared and maintained by ASIO, there is no specific obligation on the company relating to the ease of use or accessibility of the published material.
- c) The clause is adapted from the GITC4 standard: "The Consultant and all officers, agents officers of the Consultant providing any Services as part of this Agreement, must comply with: (a) all relevant legislation of the Commonwealth (particularly the *Australian Security Organisation Act 1979*, *Crimes Act 1914*, *Racial Discrimination Act 1984*, *Disability Discrimination Act 1992* and *Privacy Act 1988*) or of any State, Territory or local authority.
- d) No specific audit has been undertaken for performance against the above mentioned clause.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 19

Senator Ludwig asked the following question on 2 December 2004:

- a) Can the Department provide a current list of each community information publication it publishes in English as at a) the current date (2, December 2004) or if this is unavailable b) 30 June, 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable c) 1 January 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable d) the last date for which they were available (specify date and take from then to 2 December 2004 On Notice)?
- b) For the above list, what publications are translated into languages other than English and for each, what languages are they translated into?
- c) For the above list, how many copies were printed?
- d) For the above list, what was the total cost of each document in translation, publication, printing and distribution?

The answer to the honourable senator's question is as follows:

The following agencies have advised a "Nil" or "Not applicable" response:

Australasian Centre for Policing Research

Australian Institute of Police Management

Australian Transaction Reports and Analysis Centre

Copyright Tribunal

Federal Police Disciplinary Tribunal

Office of Parliamentary Counsel

Responses from the remaining portfolio agencies are set out below, in alphabetical order. The responses generally exclude information available on agencies' websites.

Attorney-General's Department

See Attachment A

Administrative Appeals Tribunal

See Attachment B

Australian Crime Commission

The Australian Crime Commission was created on 1 January 2003. The following answer also includes its predecessor agencies, the National Crime Authority and the Australian Bureau of Criminal Intelligence, prior to 1 January 2003.

- a) Nil
- b) – d) Not applicable

Australian Customs Service

Please refer to the table at Attachment C. The table is not exhaustive. Data on Customs community information publications is not held in a format readily adaptable to the question. To compile comprehensive data would involve an undue diversion of resources.

Australian Federal Police

The AFP does not publish community information documents as outlined in the question, apart from activity by ACT Policing, a business unit of the AFP.

ACT Policing provides community policing services to the Australian Capital Territory. Community information pamphlets prepared by ACT Policing are funded by the ACT Government and do not use Commonwealth funds.

Australian Government Solicitor

- a) AGS does not publish community information publications. AGS delivers legal services primarily to Australian Government departments and agencies. It does not provide services to private individuals or community organisations.
- b) – d) Not applicable.

Australian Institute of Criminology/Criminology Research Council

The Institute and the Council do not provide community information publications.

Australian Law Reform Commission

- a) The ALRC general information brochure is the only current community information publication.
- b) This brochure has not been translated into any languages other than English.
- c) 5,000.
- d) \$4,452 (including GST).

Australian Security Intelligence Organisation

a) – b) ASIO's only community information publication is a plain language account of its roles and functions entitled, '*ASIO Now*'. It is currently being updated and will be available on ASIO's website and hard copy in English, Arabic, Chinese (Mandarin) and French.

c) – d) Not applicable.

Commonwealth Director of Public Prosecutions

The DPP does not produce community information publications.

CrimTrac

Agency clients are limited to state/territory police and a number of Commonwealth or state government accredited agencies. Accordingly, there are no community information publications.

Defence Force Discipline Appeal Tribunal

No specific 'community information publications' are published.

Family Court of Australia

See Attachment D

Federal Court of Australia

a) As at 2 December 2004 the Court has the following community information brochures available – all published in English.

Bankruptcy

Mediation

Native Title

Witnesses

b) These brochures **have not** been published into a language other than English.

c) – d) Not applicable

Federal Magistrates Court

See Attachment E

High Court of Australia

- a) Community information publications in English, as at 2 December 2004, are as follows:
 - High Court of Australia Annual Report
 - High Court Registry Service Charter
 - High Court of Australia information brochure
 - Visitor's Guide to Oral Argument
- b) None of the above publications are translated into languages other than English
- c) Annual Report: 1,000 copies
Service Charter: 1,000 copies
information brochure: 100,000 copies
Guide to Oral Argument: 50,000 copies
- d) Annual Report - \$11,820
Service Charter - \$980
information brochure - \$11,448
Guide to Oral Argument - \$4,580

Human Rights and Equal Opportunity Commission

See Attachment F

Insolvency and Trustee Service Australia

See Attachment G

National Native Title Tribunal

See Attachment H

Office of the Federal Privacy Commissioner

See Attachment I

Office of Film and Literature Classification

See Attachment J

ATTACHMENT A

QON 19 - ATTORNEY-GENERAL'S DEPARTMENT

Information relating to questions a), c) and d) is contained in the table below.

Costs are rounded to the nearest dollar.

Total annual distribution cost for titles marked * is \$11,500.

Distribution costs for other titles are unavailable unless otherwise indicated.

a) Current Publication List	c) Print Run	d) Total \$ Cost
A new approach to the family law system - discussion paper	700	Printed in-house
Australia's Natural Hazard Zones posters*	26 000	9 999
Australian Journal of Emergency Management (Quarterly publication)*	3 700 x 4	(pa) 200,000
Australian Journal of Emergency Management Brochure*	600	1 215
Children First video and DVD	550	72 889
Children First: A Resource Manual for the Contact Orders Program	500	20 284
Copyright Law in Australia brochure (2001)	6 000	3 465
Crime Prevention for Farms	100 000	70 675
Crime prevention for seniors: A guide to personal and financial safety	210 000 + 96 000 (other languages)	387 772 (includes distribution)
Cyclone Action Guide*	50 000	4 102
Disaster Education Resources for Schools *	75 000	5 763
Earthquake & Tsunami Awareness brochure*	120 000	9 416
Earthquake Action Guide *	50 000	4 102
E-Crime Kit for Small Business	100 000	131 996
EMA Handbook*	3 000	15 173
Emergency Don't be scared be prepared brochure*	80 000	7 124
Emergency Risk Management Process poster*	5 000	5 378
Emergency/Disaster planning for Principals booklet*	15 000	8 997
Family Law Tip Cards	60 000	16 250
Flood Action Guide*	50 000	4 102
Floods: Warning, Preparedness & Safety brochure*	120 000	9 416
Freedom of Information Act 1982 brochure (2001)	3 000	856
Hazards Happen (education resource book for teachers)*	600	2 520
Hazards, Disasters & Your Community booklet*	100 000	88 033

a) Current Publication List	c) Print Run	d) Total \$ Cost
ID Theft Kits	150 000	292 195
Landslide Awareness brochure*	45 000	5 078
Library Information brochure*	5 000	1 501
Lightning Protection Action Guide *	72 000	8 043
Lightning Strikes Twice Preventing repeat home burglary - A kit for protecting your home from intruders	180 000	433 167
Managing Animals in Disasters brochure*	120 000	6 350
Pets in Emergencies Action Guide*	100 000	4 102
Planning Safe Public Events: Practical Guidelines	10 000	70 688
Preparing for the Unexpected *	20 000	15 932
Primary Dispute Resolution Partnership Projects – A Report on Partnerships	1 000	14 979
Protecting Caravans & Light Structures from High Winds brochure*	70 000	4 182
Putting Your Children First video and DVD	1 050	26 427
Regional Law Hotline – Promotional Flyers	3 500	2 699
Severe Thunderstorms: Facts, Warnings & Protection brochure*	75 000	10 979
Small business Crime Prevention Kits	100 000	128 000
Storms Action Guide *	50 000	4 102
The Contact Orders Program – a summary of the independent evaluation of the Contact Orders Pilot	2 044	1 344
This is EMA corporate booklet*	2 000	12 306
Working with CALD booklet*	3 000	24 500
Your role in Civil Defence brochure*	10 000	895

- b) Of the listed publications *Crime prevention for seniors: A guide to personal and financial safety* is the only publication translated into other languages. This publication has been translated into Italian, German, Maltese, Greek, Croatian, Polish, Hungarian, Dutch, Russian and Serbian.

ATTACHMENT B

QON 19 - ADMINISTRATIVE APPEALS TRIBUNAL

“Column A” below, shows the community information publications produced by the Administrative Appeals Tribunal (the AAT) which are published in English as at 2 December 2004.

“Column B” indicates what publications were translated into languages other than English and for each, what languages they were translated into.

“Column C” sets out how many copies were printed.

“Column D” shows the total cost of each document in translation, publication, printing and distribution.

Column A – Community information published in English	Column B – Translations into languages other than English	Column C – Copies printed of English publication	Column D – Total cost of translating, publishing, printing, and distributing the English publication
Client Service Charter	Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Serbian, Spanish, Turkish and Vietnamese	The majority of copies were made in a bulk run in 1997-98 and extra copies are made as required.	Not available
Video – “Getting Decisions Right”	Arabic, Greek, Italian, Mandarin, Serbian, Spanish, Turkish, and Vietnamese	The majority of copies were made in a bulk run in 1997-98 and extra copies are made as required.	Not available
Leaflets – <ul style="list-style-type: none"> • “When can the Administrative Appeals Tribunal help?” • “What is a conference, what is it for?” • “Have you considered mediation?” • “What is a hearing?” • “I have my decision What now?” 	Arabic, Bosnian, Chinese, Croatian, Greek, Italian, Macedonian, Portuguese, Serbian, Spanish, Turkish and Vietnamese	The majority of copies were made in a bulk run in 1997-98 and extra copies are made as required.	Not available

Column A – Community information published in English	Column B – Translations into languages other than English	Column C – Copies printed of English publication	Column D – Total cost of translating, publishing, printing, and distributing the English publication
Leaflet – “When can the Small Taxation Claims Tribunal and the Administrative Appeals Tribunal help?”	Only in English	The majority of copies were made in a bulk run in 1997-98 and extra copies are made as required.	Not available
Information Sheet – “Further information for overseas clients”	Albanian, Italian, Croatian, Greek, Serbian and Turkish	These are printed out on a needs basis by individual Client Service Officers	Not available
Information Sheets – For applicants who have been given a deportation order under section 200 of the <i>Migration Act 1958</i> (separate Information Sheets for NSW and VIC, SA, and WA)	The NSW and VIC Information Sheets are also available in Chinese, Romanian, Spanish and Vietnamese. The SA and WA Information Sheets are only available in English.	These are printed out on a needs basis by individual Client Service Officers	Not available
Information Sheet – Further information for non-citizens of Australia seeking a review of a decision under section 501 of the Migration Act	Only available in English	These are printed out on a needs basis by individual Client Service Officers	Not available

ATTACHMENT C

QON 19 – AUSTRALIAN CUSTOMS SERVICE

PUBLICATION	ELECTRONIC OR HARD COPY	NUMBER COPIES PRINTED	LANGUAGES OTHER THAN ENGLISH?	COST – TRANSLATION, PUBLICATION, PRINTING, DISTRIBUTION
CORPORATE COMMUNICATION				
Protecting our Borders	Hard copy and electronic.	30,000	NO	\$37,814.70 (a)
Protecting our Borders	Hard copy only	50,000	NO	\$2606.00 (a)
Customs National Marine Unit	Hard copy only	20,000	NO	\$2191.20 (a)
Customs Hotline	Hard copy and electronic.	20,000	NO	\$2450.00 (a)
Frontline	Hard copy and electronic.	20,000	NO	\$2450.00 (a)
Frontline newsletter (number 34)	Hard copy only	20,000	NO	\$3500.00 (a)
Launch your career in Customs	Hard copy only	1500	NO	\$793.90 (a)
Manifest – Official Journal of the Australian Customs Service (July 04 edition)	Hard copy and electronic.	(b)	NO	(b)
Key statistics card 2003- 2004	Hard copy and electronic.	5000	NO	\$1487.20 (a)
Client Service Charter	Hard copy and electronic.	50,000	NO	\$3752 (a)
Complaints and Compliments	Hard copy and electronic.	20,000	NO	5327.30 (a)
Corporate Priorities Statement 2004-2005	Hard copy and electronic.	(c)	NO	(c)
Arrivals and Departures at Non-international Airports	Hard copy only	5000	NO	\$909 (a)
The role of intelligence in Customs	Hard copy and electronic.	4000	NO	\$3300.00 (a)
Careers in Customs	Hard copy only	2000	NO	\$799.70 (a)
Guide for Travellers – know before you go (Nov 03 edition)	Hard copy and electronic.	500,000	NO	\$43,600.00 (a)
Information for Yachts Travelling to Australia	Hard copy only	2000	NO	\$3511.20 (a)
Annual Report 2003-2004	Hard copy and electronic.	2200	NO	\$27,000 (approx)

PUBLICATION	ELECTRONIC OR HARD COPY	NUMBER COPIES PRINTED	LANGUAGES OTHER THAN ENGLISH?	COST – TRANSLATION, PUBLICATION, PRINTING, DISTRIBUTION
CARGO MANAGEMENT RE-ENGINEERING				
Import cargo reporting – Air environment	Available electronically only.	N/A	No	(d)
Communicating electronically with Customs	Hard copy and electronic.	(e)	No	(d)
New Rules for Exporters	Hard copy and electronic.	(e)	No	(d)
Self Assessed Clearance Declarations	Available electronically only.	N/A	No	(d)
Cutover to the Integrated Cargo System - exports	Hard copy and electronic.	(e)	No	(d)
Do you load or unload international sea cargo?	Hard copy and electronic.	(e)	No	(d)
Essential Export Information	Hard copy and electronic.	(e)	No	(d)
What is CMR?	Hard copy and electronic.	(e)	Simplified Chinese, Traditional Chinese, Indonesian, Japanese, Malay, Korean, Thai, and Vietnamese.	(d)
Import cargo reporting – Sea environment	Available electronically only.	N/A	No	(d)
Client roles in the Integrated Cargo System – Exports	Hard copy and electronic.	(e)	No	(d)
Direct connections to the Customs Connect Facility (CCF)	Hard copy and electronic.	(e)	No	(d)
Changes ahead for depots – exports	Hard copy and electronic.	(e)	No	(d)
Changes ahead for high volume specialists operators – exporters	Hard copy and electronic.	(e)	No	(d)
Changes ahead for licensed depots and cargo terminals - imports	Available electronically only.	N/A	No	(d)
Changes ahead for warehouses – exports	Hard copy and electronic.	(e)	No	(d)

PUBLICATION	ELECTRONIC OR HARD COPY	NUMBER COPIES PRINTED	LANGUAGES OTHER THAN ENGLISH?	COST – TRANSLATION, PUBLICATION, PRINTING, DISTRIBUTION
Digital Certificate and Client Registrations – Revised Processes	Hard copy and electronic.	(e)	No	(d)
Documentary Export Declarations	Available electronically only.	N/A	No	(d)
Export Documentation System (EXDOC)	Hard copy and electronic.	(e)	No	(d)
Import Declarations	Hard copy and electronic.	(e)	No	(d)
Public Key Infrastructure (PKI) Technology and the Integrated Cargo System	Available electronically only.	N/A	No	(d)
S71E Movement Application	Available electronically only.	N/A	No	(d)
Client manual	Available electronically only.	N/A	No	(d)
Exports manual	Available electronically only.	N/A	No	(d)
AHECCs	Available electronically only.	N/A	No	(d)
CTO Receival Notices	Available electronically only.	N/A	No	(d)
CTO Removal Notices	Available electronically only.	N/A	No	(d)
Departure Reports	Available electronically only.	N/A	No	(d)
Depot Receival Notices	Available electronically only.	N/A	No	(d)
Depot Release Notices	Available electronically only.	N/A	No	(d)
Export Declarations	Available electronically only.	N/A	No	(d)
Initial registration of clients	Available electronically only.	N/A	No	(d)
Main Manifests	Available electronically only.	N/A	No	(d)
Navigating in the Integrated Cargo System (ICS)	Available electronically only.	N/A	No	(d)

PUBLICATION	ELECTRONIC OR HARD COPY	NUMBER COPIES PRINTED	LANGUAGES OTHER THAN ENGLISH?	COST – TRANSLATION, PUBLICATION, PRINTING, DISTRIBUTION
Sub Manifests	Available electronically only.	N/A	No	(d)
Supplementing and Amending ICS Client Register Details	Available electronically only.	N/A	No	(d)
UNLocodes	Available electronically only.	N/A	No	(d)
Warehouse Release Notices	Available electronically only.	N/A	No	(d)
Warehouse Return notices	Available electronically only.	N/A	No	(d)
Export Penalties	Hard copy and electronic.	(e)	No	(d)
Customs requirements for all cargo carriers and handlers	Hard copy and electronic.	(e)	No	(d)
Customs requirements for all service providers	Hard copy and electronic.	(e)	No	(d)
Import Penalties	Available electronically only.	N/A	No	(d)
Import Client Registration	Hard copy and electronic.	(e)	No	(d)
Changes for Exports	Hard copy and electronic.	(e)	No	(d)
Changes to import Cargo Reporting	Available electronically only.	N/A	No	(d)
Customs requirements for all importers	Hard copy and electronic.	(e)	No	(d)
Customs requirements for all exporters	Hard copy and electronic.	(e)	No	(d)

PUBLICATION	ELECTRONIC OR HARD COPY	NUMBER COPIES PRINTED	LANGUAGES OTHER THAN ENGLISH?	COST – TRANSLATION, PUBLICATION, PRINTING, DISTRIBUTION
TOURIST REFUND OFFICE				
Tax Back for Travellers	Hard copy and electronic	1,175,000	Japanese Chinese Korean Malaysian Indonesian German French Thai Italian Spanish Greek Arabic Vietnamese	\$88,788.20 (approx) (a)
Tax Invoice Review Flyer	Hard copy only	40,000	English	\$996.60 (a)

(a) Print costs only. Data for translation and distribution costs is not held in a format readily adaptable to the question and would consequently take an undue diversion of resources to prepare. On this basis it is not proposed to answer this question in full.

(b) Customs has previously provided an answer in relation to this publication. See Question on Notice 1886 (3).

(c) This data could not be obtained from the relevant line area in the time allocated to answer the question.

(d) Records on expenditure are held in a format which is not readily adaptable to the question and would consequently take an undue diversion of resources to prepare. On this basis it is not proposed to answer this question.

(e) Records on community information publications produced by CMR are held in a format which is not readily adaptable to this question. To compile these figures in the time allocated to answer this question would involve an undue diversion of resources.

QON 19 – FAMILY COURT OF AUSTRALIA

a) At the current date (2 December 2004) the Family Court of Australia publishes the following community information publications:

Brochures

- Appeal procedures (for appeals in the Family Court of Australia)
- Appeal procedures (for appeals in the Federal Magistrates Court)
- Case Assessment Conference – the first Court event
- Child Support Applications
- Complaints
- Conciliation Conference
- Conference of Experts
- Costs Notice
- Court fees
- Enforcement Hearings
- Duty of disclosure and family law proceedings
- Maintenance Applications
- Marriage, Families & Separation - prescribed
- Mediation
- Parental Responsibility – and parenting orders
- Pre-action procedures – parenting orders
- Pre-action procedures – financial cases
- Production of documents by a person who is not a party to a case
- Subpoena – Information for a person requesting issues of a subpoena –
- Subpoena – Information for named person (served with subpoena)
- The Trial – What happens now that a Trial Notice has been issued?
- Third Party Debt Notices
- Welcome

My Family is Separating – What now? (produced in partnership with Child Support Agency, the Department of Family and Community Affairs and the Federal Magistrates Court)

Posters

- First court event
- Service charter

Current books

- Family Law Book
- Questions and Answers about separation for children
- Children and separation – a guide for parents
- Me and My Kids (produced jointly with the Child Support Agency)

b) Twelve of the brochures listed above are translated into 10 languages. The brochures are:

- Case Assessment Conference
- Complaints
- Conciliation Conference
- Marriage, Families and Separation
- Mediation Services

Parental Responsibilities
Pre-action - financial
Pre-action - parental
Subpoena - information
Subpoena - named
The Trial
Welcome

The languages are:

Arabic
Cambodian
Chinese
Macedonian
Polish
Serbian
Spanish
Russian
Turkish
Vietnamese

The 'Welcome' (what the Court can and cannot do for you) brochure is also available in these further languages:

Croatian
Greek
Korean
Serbian
Thai

c) Printing of the brochures listed is on a supply and demand cycle, with further printing of English language products carried out to ensure an ongoing supply. In the case of translated brochures, a small supply was initially provided to Court registries in hard copy (approximately 200 in total) but generally they are available from the court's website and on demand by clients or other parties they are provided in hard copy.

d) The costs involved in translation, publication and printing of the relevant listed publications were as follows:

Translation/ Publication	\$135,597.00
Printing	\$5,508.55
Distribution	<u>\$830.00</u>
<u>Total Costs</u>	<u>\$141,935.55</u>

QON 19 – FEDERAL MAGISTRATES COURT

a) Publications available as of 2 December 2004:

- Changing a Court Order about Children
- Child Support Applications in the Federal Magistrates Court
- Contravention Applications that affect Children
- Divorce Kit
- Family Law Matters in the Federal Magistrates Court
- General Federal Law Matters in the Federal Magistrates Court
- Interactive Divorce Application on the Internet
- Primary Dispute Resolution - Moving On
- The Family Law Book
- You have been Ordered to PDR in a Community Based Organisation

b) At this stage, none of the above publications have been translated.

c) Number of publications printed (not translated)

- Changing a Court Order about Children = 20,000 copies
- Child Support Applications in the Federal Magistrates Court = 20,000 copies
- Contravention Applications that affect Children = 20,000 copies
- Divorce Kit - The Family Court of Australia is responsible for ordering
- Family Law Matters in the Federal Magistrates Court = 30,000 copies
- General Federal Law Matters in the Federal Magistrates Court = 20,000 copies
- Interactive Divorce Application on the Internet = 30,000 copies
- Primary Dispute Resolution - Moving On = 30,000 copies
- The Family Law Book - The Family Court of Australia are responsible for ordering
- You have been Ordered to PDR in a Community Based Organisation = 10,000 copies

d) Total cost of printing and distribution (not translated)

- Changing a Court Order about Children = \$4,444.00
- Child Support Applications in the Federal Magistrates Court = \$4,444.00
- Contravention Applications that affect Children = \$4,444.00
- Family Law Matters in the Federal Magistrates Court = \$2,782.90
- General Federal Law Matters in the Federal Magistrates Court = \$2,050.25
- Interactive Divorce Application on the Internet = \$1830.00
- Primary Dispute Resolution – Moving On = \$3,312.50
- You have been Ordered to PDR in a Community Based Organisation = \$832.00

ATTACHMENT F

QON 19 – HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION

- a) A list of HREOC community publications as at 2 December 2004 is at Attachment F1.
- b) The only publication translated into a language other than English was the ISMAE CD which was translated into Arabic.

The complaints guide and HREOC Brochure are available on the Commission website in:

- Arabic
- Bosnian
- Croatian
- Chinese
- Farsi
- French
- Greek
- Indonesian
- Polish
- Serbian
- Somali
- Spanish
- Turkish
- Vietnamese

- c) The number of copies of each publication held at 2 December 2004 is included in the attached list. Many of the publications have been in print for a number of years and it is not possible for the Commission to provide the number of copies of all the current publications ever printed.
- d) The total cost in translation, publication, printing and distribution of all HREOC publications at an item level cannot be provided. Prior to the introduction of the new accounting standards there was no requirement on the Human Rights Commission to track the cost and valuation of publications at an item level. The total expenses relating to publications for Fys 2003-04, 2002-03 and 2001-02 was \$641,644. The Commission changed its accounting system in 2001 and information prior to this point is not currently available.

QON 19 – HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION

Inventory Count Sheet

Item #	Item Name	On Hand	
Age-Info	Complaint Age Info Sheet	89	
Bring-Book	Bringing Them Home	41	
Bring-CD	Bringing Them Home CD	0	
Bring-Issues	Bringing Them Home Issue Guide	62	Photocopied from WEB
Bring-Rep	Bringing Them Home Report	544	
Bring-Study	Bringing them Home Study Guide	22	
Bring-Video	Bringing Them Home Video	60	
Com-DVDPathways	Pathways to Resolution DVD	128	
Com-Guide	Complaint Guide	1,425	
Com-Manual	Complaints Manual	9	
Com-Postcard	Complaints Postcard	3,333	
Com-Poster	Complaints Poster	68	
Com-Sticker	Complaints Sticker	3,440	
Com-VideoPathways	Pathways to Resolution Video	193	
Comp-Indigenous	Indigenous Complaint Guide	257	
Dis- NonGov	Disability Non Govt Org Book	0	
Dis-Aplan	Developing An Action Plan	42	Photocopied from WEB
Dis-Ebook	DD A Plan- Tertiary Educ Book	0	
Dis-Fsheet	Disability Disc. Fact Sheets	435	Photocopied from WEB
Dis-Info	DDA-Information Sheet	488	Photocopied from WEB
Dis-Know	Knowing your rights DDA	2,059	
Dis-Poster	DDA Poster	6,104	
Dis-Prem	Advisory Access to Premises	74	Photocopied from WEB
Dis-Ster	Sterilisation of Young Women	0	
Dis-Student	Disability Rights Student Book	0	
Dis-Ten	Ten Years of the DDA	0	
Dis-Tenbraille	Ten Years in Braille	1	
Dis-Tenprint	Ten years DDA – Large Print	1	
Dis-Tentape	Ten Years of the DDA – Tape	1	
Dis-Use	How to use the DDA	0	
Gen-0001 Annual Report	2000-2001 Hreoc Annual Report	24	
Gen-9899Report	HREOC 9899 Annual Report	25	
Gen-9900Report	99/2000 Hreoc Annual Report	25	
Gen-Age	All About Age Discrimination	9,055	
Gen-Employbrochure	Good Business Brochure	1,542	
Gen-EmployCD	Good Practice Good Business CD	540	
Gen-Hreoc	HREOC Pamphlet	5,661	
Gen-Report0102	2002 HREOC Annual Report	23	
Gen-Report03	HREOC Annual Report 02/03	24	
Gen-Report04	2004 HREOC Annual Report	95	

Item #	Item Name	On Hand	
Gen-Youth	Youth Challenge Pamphlet	0	
Hru-Age	Age Matters Report	0	
Hru-CDCIDI	Children in Detention CD	276	
Hru-Child	Our Homeless Children	1	
Hru-CIDI	Children In Detention Report	373	
Hru-Comcidi	Comm Guide Child Detention	3,778	
Hru-Euth	HR and Euthanasia	0	
Hru-Fsheet	HRU Fact Sheet	93	Photocopy
Hru-Guide	A quick guide to human rights	2,063	
Hru-Immigrate	Immigration Detent. Guidelines	22	Photocopied from Web
Hru-Info	HRU-Information Sheet	72	Photocopy
Hru-Mental	Mental Hlth Background Paper	25	
Hru-Norf	Territorial Limits	0	
Hru-Not	Not Round Here	51	
Hru-Poscdec	Declaration Child Poster	1	
Hru-Poscrc	Child Convention Poster	38	
Hru-Posrel	Declaration Religion Poster	362	
Hru-Posuni	Universal Declaration Poster	59	
Hru-Poswhr	What are Human Rights Poster	0	
Hru-Religion	Freedom of Religion Report	25	
Hru-Rep1	Compulsary Age Retirement	8	
Hru-Rep10	Complaint HR Detention Centre	8	
Hru-Rep11	Discrim. On the Ground of Age	7	
Hru-Rep12	Complaint into Immigration Det	5	
Hru-Rep13	Report Contrary to Human Right	5	
Hru-Rep14	Hamilton vs Aust Defence Force	7	
Hru-Rep15	Ching vs DIMA Complaint	1	
Hru-Rep16	Hocine Kaci complaint	0	
Hru-Rep17	Asylum Seekers Complaint	0	
Hru-Rep18	Duc Anh Has Complaint	1	
Hru-Rep19and20	Disc. On criminal records	0	
Hru-Rep2	Redundancy & Age Discrim	0	
Hru-Rep21	Complaint Detention	1	
Hru-Rep22	Mx XY Complaint	50	
Hru-Rep23	Complaint Port Hedland	48	
Hru-Rep24	Complaint Port Hedland	0	
Hru-Rep25	Complaint Badraie	50	
Hru-Rep26	Douglas complaint ADF	16	
Hru-Rep27	KJ complaint against Woomera	19	
Hru-Rep3	Discrim. Trade Union Activity	47	
Hru-Rep4	Age Disc Trade Union Member	49	
Hru-Rep6	Discrim. Sexual Preference	47	
Hru-Rep7	Superannuation Same Sex Couple	7	
Hru-Rep8	Age Disc. In Aust. Defence	6	
Hru-Rep9	Disc. On Trade Union Activity	1	
Hru-RuralRec	Recomm Rural & Remote Educ.	0	
Hru-school	School Communities	0	
Hru-Speak	Speaking for Ourselves	10	
Hru-Update	HREOC Update	24	
Info-employ	HREOCA Employment Info sheet	35	Photocopy
Legal-Info	Info Sheet Fed. Jurisdiction	290	Photocopy

Item #	Item Name	On Hand	
Legal-Law2004	Federal Discrimination Law 04	37	
Legal-Review	Review of Unlawful Disc. Juris	0	
Pub-cards	Youth Challenge Postcards	0	
Pub-order	Publications order form	36	Photocopy
Pub-Teaching	Teaching Human Rights	74	
Pub-TeachingCD	Teaching HR CD	96	
Pub-Video 1	What About Doug's Rights?	9	
Pub-Video2	Young People and the Workplace	8	
Rdu-Accents	Accents are Everywhere video	0	
Rdu-Alccom	Alcohol Report Comm Guide	106	
Rdu-BusGuide	Race for Business Guidelines	97	
Rdu-Busman	Race for Business Manual	59	
Rdu-Busvideo	Race for Business Video	122	
Rdu-Cdep	Cdep Report	0	
Rdu-CDIsmae	Ismae Report CD	98	
Rdu-Comcon	Rda – A community consultation	47	
Rdu-Face2	Face the Facts 2001	0	
Rdu-Face3	Face the Facts 2003	2,656	
Rdu-Fact	Rdu Fact Sheets	11	
Rdu-Ftfeducation	FTF Educational Resource	27	Photocopy
Rdu-Info	RDU-Information Sheet	358	Photocopy
Rdu-Ismae	Ismae Report	1,028	
Rdu-Ismaeflyer	Ismae Flyer	2,547	
Rdu-Nirv	National Inq Racial Violence	0	
Rdu-Review	RDA – A Review	0	
Rdu-sense	It's Good Business Sense Video	0	
Rdu-Sheet1	RDA Fact Sheet	0	
Rdu-Sheet2	Racial Hatred Info Sheet	0	
Rdu-Waterrep	Water Report 2001	27	
Sdu-Advert	Guidelines for Advertising	348	
Sdu-Bad	A Bad Business	0	
Sdu-card	SDU Postcard	200	
Sdu-Cedaw	CEDAW Pack	32	
Sdu-Code	Sexual Harassment Code Book	0	
Sdu-Current	Current Status Future Direct	0	
Sdu-Enterprise	Enterprise Bargaining	0	
Sdu-Epay	Equal Pay Handbook	218	
Sdu-Flex	Stretching Flexibility	0	
Sdu-Hand	Hands Off Comic	189	
Sdu-Harsh2	Harsh Realities 2	278	
Sdu-Info	SDU-Information Sheet	324	Photocopy
Sdu-Know	Getting to know the SDA	0	
Sdu-Lawa	Guide to the Law Arabic	48	
Sdu-Lawe	Guide to the Law English	13,587	
Sdu-Poll	SDU Gallup Poll	441	
Sdu-Posstudent	Students Rights Poster	0	
Sdu-Poster	SDU Poster	98	
Sdu-postreat	Don't treat like that poster	0	
Sdu-Practice	SH A Code for Employers	7	
Sdu-Pregguide	Pregnancy Guidelines	10	
Sdu-Pregnant	Pregnant and Productive	0	
Sdu-Pregnante	Pregnant Workers Right English	8,513	
Sdu-Rightse	SDA Know your rights English	7,068	

Item #	Item Name	On Hand	
Sdu-Schoolbook	Sexual Harassment School Book	138	
Sdu-Schoolvideo	Sexual Harassment School Video	46	
Sdu-Shposter	Sexual Harassment Poster	2	
Sdu-Time	A Time to Value	219	
Sdu-Value	Valuing Parenthood	128	
Sdu-Video	Sexual Harassment Video	0	
Sju-Land	Indigenous Land a HR Approch	123	
Sju-Local	Working it out Locally	48	
Sju-Native	Native Title General Pamphlet	444	Photocopy
Sju-Native00	Native Title Report 2000	25	
Sju-Native01	Native Title Report 2001	25	
Sju-Native02	2002 Native Title Report	25	
Sju-Native03	2003 Native Title Report	25	
Sju-Native03CD	Native Title Report 2003 CD	200	
Sju-Native94	Native Title Report 1994	25	
Sju-Native95	Native Title Report 1995	25	
Sju-Native96	Native Title Report 1996	25	
Sju-Native97	Native Title Report 1997	25	
Sju-Native98	Native Title Report 1998	25	
Sju-Native99	Native Title Report 1999	25	
Sju-Pamphlet	ATSI Social Justice Pamphlet	152	Photocopy
Sju-Report00	Social Justice Annual Report	25	
Sju-Report01	Social Justsice Report 2001	25	
Sju-Report02	Social Justice Report 2002	25	
Sju-Report03	Social Justice Report 2003	23	
Sju-Report03CD	2003 SJU Report on CD	141	
Sju-Report93	Social Justice Report 1993	25	
Sju-Report94	Social Justice Report 1994	25	
Sju-Report95	Social Justice Report 1995	25	
Sju-Report96	Social Justice Report 1996	25	
Sju-Report97	Social Justice Report 1997	25	
Sju-Report98	Social Justice Report 1998	25	
Sju-Report99	Social Justice Report 1999	25	
Sju-Title	Native Title Pamphlet	95	
Sju-Tyrnsw	Tracking your rights NSW	3	
Sju-Tyrnt	Tracking your rights NT & SA	20	
Sju-Tyrwa	Tracking your rights W.A.	24	
		84,981	

QON 19 – INSOLVENCY AND TRUSTEE SERVICE AUSTRALIA

a) Following is a full list of Insolvency and Trustee Service Australia (ITSA) pamphlets, currency dates, number of copies printed and associated costs since September 2003:

Pamphlet Title	Currency Date	Quantity	Cost
Prescribed information booklet (PI)	December 2004	153,100	\$69,913
Debt Agreements: Part IX of the Bankruptcy Act	June 2004	60,250	\$ 6,798
Personal Insolvency Agreements: An alternative to bankruptcy	December 2004	16,500	\$ 4,369
How do I go bankrupt?	June 2004	57,000	\$ 6,431
Overseas travel: Can I leave Australia if I go bankrupt?	January 2004	11,200	\$ 1,295
Assets: What happens to my assets if I go bankrupt?	January 2004	16,050	\$ 1,856
Debts and creditors: What happens to them if I go bankrupt?	June 2004	15,350	\$ 1,732
Income contributions: Will I have to make payments from my income?	January 2004	11,900	\$ 1,376
Annulment: Can my bankruptcy be cancelled?	December 2004	19,400	\$ 3,485
Discharge: How and when does my bankruptcy end?	June 2004	18,400	\$ 2,076
Information for creditors	June 2004	22,900	\$ 2,584
Client Service pamphlet/ Client Service Charter	January 2004	90,700	\$22,954
ITSA Statutory Fees and Charges	January 2004	8,150	\$ 942
Can I appeal? Review and appeal of trustee and administrator decisions	January 2004	4,050	\$ 468
Resolving complaints about Trustees and Administrators	January 2004	4,050	\$ 468
Searching the public record: The National Personal Insolvency Index (NPII) database	June 2004	10,400	\$ 1,173

b) The ITSA pamphlets listed above are presently only available in English.

c) Copies of each ITSA pamphlet have been nationally distributed and the quantities produced are listed above.

d) As per b) above, ITSA has not incurred costs in the translation of publications into other languages. ITSA records do not provide a breakdown of publication, printing and distribution costs for individual pamphlets (except as outlined above). Total costs by financial year are as follows:

DESIGN / EDIT / PRE-PRINT				
DATE OF PAYMENT	QUANTITY DELIVERED	COST (EXCL GST)	GST	COST (INCL GST)
2002/03	Design	\$ 4,420.00	\$ 442.00	\$ 4,862.00
2003/04	Prescribed Information (PI) Books	\$ 49,056.00	\$ 4,905.60	\$ 53,961.60
	Pamphlets	\$ 5,823.03	\$ 582.30	\$ 6,405.33
	Design	\$ 40,701.15	\$ 4,070.12	\$ 44,771.27
2004/05	PI Books	\$ 14,501.00	\$ 1,450.10	\$ 15,951.10
	Pamphlets	\$ 26,045.00	\$ 2,604.50	\$ 28,649.50
	Design	\$ 7,441.35	\$ 744.14	\$ 8,185.49
TOTAL		\$ 147,987.53	\$ 14,798.75	\$162,786.28

ATTACHMENT H

QON 19 – NATIONAL NATIVE TITLE TRIBUNAL

- a) List of currently available publications is at Attachment H1.
- b) None are translated into languages other than English.
- c) The Tribunal has printed and reprinted copies of these publications intermittently over the past 10 years. A list of publications printed in 2004/05 (to December) and associated costs are in the table below.
- d) Total costs of publication, printing and distribution for the period 30 June–December 2004 is \$21,110. See table below for individual breakdown.

Printing and distribution costs community publications 30 June – 2 December 2004

Talking Native Title issue 12 September 04	5,000 copies	\$3,669 Design and printing \$3,675 distribution
Web site flyer	Reprint 3,000 copies	\$863
Native Title Hot Spots	Electronic design	\$380
Using the Registers of the National Native Title Tribunal	Reprint 5,000 copies	\$908
Fact sheets	Reprint 55,000 copies (5,000 each of 11 fact sheets)	\$11,615
Total		\$21,110

QON 19 – NATIONAL NATIVE TITLE TRIBUNAL**Publications list**

1. 10 Years of native title - brochure
2. 10 Years of native title - information kit
3. 1a What is native title? (fact sheet)
4. 1b What kind of areas can be claimed in a native title application? (fact sheet)
5. 1c Native title on pastoral and agricultural leases (fact sheet)
6. 1d What happens when there is a native title application? (fact sheet)
7. 1e List of terms (fact sheet)
8. 1f What's the difference between native title and land rights? (fact sheet)
9. 1g Where might native title exist in Western Australia? (fact sheet)
10. 1h Compensation and native title
11. 2a What is mediation? (fact sheet)
12. 2b What is an ILUA? (fact sheet)
13. 2c What is a native title determination? (fact sheet)
14. 2d What is a PBC? (fact sheet)
15. 2e Opposing registration of an area agreement (fact sheet)
16. 3a Developments and negotiations (fact sheet)
17. 3b What does the registration test mean for indigenous people? (fact sheet)
18. 3c What is the registration test? (non-claimant audience) (fact sheet)
19. 3d What are your rights if your application does not satisfy the registration test conditions? (fact sheet)
20. 3e Does a native title application mean claimants have access to pastoral property? (fact sheet)
21. 3f What does it mean to become a party to an application? (fact sheet)
22. 3g Fishing and native title: what rights apply?
23. 4a What happens when you want to mine, explore or prospect on the land? (fact sheet)
24. 4b Pastoral leases changes in use and renewals (fact sheet)
25. 4c What does native title mean for local government? (fact sheet)
26. 4d Fast-tracking exploration and prospecting tenements
27. 5a Where can you get help on native title? (fact sheet)
28. 5b Where can you get help with your native title claimant application? (fact sheet)
29. 5c What happens when a native title claimant application goes to Court? (fact sheet)
30. 5d What does the National Native Title Tribunal do? (fact sheet)
31. 5e What does the Federal Court do? (fact sheet)
32. 5f What does the Indigenous Land Corporation do? (fact sheet)
33. 5g Gathering information for your native title application (fact sheet)
34. A Quick Guide to ILUAs for Governments
35. Annual Report 1998-99
36. Annual Report 1999-2000
37. Annual Report 2000-2001- book
38. Annual Report 2000-2001- CD
39. Annual Report 2001-2002
40. Annual Report 2001-2002 CD
41. Annual Report 2002-2003
42. Annual Report 2003-2004

43. Annual Reports - previous years
44. Compensation for native title: issues and challenges
45. Customer Service Charter
46. Djabugay People's native title determination
47. Eddie Mabo Memorial Lecture
48. Fact Sheets Sets
49. Geospatial Information Assisting Native Title
50. Guide to future act cases
51. Guide to future act cases
52. Guide to the design of native title corporations
53. Holding Title and Managing Land in Cape York
54. Implementing the Native Title Act first steps; small steps
55. Implementing the Native Title Act the next step: Facilitating negotiated agreements
56. In the wake of Wik: old dilemmas, new directions in native title law
57. Indigenous land use agreement guides
58. Indigenous land use agreement (ILUAs) registration information
59. Legal flowchart - Commonwealth future act regime
60. Legal flowchart - Future act rights
61. Making native title agreements (ILUAs)
62. Mediating Native Title Applications: A Guide to National Native Title Tribunal practice
63. Mining, exploration and native title: the Commonwealth scheme
64. Native title and land rights
65. Native title and the descent of rights
66. Native Title Hot Spots - electronic newsletter
67. Native Title Determination: Bar-Barum People
68. Native title determination: Dauan People, Torres Strait
69. Native title determination: Hopevale, Queensland
70. Native Title Determination: Kaurareg People
71. Native title determination: Mabuig People, Torres Strait
72. Native title determination: Masig People, Torres Strait
73. Native title determination: Moa and Sabai islands, Queensland
74. Native title determination: Poruma People, Torres Strait
75. Native title determination: Western (Sunset) Yalanji
76. Native Title Forum - speeches - electronic
77. Native title: a five year retrospective, 1994-1998
78. Native title: the way forward - Collaboration and cooperation 'in country'
79. Negotiating native title in local government
80. Occasional Papers Series - electronic research papers
81. Prescribed Bodies Corporate Q&As
82. Registers of the National Native Title Tribunal, Using the
83. Rights, recognition, relationships: Native Title Stories - DVD, video
84. Short guide to native title and agreement-making
85. Strategic plan
86. Strategic Plan 2003 - 2005
87. Talking Common Ground... Negotiating agreements with Aboriginal people
88. Talking common ground: negotiating agreements with Aboriginal people - 2nd edition
89. Talking Native Title in Qld, Dec 2002
90. Talking Native Title in Qld, Mar 2003
91. Talking Native Title, Dec 2001
92. Talking Native Title, Dec 2002

93. Talking Native Title, Dec 2003
94. Talking Native Title, Dec 2004
95. Talking Native Title, Jun 2002
96. Talking Native Title, Jun 2003
97. Talking Native Title, Jun 2004
98. Talking Native Title, Mar 2002
99. Talking Native Title, Mar 2003
100. Talking Native Title, Mar 2004
101. Talking Native Title, Sep 2002
102. Talking Native Title, Sep 2003
103. Talking Native Title, Sep 2004
104. Talking Native Title, state inserts
105. The Kaurareg People's native title determinations and related agreements - Handbook
106. What does it mean to be a native title applicant?
107. Visualising Native Title

QON 19 – OFFICE OF THE FEDERAL PRIVACY COMMISSIONER

- a) The list of community information publications the Office of the Privacy Commissioner publishes in English as at 2 December, are listed below:
- Information Sheets 1 - 18
 - My Health, My Privacy, My Choice Pamphlet
 - My Privacy, My Choice Pamphlet
- b) None of the publications listed above are translated into languages other than English. An A3 poster promoting the Office’s translated complaints information web pages was prepared in 2004, with instructions for accessing the web pages in 11 community languages, they are: Arabic, Chinese, Greek, Italian, Korean, Serbian, Spanish, Thai, Turkish, Russian and Vietnamese.

c)

Printed copies	Number
Poster	4000

d)

Costs	Poster
Translation	\$2,310
Publication	\$140
Printing	\$2,570
Distribution	\$4,320

QON 19 – OFFICE OF FILM AND LITERATURE CLASSIFICATION

- a)
 - (i) The Guidelines for the Classification of Films and Computer Games
 - (ii) The Guidelines for the Classification of Publications
 - (iii) The OFLC Customer Service Charter
 - (iv) Information for Schools: Showing Films and Computer Games

- b) No publications are translated into languages other than English.

- c)
 - (i) The Guidelines for the Classification of Films and Computer Games – 3,000 copies
 - (ii) The Guidelines for the Classification of Publications – 3,000 copies
 - (iii) The OFLC Customer Service Charter – 1,000 copies
 - (iv) Information for Schools: Showing Films and Computer Games – 1,000 copies

- d)
 - (i) The Guidelines for the Classification of Films and Computer Games - \$5,744.75 inc. GST (2002-03)
 - (ii) The Guidelines for the Classification of Publications – \$4,805.00 (1999-00)
 - (iii) The OFLC Customer Service Charter – \$2,430.50 inc. GST (2000-01)
 - (iv) Information for Schools: Showing Films and Computer Games – \$597 inc. GST (2003-04)

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
ATTORNEY-GENERAL'S PORTFOLIO

Question No. 20

Senator Ludwig asked the following question on 2 December 2004:

What efforts has the Department made to identify employees from a non-English Speaking background and what languages they are fluent in?

The answer to the honourable senator's question is as follows:

A response from the Attorney-General's Department is set out below, followed by separate responses from each of the portfolio agencies, in alphabetical order.

Attorney-General's Department

The Department asks all new employees to identify whether they are from a non-English speaking background (APS Employment Database) but we do not require them to have, nor have we sought information on, fluency in a particular language.

Administrative Appeals Tribunal

The Administrative Appeals Tribunal (AAT) has included in its induction process a data collection questionnaire to measure equity in APS employment for staff members. This relates to one of the APS Values which requires that each APS agency "*promotes equity in employment*" and directly addresses the Public Service Commissioner's request for agencies to specifically measure four groups that continue to experience disadvantage in the APS on the basis of being an Aboriginal or Torres Strait Islander, gender, race or ethnicity, and physical or mental disability. The purpose of the questionnaire as stated to the staff member is to assist the AAT to assist in evaluating and reviewing our Workplace Diversity Program. Whilst each staff member is given the questionnaire its completion is entirely voluntary.

The data collected directly provides the AAT with information regarding a staff member's non-English Speaking background and indirectly their possible language proficiency. Should the AAT wish to place a greater strategic or operational focus on the collection of the data then the questionnaire would need to be redesigned to capture more relevant information, eg the degree of language fluency, whether written, spoken, etc.

Seven out of the eight questions relate to ethnic background with the eighth and final question relating to disabilities:

1. Are you an Aboriginal or Torres Strait Islander?
2. What country were you born in?
3. If you were born outside Australia, what year did you arrive in Australia?
4. What was your first language spoken?
5. What was your (main) first non-English language spoken?
6. What was your mother's first language?
7. What was your father's first language?
8. Do you have a disability?

Australasian Centre for Policing Research

Not applicable. The ACPR operates under the umbrella of the AFP. Accordingly, human resource policy and implementation issues are addressed primarily through AFP resources and initiatives.

Australian Crime Commission

The Australian Crime Commission was created on 1 January 2003. The following answer also includes its predecessor agencies, the National Crime Authority and the Australian Bureau of Criminal Intelligence, prior to 1 January 2003.

Staff can self-report non-English speaking background and personal skills, including language skills, on the ACC HR database.

Australian Customs Service

Staff in Customs are requested and reminded to self-identify their equity and diversity status, which includes non-English speaking background. Employees can enter their equity and diversity data into the HR system at any time from their desktop computer.

Australian Federal Police

The Australian Federal Police (AFP) has four human resource databases that encapsulate information pertaining to employee skills and proficiency levels. These databases require employees to self disclose information which can be utilised by the organisation as required. From these databases, 453 employees were identified as having language skills: to some degree. The systems capture updated information, but that is also by way of personal disclosure. Information captured includes proficiency levels of language spoken, written and comprehension at advanced, intermediate or basic level, but does not of itself give an indication of fluency.

Australian Government Solicitor

Since becoming a government business enterprise (GBE) on 1 September 1999, AGS does not require new employees to identify if they come from a non-English speaking background or what languages they might be fluent in.

Australian Institute of Criminology/Criminology Research Council

None.

Australian Institute of Police Management

Nil.

Australian Law Reform Commission

The ALRC does not ask employees to identify their cultural background. Fluency in languages other than English is not required as the ALRC is not a service delivery agency.

Australian Security Intelligence Organisation

ASIO requests applicants to voluntarily provide non-English speaking background details and languages spoken as part of the standard recruitment process. ASIO maintains a list of languages and levels of the language spoken by members of staff.

Australian Transaction Reports and Analysis Centre

In accordance with Section 10(1) of the *Public Service Act 1999*, AUSTRAC has developed an APS Employment Database which is maintained by the Australian Public Service Commission and contains employment details on all AUSTRAC employees employed under the *Public Service Act 1999*. This database contains employment details and diversity information such as the first non-English language spoken by the employee. It does not however, detail their level of fluency in the language.

Commonwealth Director of Public Prosecutions

On commencement, all employees are provided with the opportunity to identify whether they are from a non-English speaking background. Some of the languages identified by employees are: Italian, German, Croatian, Dutch, Polish, Slovenian, Greek, Vietnamese, Mandarin, Chinese, Arabic, Spanish and Cantonese.

Copyright Tribunal

Nil.

CrimTrac

Individuals from non-English speaking backgrounds are identified through information supplied on employment forms when he/she specifies individual language requirements, if any.

Defence Force Discipline Appeal Tribunal

The Tribunal has no employees.

Family Court of Australia

The Family Court of Australia issues an Equal Employment Opportunity questionnaire to all staff prior to commencement with the Court. Of the 759 staff employed by the Court as at 10 December 2004 (inclusive of all judicial positions), 549 staff had returned the surveys. Of the question relating to first language, 69 employees indicated a language other than English while 7 indicated English plus another language. The languages other than English are contained on the individual staff member's personnel file and would have to be extracted manually for a list of languages spoken. Due to time restrictions, this information is not able to be provided.

Federal Court of Australia

During 2004 the Court has reviewed and updated the employee information held in its HR system, and as part of this process statistics were collected in relation to staff from a non-English speaking background.

In addition, the Court has a policy of encouraging staff to use foreign language skills and its Certified Agreement provides payment where staff use these skills. Staff have been asked to identify languages in which they are fluent, including whether they speak, write, and / or translate in the language. Language fluency in this context does not necessarily mean that these staff are from a non-English speaking background.

The languages in which staff are fluent are: Tamil, Sinhalese, French, Korean, Greek, Greek – Cypriot, Mandarin, Italian, Maltese, Malay and Spanish.

Federal Magistrates Court

Employees complete a pro-forma on commencement identifying whether they are from a non-English speaking background. Information on language fluency is not identified. The agency certified agreement contains an undertaking to develop a language competency allowance during the period of the certified agreement.

Federal Police Disciplinary Tribunal

Nil, noting that any staffing and administrative policies are provided by the Federal Court of Australia.

High Court of Australia

The High Court identifies all employees from a non-English speaking background and what languages they are fluent in. Statistics are kept on these matters as part of the Court's Workplace Diversity Program.

Human Rights and Equal Opportunity Commission

The Commission maintains a register of employees from non-English speaking backgrounds and the languages that they are fluent in. This is based on information provided in the personal particulars at the time of engagement. Provision of these details by staff is voluntary.

Insolvency and Trustee Service Australia

Insolvency and Trustee Service Australia (ITSA) has no formal process for identifying employees from non-English speaking backgrounds (NESB). Employees are voluntarily asked to identify themselves as being from a NESB and asked to indicate their ability to speak another language (if other than English) on commencement of employment with ITSA, however, this information is not used to specifically identify language fluency.

National Native Title Tribunal

Employees are asked to complete a questionnaire at commencement to determine whether they are from non-English speaking background. It does not identify language fluency.

Office of the Federal Privacy Commissioner

The Office of the Privacy Commissioner maintains a register of employees from non-English speaking backgrounds and the languages that they are fluent in. This is based on information provided in personal particulars at the time of engagement.

Office of Film and Literature Classification

Equal Employment Opportunity Forms are completed by employees on commencement. This data is collected for Annual Report purposes and providing information relating to all employees to the APS Commission through the APS Employment Database.

No formal system is employed to record fluency in languages.

Office of Parliamentary Counsel

Information is sought from and provided by employees on a voluntary basis.

Information on what languages employees from a non-English speaking background are fluent in is not obtained.