

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
ATTORNEY-GENERAL'S DEPARTMENT

Output CSG

Question No. 5

Senator Ludwig asked the following question at the hearing on 31 October 2006:

With reference to the Annual Report: I note from page 181 that the Department is aware of the *Charter of Public Service in a Culturally Diverse Society*, did the Department actually file an Access and Equity report in 2005/06? If so, please provide.

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

Yes.

Copies are attached.

The performance management framework for the *Charter of the Public Service in a Culturally Diverse Society*

Name of the Department: Attorney-General's Department

PURCHASER ROLE Policy/program: Indigenous law and justice

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points key outsourced programs, grants programs or cultural acquisition programs, initiatives undertaken and outcomes achieved.
<p>PI1: Purchasing processes that impact in different ways on the lives of people from different cultural and linguistic backgrounds are developed in consultation with people from those backgrounds.</p>	<p>To enable people from a range of cultural and linguistic backgrounds to be involved in the purchasing process in relation to outsourced services, grants programs and the purchase for display of cultural items, the consultation strategy may involve:</p> <ul style="list-style-type: none"> • the use of a Reference Group of people from a range of identified cultural and/or linguistic backgrounds to help inform the development of the purchasing processes; • liaison with the Federation of Ethnic Communities Councils of Australia and/or the State and Territory based Multicultural/Ethnic Communities' Councils to ensure that the views of people from a range of cultural and linguistic backgrounds are considered; • the use of focus groups with representation of individuals from a range of cultural and linguistic backgrounds to inform the development process. Where possible representatives from newly arrived communities, as well as those more established communities, should be represented; and • the distribution of a discussion paper through established networks to reach people from a range of cultural and linguistic backgrounds. <p>This performance indicator is targeted at major contracts linked to priorities identified in the business plan.</p>	<p>1. Family Violence Prevention Legal Services (FVPLS) Program</p> <p>In the 2004–05 Budget the Australian Government allocated \$22.7 million over 4 years to fund the expansion of the FVPLS Program from 13 to 26 units, with the units to be predominantly located in rural and remote areas.</p> <p>In 2004 the Department 'called for applications' from suitable services providers to deliver the FVPLS program in identified high need service areas.</p> <p>The high need service areas were identified through research undertaken by the Crime Research Centre and stakeholder input, including FVPLS and other Indigenous initiatives.</p> <p>The applications were assessed against specific program criteria at the regional level and by a Canberra based assessment team.</p> <p>The successful service providers were announced by the Attorney-General and each of the service providers signed a program funding agreement for 'set up' in 2004–05 and ongoing operational in 2005–06.</p> <p>2. Purchase of legal services for Indigenous Australians</p> <p>The Government Policy of contracting legal service providers</p>

	<p>Refer to attached checklist for Purchaser P11 for strategies to help meet this performance indicator.</p>	<p>through an open tender process saw the first service providers selected this year. Indigenous legal aid had previously been provided by Aboriginal and Torres Strait Islander Legal Services (ATSILS) under grant funding arrangements.</p> <p>The release of the first request for tender followed extensive consultations, including the release of an exposure draft of the request for tender in March 2004. Comments on the exposure draft were invited from the community and other key stakeholders.</p> <p>Over 50 responses were received from organisations such as ATSIC Regional Councils, State Law Societies, law firms, the Aboriginal and Torres Strait Islander Social Justice Commissioner, State Attorneys-General and State based Legal Service Providers.</p> <p>The request for tender was revised to take account of feedback before its first release in November 2004.</p> <p>3. Purchase of Prevention, Diversion, Rehabilitation and Restorative Justice services for Indigenous Australians</p> <p>The Prevention, Diversion, Rehabilitation and Restorative Justice (PDRR) program is an Australian Government program administered by the Department to provide funding to develop and undertake activities that will divert Indigenous Australians away from adverse contact with the legal system. The program is also intended to facilitate activities that will rehabilitate and support Indigenous Australians who have been incarcerated or are in custody.</p> <p>Participation by Indigenous communities and organisations is a priority for the program. It is part of an annual call for submissions from community organisations coordinated by the Office of Indigenous Policy Coordination and facilitated through the Indigenous Coordination Centre (ICC) Submission Kit.</p> <p>The Department is implementing a State based network of solution brokers who will work with the ICCs, Indigenous communities and other stakeholders to ensure that the grants program is appropriately targeted to meeting the needs of Indigenous communities.</p> <p>Following the completion of an internal review of the objectives of</p>
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		<p>the program, the Department will also work to enhance the PDRR program by developing an innovative framework in consultation with Indigenous community organisations that will aim to reduce the serious national trend of the increasing rates of Indigenous Australians offending and incarceration.</p>
<p>PI2: Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter.</p>	<p>Strategies to ensure that the needs of people from a range of cultural and linguistic backgrounds are met through the purchasing process, might include:</p> <ul style="list-style-type: none"> • tender specifications that identify the needs of people from a range of cultural and linguistic backgrounds, seek strategies from contracted Providers on how to address such needs in ways that are consistent with the Charter; • contracts specify data collection standards and reporting requirements which assist the Provider to monitor the needs of their culturally and linguistically diverse clientele; • contracts require Providers to establish complaints handling mechanisms that are responsive to complaints which are triggered by the cultural and linguistic background of the complainant; • grants programs are publicised using the ethnic media and ethnic networks; and • tender specifications for individual projects over \$5 million (\$6 million for construction and related facilities) that are in places where there are significant Indigenous populations with limited employment and training opportunities should comply with requirements regarding consideration of the opportunities for training and employment for local Indigenous communities, the capabilities of local Indigenous suppliers and consultation with the relevant community council or group in planning the project as promulgated by the Department of Employment and Workplace Relations. <p>Refer to attached checklist for Purchaser PI2 for strategies to help meet this performance indicator.</p>	<p>1. Family Violence Prevention Legal Service (FVPLS) Program</p> <p>To meet the Cabinet submission timetable advertisements appeared in The Australian, Koori Mail and National Indigenous Times, calling for applications from 8 January 2005 closing on 4 February 2005.</p> <p>Applications were received and assessed at the local Indigenous Coordination Centre with an initial recommendation by 11 February 2005.</p> <p>Applications were then further assessed by a Canberra based assessment team which undertook a full assessment and provided a recommendation to the Attorney-General by 18 February 2005.</p> <p>The assessment criterion addressed the following:</p> <ul style="list-style-type: none"> • Governance and Management • Local Community • Service Region • Proposal (application submitted) • Organisation • Finances <p>Providers were required to demonstrate:</p> <ul style="list-style-type: none"> • policies and procedures for ensuring staff are aware of cultural sensitivities • recruitment procedures for ensuring staff are aware of cultural sensitivities • cultural awareness training • flexible modes of service delivery to address the needs of clients and their communities, including strategies for providing services to rural and remote clients, and

		<ul style="list-style-type: none">• strategies for communicating with clients who experience language barriers. <p>The contract requires providers to provide data relating to client's age, location, literacy and proficiency in spoken English.</p> <p>Recommendations were submitted to the Attorney-General for final decision by 21 February 2005.</p> <p>Successful service providers were advised by 28 February, with service providers expected to be in early operational stages by 31 March 2005.</p> <p>2. Purchase of legal services for Indigenous Australians</p> <p>The purchase is a staged procurement, with the first request for tender covering Victoria and Western Australia released in November 2005. The second request for tender covering services for Queensland was released in March 2005. The requests for tender covering the Northern Territory, South Australia, New South Wales (including the Australian Capital Territory) and Tasmania will be released during 2005–06.</p> <p>The request for tender was advertised nationally, in the relevant state/territory newspaper as well as the Indigenous Times.</p> <p>The tender assessment panel included experts on the delivery of Indigenous Services, this is particularly important because the request for tender requires tenderers to demonstrate their capacity to provide an accessible and culturally sensitive legal service to Indigenous Australians. This criterion was given a weighting of 40% of the overall tender assessment.</p> <p>Providers were required to demonstrate:</p> <ul style="list-style-type: none">• policies and procedures for ensuring staff are aware of cultural sensitivities• recruitment procedures for ensuring staff are aware of cultural sensitivities• cultural awareness training• flexible modes of service delivery to address the needs of clients and their communities, including strategies for providing
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		<p>services to rural and remote clients, and</p> <ul style="list-style-type: none"> • strategies for communicating with clients who experience language barriers. <p>The contract requires providers to provide data relating to client's age, location, literacy and proficiency in spoken English.</p> <p>The Contract contains a Standard for Accessibility and Cultural Sensitivity and a Standard for Assessing Client Satisfaction and Managing Complaints. The legal service provider is required to report on their compliance with these standards annually.</p> <p>Tenders were required to have documented procedures for evaluating the satisfaction of clients with the cultural sensitivity of the service.</p> <p>Because of the nature of the contracted service 'legal aid services for Indigenous Australians' the providers employ field officers/court officers. These people are from Indigenous backgrounds with a good understanding of local cultural issues and well established links to the local Indigenous communities.</p> <p>3. Purchase of Prevention, Diversion, Rehabilitation and Restorative Justice services for Indigenous Australians</p> <p>The availability of funding under the program is advertised as part of the general call for applications from organisations to provide services to Indigenous communities. Applications are specifically sought from Indigenous communities and organisations as part of this process.</p> <p>The purchase of services is through a Program Funding Agreement which complies with the General Terms and Conditions for Funding Agreements Relating to Indigenous Programs.</p> <p>The assessment process includes input and advice from ICC regional office staff with an understanding of the needs and priorities of Indigenous communities within the regions from which applications are received.</p> <p>The performance of activities funded under the PDRR program is assessed through a mix of quantitative and qualitative indicators and</p>
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		measures which specify the data collection standards and reporting requirements for funding recipients to monitor the effectiveness of the activity in meeting Indigenous community needs.
<p>PI3: Complaints mechanisms enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.</p>	<p>Strategies to ensure that complaints from people from a range of cultural and linguistic backgrounds are heard and addressed, may include:</p> <ul style="list-style-type: none"> • the provision of information on complaints handling processes and procedures in accessible formats for people from a range of cultural and linguistic backgrounds; • providing the Translating and Interpreting Service contact number in complaints brochures and client service charters; • the use of bilingual staff or interpreters to assist in the complaints lodgement and hearing process; and • analysis of complaints data to show the percentage triggered by issues of language and culture. <p>Refer to attached checklist for Purchaser PI3 for strategies to help meet this performance indicator.</p>	<p>1. Family Violence Prevention Legal Service (FVPLS) Program</p> <p>All FVPLS's are required to put in place a complaints process as per FVPLS Program Policy and Procedure Manual requirements. The process should be accessible and ensure the community knows complaints can be made, will be taken seriously and handled fairly and promptly. Where possible the complaint's procedure should be displayed in all relevant languages and displayed in the public waiting area of the office.</p> <p>Each unit must operate within the FVPLS Program Operational Framework, and is funded for a full time solicitor, coordinator and sexual assault worker.</p> <p>Under the Operational Framework: FVPLS are community controlled justice, advisory and referral centres for victims of family violence. The primary focus of each FVPLS unit is to provide culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual assault. The following services are available to clients, listed in order of priority:</p> <ol style="list-style-type: none"> 1. legal advice and casework assistance 2. counselling to victims of family violence and sexual assault 3. assistance and support to victims of sexual assault 4. child protection and support 5. information, support and referral services 6. community awareness and prevention initiatives 7. referral to mediation services, and 8. referral to perpetrator programs. <p>FVPLS units should ensure their family violence services are accessible to Indigenous people in their service region regardless of gender, sexual preference, familial relationship, local, disability, literacy or language.</p>

2. Purchase of Legal services for Indigenous Legal aid

In addition to the strategies to ensure services are accessible (especially to remote clients) providers are required to ensure interpreter services are available where needed.

All providers have employed court officers (also called field officers) to provide a link between the legal service provider, the community and the individuals that use the service. The field court officers are from Indigenous backgrounds and many are trained as paralegals. This is coupled with a good understanding of the local communities and their cultural requirements making the services very effective in assisting the lawyers to meet the needs of the Indigenous clients.

All providers are encouraged to use interpreters where appropriate.

Under the contract legal service providers are required to manage complaints from clients and others in a prompt fair and consistent way. They are required to develop complaints management procedures within the first month of the contract. As part of these procedures they are required to provide culturally appropriate information explaining their complaint processes in a brochure, pamphlet, poster or other format to clients and people using the service.

Legal service providers are to provide evidence of procedures related to managing complaints for all new staff at induction and existing staff at least annually.

Legal service providers are required to report on:

- complaints received and the resolution of those complaints, and
- the use of interpreter services.

3. Purchase of Prevention, Diversion, Rehabilitation and Restorative Justice services for Indigenous Australians

Complaints are handled in accordance with the Attorney-General's Department general complaints policy. We have a complaints handling process to ensure, where possible, that complaints are resolved promptly and satisfactorily and that

		<p>our procedures are improved.</p> <p>Departmental regional staff located in ICCs assist with ensuring that complaints in relation to services are handled in a culturally appropriate manner. The implementation of a network of state based solution brokers will increase the Department's ability to investigate and address issues which arise in relation to services funded through the program.</p> <p>Complaints on service standards will be dealt with in accordance with the procedures set out in the Departments customer service charter, available online at www.ag.gov.au.</p>
<p>Key challenges, areas for improvement and future directions for Policy Advisor role.</p>	<p>Identify key challenges, areas for improvement and future directions for your organisation in implementing the <i>Charter</i> in the Purchaser role.</p>	<p>1. Family Violence Prevention Legal Service (FVPLS) Program</p> <p>The Program Funding Agreements for the 26 service providers commenced on 1 July 2005. The service delivery outcomes of these services will be reported and monitored on a quarterly basis and considered as an overall part of ongoing evaluation. The findings of the reporting and monitoring will be used to develop improvement to the program and also inform future program direction and engagement of service providers.</p> <p>2. Purchase of Legal services for Indigenous Legal aid</p> <p>The first contracts let under the Indigenous Legal Aid Services procurement commence on 1 July 2005. The outcomes of these services will be monitored and considered as part of an overall evaluation of the services during the 2006-07 financial year. The findings will be used to further develop the program, especially in relation to future purchasing arrangements.</p> <p>3. Purchase of Prevention, Diversion, Rehabilitation and Restorative Justice services for Indigenous Australians</p> <p>Administration of the program by the Attorney-General's Department follows the transfer of functions under the new Australian Government arrangements for Indigenous affairs.</p> <p>The Australian Government Ministerial Taskforce on</p>

		<p>Indigenous Affairs has identified the need for safer communities as one of its key priorities for Indigenous affairs. There will be an ongoing need for program development and policy interventions in addressing these challenges</p> <p>Indigenous Australians continue to be disadvantaged when compared to any other group in Australia. Underlying social, cultural and economic disadvantage, together with systemic institutionalisation and lack of support for dealing with an alien social, economic and cultural system, all contribute to Indigenous over-representation in the criminal justice system. The demand for funding under the program is expected to continue to exceed the Department's capacity to fund applications, requiring careful management of resources to ensure funds are used to meet key priority areas.</p>
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The performance management framework for the *Charter of the Public Service in a Culturally Diverse Society (2005)*

Name of the Department: Attorney-General's Department

POLICY ADVISER ROLE Policy/program: Human rights

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>PI 1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds.</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><i>Refer to attached checklist for Policy Adviser PI 1 for strategies to help meet this performance indicator.</i></p>	<p>The 13th Attorney-General's NGO Forum on Domestic Human Rights was held on 17 June 2005. The Forum provided a key opportunity for the Attorney-General, the Attorney-General's Department and NGOs to consult and exchange information on a range of human rights issues.</p> <p>Participants at the 13th Forum included representatives of the Foundation of Aboriginal and Islander Research Action, the Refugee Council of Australia and the Australian Baha'i Community.</p>
<p>PI 2: New or revised</p>	<p>To ensure that major policies, being developed or reviewed by</p>	<p>The Department participated in the DIMIA-led IDC to evaluate</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>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>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><i>Refer to attached checklist for Policy Adviser PI 2 for strategies to help meet this performance indicator.</i></p>	<p>existing multicultural policy and programs and plan revisions to future policies/programs.</p>
<p>PI 3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.</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 	<p>On 23 December 2004 the Attorney-General and the Minister for Foreign Affairs jointly launched Australia's Framework for Human Rights - National Action Plan (NAP).</p> <p>The NAP sets out in plain English the Government's long term human rights focus and objectives which include human rights education; addressing disadvantage, racial and cultural discrimination and indigenous disadvantage; and appreciating diversity and the cultural rights of minorities.</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
	<ul style="list-style-type: none"> • developing imagery rather than text based communication mediums. <p><i>Refer to attached checklist for Policy Adviser PI 3 for strategies to help meet this performance indicator.</i></p>	

The performance management framework for the *Charter of the Public Service in a Culturally Diverse Society (2005)*

Name of the Department: Attorney-General's Department

POLICY ADVISER ROLE

Policy/program: Community safety and justice

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>PI 1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds.</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><i>Refer to attached checklist for Policy Adviser PI 1 for strategies to help meet this performance indicator.</i></p>	<p>NT Agreement – pre-court juvenile diversion scheme and NT Aboriginal Interpreter Service</p> <p>This July 2000 Agreement between the Australian and Northern Territory Governments was evaluated in 2003–04.</p> <ul style="list-style-type: none"> • The evaluation process was guided by a Reference Group which included representatives of peak Indigenous organisations in the NT. • The consultants engaged by the Department carried out field interviews with individuals and groups in urban and remote Indigenous communities, observing appropriate cultural protocols and practices. • The outcomes of the evaluation informed the Government's decision to extend funding for the Agreement from 1 September 2004 until June 2005.
<p>PI 2: New or revised</p>	<p>To ensure that major policies, being developed or reviewed by</p>	<p>NT Agreement – pre-court juvenile diversion scheme and NT</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>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>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><i>Refer to attached checklist for Policy Adviser PI 2 for strategies to help meet this performance indicator.</i></p>	<p>Aboriginal Interpreter Service</p> <p>The Agreement between the Australian and Northern Territory Governments established a pre-court juvenile diversion scheme and jointly funded the NT Aboriginal Interpreter Service.</p> <ul style="list-style-type: none"> • The Report on the Evaluation of the NT Agreement dated 14 April 2004 articulated findings with particular impact on Indigenous individuals and communities and made a number of recommendations. • The outcomes of the evaluation informed the Government's decision to extend funding for the Agreement from 1 September 2004 until June 2005. • Attendance at the first AIS Interpreter Conference on 25 and 26 June 2005 enabled consultations and the gathering of feedback on the challenges and benefits of being an Indigenous interpreter and the understanding of the role of the AIS by members of the Indigenous community.
<p>PI 3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.</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 	<p>NT Agreement – NT Aboriginal Interpreter Service (AIS)</p> <p>Project funding was provided to promote the use of the AIS and to improve understanding of key legal issues by Indigenous people. The Legal Community Education Awareness Project comprised three elements:</p> <ul style="list-style-type: none"> • the conducting of community awareness workshops in remote Indigenous communities to inform community members of the role of interpreters in the legal context • the production of 3 eight minute videos made with the assistance of Aboriginal community language interpreters, to explain how to engage and how to work effectively with an interpreter, and

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
	<ul style="list-style-type: none"> developing imagery rather than text based communication mediums. <p><i>Refer to attached checklist for Policy Adviser PI 3 for strategies to help meet this performance indicator.</i></p>	<ul style="list-style-type: none"> the production of a database of commonly used legal terms which were then translated into the 6 Indigenous languages most frequently requested for Indigenous legal interpretations.
	<ul style="list-style-type: none"> Specific funding stream for Indigenous projects There is a requirement that with any Indigenous project, it is essential to consult with Indigenous Elders. 	<p>2. Anti-Trafficking Community Awareness Strategy</p> <p>The community awareness strategy is a component of the <i>Australian Government's Plan to Eradicate Trafficking in Persons</i> announced in October 2003. The purpose of the strategy is to:</p> <ul style="list-style-type: none"> generate awareness about the crime of trafficking and the assistance and support available to victims of trafficking improve the likelihood that victims of trafficking and other individuals resident in Australia will report the crime to Australian authorities, and assist Australian authorities to obtain information that may lead to a criminal prosecution and/or conviction against an offender/s. <p>The strategy will be developed over four years with the first of four stages now completed. The advisory group to the project is representative of the range of cultural and linguistics backgrounds.</p> <p>3. National Community Crime Prevention Program (NCCPP)</p> <p>The Australian Government has committed \$64 million to the <i>National Community Crime Prevention Programme</i>.</p> <p>The centrepiece of this initiative is a community grants programme providing funding for local projects designed to enhance community safety and crime prevention by:</p>

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<ul style="list-style-type: none"> • preventing or reducing crime and anti-social behaviour • improving community safety and security, and • reducing the fear of crime. <p>To encourage applications from all elements of the Australian community, the Attorney-General's Department has revised guidelines, provided a dedicated officer to assist groups to frame their applications, provided feedback, and ensured that the programme's advisory panel appointed by the Minister for Justice and Customs group is representative of these groups.</p> <p>Indigenous</p> <p>To date 16 projects have been approved under the Indigenous Community Safety stream committing some \$2 million.</p> <p>Ethno-specific projects</p> <p>The programme has funded 9 ethno-specific services targeting a range of communities and committing \$1.46 million. Many of these projects have adopted an early intervention approach and involve disseminating information about crime, crime prevention and fostering understanding between communities and the broader Australian community.</p>

The performance management framework for the *Charter of the Public Service in a Culturally Diverse Society (2005)*

Name of the Department: Attorney-General's Department

POLICY ADVISER ROLE

Policy/program: Family law reform – Rural and Indigenous Outreach Service

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>PI 1: New or revised policy/programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds, are developed in consultation with people from those backgrounds.</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><i>Refer to attached checklist for Policy Adviser PI 1 for strategies to help meet this performance indicator.</i></p>	<p>Family Law Reforms – Rural & Indigenous Outreach Service</p> <ul style="list-style-type: none"> • The Government released a discussion paper on 10 November 2004 and consulted the community, service providers and other stakeholders on the proposed changes to the family law system. • Face-to-face consultations on Indigenous specific issues including service delivery were held in December 2004 with the following Indigenous organisations: <ul style="list-style-type: none"> • Indigenous Consultants in the Family Court, and • National Network of Indigenous Women's Legal Service. • Focus groups for Indigenous issues were also held in Cairns, Darwin and Alice Springs with the following attendees: <ul style="list-style-type: none"> • Njika Jowan Legal Service • Indigenous Coordination Centre • Department of Family and Community Services • Darwin Aboriginal and Islander Women's Shelter • Top End Women's Legal Service • Yilli Rreung Regional Council • Central Australian Women's Legal Service, and • Commissioner for Northern Territory Central. • 48 written submissions, containing information regarding Indigenous and/or CALD service delivery, to the Discussion Paper were also received.

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
		<ul style="list-style-type: none"> Scenario workshops were also held to discuss service delivery of the new Family Relationship Centres. One workshop had a particular focus on Indigenous and rural issues. It was attended by current family relationship practitioners.
<p>PI 2: New or revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decision.</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><i>Refer to attached checklist for Policy Adviser PI 2 for strategies to help meet this performance indicator.</i></p>	<p>Rural & Indigenous Outreach Program</p> <ul style="list-style-type: none"> Comments from meetings, focus groups and scenario workshops were documented and referred to when developing the Indigenous Strategy. As a result of consultations the Government announced a \$10.6m package to introduce a service delivery strategy to encourage Indigenous Australians and people living in rural and remote communities to make use of the new system and, through this, help reduce the conflict associated with family separation in those communities.
<p>PI 3: New or revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant</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; 	<p>Rural & Indigenous Outreach Program</p> <ul style="list-style-type: none"> The new family law reform package will include many new and expanded services including the Rural and Indigenous Outreach Service. Communication strategies for target groups, including a range of culturally and linguistically diverse groups, have not yet

Performance Indicator	Performance Measure	In reporting against the Performance Indicators, please describe in dot points relevant programs, key initiatives undertaken and outcomes achieved.
<p>cultural and linguistic backgrounds.</p>	<ul style="list-style-type: none"> • 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><i>Refer to attached checklist for Policy Adviser PI 3 for strategies to help meet this performance indicator.</i></p>	<p>been finalised. Market research is currently being undertaken on the most appropriate ways to reach these groups.</p>