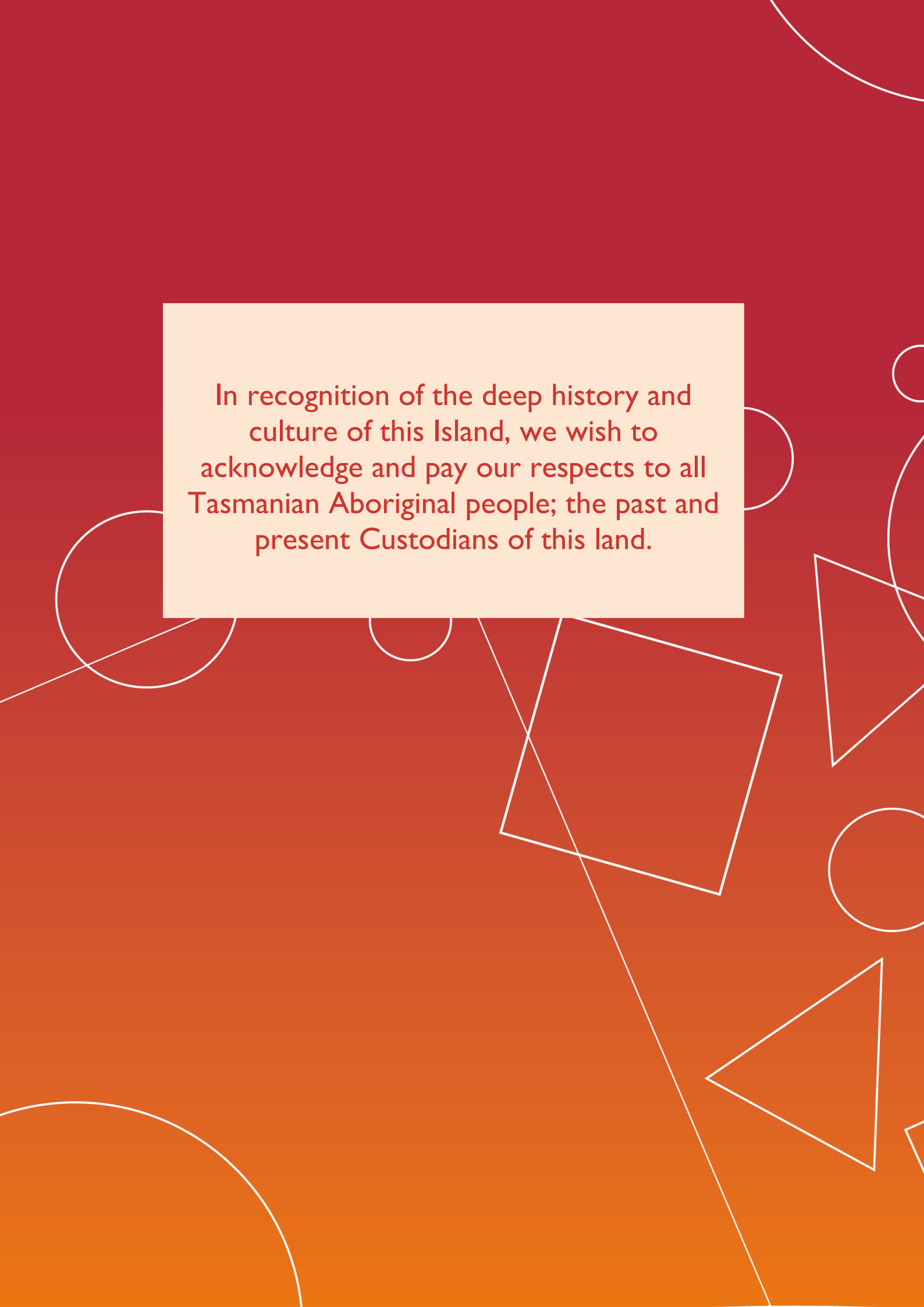


Our Multicultural Island: Tasmania's Multicultural Action Plan

2019-20 Progress Report



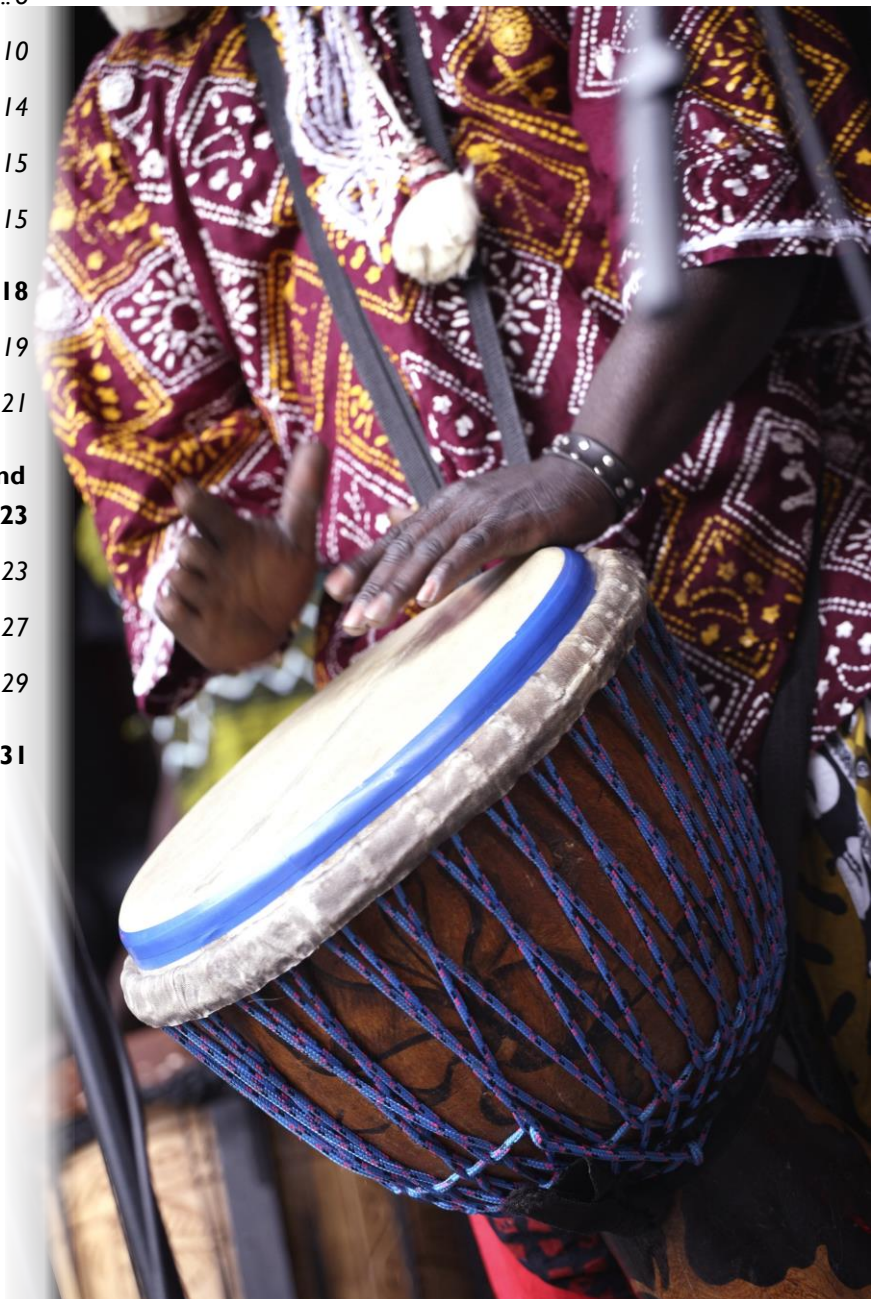




In recognition of the deep history and culture of this Island, we wish to acknowledge and pay our respects to all Tasmanian Aboriginal people; the past and present Custodians of this land.

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Minister's Foreword

The Tasmanian Government is committed to ensuring that, no matter where you are from, every Tasmanian is treated fairly, with respect and without discrimination, and has an equal opportunity, and responsibility, to engage in Tasmanian life.

We acknowledge that Tasmania has a long and proud history of welcoming migrants from many countries, and their strong contributions to our economy and the cultural diversity of our communities.

Migration is an important driver of population growth at the state and national level, and cultural diversity benefits everyone by providing a wealth of ideas, options and practices. We all can learn and grow through celebrating our differences.

Regardless of where you were born, or what language you first spoke, here in Tasmania, you belong.

This year has brought with it a series of challenges like no other due to the COVID-19 pandemic, and the Tasmanian Government has maintained our focus to ensure the health, safety and wellbeing of all Tasmanians.

This includes working closely with the Department of Home Affairs to address issues for our multicultural communities as they occur, to ensure that multicultural communities across Tasmanian have access to information and the supports they require in relation to COVID-19.

Like many activities, some of the original strategies of Our Multicultural Island have been delayed due to the pandemic, while we have instead implemented other actions to ensure the safety of multicultural Tasmanians during the pandemic.

Acknowledging these more recent challenges, I am proud of what we have achieved to promote cultural diversity and inclusion over the first year of the Action Plan since Tasmania's Multicultural Policy Our Multicultural Island was launched in 2019.

I am pleased to present the inaugural annual Tasmanian Government Progress Report for Our Multicultural Island.

The Hon Jeremy Rockliff

Deputy Premier and Minister for Disability
Services and Community Development



Introduction

Tasmania has a rich history of migration to our Island State. According to the 2016 Census more than 61 200 Tasmanian people were born overseas – around 12 per cent of our population (compared with 11.6 per cent in the 2011 Census and 10.6 per cent in 2006). Our Island is home to people born in 177 different countries and there are 159 identified languages spoken in Tasmanian homes.

This diversity deepens and enriches our communities. Every Tasmanian benefits from the skills, knowledge, experiences, innovation, job creation, and personal contributions of our culturally diverse communities

The Tasmanian Government released *Our Multicultural Island: Tasmania's Multicultural Policy and Action Plan 2019-2022* in June 2019. The Policy and Action Plan outlines the Tasmanian Government's commitment to achieve a strong and cohesive State, where every Tasmanian can belong, contribute, achieve and succeed.

About the Policy and Action Plan

Under the Policy, the Government committed to releasing an annual progress report commencing for the 2019-20 year.

The Action Plan focuses on three priorities:

- accessible and affordable services;
- economic opportunity; and
- harmonious, respectful and inclusive island.

Under the three priorities, a number of specific outcome areas have been identified for action. The Policy and Action Plan sit under the National Settlement Framework (NSF) which is a high level structural blueprint for the three tiers of government; Australian, state and territory, and local, to work in partnership to effectively plan and deliver services that support the settlement of migrants including new arrivals in Australia.

This progress report provides a summary of key actions taken by agencies during the reporting period up to 30 June 2020. It has been compiled by the Department of Communities Tasmania (Communities Tasmania) on behalf of all Tasmanian Government agencies.



Responding to COVID-19

During the second half of 2019-20, the Tasmanian Government was called upon to respond to the threat of COVID-19 within the Tasmanian community. Agencies worked in partnership with multicultural leaders, health workers and community services to reach out to communities to share information on minimising transmission, and to assist families and individuals to access services and support.

A COVID-19 Migrant Support Network was established to support collaboration across government, alongside community organisations, service providers, and the community. By taking a collaborative approach, the Tasmanian Government has sought to make a real difference for all Tasmanians and ensure we are responding to the needs of people from culturally diverse backgrounds, who are also among our most vulnerable residents.

Tasmania has an estimated 26 000 temporary visa holders including students, fruit pickers and skilled workers such as chefs and healthcare workers. A significant number of temporary visa holders experienced hardship and/or income loss as a result of the pandemic. In recognition of this, the Tasmanian Government allocated up to \$3 million to support temporary visa holders, plus additional assistance to assist rental tenants suffering from extreme hardship.

The Tasmanian Government also recognised the need to support those experiencing poor mental health as a result of challenges associated with the pandemic. Our support recognises the special vulnerabilities of people from culturally and linguistically diverse (CALD) backgrounds and provides funding for targeted mental health support for Tasmania's migrant communities.

It is important that up-to-date information is provided to all Tasmanians. The Government has released Fact Sheets in English, Simplified Chinese, Nepali, Oromo, Dari, Farsi and Arabic. These cover topics of community gatherings, testing information, and hospital and aged care visits.

Where information has not been available in languages required by our new and emerging communities, the Government has and is continuing to arrange for additional language translations.

Meetings have been organised with community groups and leaders using interpreters and bicultural workers to ensure up-to-date information has been and continues to be distributed through settlement service providers, other multicultural services and organisations, and language service providers.

1.0 Accessible and Affordable Services

Language Services

1.1 Review the Multicultural Language Services Guidelines for Tasmanian Government agencies

Work is progressing on a review of the *Multicultural Language Services Guidelines* for Tasmanian Government Agencies, and the associated Information Sheets. The Guidelines reflect the Tasmanian Government's commitment to providing whole-of-government strategies that address language barriers.

1.2 Fund the National Accreditation Authority for Translators and Interpreters (NAATI)

NAATI sets and maintains national standards in translating and interpreting. NAATI is jointly funded on a triennial basis by the Australian Government, and state and territory Governments. The *Triennial Funding Agreement* for 2020-2023 is now in place, and provides NAATI with a degree of financial certainty to inform its planning.

1.3 Increase the number of NAATI credentialed interpreters in new and emerging languages

NAATI and the Tasmanian Government have jointly funded a scholarship program to increase the supply of credentialed interpreters in new and emerging languages. Twenty *Interpreter Training Scholarships* were awarded in 2019 to interpreters in Amharic, Arabic, Dari, Hazaragi, Nepali, Persian, Tigrinya, Punjabi, Urdu and Vietnamese. The *Interpreters Skills Online Training for NAATI Certification* was delivered by RMIT University.

1.4 Address regional challenges in interpreting

The Tasmanian Government, NAATI and language service providers are working together to address challenges in interpreting languages in regional areas. Communities Tasmania chairs the NAATI Regional Advisory Committee which meets quarterly to address supply, professional development, and regional issues in regards to the delivery of interpreting in Tasmania.





1.5 Revise and update the on-line cultural competency training package

This action will be undertaken in year two of the Action Plan.

1.6 Facilitate access to online information services

The Multicultural Access Point (MAP) website is a Tasmanian Government portal which provides a quick and easy way for migrants and former humanitarian entrants in Tasmania to find information and services. The MAP website is currently being reviewed and updated.

1.7 Provide information about interpreters on agency websites

Government agencies have introduced a range of solutions to help Tasmanians access information about interpretation services. Examples include:

- the Department of Education has a dedicated page which translates important information for families regarding their child's learning. It has been translated into the most common languages spoken by families in Tasmanian Schools. The site includes links to guidance on how to translate the website or a document, and information on the Translating and Interpreting Service (TIS). The readability of individual web pages and documents is being improved;
- Tasmania Police, State Emergency Service and Tasmania Fire Service websites each provide information on interpreter services on their contact page;
- information on accessing an interpreter is readily available on the public Department of Health's website and is tailored for accessing individual services, for example, outpatient or maternity services. The Tasmanian

Government's public-facing coronavirus website provides links for organising an interpreter for calls to the Public Health Hotline or General Practitioners (GPs), and several of the Government's COVID-19 resources on the coronavirus website have been translated into multiple languages; and

- the Department of Justice provides information on arranging an interpreter for the Magistrates Court, Supreme Court, Equal Opportunity Tasmania, Legal Aid Commission of Tasmania, and Births, Death and Marriages websites. A number of areas in the justice system provide this service free of charge, including the courts and Legal Aid Commission for its legal advice line or when attending clinic advice sessions. The Magistrates Court includes specific information in various languages relating to coronial practices.



Health and Wellbeing

1.8 Continue to provide free comprehensive health assessments for refugees and humanitarian arrivals

The Refugee and Humanitarian Arrival Clinic (RAHAC) provides a range of health care services including screening, vaccinations, and psychological health care services. These services are available free to clients from a refugee background and those who enter Australia under humanitarian grounds. Support is also provided to the various health care professionals who work with these clients.

RAHAC continues to provide timely and accessible services to refugees and humanitarian arrivals to Tasmania. For the period between April 2019 and March 2020 there were 253 client presentations to RAHAC.

While operation of the refugee arrivals screening clinic has been temporarily suspended due to border closures, throughout the COVID-19 response period, RAHAC has continued to provide a service to people from a refugee background. RAHAC has been providing both face-to-face and telephone consultations with on-site and telephone interpreters as appropriate.

1.9 Continue to assist acute and primary health services to work with culturally and linguistically diverse patients accessing care

The Multicultural Health Liaison Officer (MHLO) role exists across all major Tasmanian hospital sites. MHLO continue to provide valuable support to patients including consultation, advocacy and guidance in relation to culturally and linguistically diverse people, Aboriginal and Torres Strait Islander people, and people living with disability.

Like most face to face support services, health services have been impacted by the restrictions put in place to prevent the spread of COVID-19.

Following a decline in new referrals to the MHLO during the height of the pandemic in March and April 2020, there was a significant increase in referrals towards the middle of 2020 relating to social isolation. There has also been an increase in complex presentations to public hospitals, for example, related to people not seeking health support earlier, or resulting from housing stress and/or unemployment.

Restrictions on face-to-face consultations have also impacted hospital discharge referral pathways, with some community-based services having to pause or operate through an online platform. There have also been challenges associated with using phone interpreters for GP consults.

Community education services provided by Australian Red Cross bicultural health workers have been reduced due to distancing restrictions. This has significantly affected multicultural communities and has the potential for flow-on effects such as increased hospital presentations and subsequent referrals to MHLO.





1.10 Continue to provide strategic advice and system support through Public Health Services to improve access to services and improve the health of culturally and linguistically diverse people in Tasmania

The Department of Health continues to provide funding to the Australian Red Cross to deliver the Statewide Bicultural Health Program.

This program assists newly arrived individuals, groups and communities of CALD backgrounds (especially those from refugee backgrounds) to:

- better understand and independently access the Australian health system;
- assist in minimising the risk of harmful traditional health practices occurring; and
- provide training to health care service providers focusing on the needs of newly arrived migrants.

The Department of Health also provides Multicultural Awareness resources and training opportunities (online and face-to-face) for internal and external health and community sector employees.

To support new migrants to access health information and manage population health threats and risks associated with COVID-19, the Department of Health has established a Statewide Migrant Support Network. The network facilitates cross sector collaboration between government and key non-government agencies.

1.11 Deliver the 'Get Outside' program for culturally and linguistically diverse groups

The 'Get Outside' program is a collaboration between the Tasmania Parks and Wildlife Service (PWS) and Wildcare Inc. PWS continues to deliver a program of nature-based experiences with CALD people in the South of the State, and supports Wildcare Tasmania deliver outdoor leadership training for CALD people in the South.



In addition to this program, PWS employs bilingual Discovery Rangers, and produces multi-language publications and signage, in order to communicate with diverse visitors.



1.12 Promote the Ticket to Play sports voucher system

Ticket to Play is a sports voucher system which aims to boost participation in sport and physical activity for Tasmanians aged five to seventeen by providing vouchers to children and young people whose parent or guardian holds a Centrelink Health Care Card or Pensioner Concession Card.



Ticket to Play has been promoted through the Department of Education, Catholic and Independent Schools Tasmania, state and national sporting organisations, Libraries Tasmania, Service Tasmania, relevant community service organisations and the Local Government Association of Tasmania. Through the 2019 program period, 6 057 vouchers were issued.

The Government has committed \$1 million per annum to continue Ticket to Play for a further four years. Each eligible child will be able to receive two vouchers in 2020-21.

1.13 Work in partnership with the Doone Kennedy Hobart Aquatic Centre and Migrant Resource Centre to offer a range of aquatic programs

Many multicultural Tasmanians have very little water confidence, or have not had the opportunity to learn to swim. The Tasmanian Government funded the Doone Kennedy Hobart Aquatic Centre to work in partnership with the Migrant Resource Centre Tasmania to offer 25 six-week sessions over two years including water awareness, learn-to-swim, stroke improvement and involvement in aquatic sport. The sessions aim to improve knowledge around water safety, and build skills to participate in water based activities with confidence. Twenty programs have already been delivered.

1.14 Continue to provide leadership, support and advice to sporting and community organisations

The Tasmanian Government has continued provide leadership, support and advice to sporting and community organisations regarding multicultural training, opportunities and initiatives.



Funding of \$19 000 was provided from the 2020 Multicultural Grants Program for two sport and recreation projects:

- *Meet at the Beach*, a Surf Life Saving Tasmania program for young people from culturally and ethnically diverse backgrounds; and
- *2020 Youth Leadership Challenge* operated by the Windeward Bound Foundation. The sailing program aims to foster greater cultural awareness and understanding amongst a diverse group of young participants aged 15-18 years.



The Tasmanian Government acknowledges the impact of COVID-19 and resulting sporting competition postponements and cancellations on revenues for the organisations that support these activities.

Consistent with the Government's intention to keep Tasmanians in work where possible, and to ensure these sports can continue once the public health advice enables this to occur, the Government announced \$2 million in grants for the sport and recreation sector.

Tranche 1 of the COVID-19 Sport and Recreation Grants Program provided sporting organisations with grants of up to \$150 000

to assist with maintaining employment for six months for eligible sporting organisations facing reduced revenue streams due to the pandemic. Funding was provided to 25 organisations to assist with meeting the costs of retaining 186 paid positions within the sector between March and August 2020.

Tranche 2 of this funding will provide sport and active recreation clubs and associations with grants of up to \$3 000 to assist with hygiene and equipment purchases to comply with the relevant Return to Play plan.

1.15 Support community programs to empower young people to reach their potential

Tasmania's Police and Community Youth Clubs (PCYC) network plays an integral role in improving relationships between police and young people, and helping divert at-risk youth from anti-social or criminal behaviour.

The Tasmanian Government recognises the importance of the PCYC network and provides funding to assist with the many specialised programs provided.

For example, the Bridgewater PCYC in conjunction with Claremont College employed bicultural youth engagement officers to work with culturally and linguistically diverse young people. Driver education was identified as a barrier for this cohort of young people which resulted in driving lessons being delivered for students. Driver education was later expanded to include family members.

Due to distancing requirements all community programs were suspended, and community policing officers were allocated to frontline police duties. However, PCYCs continue to provide community support where it is possible to operate within Tasmanian Government restrictions.

Transport

1.16 Provide a range of concessions to asylum seekers and temporary refugees, including transport

Communities Tasmania administers an Asylum Seeker concession card program, in partnership with CatholicCare and the Australian Government. The Status Resolution Support Service in Tasmania extends the same concessions to people on a Bridging Visa E, as those Tasmanians holding a pensioner concession card.

1.17 Fund the Learner Driver Mentor Program

In 2019-20, the Department of State Growth (State Growth) funded 16 organisations to conduct the Learner Driver Mentor Program. Two of these organisations, Migrant Resource Centre Tasmania and Migrant Resource Centre North, catered exclusively to those people newly arrived to Australia. Additionally, the Northern Suburbs Community Centre delivered the program to a client base made up of approximately 90 per cent of new arrivals to Australia.

These organisations paused practical supervisory driving sessions in April 2020 due to COVID-19 distancing restrictions. However, it is expected that practical sessions will recommence when safe.

1.18 Assist migrants to obtain a Tasmanian Driver Licence by continuing to develop educational videos in a range of languages

The West Moonah Community House was successful in receiving a *Community Road Safety Grant* from State Growth to further develop educational videos depicting the road rules and featuring multilingual voiceovers and captions.



Part of the funds were used to support community workers to share the developed video resources with clients for whom English is a second language.

1.19 Provide services that run earlier in the morning, later in the evening and on the weekend to provide better transport choices for all passengers

As part of the Statewide review of bus services, improvements have been made to the network of services and timetabling:

- Southern region – a new network was introduced in January 2019 with additional services commencing in August 2019.
- Northern region – a new network was introduced in January 2020 with changes made on a trial basis commencing in July 2020.
- North-West region – the planned roll out of a new network in April 2020 has been deferred until January 2021 due to COVID-19.

1.20 Ensure consistency of concession types and fare methodology on all public bus services

Consistency of fare type and methodology on all public bus services will improve ease of understanding, and connectivity. A Statewide Fare Structure for public bus services is under development.



Housing

1.21 Continue to make available on-arrival properties for refugees

Housing Tasmania continues to provide on-arrival housing for humanitarian entrants, through the contracted Humanitarian Settlement Program provider in Tasmania.

1.22 Raise awareness of the services of Housing Connect

Housing Connect is a one-stop shop for intake assessment and access to housing assistance, including emergency and long-term housing. Housing Connect continues to be promoted as the single point of access to housing and homelessness services in Tasmania. The Multicultural Access Point (MAP) website links to the Housing Connect site.



Reform of the Housing Connect model is underway to more effectively respond to housing crisis and homelessness in Tasmania.

1.23 Progress implementation of Tasmania's Affordable Housing Strategy

Tasmania's Affordable Housing Strategy 2015 - 2025 is a ten-year plan to drive housing reform and investment. The Government will invest over \$200 million over eight years, including \$125 million for *Tasmania's Affordable Housing Action Plan 2019-2023* (Action Plan 2).

The Tasmanian Government is on track to achieve Action Plan 1 and 2 targets of providing 2 400 new affordable lots and homes, and assisting 3 600 households by June 2023.

Education and Training

1.24 Fund dependent children of Skilled Regional (Provisional) (subclass 489) visa holders so that they can be supported in their acquisition of English

The Department of Education continues to support the education of dependent children of 489 (now superseded by 491) visa holders. Families of 491 visa holders who enrol their children in a Tasmanian Government School receive a 50 per cent discount on their tuition fees.

In response to COVID-19, the Department of Education introduced a fee relief program for all Temporary Residents offering discounts on tuition fees. Families experiencing severe financial distress can also apply for payment terms or fee waivers.



1.25 Support language schools under the Community Languages Schools Program (Prep to Year 12)

Community Language School Grants recognise the social and economic benefits of cultural and linguistic diversity. They are provided to after-hours language schools that provide mother tongue language teaching and cultural awareness.

Grants assist with the costs of teachers, teaching consumables, educational equipment and resources, and contribute towards room hire and utilities. A per capita grant of \$230.45 (ex GST) is provided for each student enrolled. Funding is provided by school year, rather than financial year, therefore funding is given below for both years.

Schools successful for 2019

School	Amount (ex GST)
Hobart Hindi Language and Culture Community School	\$922
Tamil Language and Cultural School	\$2 535
Hobart Polish School	\$2 535
Nepali Pathasala School	\$2 765
Tasmania Chinese School	\$18 897
Hellenic Cultural Studies Centre	\$18 206
Tasmania Russian Ethnic School	\$1 383

Schools successful for 2020

School	Amount (ex GST)
Hobart Polish School	\$3 457
Tasmania Chinese School	\$16 592
Hellenic Cultural Studies Centre	\$16 133

The operation of Community Language Schools was impacted by COVID-19 restrictions in 2020.

The Department of Education's English as an Additional Language (EAL) Service provides a variety of supports to facilitate the successful participation of EAL students in schools. Strategies include: allocating EAL Teachers to schools, funding for EAL Teacher Assistants, EAL Social Workers, enrolment support, engaging interpreters, developing EAL resources and a staffed EAL library. The EAL Service works in partnership with several community agencies, including the Migrant Resource Centre. It also provides cultural awareness information and professional learning for school staff.

1.26 Support migrant students with their learning in senior High School years, and with transition into further education

Four grants were provided under the 2020 funding round of the Learning Grants program to help migrant students during high school, and during transition to year 11/12 or vocational education. Of the four grants, two are targeted at migrant students at risk of disengagement from education.

Organisation	Amount
University of Tasmania	\$25 000
University of Tasmania	\$25 000
Migrant Resource Centre (Southern Tasmania) Inc	\$25 000
Migrant Resource Centre (Southern Tasmania) Inc	\$25 000



1.27 Offer a range of programs through TasTAFE to develop English language skills

TasTAFE offers English Language courses through a variety of funding sources, for different purposes. Courses are provided for students with no English language skills through to more advanced students, and skills for education and work.

TasTAFE delivers the Adult Migrant English Program in Southern Tasmania, a language and settlement program which caters for eligible newly arrived migrants. The program offers language tuition to migrants with no English as well as those at beginner to moderate levels.

TasTAFE also offers funded language courses Statewide, and language education as part of the Statewide Skills for Education and Employment program. These programs focus on gaining work or further study, and TasTAFE works closely with the Migrant Resource Centre to provide support and pathway advice to migrant students.

During the physical closure of TasTAFE campuses during the early stages of the pandemic, all teachers developed online programs with a modified timetable. The majority of students maintained engagement through this period, and students have become proficient using a number of online tools and the online sessions have continued as part of resuming on-campus study.



1.28 Fund the Skills Tasmania Training and Work Pathways Program

The Training and Work Pathways Program funds innovative projects that address barriers to education and training. In 2020, the Training and Work Pathways Program funded five projects that identified migrants/humanitarian entrants as priority groups:

Organisation name	Projects funded
Migrant Resource Centre (North)	3
Migrant Resource Centre (Tasmania)	1
Aged & Community Services Australia	1

1.29 Work with industries and employers to establish practical initiatives to assist humanitarian entrants to overcome barriers to employment

The Tasmanian Employment Networking Service (TENS) pilot assisted skilled tradespeople and those in related careers to find employment by building their professional networks. TENS received referrals from settlement services providers to support humanitarian entrants with employability skills coaching as well as linking them with employers.

1.30 Provide State Government subsidised training for all holders of temporary humanitarian visas

Holders of temporary humanitarian visas (Temporary Protection visa subclass 785 and Safe Haven Enterprise visa subclass 790) are eligible for Tasmanian Government subsidised training.

1.31 Support community and local government initiatives to welcome and integrate international students into local community life

State Growth delivered the *Enhance Student Experience Grant* round for 2019-20, which funded seven community organisations to promote positive experiences and community connection for international students in Tasmania. A number of these programs included content to assist students experiencing hardship during COVID-19.

In 2019-20, Government Education and Training International:

- provided discounted school fees for temporary residents for terms two and three; and
- undertook regular information sharing with temporary resident families who have children in Tasmanian Government schools, to inform them about useful support services they may access across government.



1.32 Foster opportunities for outbound mobility and international engagement for Tasmanian students and teachers

Due to the pandemic, both outbound and inbound activities were affected by travel restrictions. Prior to COVID-19, the Department of Education coordinated large multi-school study

tour programs with Taiwan, Japan and Brazil, which placed groups of international students across 17 schools in the North-West, North and South of Tasmania.

The Department of Education's *International Education Strategic Direction (2019 – 2021)* outlines the system priorities aimed at ensuring learners have the understanding, skills and disposition to live, work and thrive in a harmonious multicultural society. Two priorities are to address inequity in opportunities for learners to build global competencies through targeted programs, and to work toward a stronger and more coordinated alignment of agency effort to provide intercultural learning opportunities for students and teachers.

1.33 Work with the Multicultural Consultative Reference Group to identify gaps and opportunities to support people of diverse cultural and linguistic background to access services

The Multicultural Consultative Reference Group provides input into key issues that require further work to enhance service access. Supported by Communities Tasmania, the Reference Group comprises members from the settlement and multicultural sectors, the University of Tasmania and relevant Tasmanian and Australian Government agencies.

As part of the Reference Group's work to support people of diverse cultural and linguistic background, State Growth is facilitating a subgroup on overseas qualification recognition and skills utilisation.

The COVID-19 Migrant Support Network includes many members of the Multicultural Consultative Reference Group, and aims to ensure that people of diverse cultural and linguistic backgrounds have access to the information and services they need during the pandemic.



2.0 Economic Opportunity

Employment

2.1 Support workforce participation of people with cultural and linguistically diverse backgrounds and reduce barriers to employment by developing appropriate training, resources and other tools

The Department of Premier and Cabinet is developing tools and resources to promote more inclusive employment practices across the Tasmanian Government.



2.2 Promote Agency workforce diversity data and equity strategies being incorporated into senior leaders' performance conversations

This initiative will be progressed in future years.

2.3 Work nationally and at State level to improve the Australian system for the recognition of overseas qualifications

Ongoing interaction is occurring between Tasmanian Government agencies and sector representatives, including through meetings of the Tasmanian Settlement Outcome Group, to progress recognition of overseas qualifications.

The Office of Tasmanian Assessment, Standards and Certification (TASC) is an independent statutory office responsible for developing standards, accrediting courses and certifying student achievement. The TASC website has been updated to make information more accessible to stakeholders.

2.4 Develop a training module for selection panels on recruiting for diversity and addressing biases

A training module for selection panels was being progressed by the Tasmanian Training Consortium (TTC) in 2019-20, however the TTC ceased operating during the COVID-19 response.

DPAC will develop a forum for the Senior Executive Service on Understanding and Addressing Bias. Planning for the forum will be considered in the context of COVID-safe work planning.

2.5 Deliver the Tasmanian Employer of Choice Awards

The Employer of Choice awards recognise Tasmania's best practitioners in creating a work culture that values diversity and attracts, retains and develops a diverse workforce.

The 2020 Employer of Choice Awards have been postponed to 2021.

2.6 Provide assistance to people seeking employment in key fields by connecting them with relevant industry and business contacts

The TENS pilot project was to assist people seeking employment in construction, engineering, information and communication technology, health and hospitality related fields by connecting them with relevant industry and business contacts. The TENS pilot was not an employment initiative, but aimed to help people find employment by expanding their professional networks. The TENS pilot was finalised on 30 June 2020.

A significant proportion of TENS participants were from CALD backgrounds. 2019-20 registrations for the TENS Program are outlined below.

Industry category	Registrations
Construction	35
Health	92
Information and Communications Technology	133
Hospitality	59
Engineering	181
Trades	18
Other categories	169

Restrictions imposed as part of measures to manage the pandemic limited the delivery of TENS between April and June 2020.

2.7 Review State Growth Advice to Applicants to make sure it is accessible and easily understood by culturally and linguistically diverse people applying for work

The review of State Growth's Advice to Applicants document was completed and promoted in July 2020. In tandem with the review, State Growth introduced a new short form applications process for prospective employees, which better supports culturally and linguistically diverse people to apply for vacancies by providing a simpler process.

2.8 Promote State Service graduate programs to people from culturally and linguistically diverse backgrounds

There has been measured promotion for the 2020 State Growth graduate program, which has expanded to include promotion of school-based traineeships.





2.9 Target work placement and work experience opportunities towards people from culturally and linguistically diverse backgrounds

The Diversity, Equity and Inclusion Project Manager has been appointed within State Growth. Activity has commenced to target work placement opportunities, however progress has been limited due to COVID-19 impacts. State Growth is looking to increase and strengthen relationships with community groups in 2021.

2.10 Support initiatives that promote international students gaining work experiences in Tasmanian businesses

State Growth contributed funding for the delivery of the University of Tasmania I-PREP Program, incorporating employability workshops and a total of 46 internships completed across 18 organisations in a broad range of industry sectors. The I-PREP Program is designed to help international students and humanitarian entrant visa students gain a broader understanding of Australian workplace culture.



State Growth engaged Navitas to make employability workshops available to all international students in Tasmania, with a total of ten workshops delivered to over 383 students between July 2019 and May 2020.

2.11 Work with employers, as well temporary and permanent refugees, to meet labour shortages in growth areas of the Tasmanian economy

Funding was provided to CatholicCare Tasmania to deliver Safe Haven Hub services to asylum seekers, and migrants having difficulty in obtaining work. The Safe Haven Hub has begun operating remotely due to distancing requirements.

Between July 2016 and June 2020, the Safe Haven Hub provided support to 1 010 individual clients from 40 different countries, speaking 37 different languages. Since July 2016, the Hub has facilitated 806 employment outcomes and 760 education and training outcomes including voluntary placements and work experience placements.

2.12 Support initiatives to increase employment for people from culturally and linguistically diverse backgrounds through increasing work experience opportunities

In 2019 and 2020, Communities Tasmania funded TasTAFE to provide the Workwise program aimed at providing migrant students who have low levels of English proficiency with access to Australian work experience. Funding was also provided to the Australian Red Cross to support the Mentoring4Migrants program.

Entrepreneurial Opportunities

2.13 Increase small business support and mentoring to support migrants to establish and grow their own small business

Business advice and support is available from State Growth's Enterprise Centres Tasmania program. Support can also be accessed via Business Tasmania.

2.14 Provide no-interest micro-business loans to migrants on low incomes to start or grow their Business

State Growth continues to fund the No Interest Loans Scheme (NILS) Network Tasmania to administer NILS to provide microbusiness loans of up to \$3 000. The delivery of this program is in partnership with State Growth's Enterprise Centres Tasmania program to ensure new business owners get the best advice when starting or growing their business.

2.15 Work with the Australian Government to attract successful business investors to establish new or develop existing business in Tasmania

The Australian Government's Business Innovation and Investment Program is accessed via

nomination by a state or territory government. In Tasmania, State Growth nominated 25 business migrants in 2019-20 under this program.

2.16 Provide grants to community organisations to start and grow enterprises to support migrants who face barriers to entering the labour market

The *Multicultural Grants Program Guidelines* encourage applications from organisations aimed at establishing or growing migrant-led social enterprises. The 2020 funding round will support a Moonah Multicultural Bazaar project.

2.17 Proactively engage on how to facilitate economic opportunities for people from culturally and linguistically diverse backgrounds

A working sub-group of the Tasmanian Settlement Outcomes Group and the Multicultural Consultative Reference Groups has commenced work on recognition of overseas qualifications.





3.0 Harmonious, Inclusive and Respectful Island

Integration – Inclusive and welcoming communities

3.1 Support the Federation of Ethnic Communities' Councils of Australia (FECCA) to host its 2019 National Biennial Conference in Hobart

The National FECCA Conference aims to promote shared learning on key multicultural issues. The 2018-19 State Budget provided \$50 000 for the Multicultural Council of Tasmania (MCOT) to co-host the biennial FECCA Conference in Hobart on 9-11 October 2019.

More than 550 people attended the conference. The program consisted of 35 key speakers in plenary sessions, and over 105 speakers overall across four concurrent sessions. The subject matter was wide-ranging and included language proficiency, multiculturalism, intergenerational issues, racism, as well as a range of settlement matters.

3.2 Provide a Multicultural Grants Program

The Multicultural Grants Program builds the capacity of organisations to deliver positive multicultural outcomes for the community, and foster greater cross-cultural understanding. It is aimed at assisting migrants to settle and feel welcome in Tasmania. The Tasmanian Government allocated \$100 000 for the 2020 Multicultural Grants Program which awarded 18 grants.

Organisation name	Amount
Australian Red Cross	\$9 000
CatholicCare Tasmania	\$9 000
City Baptist Inc (auspicing for Hazara Association)	\$3 000
Family Planning Tasmania	\$9 000
Huon Valley Council	\$2 800
Klub Kollywood	\$7 500
Launceston PCYC	\$2 400
MCOT (auspicing for Golden Chinese Friendship Club)	\$3 000
Nepali Society of Northern Tasmania	\$8 000
Ohlala & Co	\$2 800
Surf Life Saving Tasmania	\$10 000
Tas Event Inc	\$3 500
Tasmanian Centre for Global Learning (trading as A Fairer World)	\$7 500
TEMPH Inc	\$2 000
Thai Association of Tasmania Inc	\$5 000
The Greek Orthodox Church and Benevolent Society of St George (Hobart)	\$3 000
The Welcome Dinner Project	\$3 500
Windeward Bound Foundation Ltd	\$9 000

3.3 Support the Multicultural Council of Tasmania (MCOT) to promote a culturally and linguistically diverse and harmonious Tasmania that is just, fair and inclusive

Communities Tasmania provided indexed peak body funding to MCOT to support the organisation to represent the interests of multicultural communities in Tasmania. During the pandemic Communities Tasmania has worked with MCOT to ensure that information reaches ethnic communities around Tasmania. MCOT received \$50 000 to provide direct emergency relief and assistance to temporary visa holders, and for ethnic organisations to support their community members to respond to COVID-19.

3.4 Support Harmony Week and a range of Multicultural Festivals and Events that celebrate Tasmania's diversity

Communities Tasmania funded MCOT to coordinate a Statewide program of events to celebrate Harmony Week in Tasmania. A number of planned festivals could not occur in 2020 due to COVID-19 distancing requirements.



3.5 Work with Local Government to create welcoming communities for new arrivals

Communities Tasmania funds MCOT to provide the Welcoming Cities and Communities program. The program encourages local government to sign up to the Welcoming Cities Network, and to

work individually with councils on strategies to attract and retain new migrants.

3.6 Facilitate access to accessible and affordable meeting spaces for multicultural communities

Communities Tasmania funds the Glenorchy City Council to support operation of the Moonah Multicultural Hub. The Hub is well utilised by many community groups.



3.7 Review the Community Use of Facilities Policy to maximise opportunities for use of Department of Education facilities by community groups

The Tasmanian Government is currently undertaking a review of the Community Use of Facilities policy and guidelines. A communication strategy is also under development. It is expected the review and strategy will be launched in year two of the Action Plan.

3.8 Work with the Australian Government to facilitate migration opportunities for Tasmania

Migration Tasmania in State Growth continues to engage with the Australian Government to promote Tasmanian interests within business and skilled migration programs. This includes working with regional officers within the Department of Home Affairs to support the needs of migrants and businesses, including additional needs arising from COVID-19.



3.9 Encourage and facilitate overseas and interstate migration to Tasmania and encourage Tasmanians living elsewhere to resettle in Tasmania

In 2019-20, over 26 articles comprising stories of professionals and businesses, community events and job opportunities were featured on the makeittasmania.com.au website and were supported by targeted paid social media promotion on Facebook. The website is the Tasmanian Government's portal for information on Tasmanian experiences. It can be automatically translated into a range of languages, using a drop-down national flag menu.

3.10 Build and promote Tasmania's liveability and foster a culture which is vibrant, inclusive, respectful and supportive

The Community Participation and Appeals Fund aims to encourage participation in community and cultural events, and to facilitate the Tasmanian Government's contribution to raising funds for worthy community appeals. Funded organisations in 2020 are listed below:

Organisation name	Amount
Greek Estia Festival	\$13 000
Festa Italia	\$8 500
Chinese New Year	\$5 000
Moonah Taste of the World	\$10 000

The Tasmanian Government's Multicultural Grants program (discussed at Action 3.1) provides grants of up to \$10 000 for projects that showcase the vibrancy of multiculturalism through festivals and/or events that encourage the participation from the whole community.



3.11 Ensure family and skilled migrants are provided with information and support on arrival in Tasmania

In addition to continuing its engagement with the Australian Government to promote the interests of Tasmania within business and skilled migration programs, which includes working with regional Department of Home Affairs staff to support the needs of migrants and businesses, Migration Tasmania delivered three welcome sessions to skilled migrants nominated under the Skilled Migration Program. This included a Statewide webinar.

Communities Tasmania also provided funding to Migrant Resource Centres in Hobart and Launceston to provide a Welcome to Tasmania: Information and Referral Service for new migrants to assist in settlement.

3.12 Support Tasmanian businesses to attract and retain skilled migrants to fill skill shortages through the State Nomination Program

The State Nomination Program provides an avenue for skilled migrants to be nominated by state or territory governments to apply for an Australian visa.

In 2019-20, the Tasmanian Government nominated 2 914 prospective skilled migrants. Tasmanian businesses also secured 56 prospective overseas skilled workers to meet business demands under the Regional Sponsored Migration Scheme.

The Temporary Visa Holder Skilled Employee Assistance Program was delivered to help skilled temporary visa holders maintain a connection with their employers during the pandemic. Payments of \$2 000 were provided to 349 successful applicants.

3.13 Implement the Tasmanian Global Education Strategy to grow Tasmania's international education sector, and attract interstate and international students to Tasmania

Government Education and Training International continues to promote Tasmania as a study destination to international students. In 2019-20 more than 800 international students from over 40 countries studied at TasTAFE and in Tasmanian Government Schools.



Study Tasmania has continued to work with government partners through the Study in Australia partnership, and international education providers, to promote Tasmania as a study destination to international students through a range of promotional activities both domestically and overseas. Activities included agent familiarisation tours, onshore, offshore and online

promotional activities, and showcases and events across a broad range of international markets. More recently, promotional activities have been affected by COVID-19.

3.14 Leverage existing work to ensure Tasmania continues to stand out from the crowd and compete in the global market place

Brand Tasmania was established as a statutory authority on 29 March 2019, and since that time has been delivering resources and tools for Tasmanians through its tasmanian.com.au platform and through its partners' work.

3.15 Ensure that the Tasmanian brand is collectively owned and promoted

Despite the challenges and restrictions caused by the pandemic, Brand Tasmania's work in 2019-20 has focused on ongoing engagement across the Tasmanian community. In its storytelling activities and broader strategies, Brand Tasmania listens to, reflects, and uplifts Tasmanians from all communities. Members of Tasmania's diverse multicultural community are a part of our State's brand.

3.16 Support family reunion for humanitarian entrants

Communities Tasmania provided funding to the Migrant Resource Centres in Southern and Northern Tasmania to support family reunion in Tasmania.

3.17 Support the settlement of migrants and new arrivals in Australia, under the National Settlement Framework

The Tasmanian Government is working in partnership with all levels of government to plan and deliver services to support migrants and new arrivals by participating in National Settlement Planning through the Senior Officials Settlement Outcomes Group.

Rejection and Discrimination

3.18 Provide outreach clinics to increase awareness of discrimination law and assist the public to make complaints and report discriminatory behaviours and related offensive conduct

Equal Opportunity Tasmania (EOT) is continuing to provide outreach services in partnership with the Migrant Resource Centre, however face-to-face outreach has ceased due to COVID-19. EOT is working to re-establish face-to-face services with the Migrant Resource Centre and other community services in the near future.



3.19 Provide training and deliver workplace and community education to promote non-discriminatory practices and increase awareness of rights and responsibilities under discrimination law

EOT has established a Collective Conversation Group with multicultural communities to build new relationships with key stakeholders, hear and understand the issues community members are experiencing, and increase awareness of EOT's functions in combatting discrimination.

3.20 Develop new training modules on discrimination law suitable for delivery to newly arrived refugees and culturally and linguistically diverse students studying at TAFE and University

EOT provides tailored training and education programs to CALD students through TasTAFE and the University of Tasmania on a yearly basis. A recent presentation was provided to university CALD students on combating racism in the community.

3.21 Promote the availability of other language versions of Equal Opportunity Tasmania website

EOT provides a translation converter on its website that changes text from English to a chosen language. This service enables non-English speakers to access information regarding discrimination law and complaints processes in their language of choice. Translation of information on the EOT website will be refined when the website is redesigned, a project proposed for 2020-21.

3.22 Provide translated basic information about Tasmanian anti-discrimination law and how to make a complaint into the most commonly used local languages

Basic information about Tasmanian anti-discrimination law is provided in a variety of ways, including in audio format to assist those who may have poor written language skills. Examples include:

- a multilingual poster for distribution to service providers to help clients contact EOT through an interpreter;
- audio recordings in five languages available through the Migrant Resource Centre and EOT websites; and
- an easy read brochure on discrimination available on the EOT website.

3.23 Work with government and non government partners to increase awareness of the availability of making discrimination complaints and reports

The Anti-Discrimination Commissioner will continue to develop relationships with key government and non-government organisations, local government and the business sector through regular participation in external networking groups, community consultation, committees and various discussions and meetings. This engagement helps to increase awareness of discrimination complaints, and reports of racism and offensive conduct.

3.24 Provide cultural awareness training for staff, and refresh their knowledge of how to use translation services

EOT staff are familiar with using translation services and have participated in cultural awareness training through the Migrant Resource Centre.

3.25 Continue to promote “Racism. It Stops with Me”

This initiative had promoted the Australian Government campaign: *Racism. It Stops with Me* by encouraging organisations to become signatories, and by coordinating forums to enable Tasmanian signatories to share experiences and engage in joint efforts to address racism in Tasmania.

While this campaign is no longer running, the *Racism. It Stops with Me* course is still being offered to organisations through the EOT training program. This course provides people with a greater understanding of subtle, covert and casual racism and how to challenge it safely.

The new campaign will be a collaboration of relevant stakeholders and will focus on anti-racism in the Tasmanian context.





Safety and Justice

3.26 Support Tasmanians to be safe and secure in their own homes and communities

On 1 July 2019, Government launched the new *Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence 2019 – 2022*. Safe Homes, Families, Communities invests \$26 million over three years for 40 actions to prevent and respond to family and sexual violence in Tasmania across three priority areas:

1. primary prevention and early intervention;
2. response and recovery; and
3. service system enhancement.

On 16 June 2020, the Tasmanian Government launched the new family and sexual violence website safefromviolence.tas.gov.au, which provides clear and targeted information, online resources and links about family and sexual violence for a range of people including victim-survivors, perpetrators, family and friends, service providers and the broader community. Implementation of this action was brought forward in response to the pandemic.

In July 2020, a series of family violence fact sheets in five community languages (Arabic, Karen, Nepali, Oromo and Tigrinya) were uploaded to the Safe from Violence website.



3.27 Administer funding to the legal assistance sector to ensure the provision of legal assistance to vulnerable Tasmanians

Funding was provided to the Tasmanian Refugee Legal Service to assist people of refugee background, people seeking asylum and humanitarian entrants with all aspects of migration law.

The Tasmanian Government continues to ensure that legal assistance services are planned and focussed on national priority client groups, including people who are culturally and linguistically diverse.

3.28 Work with communities through multicultural liaison officers to build community relations

The Department of Police, Fire and Emergency Management (DPFEM) is undertaking a review of community engagement, and the role of Multicultural Liaison Officers is part of this evaluation.

Tasmania Police contacts are made available to the multicultural community, including the Migrant Resource Centre and MCOT.

3.29 Promote respect for the diverse religious, racial, cultural and gender background in our community to promote a harmonious community

DPFEM promotes diversity in safety and justice in a number of ways.

Tasmania Police recognises that modern policing in a culturally diverse society requires police officers who reflect the gender, cultural, linguistic and regional diversity of the community.

Tasmania Police aims to attract and retain staff from CALD and other diverse backgrounds. Actions have included an online campaign, and support to CALD applicants throughout the recruitment process. There has been an increase in CALD applications over the last 18 months, and the number of CALD representatives on recruit courses has increased.



Police officers are required to attend mandatory training courses at determined promotion points. All promotion courses include a presentation and facilitated discussion around diversity and inclusion.

The Tasmania Fire Service works with the Migrant Resource Centre and other migrant support services to develop fire safety resources for CALD communities. The Tasmania Fire Service is redeveloping the Visual Guide to Home Fire Safety in consultation with the Migrant Resource Centre.

A Multicultural Emergency Services Providers Strategic Working Group has been established comprising DPFEM, Ambulance Tasmania and stakeholders from the multicultural community to:

- provide advice on multicultural issues relating to emergency management;
- recommend tasks relating to multicultural issues in emergency management which will assist in providing a safe and supportive environment for all members of the Tasmanian community, including emergency staff; and
- assist with specific tasks in relation to multicultural issues in emergency management.

3.30 Work with the Multicultural Consultative Reference Group (MCRG) to promote respect and inclusion of people from culturally and linguistically diverse background

Members of the Multicultural Consultative Reference Group meet regularly through the Migrant Support Network, which has been established to address COVID-19 issues affecting the multicultural community. Through this Network the Government has maintained active engagement with multicultural communities in responding to the pandemic. Communities Tasmania liaises frequently with Reference Group members in relation to social inclusion and cohesion issues.



Glossary

CALD – culturally and linguistically diverse.

EAL – English as an Additional Language.

EOT – Equal Opportunity Tasmania.

FECCA – Federation of Ethnic Communities' Councils of Australia. The national peak body representing Australians from culturally and linguistically diverse backgrounds.

MAP – Multicultural Access Point. A Tasmanian Government website providing information and links for migrants and former humanitarian entrants in Tasmania.

MCRG – Multicultural Consultative Reference Group. Supported by Communities Tasmania, this group comprises members from government, settlement and multicultural sectors and the University of Tasmania. Its role is to advise the Tasmanian Government on multicultural issues.

MCOT – Multicultural Council of Tasmania. A community based, membership driven organisation that empowers people from diverse and multicultural backgrounds.

MHLO – Multicultural Health Liaison Officer, employed by the Department of Health.

NAATI – National Accreditation Authority for Translators and Interpreters. The national standards and certifying authority for translators and interpreters in Australia. Jointly owned not-for-profit.

NILS – No Income Loans Scheme.

NSF – National Settlement Framework. A blueprint for the three tiers of Australian government to work in partnership to plan and deliver services to support the settlement of migrants and new arrivals in Australia.

PCYC – Police and Community Youth Club. These are not-for-profit, youth-based, community organisations. The mission of PCYCs is to provide low cost, positive, sporting, recreational, social and cultural programs in a safe environment primarily for at risk youth.

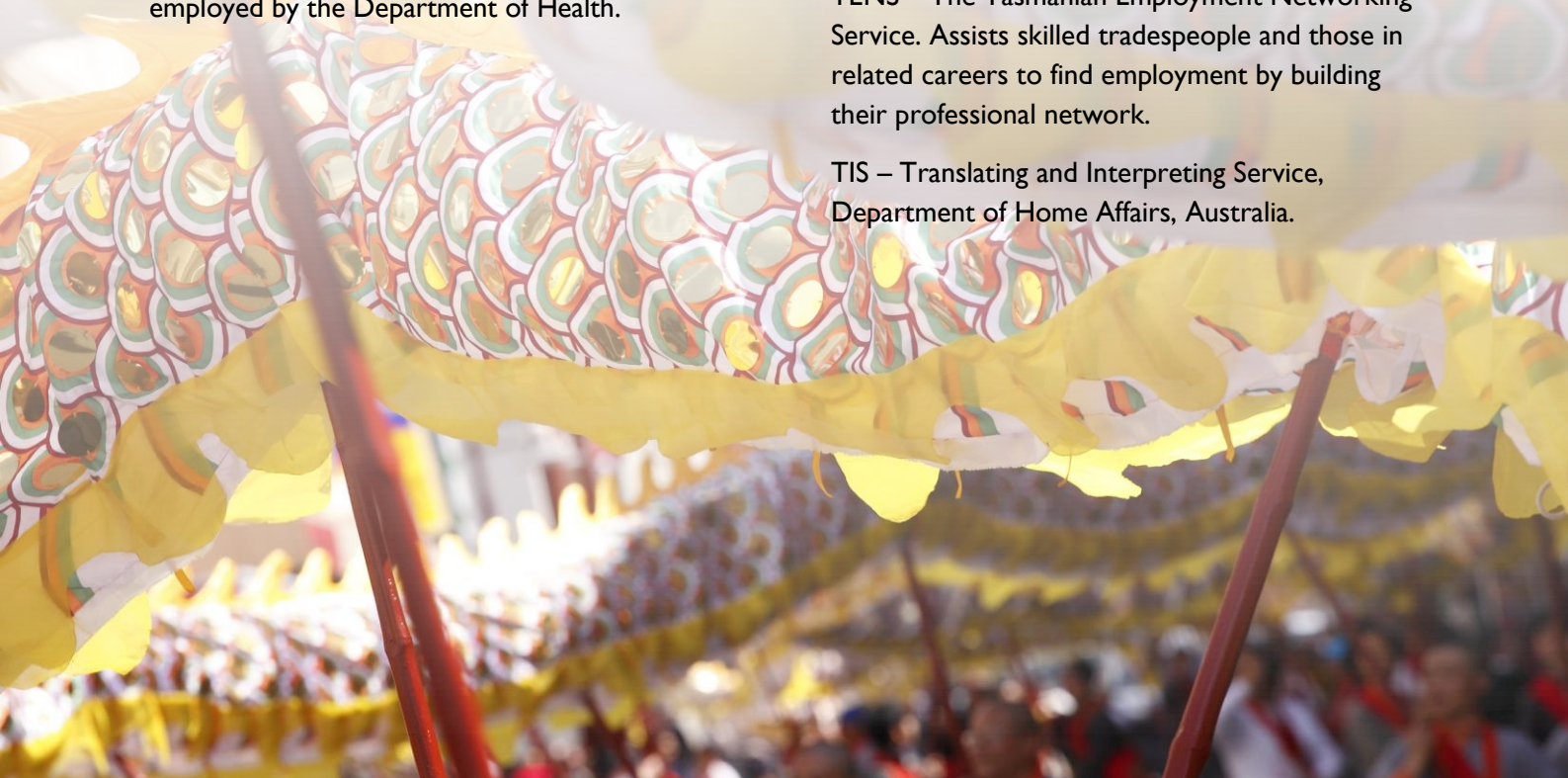
PWS – Parks and Wildlife Service, Department of Primary Industries, Parks, Water and Environment, Tasmania.

RAHAC – The Refugee and Humanitarian Arrival Clinic, operated by the Tasmanian Health Service, Tasmania.

TASC – the Office of Tasmanian Assessment, Standards and Certification.

TENS – The Tasmanian Employment Networking Service. Assists skilled tradespeople and those in related careers to find employment by building their professional network.

TIS – Translating and Interpreting Service, Department of Home Affairs, Australia.





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