

Our Multicultural Island: Tasmania's Multicultural Action Plan

2020-21 Progress Report



The palawa people were the first cultures in lutruwita (Tasmania). We acknowledge the Tasmanian Aboriginal people as the original and ongoing custodians of the lands and waters of lutriwita.



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Introduction

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

Tasmania's Multicultural Policy establishes a set of principles and values that we want to bring to life in the Tasmanian community.

It is supported by an Action Plan that focuses on three priorities: These are:

- 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 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 governments), 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 Tasmanian Government agencies during the 2020-21 reporting period.

It also covers actions which have been taken by Tasmanian Government agencies to adapt and improve services for migrants and multicultural communities in response to the COVID-19 pandemic.

Responding to COVID-19

Since early in 2020, along with other states and territories, we have been called to jointly respond to the COVID-19 pandemic.

Our multicultural leaders, health workers, and community services have been reaching out to communities to share information on minimising transmission, and more recently, to ensure that communications about the COVID-19 Vaccination Program are reaching our migrant and multicultural communities.

A Multicultural COVID-19 Network was established in March 2020 to support collaboration across Governments, community organisations, service providers, and the community. The Network has met regularly since establishment and is an important conduit between the Tasmanian Government and migrant and multicultural communities in Tasmania.

The Government has recognised there are a significant number of temporary visa holders in Tasmania who have lost their jobs due to the restrictions in place in response to COVID-19. A significant number of these people have experienced hardship and income loss as a result of COVID-19.

In 2019-20 and 2020-21, the Tasmanian Government allocated up to \$3 million to support temporary visa holders, as well as additional assistance to assist tenants suffering from extreme hardship.

The Tasmanian Government continues to recognise and respond to the needs of our migrants and multicultural communities during the COVID-19 pandemic and recovery period.



1.0 Accessible and Affordable Services

Language Services

1.1 Review the Multicultural Language Services Guidelines for Tasmanian Government agencies

The *Multicultural Languages Services Guidelines for Tasmanian Government agencies* have been reviewed and updated. 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. A Triennial Funding Agreement for 2020-2023 is in place and provides NAATI with a degree of financial certainty to inform its planning. In 2021, the NAATI Constitution was reviewed to ensure best governance arrangements are in place.

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 NAATI credentialed interpreters in new and emerging languages. In 2020 there were two scholarship rounds. Scholarships were awarded to interpreters and bilingual workers in Amharic, Burmese, Cantonese, Dari, Indonesian, Japanese, Nepali, Oromo, Spanish, Tigrinya, Urdu and Vietnamese. 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 interpreting in Tasmania.

1.5 Revise and update the online cultural competency training package

Work has commenced on reviewing and updating the online cross-cultural competency training program for Tasmanian Government Agencies.

1.6 Facilitate access to online information services

The [Multicultural Access Point \(MAP\) website](#) is a quick and easy way to find information and services for migrants and former humanitarian entrants in Tasmania, including information on interpreting services, housing and accommodation, health, community, education, managing money, transport and settlement support. The MAP website is regularly updated.

1.7 Provide information about interpreters on agency websites

Tasmanian Government agencies have introduced a range of solutions to assist Tasmanians to access information about interpreter services.

Information about migrant services and resources can be found on the [Migration Tasmania](#) website.

The Department of State Growth has established that there is a need to develop website content as there is limited information currently available. The Department's Web Services are working with Communications to develop this information and place links from the existing sites.

Web Services has done some initial research into the best way to promote this content, and this

work will be completed during 2021. Web Services is also in the process of migrating all websites to a new version of Squiz Matrix which will assist the Department to provide multilingual choices to their websites. This work will be completed across all sites by December 2021.

Information on accessing an interpreter is readily available on the Department of Health website and Tasmanian Health Service (THS) Outpatient Clinics website. Information is tailored towards access to individual services (for example, maternity services, aged care, Northern Cancer Service and outpatients).

The THS State-wide Interpreter Booking Service intranet page provides staff with information on how to access interpreters, including for telephone and out-of-hours interpreting through the current contracted suppliers. This page has been recently updated to include additional resources to assist staff who are working with culturally and linguistically diverse patients.

A THS public-facing Interpreter Services internet page has been developed to assist patients external to the organisation in accessing an interpreter.

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 wide range of health care services including screening, vaccinations, and psychological health care services to clients from a refugee background and those who enter Australia on humanitarian grounds. Support is also provided to the various health care professionals who work with these clients.

The RAHAC continues to provide timely and accessible services to refugees and humanitarian arrivals to Tasmania, with clinics run twice monthly for those needing ongoing care, those who have been referred by their GP, or who have presented at emergency departments and need support.

The RAHAC continues to offer dedicated monthly HIV, paediatric and tuberculosis clinics.

Impact of COVID-19

The screening and assessment process changes that commenced in March 2020 affected both existing and new referrals to the clinic. Telephone consultations using interpreter services were arranged for follow up of results and to provide continuity of care for patients. The reduced services presented difficulties in providing specialist referrals for patients.

The RAHAC will recommence health screening once border restrictions affecting humanitarian arrivals in Australia are lifted. Plans are in place to rapidly reconvene screening services.

As education and training opportunities within the system have also been affected, including junior medical staff rotations within the service and placement of GP registrars, the RAHAC will also need to rebuild the capacity of the broader



health system to understand and address the unique health needs of refugees in Tasmania.

The RAHAC and Multicultural Health Liaison Services have experienced greater demand for support to identify and access GP services in Southern Tasmania during the pandemic and following the closure of AllRound Health's Refugee Clinic in December 2020.

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 hospital sites. The MHLO continues to provide valuable support to patients and their families including consultation, advocacy, information and guidance in relation to relevant referral and access points for support in the multicultural sector.

Impact of COVID-19

During the peak of COVID-19 there was a reduction in new referrals to the MHLO. From June 2020, there was a significant increase in referrals for the MHLO service related to social isolation, financial hardship (unemployment), housing stress, emotional distress and an increase in complex presentations to public hospitals.

Until around July 2020, the MHLO experienced difficulties with referring to organisations in the multicultural sector as many were unable to offer face-to-face consultations. Face-to-face consultations and group-based activities have now resumed for most services.

The MHLO currently provides support to inpatients and outpatients, and many of the referral pathways affected by COVID-19 have returned to normal.

Prior to COVID-19, the MHLO was able to provide visa advocacy support for families overseas who wanted to travel to Australia to provide assistance to new parents or critically ill

family members, but border closures have impacted on this support.

The COVID-19 response has also complicated the repatriation process for patients who are not able to access necessary medical treatments in Australia (i.e. transplants) under their private health cover.

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 purpose of this program is to assist newly arrived individuals, groups and communities of culturally and linguistically diverse backgrounds (especially those from refugee backgrounds) to better understand and independently access the Australian health system and assist in minimising the risk of harmful traditional health practices occurring. The program also provides training to health care service providers on the needs of new arrivals.

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

Impact of COVID-19

At the beginning of the COVID-19 pandemic, the Department of Health worked in partnership with the Australian Red Cross Bi-Cultural Health Program to provide key media briefing messages for rapid translation, recording and dissemination to communities across Tasmania in 12 languages.

In late March 2020, the Department formed the Migrant Support Network (the Network) to support new migrants to access health information and manage population health threats and risks associated with COVID-19.

The Network comprises Tasmanian Health Services and Public Health Services staff and representatives from the Australian Government Department of Home Affairs (Tasmanian office) and Department of Social Services, as well as the

State Control Centre for the COVID-19 pandemic. The Network aims to facilitate rapid information exchange across the sector and ensure collaborative, up to date, and effective work; in terms of both the prevention of transmission and responding to the needs of multicultural communities.

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

Get Outside with Community Leadership Camps (each 3 days duration) were delivered at Maria Island National Park (NP) in Oct 2020, with 18 participants) and Ben Lomond NP in Jan 2021 with 15 participants. The programs were modified to meet COVID-19 safety requirements.

A number of one-day events were cancelled at the height of COVID-19 restrictions. Events that were able to be delivered with COVID-19 modifications included Get Outside with the Women's Friendship Group (North) events at Narawntapu NP in Jan 2021 and Tamar Island in Feb 2021. A Get Outside with Community (South) Bollywood dance day was also held at Mount Field NP in March 2021.

Planning for the 2021-22 program was also undertaken during this reporting period.

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 17 by providing vouchers to children and young people whose parent or guardian holds a Centrelink Health Care Card or Pensioner Concession Card.

In 2020-21 Ticket to Play was amended to run over a financial rather than calendar year and extended to include Tasmanians aged five to 18 who holds or whose parent or guardian holds a Centrelink Health Care Card or Pensioner Concession Card or who is in Out of Home Care.

Ticket to Play was promoted through the Department of Communities Tasmania, Communities Sport and Recreation (CSR) communication channels, to the education sector (Government, Catholic and Independent), to Local Government, through the Neighbourhood House network, the Multicultural Council of Tasmania and other multicultural and community service providers.

Under the 2020-21 Ticket to Play program, participants who speak a language other than English at home made up five per cent of total applicants (370 participants).

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

Following the successful Multicultural Swimming Program, City of Hobart has been granted a one-off funding allocation to implement an Adult/Multicultural Swimming Program (the Program) between January 2021 and June 2022.

The Program provides aquatic education to a broader range of skill levels and community members, including the multicultural community.

A total of 60 programs will be delivered for a minimum of 240 participants over the funding period. Following a delayed program launch due to COVID-19, the program commenced, with a progress report is due on 31 July 2021.

1.14 Continue to provide leadership, support and advice to sporting and community organisations regarding multicultural training, opportunities and initiatives

CSR works with state, regional and local sporting organisations and multicultural community organisations to improve sport and recreation participation opportunities.

Surf Life Saving Tasmania received funding through CSR's 2020 Multicultural Grants



Program to implement an aquatic education program for multicultural youth – ‘Meet the Beach’.

Under the 2020 Multicultural Grants Program, Windward Bound Foundation received funding to implement their ‘Youth Leadership Challenge 2020’ project.

CSR administers funding to AFL Tasmania and Cricket Tasmania and requires the organisations to support and provide opportunities to increase participation for multicultural Tasmanians.

The Hobart Hurricanes have formed a partnership with the Intercultural Sports League to create the Hurricanes Champion League to help meet the multicultural community’s growing demand to play cricket.

Since 2017, Football Tasmania has allocated funding to a scholarship program to provide support for registration fees for clients of the Migrant Resource Centre Tasmania Youth Groups.

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 officers 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.

Support for PCYC is ongoing, with police officers assigned to specific duties within PCYC to support community programs.

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. The program is delivered in partnership with CatholicCare Tasmania, which is the service provider contracted by the Australian Government Department of Home Affairs to provide the Status Resolution Support Service in Tasmania. The program 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 2020-21 State Growth continued to fund 16 organisations to conduct the Learner Driver Mentor Program. Two of these organisations catered exclusively to those newly arrived in Australia; the Migrant Resource Centre North and South, whilst the Northern Suburbs Community Centre caters for approximately 90 per cent of those newly arriving to Australia. These three programs alone deliver approximately 300 on-road supervisory driving hours to learner drivers who are gaining driving experience on Tasmanian roads.

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 consecutive Community Road Safety Grants to develop educational videos depicting the road rules. These videos feature voice over in multiple languages and are free to use by community organisations and volunteers assisting with road rule learning.



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 state-wide review of bus services, improvements have been made to the network of services and timetabling. In the Southern region, a new network was introduced in January 2019 with additional services commencing in August 2019. In the Northern region, a new network was introduced in January 2020 with changes made on a trial basis commencing in July 2020. A new network was also introduced in the North West region and improvements to the intercity network were made in January 2021.

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

Consistency of concession fares was achieved in 2019. A state-wide fare structure is currently under development for public bus services.

Information on Tasmania's roads and road rules was disseminated to groups across Tasmania including an influx of temporary workers enlisted to assist with seasonal fruit picking. The safe mobility of those visiting and working in Tasmania is a key action in the road safety *Towards Zero Action Plan 2020-2024*.

Housing

1.21 Continue to make available on-arrival properties for refugees

Funding from the Director of Housing was made available in 2020 to enable Migrant Resource Centre Tasmania to purchase a former Hobart cabin park at Goodwood to use as a community hub for accommodation and service delivery. The Humanitarian Settlement Program (HSP) was significantly impacted by COVID with the closure of international borders, resulting in properties leased to MRC becoming vacant. These may be handed back to address growing demand for applicants on the Housing Register.

1.22 Raise awareness of the services of Housing Connect



Housing Connect continues to be promoted as the single point of access to housing and homelessness services in Tasmania.

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

1.23 Progress implementation of Tasmania's Affordable Housing Strategy

The Tasmanian Government is on track to deliver on the commitments of *Tasmania's Affordable Housing Strategy 2015-2025*.



Education and Training

Addressing the needs of migrant students during COVID-19

The Department of Education fostered collaboration between English as an Additional Language (EAL) Teachers and mainstream teachers to ensure that EAL students' access and participation for learning was well supported during COVID-19.

Within the Department of Education, Diversity and Inclusion Services arranged for COVID related documents to be translated during the learning at home period of COVID in 2020. EAL students not able to continue learning at home during COVID-19 lockdown were able to continue to learn at school sites.

EAL students were supported through the development of a new needs based EAL Support Model based on level of English proficiency as it aligns to the EAL/D Learning Progression in the Australian Curriculum. An EAL Support Model Working Group was established with representation from Principals, EAL Teachers, Finance, Inclusion and Diversity Services and Information and Communication Technologies were implemented in 2021.

Student attendance, engagement and work completion was monitored through COVID-19. EAL teachers worked with key school staff to facilitate engagement and active participation of EAL students through a range of ICT platforms and devices, phone calls and home visits as required.

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 (DoE) continues to support the education of dependent children of 489 (now superseded by 491) visa holders.

Families who enrol their children in a Tasmanian Government School receive a 50 per cent discount on their tuition fees.

In response to COVID-19, DoE introduced a fee relief program for all Temporary Residents offering discounts on tuition fees at the height of the pandemic.

DoE has also implemented an ongoing fee relief program, based on an income threshold schedule, to support temporary resident families continuing to experience genuine and ongoing financial hardship.

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.

DoE requires ethnic language schools to meet a strict set of criteria to qualify. Ethnic Community Language Schools are required to provide a signed copy of the organisation's financial statements and a statement of record of outcomes for the school year.

For the calendar year 2021, a per capita grant of \$230.45 was provided for every student enrolled. Four applications were received and approved.

School	No enrolled	Amount (ex GST)
Hellenic Cultural Studies Centre (Greek)	56	\$922
Tasmania Chinese School (Mandarin)	83	\$2 535
Hobart Polish School (Polish)	10	\$2 535
Tasmanian Russian Ethnic School (Russian)	9	\$2 765

COVID-19 led to the temporary closure of the Hindi School, the Tamil School and the Nepali School in 2020. These schools did not apply for grants in 2021.

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.

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

Of the four grants, two were targeted at migrant students at risk of disengagement from education.

In relation to the two programs delivered by the School of Education, University of Tasmania, over 80 migrant students benefited from mentoring and extra study support from PhD and Master students in education drawn from a multicultural background.

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. The program is a language and a settlement program which caters for eligible newly arrived migrants. It offers language tuition to migrants with no English as well as beginner to moderate levels.

TasTAFE also offers state funded language courses state-wide, and language education as part of the statewide Skills for Education and Employment program. These programs focus on gaining work or further study. 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 COVID-19 pandemic, all teachers developed online programs with a modified timetable. The majority of students stayed engaged through this period, and delivery continued. 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 for humanitarian entrants in education and training. In 2020, the Department of State Growth’s 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 ran from 2017-2020 and received referrals from settlement services providers to support humanitarian entrants with employability skills coaching and linkages with employers in communication technology, construction, hospitality engineering, health and trades as key areas of occupational demand.

1 338 participants registered with TENS from 56 countries and every Australian state and territory. 319 participants indicated they moved to the State. 155 industry groups and businesses have also been contacted.

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

Skills Tasmania’s eligibility requirements provide holders of temporary humanitarian visas

(Temporary Protection visa subclass 785 and Safe Haven Enterprise visa subclass 790) with 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 2020-21, which saw the provision of funding to seven community organisations to promote positive experiences and community connection for international students in Tasmania. A number of programs incorporated adaptations which were designed to assist students experiencing hardship during COVID-19.

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

Both outbound and inbound activities are currently significantly restricted by COVID-19 related travel restrictions.

Faced with ongoing COVID-19 border restrictions, the Department of Education is currently fostering international engagement for Tasmanian students and teachers through establishing a large-scale virtual intercultural exchange program with Japanese schools.

This program will involve developing intercultural curriculum links and learning resources, building local teacher capacity in intercultural understanding, and coordinating multi-school intercultural online exchanges with a range of schools across Hokkaido prefecture in Japan.

A Memorandum of Understanding for the intercultural program between the Department of Education and the Hokkaido Bureau of Education was signed in December 2020.

Rose Bay High School in Tasmania, and Sapporo Okadama High School in Japan, commenced a virtual exchange in March 2021.

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 (MCRG) 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.

During 2020-21 the MRCG provided advice on the impacts of COVID-19 on migrant and multicultural communities, and also made input into Tasmania's first *Child and Youth Wellbeing Strategy*.

Members of the MCRG are also represented on the COVID-19 Migrant Support Network, which aims to ensure that people of diverse cultural and linguistic backgrounds have access to the information and services they need during the COVID-19 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 Tasmanian Government Jobs website has been updated to include more information on the selection process and writing short-form applications. This information will assist a diverse range of applicants understand the selection process.

A Diversity and Inclusion Toolkit is in development which will include an Inclusive Workplace Guide, a Respectful Language and Communication Guide and other resources such as Respectful Language Fact Sheets, for particular cohorts.

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

This will be further considered through the review of the Diversity and Inclusion Framework.

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

Using the Country Education Profiles (CEP) system supplied by the Australian Government Department for Education, Skills and Employment (DESE), the Office of Tasmanian Assessment, Standards and Certification (TASC) assesses the comparability of overseas higher education qualifications with Australian qualifications, using the Australian Qualifications Framework. Statements of equivalence issued by TASC are

general assessments of educational level, not occupational assessments.

TASC issued 41 such statements in 2019, 35 in 2020 and 22 statements in the period January to June 2021. TASC has recently revised and refined its procedures in order to achieve greater efficiency and timeliness in processing of requests for recognition of overseas higher education qualifications while maintaining rigorous quality assurance processes.

In a new initiative, TASC is investigating means by which overseas senior secondary studies and training equivalent to Year 11 might be recognised and contribute to the achievement of the Tasmanian Certificate of Education (TCE). A variety of stakeholders including the Migrant Resource Centre and Government Education and Training International (GETI) are involved in the development of this policy innovation.

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

A Public Service Recruitment Skills course has been developed. The course contains information on addressing bias during the selection process and will be launched by the Tasmanian Training Consortium in September 2021.

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 due to COVID-19. Plans are in development to relaunch the Awards in late 2021.

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

In 2019-20, registrations for the TENS Program were received for Construction (35), Health (92), ICT (133), Hospitality (59), Engineering (181), and Trades (18). There were 169 registrations in other occupational categories. Restrictions imposed as part of measures to manage COVID-19 limited the delivery of TENS between April and June 2020. The TENS pilot was finalised on 30 June 2020. Future options for a targeted employment initiative are being considered for 2021-22.

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 Advice to Applicants* was completed in July 2020 and promoted along with the introduction of new short form applications, which better support 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

The 2020 Department of State Growth Graduate program has been promoted, expanding to include promotion of school-based traineeships in addition to a graduate program for 2021.

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

The Department of State Growth is looking to increase and strengthen relationships with community groups in 2021 and 2022 in conjunction with the release of the revised recruitment framework, which will assist in

removing employment barriers for culturally and linguistically diverse people. Inclusive language is an important aspect to the revised framework.

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

The Department of State Growth contributed funding for the delivery of the University of Tasmania I-PREP Program. Although program delivery was affected by COVID-19, the comprehensive work preparation program incorporated employability workshops and a total of 13 internships completed across 8 organisations in a broad range of industry sectors. There were also 71 students who participated in three 45 minute one to one mentoring sessions across 7 organisations. The project aims to highlight the benefits of workforce diversity in Tasmania, through inclusion opportunities and meaningful employment outcomes for international students.

The Department of State Growth engaged Navitas to provide employability workshops available to all international students in Tasmania. A total of 17 employability workshops were delivered to over 213 students between July 2020 and June 2021.

The Department of State Growth appointed a total of 14 Student Ambassadors for a 12-month period in 2021 on a voluntary basis to participate in activities to enhance their communication, leadership and networking skills, for employability as well as showcase Tasmania as a high-quality destination for education. The student ambassadors are based across Hobart and Launceston.



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

The Department of Communities Tasmania funded the Safe Haven Hub to provide employment pathway and education services for new migrants and humanitarian entrants in the State.

Between July 2016 and 30 June 2021, the Safe Haven Hub provided support to 1117 individual clients from 44 different countries, speaking 38 different languages. The Hub has facilitated 1434 employment outcomes and 1062 education and training outcomes including voluntary placements and work experience placements during this time.

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

In 2019 and 2020, the Department of 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. The program was successful in securing ongoing employment for several participants following their work experience placements, as well as arranging for students to participate in ongoing vocational education and training.

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 the 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

The Department of 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 Department of Home Affairs runs the Business Innovation and Investment Program. Applicants must be nominated by a state or territory government. The Department of State Growth nominated 18 business migrants in 2020-21 under the 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 Moonah Multicultural Bazaar project was funded through the 2020 Multicultural Grants Program and has been undertaken in collaboration with the Multicultural Council of Tasmania at the Moonah Multicultural Hub. The monthly community market commenced in March 2021 and showcase local multicultural products and services

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

The Multicultural Consultative Reference Group has continued to provide advice to the Tasmanian Government in relation to education, training and employment during 2020-21.



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

This action was completed in October 2019. The National Biennial FECCA Conference aims to promote shared learning on key multicultural issues. The Multicultural Council of Tasmania (MCOT) co-hosted the biennial FECCA Conference in Hobart between 9-11 October 2019. More than 550 people attended the conference.

3.2 Provide a Multicultural Grants Program

The Tasmanian Government allocated \$100 000 for the 2020 Multicultural Grants Program which awarded 18 grants due for final report and acquittal by 30 June 2021.

Organisation name	Projects funded
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

The Department of 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 worked with MCOT to ensure that information reached 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

Harmony Week was held from 16 to 22 March 2021. MCOT ran a booth over three days to promote cross-cultural awareness and held an Open Day at the Moonah Multicultural Hub.

On Friday 19 February 2021, MCOT hosted a Multicultural Festival at the Hobart Twilight Market, Long Beach, Sandy Bay featuring more than a dozen performances. The aim was to promote appreciation for Tasmania's many diverse cultures and build social cohesion.

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

The Welcoming Cities and Communities program encouraged local government councils to sign up to the Welcoming Cities and Communities. Tasmanian Government funding for that program has concluded.

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

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

During 2020-21 there were 644 Multicultural Hub bookings, and more than 23, 5000 people visited the Hub.

The 2021-22 Tasmanian State Budget has committed funding to support establishment of a Multicultural Hub in Launceston.

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

The Department of Education has reviewed the Community Use Policy and is finalising the updated Policy and Guidelines to be distributed in the coming months. The Department of Education encourages the use of departmental facilities by the community whilst ensuring community activities do not encroach on school activities.

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

Migration Tasmania continues to engage with the Australian Government to promote the interests of Tasmania 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 during COVID-19.



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

Over 2020-21, the [Make it Tasmania](#) website was updated fortnightly with 23 per cent of commissioned content reflecting multicultural diversity. In the year ahead there is editorial interest in increasing this level of diversity. Stories of professionals, businesses, community events and job opportunities were featured on [makeittasmania.com.au](#). These were supported by targeted paid social media promotion on Facebook.

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.

Five Festivals received funding in 2020-21 under this program.

Organisation name	Projects funded
Moonah Taste of the World	\$10 000
Festa Italia	\$12 000
Estia Greek Festival	\$13 000
Chinese Lunar New Year Festival	\$5000
Diwali Festival	\$5000

The 2020 Tasmanian Government's Multicultural Grants program also provided 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. Eighteen projects were funded under the 2020 Funding Round of the Multicultural Grants Program.

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

Migration Tasmania continues to engage with the Australian Government to promote the interests of Tasmania 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 during COVID-19.

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

Over 2020-21, the [Make it Tasmania website](#) was updated fortnightly with 23 per cent of commissioned content reflecting multicultural diversity. In the year ahead there is editorial interest in increasing this level of diversity. Stories of professionals, businesses, community events and job opportunities were featured on the website. These were supported by targeted paid social media promotion on Facebook.

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

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. Focus has also been directed to supporting international students currently in Tasmania in acknowledgement of the impacts of COVID-19.

Activities included implementing a digital marketing strategy to pivot to a more targeted and digital approach in marketing activities for 2020-21. This encompassed targeted digital marketing campaigns, social media, virtual education fairs, online employability seminars and workshops and developing collateral using virtual reality technology to showcase the destination.

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

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 www.tasmanian.com.au platform and through a client-service approach to its partners' work.

In 2020-21 Brand Tasmania developed the Tasmanian Showcase to provide a virtual door to Tasmania and direct people to opportunities across trade, tourism, workforce attraction, investment attraction, and liveability. Funding of \$200,000 per annum from 2020-21 has been provided to support content creation and campaigns and deliver ongoing phases of the Tasmanian Showcase. This will ensure Tasmania is well positioned post COVID-19 to support our economic and social recovery from the pandemic.

3.15 Ensure that the Tasmanian brand is collectively owned and promoted

Despite the challenges and restrictions caused by COVID-19, Brand Tasmania's work in 2020-21 has continued to focus on ongoing engagement across the breadth of 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

The Tasmanian Refugee Legal Services provides migration support for family reunion under the Global Special Humanitarian Program.

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

Under the National Settlement Framework, the Tasmanian Government works 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

Responding to COVID-19

The Anti-Discrimination Commissioner released Media statements during COVID concerning racism in Tasmania.

During a three-month period from September 2020 to November 2020, EOT's Training, Education and Development Officer delivered a number of sessions to Australian Red Cross Bicultural workers in the south and north of the State. During this period, community information sessions were also held with members of the Arabic and Burundi, Tigrinya, Hazara, Karen, Bhutanese and Oromo communities.

In September 2020, a Newsletter 'Keeping you connected' was produced by EOT, the City of Hobart and Chinese Community Association Tasmania Inc. The newsletter was translated into Chinese for distribution to the Tasmanian Chinese community with information about EOT and discrimination/racism.

The Anti-Discrimination Commissioner participated in a recorded interview with New Youth Media on the role of EOT and discrimination/racism. The interview was published in their April 2021 magazine, which is widely distributed to the Tasmanian Chinese community.

3.18 Provide outreach clinics in community settings, to increase awareness of discrimination law and assist members of 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. Interaction with the Migrant Resource Centre is now on an as needs basis. Equal Opportunity Tasmania (EOT)

is exploring new outreach collaborations with the Culturally Diverse Alliance of Tasmania and the Tasmanian Refugee Legal Service.

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

Equal Opportunity Tasmania (EOT)'s relationship with City of Hobart continues in relation to racism and multicultural issues and initiatives.

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

Equal Opportunity Tasmania (EOT) provides tailored training and education programs to CALD students through TasTAFE and the University of Tasmania on a yearly basis. New training modules are developed as resources permit.

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

Information about COVID-19 and discrimination law is available on EOT website. EOT has a translation converter available on its website that changes html text from English to a chosen language. The availability of an online complaint form enables people, where English is not their first language, to lodge complaints using the translation converter or contacting EOT through the Translation Interpreter Service (TIS).

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

A multilingual poster is available for use by relevant service providers to help clients to make contact with EOT through an interpreter. Posters have been made available to all relevant

service providers, such as the Migrant Resource Centres, Advocacy Tasmania and Tasmania Legal Aid.

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 continues to be involved as opportunities arise with key government and non-government organisations, local councils and the business sector through regular participation in external networking groups, community consultations, committees and various discussions and meetings 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

Equal Opportunity Tasmania (EOT) continue to utilise translation services as required.

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

Racism. It Stops With Me is a national campaign that provides tools and resources to help people and organisations learn about racism and stand against it by acting for positive change. While Australian Government funding for this program has ceased, Equal Opportunity Tasmania continues to promote the campaign through training and education events.

Safety and Justice

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

The Tasmanian Government has continued to deliver Safe Homes, Families, Communities in 2020-21.

In March 2020, the Tasmanian Government invested an additional \$2.7 million across the family violence service system through its Social and Economic Support Package.

Additionally, the Tasmanian Government secured \$3.636 million through the National Partnership Agreement COVID-19 Domestic and Family Responses (National Partnership), which was allocated across 2019-20 and 2020-21.

Under the National Partnership, \$33,000 was allocated for initiatives to support people affected by family violence in the CALD community. To date, this funding has being used to:

- produce and distribute fact sheets and audio recordings in ten community languages providing information for victim-survivors and perpetrators of family violence which are freely available on the Safe from Violence website; and
- develop two workshops for interpreters working in a family violence setting. The workshops are planned for early 2022.

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 State continues to ensure that legal assistance services are planned and focussed to



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

Tasmania Police has recently appointed a new Multicultural Liaison Officer, and a contact officer network recently established throughout the state. Tasmania Police now has a liaison/contact officer within each geographical district. The contact officer is a point of contact for police officers and members of the multicultural community. The group is overseen by the state liaison officer and focussed on building familiarity and community relationships.

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

Through the newly established Multicultural Liaison network, Tasmania Police is working to consider strategies to further strengthen and promote a harmonious community. This has recently included the attendance of Tasmania Police at numerous multicultural events, where liaison officer has spoken of the importance of inclusivity, diversity and equity within the community. Tasmania Police is now also actively engaged with Faith Communities Tasmania, and recently addressed the group to assist with community fears and concerns. This work is ongoing, and positive progress is being made.

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

The Multicultural Consultative Reference Group (MRCG) provided advice to the Government in relation to promoting a safe, harmonious and inclusive community.

During 2020-21, MRCG discussed the impacts of COVID-19 on social cohesion, in the context of a reported increase in racist behaviours in the community.

The Anti-Discrimination Commissioner is represented on the MRCG along with multicultural and settlement services.

Organisations worked collaboratively to address racism, to encourage anyone experiencing discrimination to contact Equal Opportunity Tasmania, and to share the message that ‘racism is never OK.’

Glossary

CALD – culturally and linguistically diverse.

Communities Tasmania – Department of Communities Tasmania

DoH – Department of Health

DoJ – Department of Justice

DPAC – Department of Premier and Cabinet

DPFEM – Department of Police, Fire and Emergency Management

DPIPWE – Department of Primary Industry, Parks, Water and Environment

EOT – Equal Opportunity Tasmania.

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

GETI – Government Education and Training International, Department of Education, Tasmania.

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. NNATI is the national standards and certifying authority for translators and interpreters in Australia.

NILS – No Interest 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 Clubs, operated by the Tasmanian Department of Police, Fire and Emergency Services, Tasmania.

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

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

State Growth – Department of State Growth

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

THS – Tasmanian Health Services

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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