

Cultural Diversity Plan

2012-2016

Department of Justice

This Plan is downloadable from www.justice.vic.gov.au.
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Message from the Acting Secretary, Department of Justice

The Victorian community is one of the most culturally diverse in the world and Victoria's population is among the fastest growing of all states in Australia. Our citizens come from a range of different countries and arrive with varied needs.

The Department of Justice has developed the Cultural Diversity Plan (CDP) 2012-2016 to ensure that our mainstream services are accessible to individuals and communities from culturally and linguistically diverse backgrounds. The plan builds on work undertaken through the Justice CDP (2006-2008) and CDP (2009-2012).

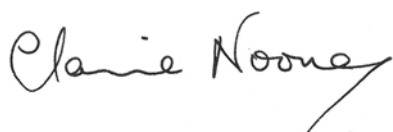
The Justice CDP reflects the Victorian Government *Vision for Citizenship in a Multicultural Victoria* to support and celebrate our rich diversity and to promote a shared commitment and respect for each other, in particular, the role of citizenship. The department is committed to supporting diversity and promoting respect for our democratic institutions, laws, values, including the notions of civic duty, mutual rights and responsibilities.

Today in Victoria, more than one in five Victorians speaks a language other than English at home. Of these, more than a quarter do not speak English well or at all, and may require the assistance of an interpreter or translated information when interacting with government departments and agencies. The revised Language Services Policy is a resource that will support Department of Justice staff and is an important accompaniment to the Cultural Diversity Plan.

As the Victorian Government is responsible for 80 per cent of language services purchased, with the Justice portfolio the second largest consumer, the provision of quality language services continues to be an important issue for our department.

I am pleased that this plan includes a focus on accountability and outcomes and that some strategies will be measured across the department. This provides us with an improved means of tracking our performance and progress as an organisation.

The department is committed to responding to the needs of all Victorians and this, our third iteration of the Cultural Diversity Plan, is a further demonstration of our continued commitment.



Dr Claire Noone
Acting Secretary
Department of Justice
December 2012

Secretary

Community Operations & Strategy

Executive Director

Director
Community Operations & Victims Support

Director
Enforcement Services

Director
Infringement Management & Enforcement Services

Director
Koori Justice Unit

Director
Office of Correctional Services Review

Director Registrar
Registry of Births, Deaths & Marriages

Corrections, Health & Crime Prevention

Executive Director

Director
Community Crime Prevention

Commissioner
Corrections Victoria

Director
Justice Health

Courts & Tribunal Service

Executive Director

Chief Executive Officer
Coroners Court

Chief Executive Officer
County Court

Director
Court Services

Chief Executive Officer
Magistrates' Court

Director
Neighbourhood Justice Centre

Chief Executive Officer
Supreme Court

Chief Executive Officer
Victorian Civil & Administrative Tribunal

Liquor, Gambling & Racing

Executive Director

Director
Gambling Licence Transition

Director
Liquor Gambling & Policy

Manager
Office of Racing

Police & Emergency Management

Executive Director

Manager
Business Support

Director
Emergency Management Policy & Legislation

Director
Emergency Management Programs & Resources

Commissioner
Office of Emergency Services Commission

Director
Police Resources & Governance

Regional & Executive Services

Executive Director

Regional Director
Barwon South West

Regional Director
Gippsland

Regional Director
Grampians

Regional Director
Hume

Regional Director
Loddon Malley

Regional Director
North Metropolitan

Regional Director
West Metropolitan

Director
Executive Services

Director
People & Culture

Director
Strategic Communications

Director
Working With Children Check

Strategic Policy & Legislation

Executive Director

Director
Civil Law Policy

Director
Criminal Law Policy

Assistant Director
Courts Policy

Director
Dispute Settlement Centre Victoria

Manager
Human Rights Unit

Manager
Native Title Unit

Director
Police Policy & Legislation

Manager
Strategic Policy & Legislation Operations

Strategic Projects & Planning

Executive Director

Chief Finance Officer

Director
Built Environment & Business Sustainability

Director
Innovation & Strategy

Chief Information Officer
Knowledge Information & Technology Services

Director
Major Procurement Program Office

Director
Planning, Performance & Projects

Director
Risk & Audit

Introduction

The department strives towards:

“An inclusive justice system that enables culturally and linguistically diverse communities to fulfil their potential as equal citizens”

The Department of Justice (DOJ) Diversity Statement

The Department of Justice is committed to embracing and encouraging diversity among its staff and across Victoria. It does this by:

- recognising that differences, whether in gender, age, race, ethnicity, culture, disability, sexual orientation, education, experiences, skills or beliefs, encourage value and strength
- respecting the rights, dignity, worth and property of all people
- engaging in recruitment and staffing practices that reflect the diverse nature of our business and the community
- fostering a culture that honours each individual’s unique ideas, experiences and skills, and
- creating an inclusive work environment that values diversity.

The Victorian Government vision for a Multicultural Victoria sees all Victorians as being part of our State’s social, economic and civic life. The diverse and cohesive Victorian community is underpinned by the commitment of citizens to civic participation, to rights and responsibilities to the broader community, and to the shared values of our democratic institutions and the rule of law.

Full and equal participation by all Victorians is a prerequisite for a socially cohesive, multicultural society. Among other things, participation refers to:

- the ability to access necessary services
- the right to engage with government
- contributing to society by volunteering for community activities
- not becoming socially isolated
- being gainfully employed and utilising one’s skills for one’s own benefit and the benefit of all Victorians, and
- expressing one’s culture and engaging with all Victorians via artistic expression and cultural events.¹

The Department of Justice is one of 11 departments in the Victorian public sector. The Justice portfolio consists of business units and statutory entities aligned under nine key functions, as detailed in the organisational chart. The Justice Cultural Diversity Plan (CDP) 2012-2016 applies to DOJ business units and regions and is recommended as a reference document for DOJ statutory entities.

¹ The Victorian Government’s Vision for Citizenship in a Multicultural Victoria.

The department's approach to diversity is detailed in the DOJ Diversity Statement. We have identified the following four goals for the Justice CDP:

- a strong foundation for learning, and obtaining and maintaining employment
- protecting rights and promoting full participation
- access to justice information, goods, services, programs and facilities, and
- inclusive and responsive justice systems.

The Justice CDP lists 20 strategies for all DOJ business units and regions to address. The strategies reflect a citizen-centric approach to ensuring that mainstream DOJ service delivery meets the needs of culturally and linguistically diverse (CALD) Victorians. The DOJ Language Services Policy (LSP) and a range of other DOJ resources support the CDP implementation.

DOJ business units and regions will:

- develop and implement a plan annually, which responds to the twenty strategies of the CDP
- report on the implementation plan annually and on additional whole of Victorian Government reporting items required under the *Multicultural Victoria Act 2011*
- ensure that staff comply with the DOJ Language Services Policy 2012 and the Victorian Government guides to providing interpreting and translating services
- utilise networking and representation through the DOJ Diversity Committee and the DOJ CALD Network, and
- access the DOJ Regional CALD Information Kit and other resources including consultant advice from the Diversity Issues Unit.

The CDP builds on work completed under previous plans and includes eight priorities that are monitored across DOJ. These will enable the department to track progress towards the outcomes sought under the CDP.

Implementation of the CDP, including an evaluation in 2016, will be overseen by the DOJ Diversity Committee.

Department of Justice Cultural Diversity Plans

The first Justice Cultural Diversity Plan 2006-2008 was developed in 2005 to provide a more focussed and co-ordinated approach by DOJ to CALD issues. This approach was strengthened by the simultaneous development of the DOJ Language Services Policy which sets out the minimum standards of language service provision in DOJ.

The Justice CDP 2006-2008 had six key themes:

- access to Justice Services
- women's safety
- language services
- prisoners and offenders
- consumer protection, and
- managing organisational diversity.

Through various initiatives, the Justice CDP 2006-2008 achieved significant outcomes to address identified gaps in our ongoing work with CALD communities. Many of the initiatives focussed on community engagement (including events and celebrations) and the provision of accessible information. The 2006-2008 plan also included a number of communication initiatives, including the development of the Justice Multicultural Directory and the Justice Translations website.

An evaluation of the Justice CDP 2006-2008 suggested that managing diversity at DOJ required an increased focus in order to further embed service delivery practises that would meet the needs of all Victorians, including those from CALD backgrounds.

In 2008, DOJ developed a second Cultural Diversity Plan 2009-2011. The plan had two key priority areas: outward focused provision of accessible services and inward focused organisational cultural competence or capacity building. An evaluation of the plan indicated that it had a positive impact on our organisational cultural competence and contributed to improved outcomes for people from CALD backgrounds. Whilst the 2009-2011 plan contained several targeted programs, it emphasised the importance of whole-of-organisation cultural competence, including regional initiatives.

The Justice CDP 2009-2011 evaluation was informed by an analysis of the cultural capability of DOJ and revealed the following directions:

- the Diversity Issues Unit to have a more strategic role with planning and reporting
- the Justice CDP to sit within a broader DOJ framework with standards, KPIs and a communications strategy
- a continuous improvement model for organisational cultural capability including recruitment and employment considerations, and
- a more strategic approach to staff cultural competency training.

Cultural and Linguistic Diversity in Victoria and in the Justice system

Current environment

According to the 2011 census, 46.8 per cent of Victorians were born overseas or have at least one parent born overseas. Twenty three per cent of Victorians speak a language other than English at home and Victorians follow more than 130 different religious faiths.

Over time, Victoria has developed a broad legislative and policy framework that has protected and enhanced our cultural, linguistic and religious diversity. This framework has now been strengthened by the Victorian Government's new vision for a Multicultural Victoria, which highlights the development of Cultural Diversity Plans by departments.

Our department is committed to providing a world class, accessible justice system that is delivered in a sensitive and appropriate manner that recognises the needs and aspirations of all Victorians to participate fully in society. We recognise that such a commitment is needed in order to strengthen our responses to key issues, such as:

- the continuing need for quality DOJ language services
- the over-representation of some communities in parts of the justice system
- a lack of understanding by some communities of aspects of the justice system
- displacement and trauma issues that may impede the capacity of some to access justice services, and
- the need for better data collection processes to improve service delivery.

Informing the Justice CDP 2012-2016

In developing the Justice CDP 2012-2016, we considered the current environment, including the issues listed above, as well as recommendations from the evaluation of the previous CDP. The plan responds to Government priorities and is underpinned by a citizen centric approach and a focus on access to mainstream services.

The Justice CDP focuses on improving services to CALD communities by ensuring that culturally responsive practices are further embedded into mainstream service delivery. This represents a shift away from targeted interventions towards organisational and staff capacity building.

The implementation of the Justice CDP 2012-2016 will benefit from advice and support from the Diversity Issues Unit to DOJ business units in areas such as the effective delivery of language services, effective employment and recruitment of people from CALD communities, and the planning and delivery of cultural competency training. This will include the development of standards and support resources. DOJ business units and regions are also being strengthened by the ongoing appointment of Diversity Portfolio Officers throughout DOJ.

The cultural diversity policy and legislative context in which the department operates is outlined over the page.

Department of Justice Diversity – Policy and Legislative Context

Commonwealth Policy

The People of Australia: Australia’s multicultural policy 2011 recognises the breadth and diversity of Australian society and re-affirms the federal Government support for a culturally diverse and socially cohesive nation.

The Australian Government’s Access and Equity Framework reflects the principle that all Australians should be able to access government programs and services equitably, regardless of their cultural, linguistic or religious backgrounds.

Victorian Legislation

Charter of Human Rights and Responsibilities Act 2006 sets out freedoms, rights and responsibilities for all people in Victoria.

The Victorian Racial and Religious Tolerance Act 2006 prohibits racial and religious vilification.

The Multicultural Victoria Act 2011 outlines the Victorian Government principles of multiculturalism and all Victorian Government Departments reporting requirements.

Victorian Government Policy

The Victorian Governments Vision for Citizenship in a Multicultural Victoria sees all Victorians as being part of our social, economic and civic life and is informing the new Multicultural Policy Framework.

The Victorian Government commitment to effective translation and Interpreter Services ensures access to services for all Victorians.

Department of Justice

Department of Justice Vision:	Department of Justice Purpose:	Department of Justice Diversity Statement:	Department of Justice Key Performance Areas:
A stronger, safer, more just Victoria.	The Justice Portfolio brings together government activities concerned with community safety, a just and fair society and the reform, administration and enforcement of law in Victoria.	A commitment to embracing and encouraging diversity.	<ul style="list-style-type: none"> • Lead whole of government Policing and Community Safety • Manage correctional facilities and programs to rehabilitate prisoners and offenders and increase the safety of individuals and families • Lead whole of government emergency management to minimise adverse effect to the community • Provide excellence in service delivery • Ensure responsible regulation • Support the Justice System • Ensure the integrity of the Public Sector.

Department of Justice Diversity Framework – Cultural Diversity Plan

Justice Cultural Diversity Plan Vision	Policy Directions for Cultural Diversity	Implementation and Evaluation
An inclusive justice system that enables CALD communities to fulfil their potential as equal citizens.	<ul style="list-style-type: none"> • A strong foundation for learning and obtaining and maintaining employment • Protecting rights and promoting full participation • Access to justice information, goods, services, programs and facilities • Inclusive and responsive justice systems. 	<p>The Implementation Plan provides further details of initiatives to be undertaken as part of the CDP. Where applicable, it identifies leads in the delivery of initiatives and attaches specific measures by which progress in the delivery of the CDP initiatives may be gauged.</p> <p>The delivery of the CDP and Implementation Plan initiatives will be overseen through the department’s Diversity Committee and the Justice Executive Committee.</p>

Department of Justice Cultural Diversity Plan 2012 – 2016 – Framework

Vision	An inclusive justice system that enables CALD communities to fulfil their potential as equal citizens			
Principles	Fairness – Safety – Justice – Self determination – Choice			
Goals	1. A strong foundation for learning, and obtaining and maintaining employment	2. Protecting rights and promoting full participation	3. Access to justice information, goods, services, programs and facilities	4. Inclusive and responsive justice systems
Outcomes	Access to, and outcomes in development, training and employment	A justice system that promotes and protects the rights of CALD communities and actively supports their participation and engagement in Victorian life	Planning, design and delivery of a justice system that is accessible to CALD communities	A justice system that promotes inclusion and participation for all Victorians
Priorities	<p>1.1 Strengthen the processes and programs that represent pathways to employment and support staff to work effectively with diversity.</p> <p>1.2 Strengthen the capacity of DOJ to provide equal access to employment opportunities.</p>	<p>2.1 Ensure that DOJ services are responsive to the diversity of cultural, religious and linguistic needs of Victorians.</p> <p>2.2 Ensure that DOJ has an inclusive work environment that respects and promotes diversity and meets the cultural, religious and linguistic needs of DOJ employees.</p>	<p>3.1 Ensure that DOJ continues to provide quality services to all Victorians accessing justice services.</p>	<p>4.1 Ensure that DOJ service delivery is informed through consultation and relationship building.</p> <p>4.2 Integrate CALD strategies into mainstream DOJ planning processes.</p> <p>4.3 Actively contribute to and monitor DOJ CALD programs and services to be accountable through assessment of the effectiveness of the service delivery and through reporting.</p>

Goal 1: A strong foundation for learning, and obtaining and maintaining employment

Preamble

Victorians come from a diverse range of cultural, linguistic and religious backgrounds. Our department embraces workplace diversity and will continue to support and train DOJ staff accordingly so that CALD considerations are a part of everyday processes.

Under the *Multicultural Victoria Act 2011*, all workplaces in Victoria should promote and preserve diversity. Victorians from CALD backgrounds are, however, statistically under-represented in employment within the public service.

DOJ is committed to building a workforce that, demographically, more closely reflects the Victorian community. The department will enjoy the benefits associated with a supported and diverse workforce if it is actively:

- inclusive with its recruitment practices, and
- supportive of diverse staff already in the workplace.

The department supports the effective delivery of justice services to CALD communities by providing its staff with ongoing education and training awareness and information sharing programs. Previous plans have provided new and existing staff with cultural competency training and working with interpreter training.

Through this CDP, DOJ business units are encouraged to continue to support staff through relevant training, network opportunities and access to advice and resources.

DOJ business units are also encouraged to give consideration to the range of factors that impact on CALD interaction with the justice system when designing and delivering programs.

Our business units have access to advice and recruitment guides and resources to support recruitment and staff support practises that will enable equal access by Victorians from CALD backgrounds to gaining and retaining job opportunities.

The support of diverse staff may involve the provision of language allowances, language scripts software, prayer facility provision and the recognition of cultural and religious events.

The benefits of a supported and diverse workforce include:

- **innovation:** new perspectives and varied life experiences brought to the organisation for more points of view and innovative responses
- **staff cohesion:** the building of mutual respect, understanding and tolerance amongst staff to minimise racism and ignorance amongst staff
- **communications skills:** a greater resource base in terms of language abilities (more staff who speak and possibly write in languages other than English)

- **community connection:** an increased capacity for business units and staff to communicate and connect with communities, and
- **service delivery:** an increase in cultural sensitivity in service provision.

Goal 1	A strong foundation for learning and obtaining and maintaining employment
Outcome	Access to and outcomes in development, training and employment
Priority	Strategies
1.1 Strengthen the processes and programs that represent pathways to employment and support staff to work effectively with diversity.	<ul style="list-style-type: none"> • Provide, where appropriate, cultural competency training and working with interpreter training for new and existing staff • Increase network opportunities for staff who work significantly with CALD communities • Provide staff with access to DOJ CALD resources, including from the <i>Cultural Diversity @ DOJ Information Kit</i>.
1.2 Strengthen the capacity of DOJ to provide equal access to employment opportunities.	<ul style="list-style-type: none"> • Increase the opportunities to implement CALD specific recruitment and employment strategies.

Goal 2: Protecting rights and promoting full participation

Preamble

All Victorians should have the opportunity to participate as citizens in society. CALD communities have the right to access the necessary justice services.

The Justice CDP encourages DOJ business units to ensure that people receive the information they need in the way they like to receive it.

We respect diversity and we will continue to provide CALD communities with information on how to participate in justice services and how to exercise their rights and responsibilities as residents of Victoria.

We have appointed Diversity Portfolio Officers to every DOJ region; a valuable resource that will inform and support responsive service delivery.

We will work to ensure that CALD communities rights are protected and participation is enabled.

Goal 2	Protecting rights and promoting full participation
Outcome	A justice system that promotes and protects the rights of CALD communities and actively supports their participation and engagement in Victorian life
Priority	Strategies
2.1 Ensure that DOJ services are responsive to the diversity of cultural, religious and linguistic needs of Victorians.	<ul style="list-style-type: none"> • Develop and implement projects that are designed and delivered to ensure equal access by CALD communities to mainstream Justice services • Appoint a Diversity Portfolio Officer to respond to issues, disseminate information, and support CALD related processes • Formulate strategic planning and policies based on examining available annual CALD data.
2.2 Ensure that DOJ has an inclusive work environment that respects and promotes diversity and meets the cultural, religious and linguistic needs of DOJ employees.	<ul style="list-style-type: none"> • Organise events that acknowledge Cultural Diversity Week and World Refugee Week • Allocate an appropriate space or room in each workplace for faith and spirituality for staff use • Ensure an inclusive workplace that considers the cultural, religious and linguistic needs of employees, where appropriate, including cultural celebrations, time provision for faith and spirituality, language script IT software and promotion of the DOJ language allowance provisions.

Goal 3: Access to justice information, goods, services, programs and facilities

Preamble

Accessible communications and information provision is fundamental to ensuring that CALD Victorians can effectively utilise DOJ services and programs.

A key element of communication is language. Victorians speak over 230 languages and dialects. More than 26 per cent of Victorians were born overseas and more than 23 per cent of Victorians speak a language other than English at home.

The actual number of Victorians who need an interpreter when accessing services is likely to be greater than the Census data suggest. This is because Census data are based on self-reported ability to speak English, and people who may consider their English skills to be adequate for day-to-day interactions may find these skills inadequate in complex medical or legal settings.

The *Multicultural Victoria Act 2011* recognises and values the cultural, religious, racial and linguistic diversity of Victoria. The Act states that all Victorians are equally entitled to access opportunities and requires that Victorian institutions promote and preserve diversity within the context of shared laws, values, aspirations and responsibilities.

The Act is supported by the Government’s Vision for Citizenship in a Multicultural Victoria.

Language services continue to be a primary concern for CALD communities when accessing government and other services. The department’s Language Services Policy describes the policy and minimum standards for DOJ when providing accredited interpreters and translated information to people from CALD backgrounds. It provides guidelines in the provision of interpreters and translators and should be used in conjunction with key Victorian Government policy and procedure documents, particularly *Using Interpreting Services and Effective Translation Projects*.

Our business units and regions use the LSP as a reference when planning communication and information activities with people from CALD backgrounds. To ensure continued access to DOJ services, we will effectively promote the official interpreter symbol on relevant signage in order to create and maintain communications and relationships with CALD community organisations and communities.

Goal 3	Access to justice information, goods, services, programs and facilities
Outcome 3	Planning, design and delivery of a justice system that is accessible to CALD communities
Priority	Strategies
3.1 Ensure that DOJ continues to provide quality services to all Victorians accessing Justice services.	<ul style="list-style-type: none"> • Comply with the DOJ LSP and ensure CALD communities can readily access information on Justice services and that it is provided in a culturally appropriate way • Ensure that DOJ workplaces have signage that clearly displays that DOJ clients may access interpreters • Provide and promote to DOJ staff clear local procedures for providing interpreters and translations • Ensure all DOJ written publications are culturally and linguistically inclusive, contain a reference to the availability of language services and are vetted to minimise bias.

Goal 4: Inclusive and responsive justice systems

Preamble

Victorians expect high-quality services. As a major service provider, the Department of Justice is committed to responding to the diverse needs of Victorian families.

The Justice CDP aims to improve the work practices of justice and simplify governance to ensure that our services are inclusive and responsive to CALD communities.

Our business units and regions will develop internal work-plans that include activities that focus on responding to the Justice CDP.

Goal 4	Inclusive and responsive justice systems
Outcome 4	A justice system that promotes inclusion and participation for all Victorians
Priority	Strategies
4.1 Ensure that DOJ service delivery is informed through consultation and relationship building.	<ul style="list-style-type: none"> • Identify and implement a process of consulting with CALD clients • Build relationships with CALD communities, service providers and other CALD stakeholders.
4.2 Integrate CALD strategies into mainstream DOJ planning processes.	<ul style="list-style-type: none"> • Ensure that cultural diversity strategies in the implementation plan of the DOJ Cultural Diversity Plan 2012 – 2016 are reflected in the annual business unit plan strategies • Deliver, enhance and monitor the provision for interpreting and translation services to meet DOJ service provision standards • Adhere to the DOJ Language Services Policy 2012.
4.3 Actively contribute to and monitor DOJ CALD programs and services to be accountable through assessment of the effectiveness of the service delivery and through reporting.	<ul style="list-style-type: none"> • Report on the Justice response to cultural diversity against Whole of Government reporting requirements.

Monitoring and Evaluating the Implementation of the Cultural Diversity Plan

Executive Oversight	
The department's Diversity Committee	The Justice Executive Committee

Department of Justice CDP: the department's primary policy document outlining broad principles, goals and outcomes in the provision of justice services to CALD Victorians for the period 2012 to 2016

Implementation Plan: The term of the department's CDP will be split into two, 2-year terms. The first Implementation Plan will be reviewed at the end of the second year

2012

Years 1 & 2



The First Implementation Plan (2012–2014) provides details of initiatives to be undertaken as part of the CDP. Where applicable, it identifies leads in the delivery of initiatives, and attaches specific measures and timelines by which progress in the delivery of CDP initiatives may be monitored.

2014

Mid-term review



Mid-term Review

Impact Evaluation: The impact evaluation will cover the activities in the first implementation plan. Two types of impact are evaluated:

- The impact of the department's CDP on CALD communities that is further divided into direct and indirect impacts.
- The impact of the CDP on the work of the department that is also divided into direct and indirect impacts.

The information from the impact evaluation will inform the development of the second implementation plan.

Outcome Evaluation: The outcome evaluation focuses on two outcomes:

- The effect of work undertaken by the department in addressing issues for CALD staff, and
- The effect of work undertaken by the department in addressing issues in the lives of CALD Victorians coming into contact with the justice system.

Years 3 & 4

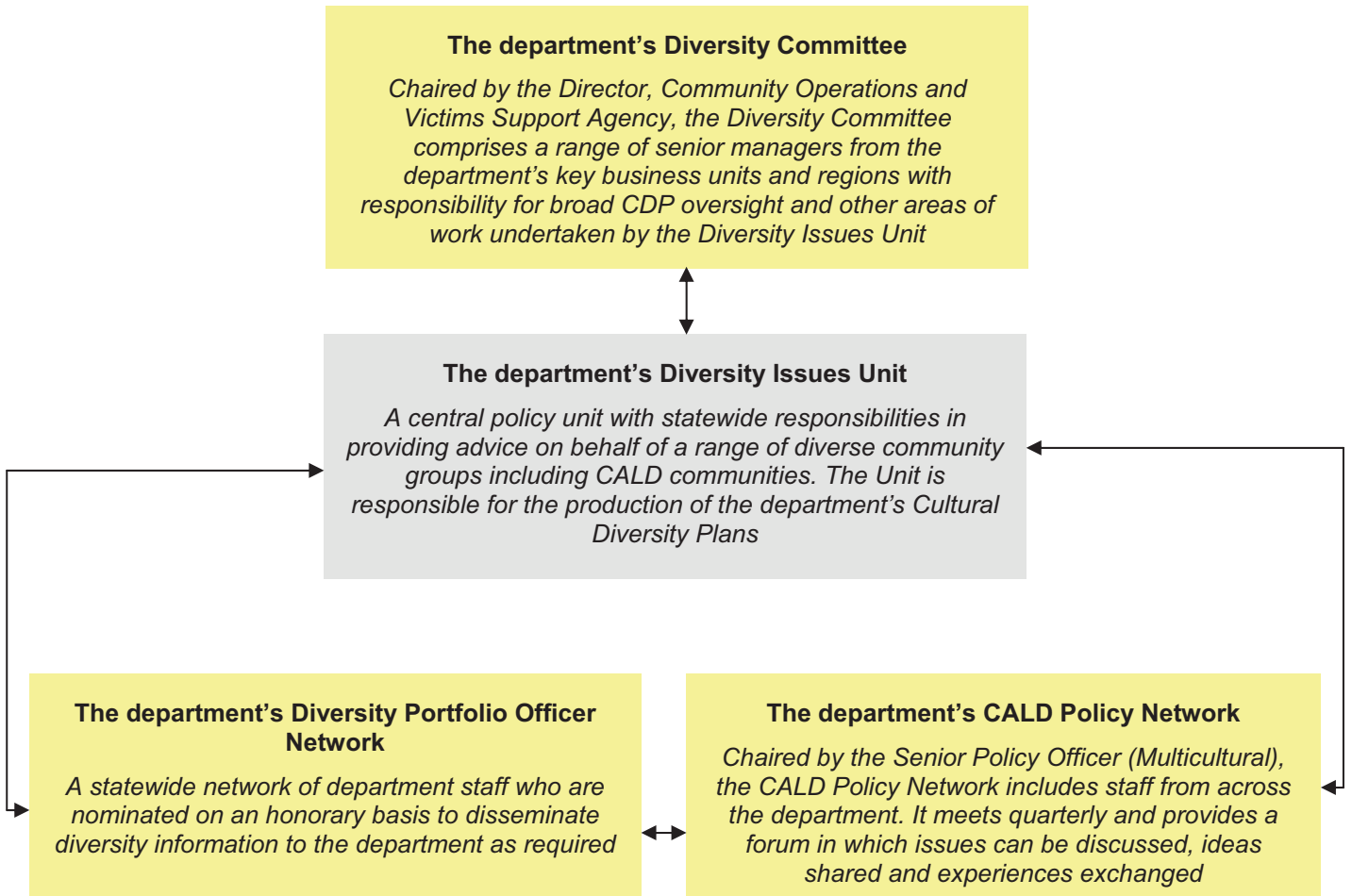


The Second Implementation Plan (2014–2016) The information from the impact evaluation will inform the development of the Second Implementation Plan.

2016 – Evaluation of the Justice CDP 2012-2016 and development of the CDP 2017-2021

Governance Structures

The delivery of CDP initiatives and outcomes is supported by a number of internal and external committees, groups and networks:



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Department of
Justice