

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2012-13 Budget Estimates Hearings

Outcome Number: Cross

Question No: 337

Topic: Access and Equity

Hansard Page: Written

Senator Di Natale asked:

How do you measure your success against Access and Equity goals? What evidence do you that the Department is actively implementing the Government's Access & Equity policy?

Answer:

Data collection and reporting on Culturally and Linguistically Diverse (CALD) access is managed at a program level. Programs identify the data that they wish to collect and manage the assessment of that data. The Department is currently undertaking work to further align our program data collection definitions and to enable reporting on that data across programs.

FaHCSIA's program areas undertake significant work to include requirements for clients who need access to interpreters or other measures to increase service accessibility. Service Providers are encouraged to use templates and accompanying guidelines developed by FaHCSIA when preparing their Vulnerable and Disadvantaged Client Access Strategy, Abridged Access Strategy and Indigenous Access Plan.

Service providers are also encouraged to undertake internal evaluations in order to improve CALD accessibility.

Where a program has a specific key performance indicator related to CALD to access our grant programs, these are reported in the FaHCSIA Annual Reports.