

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2015-16 Budget Estimates Hearings**

**Outcome Number: Cross Outcome - Across Programmes    Question No: SQ15-000552**

**Topic: Non-Australian Citizens Employed by the Department**

**Hansard page: Written**

**Senator Ludwig, Joe asked:**

Does the agency have a Culturally and Linguistically Diverse (CALD) policy? If yes, please provide a summary.

**Answer:**

The Department of Social Services (DSS) has an Agency Multicultural Plan (AMP). The DSS AMP 2013-15 can be found on the Department's website and is designed to ensure that DSS programmes and services are accessible by all eligible Australians, responsive to their needs, and deliver equitable outcomes to them, regardless of their cultural or linguistic backgrounds.