

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 22 May 2007

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(138) Output 2.4: Promoting the benefits of a united and diverse society

Senator Ludwig (L&CA 82) asked:

How many performance indicators are there for the Access and Equity report?

Answer:

Departments and agencies reported on eleven performance indicators for the *2005 Access and Equity Annual Report*, against the four roles of policy advisor, regulator, purchaser and provider.

POLICY ADVISOR

- PI1** New or revised policy/programs that impact in different ways on the lives of people from different cultural backgrounds, are developed in consultation with people from those backgrounds.
- PI2** New/revised policy/program proposals assess the direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to decisions.
- PI3** New/revised policy/program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds.

REGULATOR

- PI1** Resources are provided so that publicly available and accessible information on regulations is communicated appropriately to people from a range of cultural backgrounds, and especially to those identified as having a high level of non-compliance.

PURCHASER

- PI1** Purchasing processes that impact in different ways on the lives of people from different cultural backgrounds are developed in consultation with people from those backgrounds.
- PI2** Tendering specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Charter.

- PI3** Complaint mechanisms enable people (regardless of cultural backgrounds) to address issues and raise concerns about the performance of service providers (contracted or other), and the purchasing agency.

PROVIDER

- PI1** Providers have established mechanisms for planning for implementation, monitoring and review that incorporate the principles underpinning the Charter.
- PI2** Provider data collection systems incorporate the requirements of the Standard for Statistics on Cultural and Language Diversity for statistics on cultural and language diversity.
- PI3** Providers have established service standards that utilise the cultural and linguistic diversity of their staff, or their staff cross-cultural awareness to facilitate and enhance service delivery.
- PI4** Complaint mechanisms enable people (regardless of cultural and linguistic background) to address issues and raise concerns about the performance of providers.