

# Migrant Services and Programs – Summary

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## Report of the Review of Post Arrival Programs and Services for Migrants

**Frank Galbally, Chairman**

### Summary of themes and recommendations

#### Introduction

1.1 We believe Australia is at a critical stage in the development of a cohesive, united, multicultural nation. This has come about because of a number of significant changes in recent years—changes in the pattern of migration and in the structure of our population, changes in attitudes to migration and to our responsibilities for international refugees, changes in the needs of the large and growing numbers of ethnic groups in our community, and changes in the roles of governments and the community generally in responding to those needs.

1.2 The pattern of migration has altered in the past six years, with the proportion of migrants from Britain and the other European countries falling from 70 per cent to less than 40 per cent. Meanwhile there has been a significantly increased migration from the Middle East and Asia (including refugees) and more recently from South America.

1.3 Australia's population consists of many ethnic groups with varied cultural backgrounds. There are about one hundred different languages and dialects spoken within our community. As a result of the post-war

migration program, over 20 per cent of Australia's current population was born overseas—and over half of these people came here from countries with very different languages and cultures. This structure and diversity makes Australia unique.

1.4 No doubt the Government had these circumstances in mind when it commissioned this Review, referring to its 'concern to ensure that the changing needs of migrants are being met as effectively as possible within the limits of available resources'.

1.5 That Australia is at a critical stage in relation to migrant services and the need to encourage multiculturalism was brought home to us also in the many submissions we have received and the many discussions we have been privileged to have during the past eight months. We believe that the commissioning of this Review was timely.

1.6 We have concluded that it is now necessary for the Commonwealth Government to change the direction of its involvement in the provision of programs and services for migrants and to take further steps to encourage multiculturalism. In taking these new directions, we stress at the outset that the closer involvement of ethnic communities themselves, and of other levels of government, is essential.

#### Guiding principles

1.7 In developing our recommendations, we have adopted the following guiding principles:

- (a) all members of our society must have equal opportunity to realise their full potential and must have equal access to programs and services;
- (b) every person should be able to maintain his or her culture without prejudice or disadvantage

and should be encouraged to understand and embrace other cultures;

(c) needs of migrants should, in general, be met by programs and services available to the whole community but special services and programs are necessary at present to ensure equality of access and provision;

(d) services and programs should be designed and operated in full consultation with clients, and self-help should be encouraged as much as possible with a view to helping migrants to become self-reliant quickly.

### Needs of migrants

1.8 In conducting our Review we have considered the needs of those born overseas now resident in Australia and their children. It is difficult, if not impossible, to assess fully and accurately the needs of any particular group in the community. We have therefore sought to identify areas of need which seem the most critical and to determine whether present services and programs meet those needs adequately.

1.9 We have concluded that the migrants who have the greatest difficulties are those who arrive here with little or no understanding of the English language and who remain at a disadvantage because of that. Difficulties are greatest immediately after arrival, particularly for migrants who come from countries without a long established tradition of migration to Australia or for those who are refugees.

1.10 But those who do not learn adequate English continue to be at a disadvantage and often suffer considerably in employment, through isolation from social contact and in many other ways. Moreover, it is these same people who are often not effectively reached, and sometimes not reached at all, by present services and programs. There is evidence quoted elsewhere in this Report and in other reports to suggest that nearly half a million of our population face these problems and that many suffer severe hardship because of them.

1.11 This group includes particularly large numbers of those who are isolated at home (especially women), elderly migrants (whose numbers are expected to increase dramatically in the course of the next decade), migrant women at work, those from smaller ethnic groups whose own support services are limited, and the children of migrants.

1.12 These areas of special need were brought to our attention in submissions and other evidence documented in more detail elsewhere. Equally they have been highlighted and documented in other reports including those of the Poverty Inquiry.

### Current programs and services

1.13 It should be noted that the great bulk of Commonwealth government expenditure which reaches migrants is through general programs designed for the whole Australian community. About 20 per cent of that community are currently 'migrants'. Of Commonwealth expenditure on education (about \$2400m in 1977-78), health (\$2800m), social security and welfare (\$7300m) and other areas (for example, housing) up to 20 per cent should be being used for the benefit of migrants.

1.14 We endorse the view that services to migrants should as far as possible be through general programs directed at the whole community. Consistent with our terms of reference, we have not sought to assess the effectiveness of these general programs as such, but have concentrated rather on establishing whether migrants are placed at any disadvantage through ignorance of available services or through difficulties with access, communication and so on.

1.15 There are, of course, current programs and services directed specifically to migrants. The Commonwealth government has programs directed at migrant education (\$39m), migrant welfare (\$4m), interpreting and translation (\$2m) and other programs and services for migrants (\$9m). We consider most of the programs of this kind are valuable and effective,

but believe there are important gaps and deficiencies (including some duplication of effort) to which our recommendations are addressed.

### **Proposed major initiatives**

1.16 One of the difficulties we have found in drawing up our recommendations is the interrelationship between problems in different areas and between proposals for their solution. For example, the main areas of need (such as for fluency in English and for better communication and information) are common to virtually all areas of program and service delivery, such as health, welfare, education, employment and law. Accordingly the majority of the initiatives proposed are directed at these general areas of need rather than at specific services or programs. Moreover, a balance must also be struck between those services and programs directed at the newly arrived (which can be costly at the time but can save significantly in the longer term because they reduce the need for later special programs) and those directed at the established community of migrants where there is a backlog of needs.

1.17 Accordingly we have developed what we believe is an appropriately integrated package of measures for introduction over a period of three years...

1.18 In making our proposals for Commonwealth government initiatives we have been conscious both of the requirement for us to recommend changes possible 'within the limits of available resources' and of the Government's commitment late last year to some new programs. Overall we believe the package we recommend gives the necessary balance and is as restrained as possible in its demands on the Government's budget, especially in 1978-79.

1.19 We have been conscious of the increasing emphasis on meeting the needs of migrants in State government programs and of the growing awareness of cultural differences which has led to the development of State ethnic affairs units.

There has likewise been increasing interest and participation by local governments. Similarly, the welfare and cultural activities of the non-government sector have grown considerably in recent years, through agencies representing particular ethnic groups as well as through some redirection of effort within the more traditional broad-based agencies.

1.20 It is essential that the new measures we are proposing are implemented in full consultation with all these interested bodies: State and local governments, non-government agencies and the ethnic communities.

### **Summary of major recommendations**

1.21 Many of the problems encountered by migrants arise from inadequate arrangements for their initial settlement here. We recommend a comprehensive initial settlement program (paras 2.7-2.21) which would include classes in English and formal orientation courses including advice and assistance in housing, education, employment and other areas of need. It would be an expensive program, but should also enable savings to be made by preventing later settlement difficulty. The program would be available to all migrants, either in residential hostels or by attendance at new community centres, and a living allowance would be paid during a specified initial settlement period. Management of the program would be through new bodies known as migrant settlement councils (paras 2.13-2.14), representing Commonwealth and State governments, the ethnic communities and voluntary organisations.

1.22 Because we recognise that migrants' knowledge of the English language is a critical factor in enabling successful settlement in Australia we give special attention to the teaching of English both to children and to adults. For children, we found compelling evidence that there are many who need special instruction in English but who do not receive it. We also found room for significant improvements in teaching methods and

materials and in the distribution of funds for teaching English to children. We recommend extra funding of \$10m over the next three years, to be distributed so as to reflect the needs of children in different areas who do not speak adequate English (paras 3.9-3.10). We also saw a need to have better information available for planning programs and assessing their effectiveness, both in the teaching of English and in multicultural education, and we recommend the establishment of a Commonwealth-State working party to advise on arrangements for collecting and analysing such information (paras 3.11-3.13).

1.23 For adults, while we see our initial settlement proposals as an important part of the program for teaching them English, there will be a continuing need for special programs for certain groups and for the 'backlog' of migrants in the community whose English is not adequate. We recommend extensions to the availability of and coverage of full-time courses of instruction, the replacement of the current continuation classes by certificate courses at different levels of difficulty, an extension of the range of advanced courses available, and wider use both of 'on-the-job' English instruction and the home tutor scheme (para. 3.19). We also recommend better education for teachers of adult migrants, additional funds for conferences and seminars to enable such teachers to keep abreast of the latest developments and additional funds for the provision of teaching materials (paras 3.23-3.24).

1.24 Again recognising the importance of planning and monitoring programs, we recommend the establishment of the adult migrant education program as a rolling three-year program and an extensive survey by the Department of Immigration and Ethnic Affairs of the needs for English of the various migrant groups (paras 3.26 and 3.27-3.28).

1.25 Even though we have emphasised so heavily the value of teaching English to migrants we accept that there will always be a substantial number in the community who do not understand English, and we have

formulated recommendations designed to ease the difficulties in communication faced by these people. These include financial incentives for bilingual staff occupying public contact positions whose duties involve substantial contact with migrants; intensive English courses to enable migrants with overseas professional and sub-professional qualifications to have them recognised here and help to relevant professionals in obtaining or upgrading knowledge of other cultures and languages (para. 4.6).

1.26 We have also recommended, since it is not possible to solve every communication problem by the use of bilingual staff that existing Commonwealth government translating and interpreting services be extended and brought together (paras 4.13-4.14) and that the Commonwealth should share with the States the costs of providing additional services operated by the States in areas of State responsibility (para. 4.15).

1.27 Migrants are often placed at a disadvantage by their ignorance of their rights, entitlements and obligations in Australian society. We have examined the question of information for migrants and have recommended an extensive survey by the Department of Immigration and Ethnic Affairs of migrants' needs in information and its dissemination (para. 5.14). Because we feel that this is an area where resources are not necessarily inadequate, but where they are wastefully used through inadequate consultation and co-ordination, we recommend a strengthening of the Information Branch of the Department of Immigration and Ethnic Affairs to provide a focus for co-ordination of advice in this important field (para. 5.14). We also recommend improvements to the ways in which migrants get information in areas of special need, including information relevant to employment (paras 5.17 - 5.18), health (paras 5.19-5.20), consumer protection (para. 5.22), bail procedures (para. 5.23), the Commonwealth Ombudsman (para. 5.24) and legal aid (para. 5.25).

1.28 One of our guiding principles set out in

para. 1.7 above was support for self-help activities by ethnic groups. In Chapter 6 we consider the best means of providing such support, and the place of voluntary agencies and the Good Neighbour Councils in delivering services to migrants. We believe that the ethnic communities themselves and the voluntary agencies can meet the welfare needs of migrants more effectively than government agencies and we recommend a special program of multicultural resource centres phased in over a three-year period, involving the local communities to the greatest possible extent in their management and operation (paras 6.2-6.9). We also recommend an increase in the numbers of ethnic welfare workers through an extension of the grant-in-aid scheme (paras 6.10-6.17) and increasing flexibility in its operation, including a change in the method of funding under the scheme from one-year to three-year grants (paras 6.18-6.19). We believe that as these recommendations take effect the demands for direct services from the Commonwealth migrant services units will be reduced and we recommend a reduction in their overall direct service delivery role and a strengthening of their capacity to provide a consultancy, community development and co-ordination service while retaining only a small direct service capacity (paras 6.20-6.23) .

1.29 Another initiative which seems to us to provide the sort of flexible government support needed by voluntary groups is the introduction of a special program to provide 'once only' grants of up to \$5000 to assist with special projects, particularly with the introduction of new approaches or the restructuring of existing welfare services (paras 6.24-6.27).

1.30 Our terms of reference required us specifically to examine the effectiveness of the Good Neighbour Councils, their relations with other non-government bodies working in this area and the arrangements for government funding. We have concluded that because of the many changes in the needs and the methods of approach to the problems of migrants since the councils were established, and because we do not believe that it is possible to recommend a

revision of the councils' functions that would neither duplicate our other proposals nor inhibit the role of the ethnic communities in the provision of services, there is no justification for continued Commonwealth government funding of the councils. We therefore recommend that funds previously allocated to them be redirected over two years to other community programs, and that they be given special assistance by a Department of Immigration and Ethnic Affairs working party in the administrative problems associated with this, including assistance in the redeployment of staff and the placement of volunteers (paras 6.28 - 6.43).

1.31 In the course of our inquiries we identified both some special areas of need and some groups in need of special assistance. The areas of special need were the law, income security, employment and health. Our recommendations in the area of the law include protection of migrants' rights in criminal investigations (para. 7.4) and in voting (para. 7.9) and we suggest improved information on such aspects as the legal system generally (paras 7.2-7.3) and family law (para. 7.5). We also note the confusion caused by the proliferation of anti-discrimination machinery in Australia and suggest a remedy (paras 7.6-7.7).

1.32 On income security we felt that specific recommendations would take us beyond our terms of reference and would encroach on the responsibilities of the new Social Welfare Policy Secretariat. We outline problems encountered by migrants, present options for change and recommend that the Government give high priority to resolving anomalies affecting migrants (paras 7.10-7.32).

1.33 We found the main areas of concern in relation to employment were in industrial safety, where we support action currently being taken to have better information more easily available to migrants (paras 7.35-7.37), and in under-use of migrants' skills and capabilities. Here we recommend an extension to the responsibilities of the Committee on Overseas Professional Qualifications, to allow it to advise on sub-professional qualifications (para. 7.40), and

make suggestions for improving both the access to recognition of overseas qualifications and occupational retraining. We also recommend that trade unions be eligible for special project grants to improve migrants' knowledge of and participation in union affairs (paras 7.44-7.46).

1.34 There are significant cultural and communication problems in the health area and in addition to the Government's recently announced program for funding interpreters we recommend increased funds for the use of ethnic health workers (paras 7.47-7.52).

1.35 We see migrant women as a group with special needs and have formulated our general recommendations with particular regard for their problems (paras 8.10-8.13). For these women and for their young children we recommend government funding, with some contribution by employers, of child-care facilities at places of work and assistance with development of more general appropriate community child-care and pre-school services for migrants (paras 8.3-8.4). We also outline the particular advantages of the family day care scheme for migrant communities (paras 8.5-8.6) and recommend special provisions for workers to be employed by ethnic communities to work in child-care centres and pre-schools to foster a multicultural approach and to help bridge the gap between school and home (paras 8.7-8.9).

1.36 To overcome the problems of access to rehabilitation services experienced by handicapped migrants we recommend greater use of ethnic workers in rehabilitation centres (para. 8.15) and special provisions in such centres to enable them to deal with the different needs of migrant clients (para. 8.16).

1.37 We see two complementary lines of approach to the problems of older migrants: greater support should be given to migrants who we found are more willing to care for their elderly relatives at home; and institutions accommodating old people should specialise more in providing an environment acceptable to ethnic groups. We recommend also an increase in funds for the employment of ethnic workers

for the aged to work in this area (para. 8.24).

1.38 In the course of the Review we became convinced that it was essential for the Government to encourage a multicultural attitude in Australian society by fostering the retention of the cultural heritage of different ethnic groups and promoting intercultural understanding. We feel that the schools are the key element in achieving such a goal and we have proposed an allocation of \$5m over the next three years to develop multicultural education programs (para. 9.14), and a co-ordination of effort by the Commonwealth (para. 9.16). For students training in professions we also recommend components of courses on cultural backgrounds of the ethnic groups (para. 9.17).

1.39 Because of the lack of information on multicultural developments in Australia and overseas we recommend an Institute of Multicultural Affairs, which among other activities would engage in and commission research and advise government bodies on multicultural issues (para. 9.18). We also recommend that the Australia Council reassess its financial assistance to the arts of ethnic communities, to ensure that such arts are given more equitable support (paras 9.22-9.25).

1.40 The ethnic media play an important part in fostering multiculturalism and we support the Government's decision to extend ethnic radio through the Special Broadcasting Service to all States. We recommend also an upgrading of the Sydney and Melbourne services (para. 10.5). We feel that there would be advantages in the Special Broadcasting Service having available extensive information on migrants' views of and expectations from ethnic radio and we recommend that the National Ethnic Broadcasting Advisory Council be given funds to carry out the necessary research (para. 10.8). For ethnic television we recommend the establishment of a pilot station drawing on existing technical resources which would assist in the assessment of public reaction and in working out the details of programming and administration of the permanent service which

we consider should be developed over the next three years (paras 10.12-10.14).

1.41 Although we have tried in our recommendations to outline a balance of responsibility between governments, voluntary agencies and ethnic groups we realise that effective channels of communication and co-ordination between all these groups are essential and that present arrangements are inadequate. We therefore recommend improvements to existing mechanisms of communication and co-ordination and special attention to encouraging consultation with, and between, local agencies (para. 11.3). At the Commonwealth level we recommend co-ordination of advisory bodies by secretarial support through the Department of Immigration and Ethnic Affairs (para. 11.12) and we also recommend a strengthening of that department's policy planning role to include responsibility for monitoring all Commonwealth programs and services in so far as they are used by migrants (para. 11.18).

## **Implementation**

1.42 Finally we believe that there should be a small group established to supervise the implementation of our recommendations over the three-year period we have suggested. Since our recommendations have implications for all government departments, an independent evaluation of the progress and effectiveness of the programs over the three-year period should be arranged by the Department of the Prime Minister and Cabinet, with a regular - at least annual - report to the Prime Minister and other ministers concerned.

## **We recommend**

1. A new initial settlement program should be established at an additional cost of \$12.0m over three years involving a reorganisation of existing resources, as well as the allocation of new ones, to set up sixteen migrant settlement centres throughout Australia. It should be organised on the principles outlined in paras 2.13-2.19 (para. 2.7).

2. The Commonwealth should negotiate with the States about its assuming full responsibility for State hostels (para. 2.22).

3. An extra \$10m should be provided over the next three years to government and non-government school systems for the teaching of English as a second language, and the funds be distributed so as to reflect the needs of children of non-English speaking background in different areas (para. 3.9).

4. The allocation of the additional funds proposed for the teaching of English as a second language (and 'multicultural' education) should be accompanied by the establishment of a Commonwealth-State working party to advise governments on arrangements for the collection and analysis of financial and educational information for planning and evaluation purposes; and consideration should be given to the inclusion in the States Grants (Schools) legislation of such arrangements (para 3 13).

5. In addition to the English language provisions in the initial settlement program the following improvements to some activities within the current adult education program should be made through reallocation of existing resources and an additional expenditure of \$2.4m over the next three years:

- (a) extending the availability and coverage of full-time courses,
- (b) changing the concept and presentation of continuation classes,
- (c) extending the range of advanced courses,
- (d) extending the provision of courses in industry,
- (e) extending the home tutor scheme (para. 3.19).

6. The Government should refer the need for appropriate pre-service education of all adult migrant education teachers to the Inquiry into

Teacher Education, with special consideration being made for flexible entry requirements to any proposed education programs (para. 3.23(a)).

7. \$0.2m should be allocated over three years for in-service conferences and seminars for all teachers, including instruction on the use and development of existing and new materials, and feedback into the program for production of materials (para. 3.23(b)).

8. \$0.3m should be allocated over three years to provide the materials assessed by the Commonwealth, in consultation with the States and teachers themselves, as being urgently needed for the adult migrant education program. The funds may be directed to Commonwealth or State bodies for the production or purchase of materials (para. 3.24).

9. The permanent nature of the adult migrant education program should be given practical recognition by establishing for it a rolling three year program (para. 3.26).

10. An additional sum of \$0.4m over eighteen months should be used by the Department of Immigration and Ethnic Affairs to survey the needs of migrants for English language teaching and to collect information from which future program development can proceed (para. 3.28).

11. The Commonwealth, in consultation with the States, should assess the need for a formal agreement under the Immigration (Education) Act to recognise the separate Commonwealth and State responsibilities for teaching English to migrants and to provide for the collection and analysis by all governments of information necessary for planning and evaluation (para. 3.30).

12. All Commonwealth departments and authorities should identify positions where a significant proportion of the working time could be spent dealing with clients who speak a language other than English; and these positions should be staffed by officers proficient in the designated community language who would

receive a language allowance (para. 4.6(a)). [\$0.54m over three years]

13. As a trial, a special intensive English course (maximum six months) should be introduced for people who have qualified overseas in professional and sub-professional occupations which have substantial public contact, but whose limited command of English is an obstacle to the recognition of their qualifications and their employment in this country in the occupations for which they are qualified. Course members should receive an appropriate living allowance equivalent to the unemployment benefit (para. 4.6(b)). [\$0.24m over three years]

14. Professionals, including those studying and those currently in practices in areas with large migrant clienteles, should receive assistance in obtaining, or upgrading, language skills and understanding cultural differences (para. 4.6(c)). [\$0.32 over three years]

15. The Telephone Interpreter Service should be extended to Hobart and Canberra during 1978-79, Newcastle, Whyalla and Geelong during 1979-80, and Darwin and Latrobe Valley during 1980-81 (para. 4.13).

16. The Telephone Interpreter Service and the translation unit should be combined into one unit within the Department of Immigration and Ethnic Affairs and the translation function of the translation units in New South Wales and Victoria be extended to those other areas where TIS operates (para. 4.14).

17. The Commonwealth should introduce a new program to share equally with the States the cost of providing additional State-operated translation and interpreter services to meet the needs in areas of prime State responsibility and an extra \$1.5m should be allocated for this purpose over the next three years. In the first year the Commonwealth should provide 100 per cent of the funds and thereafter funding should be equally shared with the States (para. 4.15).

18. The Department of Immigration and Ethnic

Affairs should commission an extensive survey of the information most needed by migrants, the forms in which it is most accessible to them, what use they make of the media and their attitudes towards different methods of receiving information. The Department of Immigration and Ethnic Affairs should also be responsible for ensuring that all Commonwealth agencies through their ethnic liaison officers are aware of and where appropriate make use of the results of the information survey (para. 5.10). [\$0.15m]

19. The role of the Information Branch of the Department of Immigration and Ethnic Affairs should be expanded (para. 5.14). [\$0.25m over three years]

20. The Departments of Productivity and Employment and Industrial Relations taking into account the results of the survey recommended in para. 5.10 should approach unions and employer bodies with a view to developing and distributing information relating to employment and the role of unions (para. 5.17).

21. Unions and small employers and others responsible for the well-being of workers should be permitted to apply to the Departments of Employment and Industrial Relations and Productivity for approval of essential material on safety etc. to be translated and printed using government facilities at nominal cost to the applicant (para. 5.18). [\$0.13 over three years]

22. The Commonwealth Department of Health should be responsible for:

- (a) the development of information on all aspects of health care, including preventive care, in the main community languages and its distribution to all organisations which play a part in spreading information,
- (b) the development, with the producers of ethnic radio programs, of short information segments on health care to be broadcast on ethnic radio in community languages (para. 5.20).

23. The Commonwealth Ombudsman should ensure that multilingual information about his role is widely available to migrants and ethnic communities particularly with the decentralisation to capital cities of the Ombudsman's Office (para. 5.24).

24. The Commonwealth Legal Aid Commission should pass the results of the proposed information survey (para. 5.10) to State departments and to the legal aid schemes and services that operate throughout Australia (para. 5.25).

25. The Commonwealth Government should establish on the principles outlined in paras. 6.2-6.9 a special program for the funding of multicultural resource centres in areas of need (para. 6.3). [\$1.34m over three years]

26. The number of grants allocated under the grant-in-aid program should be determined by the funds available, which should be increased by \$1.7m over the next three years (para. 6.13).

27. The method of funding under the grant-in-aid program should be changed from one year to three years (para. 6.19).

28. An extensive revision of the functions of migrant services units should take place to enable them also to undertake:

- (a) consultancy for general community welfare services, both government and voluntary, on technical welfare aspects of migrant settlement and integration,
- (b) community development both in areas where there are large numbers of migrants and where services are inadequate and in relation to the establishment of the resource centre program,
- (c) co-ordination, profession support and training for grant-in-aid workers,
- (d) a greatly reduced direct welfare service load (para. 6.21). [\$0.02m over three

years]

29 . The Public Service Board, in consultation with the Department of Immigration and Ethnic Affairs, should carefully monitor the staff levels of migrant services units to ensure that duplication between government and voluntary sectors is avoided and that the department's case-work function does decrease as the other programs become effective (para. 6.23).

30. A continuing government program of part-funding for specific 'once only' projects initiated by ethnic and voluntary organisations should be established (para. 6.24). [\$0.45m over three years]

31. Funds previously allocated to the Good Neighbour Councils, and certain staff and volunteers, should be directed to other community programs over a two year period (para. 6.43). [-\$2.81m over three years]

32. A working party should be set up by the Department of Immigration and Ethnic Affairs to assist with the administrative problems associated with cessation of the Good Neighbour Councils' funding, including assistance with the appropriate placement of staff (para. 6.43).

33. Clauses particularly relevant to the rights of migrants should be retained in the Criminal Investigation Bill (para. 7.4).

34. Anomalies in voting rights should be resolved and all migrants should be placed on equal footing in their voting rights (para. 7.9).

35. The Government should give high priority to resolving the income security anomalies affecting migrants (para. 7.13).

36. When completed, the results of industrial safety programs being developed by the Department of Productivity and the Productivity Promotion Council of Australia should be made widely available and employers be encouraged to use them (para. 7.36).

37. The Committee on Overseas Professional Qualifications' functions should be extended to enable it to investigate and advise on sub-professional qualifications (para. 7.40).

38. Unions, State Trades and Labour Councils and the Australian Trade Union Training Authority should be eligible for grants under the project funding program proposed in para. 6.24 (para. 7.46).

39. Additional funds of \$0.7m should be provided under the Commonwealth's community health program to employ ethnic health workers over the next three years on a range of special services for migrants. In the first year the Commonwealth should contribute 100 per cent of the funds and thereafter funding should be under the usual cost-sharing arrangements with the States (para. 7.49).

40. The current child-care policy should be reviewed and the Government should give priority to funding child-care facilities at places of work, jointly managed by the employers and the employees or unions. The employer should meet part or all of the capital cost with the Commonwealth providing assistance for equipment and recurrent costs (para. 3.3).

41. The community development officers proposed, in conjunction with the Office of Child Care, should advise on the need for and assist in the development of appropriate child-care services in areas where there are large numbers of working mothers (para. 8.4).

42. An extra \$0.4m should be provided through the Office of Child Care to enable the ethnic communities to employ up to 25 ethnic children's services workers over the next three years. In the first year the Commonwealth should provide 100 per cent of the funds and thereafter funding should be under the usual cost-sharing arrangements with the States (para. 8.7).

43. The implementation of the general recommendations of the Report, which have been framed in recognition of the special

problems of migrant women, should take particular account of their needs (para. 8.13).

44. Funds under the States Grants (Home Care) Act should be increased by \$0.4m over three years to enable ethnic groups to employ ethnic workers for the aged to work with elderly migrants and their families. In the first year the Commonwealth should provide 100 per cent of funds and thereafter funding should be under the usual cost-sharing arrangements with the States (para. 8.24).

45. The Commonwealth should allocate \$5m specifically for multicultural education over the next three years (para. 9.14).

46. A small committee of educators experienced in areas of cultural and racial differences should be appointed to consult with State, Commonwealth and non-government authorities and to draw up within three months proposals as to how the recommended \$5m for multicultural education can be used most effectively in the three years ahead (para. 9.15).

47. Formal machinery should be established at Commonwealth level to co-ordinate Commonwealth policies and programs, and relationships with schools and school systems, in relation to multicultural education (para. 9.16).

48. The Tertiary Education Commission should approach all tertiary institutions with a view to having components on the cultural background of the ethnic groups included in appropriate professional courses; such components should also include segments on the need for and use of interpreters (para. 9.17).

49. The Commonwealth should provide \$1.8m over the next three years to establish an Institute of Multicultural Affairs to be directed by a small council of experts in multicultural developments and migrant issues (para. 9.18).

50. The Australia Council should develop closer links with ethnic communities and reassess its budgetary allocation in order to ensure that ethnic arts receive a more equitable amount

(para. 9.24).

51. The extension of ethnic radio should be phased over the next three years to cover all capital cities and provincial centres with large numbers of migrants. The Sydney and Melbourne services should also be upgraded to provide wider coverage in these centres (para. 10.5). [\$3.23m over three years]

52. The Government should provide NEBAC with specific funds to survey the views of a wide cross-section of migrants on their expectations and requirements from ethnic radio (para. 10.8). [\$0.13m over three years]

53. A small task force should be authorised to proceed with the establishment of a pilot ethnic television station drawing on existing technical resources, which would be in operation within twelve months (para. 10.13). [\$7.31m over three years]

54. NEBAC, consulting the Department of Post and Telecommunications on technical issues as appropriate, should undertake public consultations on the basis of the pilot station to find out what migrants and the community in general think about the format, content and administration of ethnic television (para. 10.14). [\$0.10m]

55. Existing mechanisms for consultation at Commonwealth and State levels should be made more effective and greater emphasis should be given to encouraging consultation with, and between, agencies working at the local level (para. 11.3).

56. Better co-ordination of Commonwealth ethnic affairs activities should be achieved through co-ordinated secretarial support and exchanges of minutes of meetings in the Department of Immigration and Ethnic Affairs (para. 11.12).

57. The Department of Immigration and Ethnic Affairs' policy planning role should be strengthened to include responsibility for monitoring and evaluating the effectiveness of

all Commonwealth programs and services in so far as they are used by migrants (para. 11.18).  
[\$0.60m over three years]