



# Community Engagement Strategy Outcomes

## Transport consultation

**Partners:** Transperth and Department of Transport

In 2010 and 2011, the Office of Multicultural Interests (OMI) conducted a series of consultations as part of its Community Engagement Strategy. These contributed to the following four objectives detailed in OMI's Strategic Plan 2009–2013:

### Public sector

- Facilitate CaLD engagement in government decision-making processes, policies and programs.
- Support the public sector to achieve substantive equality for CaLD communities.

### Empowering CaLD communities

- Provide CaLD communities with the information, skills and opportunities to support settlement, integration and citizenship.
- Undertake research, consultation and partnerships to identify, address and advocate for the needs of CaLD communities.

### Broad community consultation outcomes

At a broad level, the community consultations:

- increase CaLD community engagement in government decision making
- connect CaLD communities and State Government agencies
- increase the capacity of agencies to engage effectively with CaLD communities
- increase information on government services and gaps in services to CaLD communities
- increase knowledge of CaLD community groups, leaders and issues among government agencies
- increase cultural awareness of government agencies
- develop the capability of OMI staff to work with communities and deliver its overall community engagement program.

### As part of the consultation process, OMI:

- consulted on the needs and priorities of CaLD communities
- researched and prepared pre-consultation discussion papers on relevant themes in partnership with government agencies
- planned and delivered consultations in partnership with other government agencies
- prepared and published summary reports following each consultation
- worked with partners and stakeholders to implement actions arising
- monitored, tracked and reported on outcomes.

The consultation process as a whole has some general outcomes for government and non-government agencies, CaLD communities and OMI staff.



# Transport consultation

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## About the consultation

The consultation was held on 26 June 2010 at the Citiplace Community Centre, Perth Train Station. It focused on two areas—public transport and obtaining a driver's licence. Sixty-four people attended.

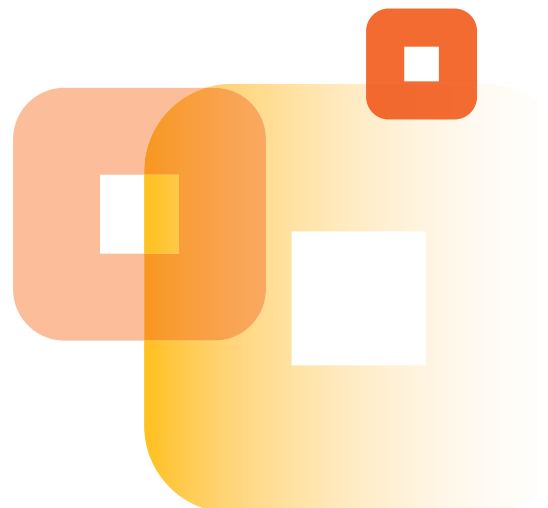
The consultation was organised in two parts:

- an information session during which representatives of the Department of Transport and Transperth described the role of their agencies and initiatives they have implemented to assist people from CaLD backgrounds
- a facilitated discussion in small groups of approximately eight participants in which OMI sought input on issues affecting people from CaLD backgrounds using public transport and obtaining a driver's licence.

Participants identified the following **priority issues**:

- public transport safety and security
- the cost of public transport and the impact of no longer being eligible for a concession card once in employment
- the need for assistance for parents taking prams on buses
- the cost of driving lessons and other associated fees
- communication difficulties when undertaking the practical driving test
- the cost of repeating the practical driving test.

Following the consultation, OMI wrote to relevant government agencies highlighting issues pertinent to them and inviting comment. Outcomes are listed on the next page.





# Transport consultation

## Outcomes

- ▣ **Transperth** noted initiatives currently underway to assist CaLD clients and advised that:
  - ▣ transit officers participate in a training course ‘Working in a Socially Diverse Environment’
  - ▣ Transperth is continuing to investigate appropriate resources and delivery methods which would supplement core training around cultural awareness in the context of a demanding bus driver training schedule
  - ▣ many drivers come from culturally diverse backgrounds and by virtue of that bring experiential skills to the workforce.
- ▣ **The Department of Transport** noted that the three main areas of concern raised in relation to driver’s licences were: the cost of driving lessons, the cost of resitting assessments and difficulties with the practical driving test. The department advised that:
  - ▣ generally, the fees to obtain a driver’s licence, prescribed in the Road Traffic (Charges and Fees) Regulations 2006 are based on the cost to deliver the service and that the department encourages applicants to be well prepared before an assessment to avoid further costs
  - ▣ the costs for a driving lesson by professional instructors are market-driven
  - ▣ the department continues to work with driving instructors to address any concerns regarding the standards of instruction provided and had met with driving instructors to provide advice on the practical assessment requirements
- ▣ since the consultation report, further driver education and training programs had sought funding to be implemented
- ▣ the department coordinates a CaLD Driver’s Licence Reference Group which aims to address issues faced by people from CaLD backgrounds when obtaining a driver’s licence
- ▣ lack of empirical evidence on the subsequent impact on road safety limits the ability to address holistically the issues people from CaLD backgrounds face in obtaining a driver’s licence. The reference group had developed a research project brief, ‘Driver’s Licence Issues Faced by People from Culturally and Linguistically Diverse Backgrounds’ and was seeking opportunities to progress this research
- ▣ with advice from the reference group, the department had amended the Road Traffic (Authorisation to Drive) Regulations 2008 to take into account the time that a person actually resides in WA rather than the date on which a permanent visa was issued.

### What next?

OMI continues to work with stakeholders and provide regular updates on progress and achievements in response to issues raised.