

# Policy for **Purpose.**

**Annual Report  
2023–2024**



# Acknowledgments

## Acknowledgement of Country

The Social Policy Group acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples and the Traditional Custodians and owners of the lands on which we live and work across Australia.

We acknowledge the Ngunnawal and Ngambri people, the Wurundjeri/Woiwurrung people of the Kulin Nation, and the Yagara and Yugambah peoples as the Traditional Custodians and Owners of the land on which our offices are situated. We pay our respects to their elders, past and present, and recognise their continuing connection to the land, waters, and communities.

As an organisation committed to advocating for social cohesion and the well-being of disadvantaged populations nationwide, we acknowledge and celebrate the diverse cultures, histories, and contributions of Aboriginal and Torres Strait Islander peoples to our country.

We extend our respects to all Aboriginal and Torres Strait Islander peoples throughout Australia, past, present, and future. We recognise their ongoing resilience, strength, and stewardship of the land and commit ourselves to ongoing efforts of reconciliation, understanding, and collaboration.

## LGBTIQA+ Acknowledgement

The Social Policy Group respects everyone's right to freely identify and affirm their sexual or romantic orientation and gender identity, including terms such as lesbian, gay, transgender, non-binary, gender diverse, genderqueer, queer, aromantic, asexual, bisexual, pansexual, sistergirls and brotherboys. We support the rights of people born with intersex variations to be free from discrimination and mistreatment based on their sex characteristics.

We pay our respects to our community's lesbian, gay, bisexual, trans and gender diverse, intersex and queer pioneers and acknowledge the lives of those LGBTIQA+ persons who never made it to safety.

As an organisation committed to designing and advocating for inclusive social policy, we celebrate our community's diversity and work to eliminate all forms of discrimination throughout Australia's systems.

## Victim Survivor Acknowledgement

The Social Policy Group acknowledges the significant impact of family and domestic violence on individuals, families and communities. We recognise the strength and resilience of the children, young people and adults who have, and are still experiencing this violence and pay our respects to those who did not survive and to their loved ones.

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# Executive Summary



The 2023–2024 financial year has been a period of significant growth and impact for The Social Policy Group (SPG). Guided by our mission to make Australia's policies and systems better serve its diverse people and communities, this year's achievements reflect our commitment to fostering inclusion, equity, and social cohesion.

SPG's integrated approach has strengthened connections across sectors and communities, combining policy and programme design with community-led development and multilingual digital communications. In gender equality, our initiatives have aimed to promote fair access to resources, empowering marginalised groups. Multilingual health campaigns have improved health literacy in Culturally and Linguistically Diverse (CALD) communities, ensuring systems are responsive to diverse needs. The MyAus App continues to be a valuable tool for migrants, refugees, and visa holders, offering essential resources to navigate life in Australia.

In the justice sector, SPG addressed barriers faced by migrant and refugee communities through the *Court Accessibility and Inclusion* initiative, providing accessible and multilingual legal resources. Our work in Artificial Intelligence (AI) policy has aimed to address risks and opportunities, fostering equitable and inclusive technological advancements.

Throughout the year, SPG's efforts have been underpinned by our values of equity, accessibility, collaboration, innovation, and sustainability. These principles have shaped our work, ensuring our initiatives are inclusive, culturally responsive, and community-driven. Looking ahead, SPG remains steadfast in its commitment to building a future where all communities feel supported, valued, and empowered to thrive.



# Our Mission

We strive to make Australia’s policies and systems better serve the diverse people and communities of Australia.

# Our Values

**Equity**  
Ensuring that marginalised groups in Australia have fair and equal access to resources and opportunities, empowering them to fully participate in and contribute to society.

**Accessibility**  
Focusing on system navigation and facilitating universal design to ensure systems are inclusive and reflect the communities and groups they serve.

**Innovation**  
Embracing creative and forward-thinking approaches to solve complex social issues facing Australia.

**Collaboration**  
Fostering partnerships and alliances with stakeholders across community, providers and government to better serve communities.

**Sustainability**  
Developing and promoting policies that support long-term social and economic health.



# Message from the Board Chair

## Innes Willox AM

It is my great pleasure to present The Social Policy Group's Annual Report for 2023-24. This year, our commitment to advancing social policies that foster inclusivity, equity, and well-being has been more important than ever. Through strategic partnerships, innovative projects, and an unwavering focus on impact, SPG has worked tirelessly to make measurable progress toward a more equitable society.

The 2023-24 period brought both challenges and remarkable achievements. Our team has significantly expanded SPG's influence, participating in key policy forums, strengthening our voice in domestic and international arenas, and advocating for inclusive and evidence-driven policies. Our success in these areas is a testament to the dedication of our staff, who continue to engage deeply with pressing social issues and create pathways to meaningful change.

Throughout our history, we have strived to advance settlement outcomes for refugee and migrant populations, foster community cohesion, and promote gender equality. This year has been no exception, as we forged ahead with new initiatives and adapted to emerging opportunities with agility and foresight.

Our specialist expertise in social policy has allowed us to operate effectively at both macro and local levels. We have driven excellence and best practice through partnerships across federal and local government departments, while supporting the community sector's ability to navigate complex systems through comprehensive training, e-learning, and workshops.

In response to the pressing issue of digital misinformation, SPG has harnessed the power of innovative digital communication strategies. Through a strategic blend of website development, social media engagement, multilingual content, and direct community outreach, we have empowered communities to combat misinformation and make informed decisions, especially during critical moments like election cycles and public debates.

As we look to the future, SPG remains committed to adapting swiftly to new opportunities and challenges. As a thought leader in the realm of artificial intelligence, we will continue to ensure that technological advancements benefit all members of society equitably. The landscape of policy-making is fast evolving, and we are best placed to ensure our legacy of impact continues to grow with it.



I am grateful for the trust placed in us and look forward to another year of collaboration, growth, and positive social change. Together, we will continue to build a more equitable, inclusive Australia.

Yours sincerely,  
**Innes Willox AM**  
Chair, SPG Board

***As we reflect on the year, it's clear that SPG's impact and reach have been amplified by our partnerships with government agencies, non-profit organisations, and the communities we serve. Our success is made possible by our supporters, funders, partners, and dedicated staff, all of whom believe in our mission and help to drive it forward.***



# Message from the CEO

# Overview



It is an honour to follow the reflections of our Board Chair, Innes Willox AM, as we present The Social Policy Group's Annual Report for 2023–24.

This year has been defined by SPG's unwavering commitment to addressing society's most complex challenges through collaboration, innovation, and impact-driven solutions. Our work has extended across systems analysis, capacity building, and responsive policy solutions, ensuring that the voices of communities we serve remain central to every project we undertake.

The remarkable achievements outlined in this report are a testament to our dedicated team and the strength of our partnerships. Together, we have delivered transformative initiatives—empowering communities, strengthening the sector, and driving inclusive social change.

***Looking forward, we will continue to navigate emerging challenges and opportunities, particularly in areas like artificial intelligence and sector capacity building. With a focus on equity, accessibility, and inclusion, SPG will remain at the forefront of social policy, ensuring no one is left behind.***

I extend my gratitude to our staff, Board, partners, and supporters for their dedication and trust. I am excited for the journey ahead as we continue to build a fairer, more inclusive Australia.

**Carla Wilshire**  
**Chief Executive Officer,**

At SPG, our work sits within three key areas, **Systems Analysis, Capacity and Capability Building**, and **Responsive Policy Solutions**. These three pillars form the foundation of our efforts to create inclusive, equitable, and effective social policy systems.

**Systems Analysis** lies at the heart of our work, enabling us to deconstruct complex social policy systems to identify opportunities for reform. By prioritising inclusion and equality, we design policy solutions that address the diverse needs of system users and communities. This pillar drives our mission to ensure Australia's policies and systems reflect the diversity of its people.

Through **Capacity and Capability Building**, we empower individuals, communities, and organisations to navigate and thrive within Australia's social policy systems. Our tailored tools and training programs enhance the capacity of individuals while fostering growth and innovation within the social policy sector. By showcasing and supporting best practices, we contribute to a more resilient and capable sector.

Finally, **Responsive Policy Solutions** underpin our commitment to addressing the most complex and emerging social policy challenges. By combining research, economic modelling, and community consultation, we develop forward-thinking solutions that influence and improve policy outcomes. This pillar enables us to remain adaptive and proactive in solving the pressing issues of today and tomorrow.

The achievements outlined in this report demonstrate the tangible outcomes of our work across these three pillars. From increasing accessibility to critical resources to fostering inclusion and building capacity, our efforts in 2023–24 reflect our dedication to creating a fairer, more inclusive Australia.

# Key Achievements 2023-24

## Enhanced Communications for Culturally and Linguistically Diverse Communities: Prevention and Management of Chronic Conditions Campaign



SPG proudly partnered with **29 grassroots organisations** and **11 community leaders** across Australia to deliver the *Enhanced Communications for CALD Communities: Prevention and Management of Chronic Conditions Campaign*. Funded by the Department of Health and Aged Care, this campaign represented an innovative approach to addressing health inequities by encouraging greater participation in **bowel cancer, breast cancer, and cervical screening within CALD communities**.

Recognising that cultural and language barriers often deter individuals from accessing life-saving cancer screening programs, SPG adopted a tailored and community-centred strategy. Working collaboratively with trusted local organisations and leaders, we developed culturally appropriate messaging and resources in multiple languages, including Easy English formats, to ensure accessibility for all. By leveraging the influence and insight of community leaders, the campaign was able to address cultural sensitivities and misconceptions surrounding cancer screening while building trust and understanding within CALD communities.

The campaign employed a range of innovative communication strategies, including multilingual social media campaigns, in-language webinars, and face-to-face workshops, dance shows and cultural events all designed to resonate with the unique needs and experiences of diverse groups. Through these efforts, **SPG was able to bridge critical gaps in health literacy and increase awareness about the importance of early detection in preventing and managing chronic conditions**.

This project highlighted the power of genuine partnership and co-design in achieving health equality. Each organisation or community leader **reached between 100-500 people at in person events and between 2,000-5,000 online, having a significant impact on the awareness of cancer screening in multicultural communities across Australia**. By amplifying the voices of CALD communities and equipping them with the tools and knowledge to prioritise their health, SPG not only improved screening awareness but also set a benchmark for how culturally responsive health initiatives can be delivered effectively and inclusively.



## Key Achievements 2023–24

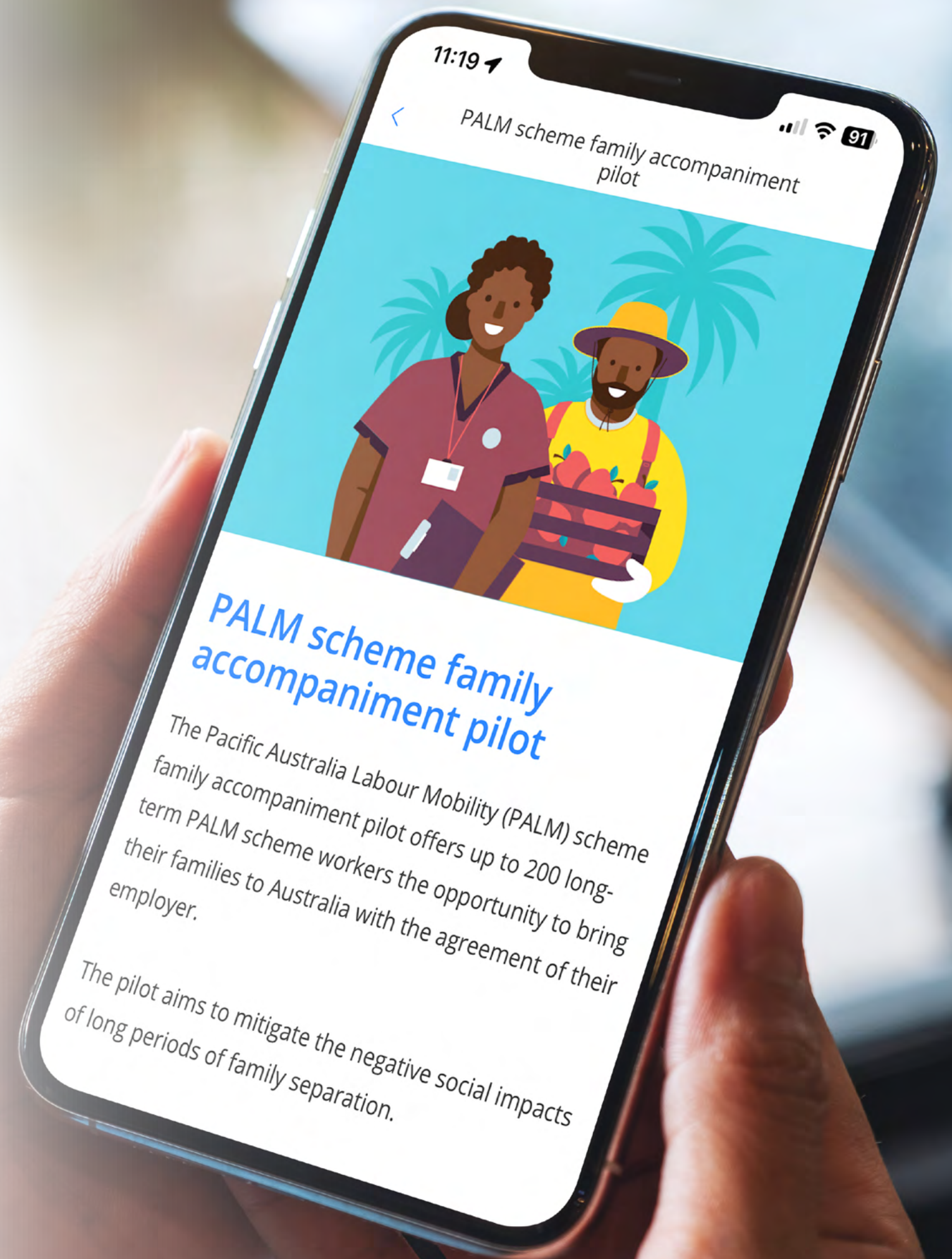
# Expansion and Impact of the MyAus App: Supporting DFAT PALM Scheme

The MyAus App is a free, multilingual platform providing trusted, practical information for migrants settling in Australia. **Available in 20 languages, it has supported over 44,000 users, helping them navigate key aspects of life and fostering social cohesion.**

Customised to visa types, family circumstances, and settlement stages, the app covers critical topics like housing, health, finances, and employment. Features such as goal-setting and English practice tools empower users to achieve milestones like finding accommodation or enrolling children in school, while adapting to Australian systems and culture.

In 2024, SPG collaborated with the Department of Foreign Affairs and Trade to adapt the app further through its integration with the *Pacific Australia Labour Mobility (PALM)* program. As part of the *Family Accompaniment Pilot*, SPG developed a specialised section with culturally relevant, in-language resources for **Kiribati** and **Tetum** speakers. This new content, addressing pre-departure preparation, cultural adjustment, and access to local services, supported pre-departure briefings and eased the transition for workers and their families arriving in Australia.

The SPG continues to innovate and expand the MyAus App, with additional sections being planned for the Financial Year 2024–25 with information available in **Bislama** and **French** as SPG continues to support new arrivals under the PALM Scheme.





# Key Achievements 2023-24

## Australian Electoral Commission Referendum Engagement: Empowering CALD Communities

SPG partnered with the Australian Electoral Commission to enhance awareness and understanding of Australia's voting processes within CALD communities in the lead-up to the 2023 Referendum. This initiative was designed to ensure equitable access to critical electoral information, empowering individuals from diverse backgrounds to actively participate in Australia's democratic process.

SPG delivered free *Referendum Community Information Sessions* across all states and territories, offering both face-to-face and online options to maximise accessibility. These sessions, which participants could register for via a dedicated booking system on the SPG website, were **available in 31 community languages**. The content covered key topics, including

the constitution, the referendum process, enrolling to vote, voting formally, and how referendum results are decided.

To further enhance accessibility, SPG integrated this information into the MyAus App, publishing seven articles on topics ranging from the constitution to working in elections. These **articles were translated into 20 languages**, ensuring CALD communities could access accurate and relevant information in their preferred language.

To amplify awareness, SPG developed an extensive suite of digital assets, including **nine videos and accompanying audio explainers** covering critical aspects of the referendum process. These resources were translated into multiple languages

to cater to Australia's diverse population. In addition, the *Harmony Votes* website was updated with six new articles under a dedicated Referendum section, translated into **10 community languages**.

This initiative demonstrates the power of multilingual, culturally tailored communication in fostering inclusion and engagement. Through a combination of in-language sessions, digital tools, and innovative outreach strategies, SPG successfully **bridged gaps in electoral knowledge, equipping CALD communities with the resources needed to make their voices heard in the Referendum**. SPG is proud to have supported this vital effort in strengthening Australia's democracy.





## Key Achievements 2023–24 Fair Work Commission CALD Communication Strategy

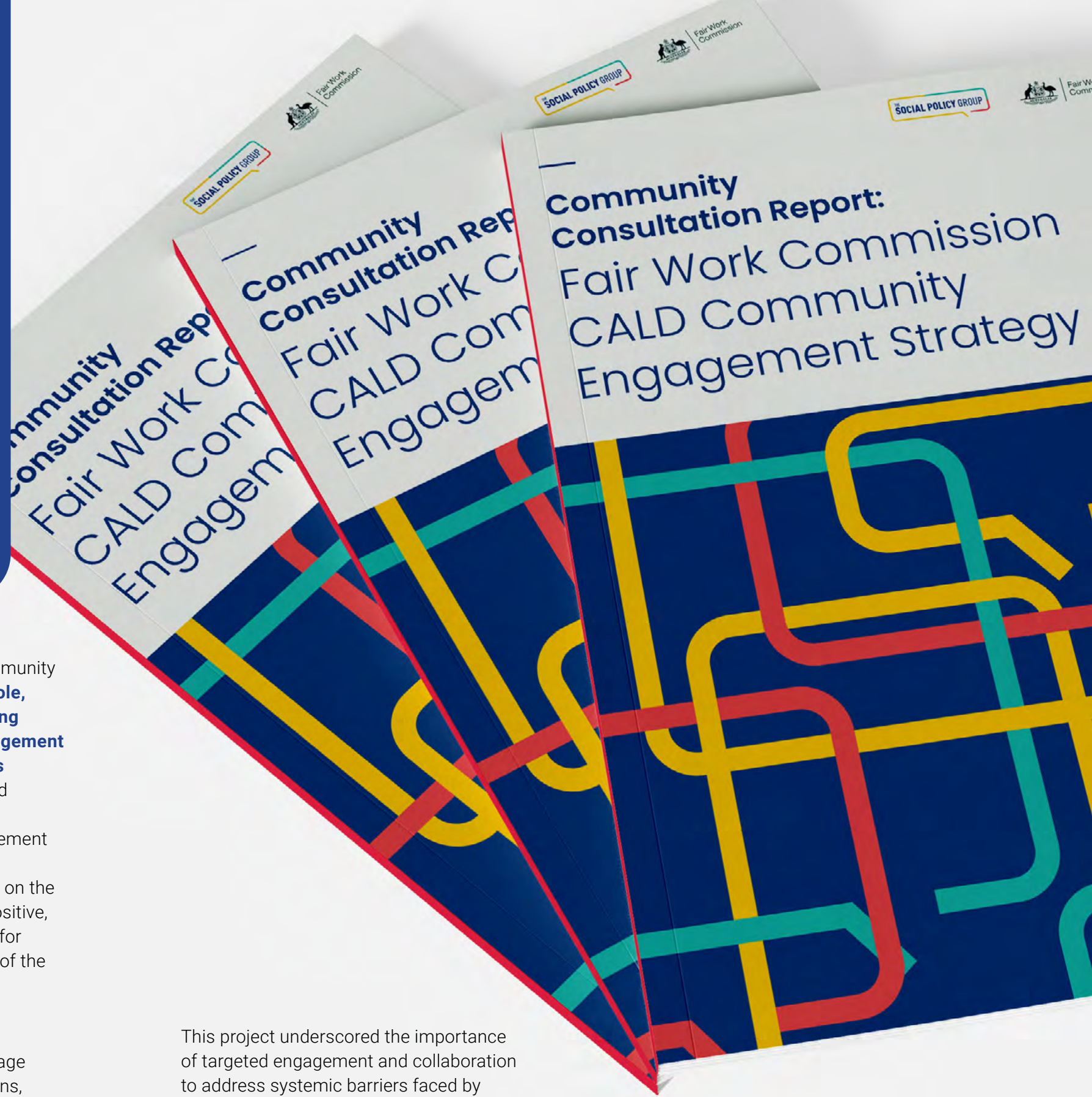
SPG collaborated with the Fair Work Commission to develop a robust *Culturally and Linguistically Diverse (CALD) Community Engagement Strategy*. Through meaningful consultation and engagement, this project sought to enhance the Commission's ability to connect with CALD communities, improving access to Fair Work resources and fostering greater trust in its services.

SPG facilitated two comprehensive consultation sessions involving **50 participants from diverse CALD backgrounds**. These sessions were further enriched through one-on-one conversations with community organisations that directly support migrant workers. Together, these approaches enabled a nuanced exploration of CALD communities' perceptions and experiences with the Fair Work Commission.

Key topics discussed included community **awareness of the Commission's role, perceptions of its services, existing levels of trust, and effective engagement methodologies specific to various communities**. Participants provided valuable insights, offering a clearer understanding of barriers to engagement and opportunities to strengthen connections. Importantly, feedback on the draft report was overwhelmingly positive, reflecting the participants' support for the initiative and their appreciation of the collaborative approach taken.

The consultations also included representation from multiple language groups and community organisations, ensuring a diverse range of voices were heard. These insights informed actionable recommendations for creating culturally sensitive strategies that enhance accessibility, build trust, and promote equitable access to the Commission's services.

This project underscored the importance of targeted engagement and collaboration to address systemic barriers faced by CALD communities. By amplifying the voices of those most affected, SPG helped the Fair Work Commission design an evidence-based, inclusive CALD communication strategy that aligns with its broader organisational objectives.





## Key Achievements 2023-24

# Women's Safety Hub: Empowering Women Through Accessible Resources

Funded by the Department of Social Services (DSS), in collaboration with the AustralAsian Centre for Human Rights and Health (ACHRH), SPG created the Women's Safety Hub, a multilingual resource that provides essential information and support to ensure safety and wellbeing for migrant and refugee women who are victim-survivors, at-risk of, or experiencing domestic, family and sexual violence.

The *Women's Safety Hub* was created through extensive consultation with diverse stakeholders, ensuring it reflects the real needs of women from all backgrounds. The website serves as a trusted source of information, offering **practical tools and guidance on safety planning, accessing support services, understanding rights, and fostering a community of resilience and empowerment.**

Key features of the Hub include user-friendly navigation, culturally inclusive, multilingual resources, and content tailored to meet the needs of women from various cultural and linguistic backgrounds. Special attention was given to accessibility, ensuring the platform is usable by individuals with varying levels of digital literacy and access needs. The *Women's Safety Hub* is available in English and six languages (**Simplified Chinese, Traditional Chinese, Arabic, Swahili, Punjabi and Vietnamese**).

SPG's role in this partnership extended beyond web development to include facilitating consultations with women's organisations, service providers, and individuals with lived experiences. This collaborative approach ensured that the content and structure of the Hub are grounded in real-world insights and practical applications.

The launch of the *Women's Safety Hub* marks a milestone in addressing women's safety holistically, combining technology with community-driven input to create a platform that is both empowering and effective. This initiative underscores the importance of partnerships in creating meaningful change and demonstrates SPG's commitment to fostering safer, more inclusive communities.

Women's Safety Hub available in  
**7 languages**





# Key Achievements 2023–24

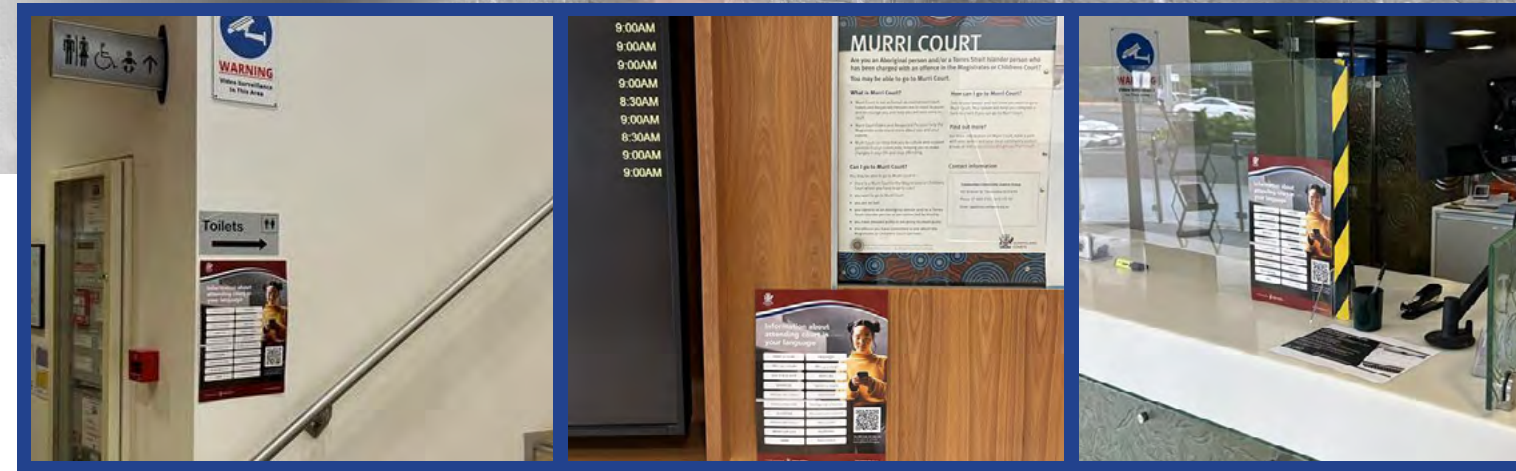
## Court Accessibility and Inclusion Project

In collaboration with the Judicial Council on Diversity and Inclusion (JCIDI) and Queensland Government Department of Justice and Attorney-General, SPG proudly delivered the *Queensland Magistrates Court of Queensland Court Access Website*. This innovative project aims to **enhance court accessibility and inclusion by providing multilingual, easy-to-navigate resources that empower individuals from diverse communities to engage effectively with the justice system**.

Implemented across **10 Magistrates Courts in Queensland**, the project focussed on breaking down barriers for CALD individuals who may face challenges in accessing vital court information. By scanning QR codes displayed on posters, flyers, and business cards, users are directed to a user-friendly website offering resources in **21 languages**, ensuring equitable access to essential legal guidance.

The project was developed through a collaborative and consultative process, ensuring the materials addressed the real needs of CALD communities. With input from stakeholders and language groups, the website includes clear, practical information about court procedures, rights, and available support services.

The impact of this initiative has been significant. Over the first stage of the pilot, **the resource was accessed nearly 1,700 times, demonstrating strong engagement and a clear demand for accessible, multilingual court information**. Additionally, thousands of promotional assets, including posters, flyers, and business cards, were distributed to maximise awareness and usage of the resource.



This project highlights the importance of inclusive, technology-driven solutions in bridging gaps within the justice system. SPG is proud to have contributed to an initiative that not only enhances court accessibility but also fosters trust and inclusion for CALD communities. The success of the pilot reinforces the value of innovative approaches in making justice truly equitable and accessible for all Australians.

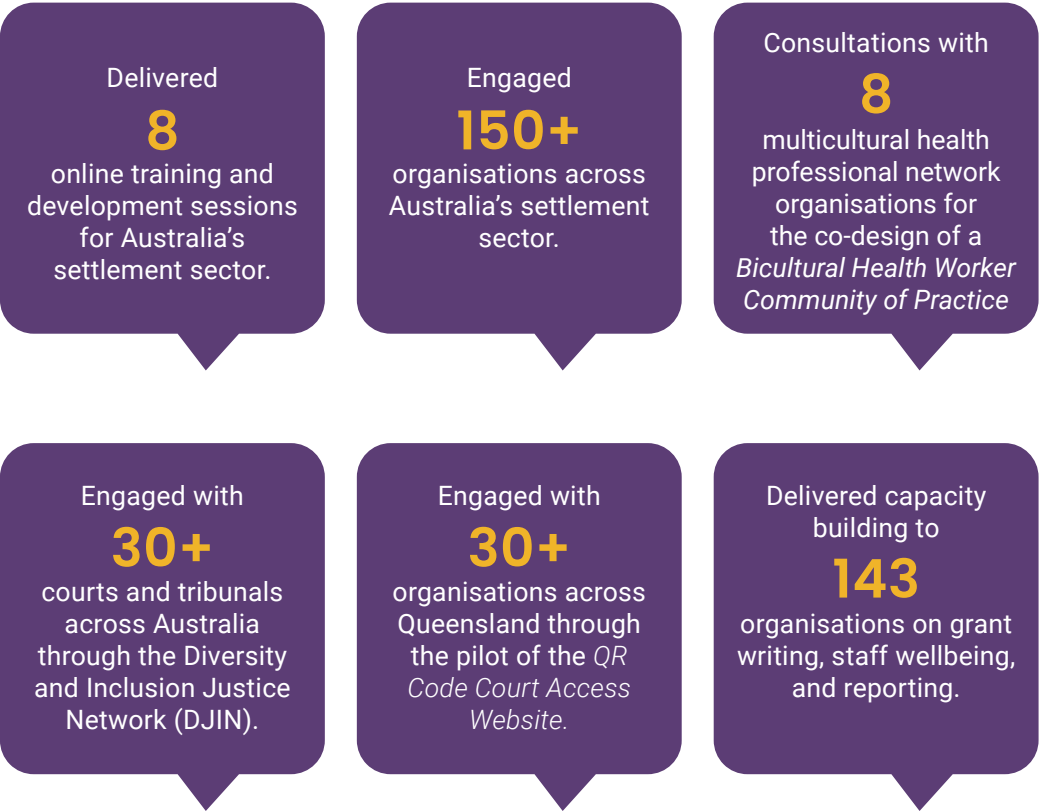
Information about the Courts in  
**20 languages**

Materials distributed across  
**10 court locations**

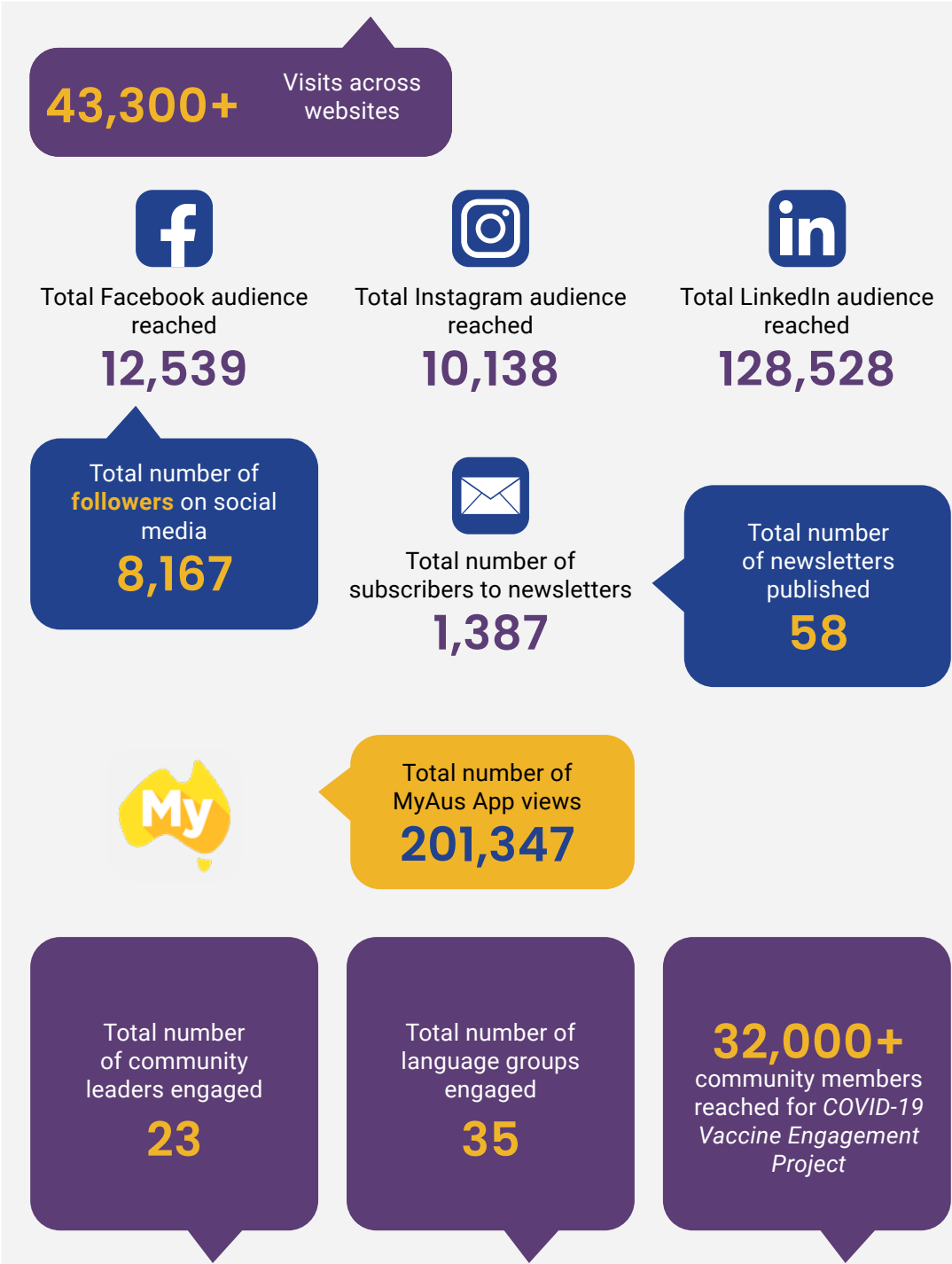
# Our Impact

From 1 July 2023 to 30 June 2024, SPG harnessed its strong connections and deep understanding of diverse communities across Australia to drive meaningful impact. Key achievements included updating content across multiple platforms to inform, engage, and empower communities; fostering meaningful engagement with community groups and organisations; building collaborations and partnerships; and advancing knowledge through publications, submissions, and research initiatives.

## Organisations Engaged



## Communities Engaged





# Collaborations and Partnerships

1. Accessible Diversity Services Inc. (i.e., Auburn Diversity Services Inc.)
2. Accoras
3. ACT Chinese Australian Association Inc.
4. Advance Diversity Services Ltd.
5. AFG Young Leaders Inc.
6. Afghan Australian Women Association Inc.
7. Afghan Fajar Association
8. Afghan United Association of South Australia
9. Afghan Women on the Move Inc.
10. African Australian Women's Association
11. African Women Australia (AWAU)
12. African Women's and Families Network
13. African Women's Federation of SA Inc.
14. Albury-Wodonga Ethnic Communities Council Inc.
15. Albury-Wodonga Volunteer Resource Bureau Inc.
16. All Graduates Translating and Interpreting
17. Alo Enlightened Women Inc.
18. AMES Australia
19. ANCORW
20. Anglicare NT Ltd.
21. Anglicare SA Ltd.
22. Antiochian Orthodox Archdiocese Church of Aus & NZ
23. Anup Shakya
24. Arabic Welfare Inc.
25. Ariana Australian Association (AAA) Inc.
26. Arise Women Support Association

27. Armenian Resource Centre of Australia
28. Asian Women at Work Inc.
29. Association of Hazaras in Victoria Inc., The
30. Association for Services of T&TS (ASSTTS)
31. Association of Ukrainians in South Australia
32. Association of Ukrainians in Tasmania
33. Association of Ukrainians in Victoria
34. Assyrian Australian Association
35. Asylum Seekers Centre Inc.
36. AustralAsian Centre for Human Rights and Health (ACHRH)
37. Australasian Institute of Judicial Administration
38. Australia Women & Children Protection and Development Inc.
39. Australia's National Research Organisation for Women's Safety (ANROWS)
40. Australian Afghan Hassanian Youth Association
41. Australian Chaldean Family Welfare Inc.
42. Australian Chinese Women's Federation
43. Australian Electoral Commission
44. Australian Graduate Women Inc.
45. Australian Human Rights Commission
46. Australian Migrant Resource Centre (AMRC)
47. Australian Muslim Women's Centre for Human Rights
48. Australian National Chinese Women's Federation

49. Australian Refugee Association Inc.
50. Australian South East Asian Women's Association
51. Australian Sports Commission
52. AustralianSuper
53. Ballarat Community Health
54. Ballarat Regional Multicultural Council
55. Baran Entertainment
56. Barton United FC
57. Bawi Phun Kul
58. Bendigo Community Health Services Ltd.
59. Beryl Women Inc.
60. Big Thick Energy
61. Bundaberg & District Neighbourhood Centre Inc.
62. Cambodian Australian Welfare Council of NSW Inc.
63. CatholicCare Tasmania
64. CatholicCare Victoria
65. Centacare FNQ
66. Centacare South West NSW Ltd.
67. Centre for Culture Ethnicity & Health
68. Centre for Multicultural Youth (CMY)
69. Centre for Women's Safety and Wellbeing (CWSW)
70. Chaldean League of NSW
71. Chinese Australian Services Society Ltd.
72. Chinese Community Social Services Inc.
73. Circle Green Community Legal
74. City of Stirling, Western Australia
75. Communicare Inc.
76. Community Action Inc.

77. Community Legal
78. Community Migrant Resource Centre Inc.
79. Community Northern Beaches Inc.
80. Connecting Community Services/Dubbo Neighbourhood Centre Inc.
81. Core Community Services (CORECS)
82. Corporation of the Roman Catholic Diocese of Toowoomba (Catholic Care Southern QLD), The
83. Council of Migrant and Refugee Women of SA
84. Creating Chances
85. Cultural Diversity Network Inc.
86. Daniela Castro
87. Department of Foreign Affairs and Trade
88. Department of Health and Aged Care
89. Department of Home Affairs
90. Department of Social Services
91. East African Women's Foundation
92. Edmund Rice Centre WA Inc.
93. Empower Living
94. Equality Rights Alliance
95. eSafety Commission
96. Ethni Well Sisters
97. Ethnic Communities Council of NSW
98. Ethnic Communities Council of QLD (ECCQ)
99. Ethnic Communities Council of Victoria (ECCV)
100. Ethnic Communities Council of WA (ECCWA)
101. Ethnic Council of Shepparton and District Inc.
102. Fair Work Commission
103. FECCA
104. Filipino Advocates For Change and Transparency
105. First Hike Project Inc.
106. Florenica Laurito
107. Focus Connect (Macarthur Diversity Services Initiative Ltd.)
108. Food For Thought Network

109. Forcibly Displaced People Network (FDPN)
110. Geelong Ethnic Communities Council Inc. (Diversitat)
111. George Street Neighbourhood Centre Association Inc. (The Neighbourhood Hub)
112. Griffith Univeristy
113. Gupi de Zavalia
114. Gynea Community Aid & Info Service
115. Hazara Shamama Association
116. Hispanic Womens Association of SA
117. Host International Ltd.
118. Huma Media Ltd.
119. Iceberg Foundation, The
120. Illawara Multicultural Services Inc.
121. Immigrant Women's Speakout Association
122. Immigration Advice and Rights Centre
123. Inala Community House
124. Indian Society of WA (IDSWA)
125. Into Work (Inner Northern Group Training Ltd.)
126. InTouch Multicultural Centre Against Family Violence
127. Iranian Community Organisation Inc.
128. Ishar Multicultural Women's Health Services Inc.
129. Islamic Women's Association of Australia (IWAA) Inc.
130. Jesuit Social Services Ltd.
131. Jullian Lataquin
132. Kateb Hazara Association (KHA)
133. Khmer Community of NSW Inc.
134. Kween G
135. Latrobe Community Health Service Ltd.
136. Lebanese Community Council of NSW Inc. (LCC)
137. Lebanese Moslem Association (Lebanese Muslim Association), The
138. Life Saving Victoria Ltd.

139. Loddon Campaspe Multicultural Services
140. Louisa Domestic Violence Service
141. Mabel Park State High School Parents and Citizen's Association
142. Mai Kanhukamwe
143. Manning Valley Neighbourhood Services Inc.
144. Massoud Foundation Australia Ltd.
145. Melaleuca Refugee Centre Torture and Trauma Survivors Service of the NT Inc.
146. Melbourne United Soccer Club Inc.
147. Melkite Catholic Welfare
148. Mercy Community Services Inc. (MercyCare)
149. Metro Assist Ltd.
150. Metropolitan Migrant Resource Centre
151. MiCare Ltd.
152. Migrant and Refugee Settlement Services of the ACT (MARSS Australia Inc.)
153. Migrant Centre Organisation Inc., The (i.e., Thriving Multicultural Communities, TMC)
154. Migrant Resource Centre, North West Region Inc.
155. Migrant Resource Centre (Northern Tasmania) Inc.
156. Migrant Resource Centre of South Australia Inc. (Australian Migrant Resource Centre)
157. Migrant Resource Centre (Southern Tasmania) Inc.
158. Migrant Women in Business
159. Migrant Workers Center
160. Migration Information Centre (East Melbourne) Ltd.
161. Monash Gender and Family Violence Prevention Centre
162. Monash University
163. Mosaic Multicultural Connections (Previously, Northern Settlement Services Ltd.)
164. Multicultural Australia Ltd.



165. Multicultural Communities Council - GC (MCCGC)
166. Multicultural Communities of Illawarra
167. Multicultural Communities Council of SA
168. Multicultural Communities Council of WA
169. Multicultural Community Centre Ltd.
170. Multicultural Community Services of Central Australia Inc.
171. Multicultural Council of Northern Territory Inc.
172. Multicultural Council of Wagga Wagga Inc.
173. Multicultural Families Organisation Inc.
174. Multicultural Futures (Formerly Fremantle Multicultural Centre)
175. Multicultural NSW
176. Multicultural Services Centre of Western Australia Inc.
177. Multicultural Youth Affairs Network of NSW (MYAN NSW)
178. Multicultural Youth Advocacy Network Australia (MYAN)
179. Multicultural Youth South Australia Inc.
180. MultiLink Community Services Inc.
181. Muslim Women Association
182. Muslim Women's Association of South Australia Inc.
183. Muslim Women Council of Victoria Inc.
184. Nambour Community Centre Inc.
185. National Aboriginal and Torres Strait Islander Women's Alliance
186. National Ethnic Disability Alliance (NEDA)
187. National Rural Women's Coalition, The
188. National Women's Safety Alliance
189. Nepean Multicultural Access Inc.
190. Northern Settlement Services
191. NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
192. NT Working Women's Centre
193. Office for Women, Department of Prime Minister and Cabinet
194. Older Women's Network Inc.
195. Ondru Ltd.
196. Orange City Council, New South Wales
197. Orphans and Widows West Africa Inc. (i.e., Women's Welfare Australia)
198. Our Watch
199. Pacific Womens Professional and Business Network
200. Pacificwin
201. Pakistanis in Australia
202. Pashtun Association of SA Inc.
203. Peel Multicultural Association Inc.
204. Pilbara Community Legal Service Inc.
205. Professional Migrant Women
206. PRONIA
207. Queanbeyan Multilingual Centre Inc. (Cooma Multicultural Centre)
208. Queensland Department of Justice and Attorney-General, The
209. Queensland Program of Assistance to Survivors of Torture and Trauma Inc. (QPASTT)
210. Rainbow Coast Neighbourhood Centre Inc. (Greater Southern Migrant Services Albany)
211. Refugee Communities Advocacy Network
212. Refugee Council of Australia
213. Refugee and Immigration Legal Service Inc.
214. RMIT Centre for Innovative Justice
215. Roman Catholic Trust Corporation for the Diocese of Cairns, The (Centacare FNQ)
216. Rural Australians for Refugees Inc.
217. Sarina Russo Job Access (Australia) Pty. Ltd.
218. Save the Children Australia (54 Reasons)
219. Services Australia
220. Settlement Council of Australia (SCOA)
221. Settlement Services International Ltd. (SSI)
222. Shamita Sivabalan
223. Shakti Migrant & Refugee Women's Support Group NSW Inc.
224. Shared World Collective
225. Sisters 4 Sisters Support Services
226. Sister Works Inc.
227. Sitara's Story Inc.
228. Social Outfit, The
229. Somali Health Professionals
230. South Australian Commission for Children and Young People, The
231. South East Community Links Inc.
232. South West Healthcare
233. Southern Migrant and Refugee Centre Inc.
234. Spectrum Migrant Resource Centre Ltd.
235. St Vincent de Paul Society NSW (North Coast Settlement Services)
236. St Vincent de Paul Society Queensland
237. Sunraysia Mallee Ethnic Communities Council (SMECC) Inc.
238. Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)
239. Sydney Multicultural Community Services
240. SydWest Multicultural Services Ltd.
241. Telstra Health
242. TF Pascal
243. Tongan Association Canberra and Queanbeyan
244. Townsville Intercultural Centre Ltd.
245. Townsville Multicultural Support Group Inc.

246. Ukrainian Association of Western Australia
247. Ukrainian Council of NSW
248. Ukrainian Council of Queensland
249. Umuntu Ngabantu Ltd.
250. United Cultural Support Inc.
251. United Muslim Womens Association Inc. (Muslim Women Australia)
252. United Spanish Latin American Welfare Centre
253. Uniting (Victoria and Tasmania) Ltd.
254. University of Melbourne, The
255. University of New South Wales (UNSW), The
256. Victorian Afghan Association Network (VAAN)
257. Victorian African Health Action Network
258. Victorian Immigrant and Refugee Women's Coalition
259. Welcoming Australia
260. Wellsprings for Women
261. Weli Costa
262. WEstjustice
263. Western Sydney Migrant Resource Centre
264. Whittlesea Community Connections Inc.
265. Wimmera Development Association Inc.
266. Women Empowerment and Leadership
267. Women with Disabilities Australia (WWDA)
268. Women of Colour Ltd.
269. Women's Health Matters
270. Women's Safety Services
271. The Women's Services Network (WESNET)
272. Women's Welfare Australia
273. Wyndham Community and Education Centre Inc.
274. Yellow Butterfly Support Services
275. Youth Futures WA Inc.
276. Zam Zam Foundation
277. Zara's House



# Publications, Submissions and Research

## Gender Equality

Submissions	<ul style="list-style-type: none"><li>• <i>The Risk and Challenges presented by Generative AI Tools in Education</i> (July 2023)</li><li>• <i>Safe AI in Australia: Proposed Framework for Responsible Use</i> (July 2023)</li><li>• <i>Submission in response to the International Gender Equality Strategy</i> (18 September 2023)</li><li>• <i>inTouch and Harmony Alliance Response to Consultation Paper on the Family Law Amendment Bill 2023</i> (November 2023)</li></ul>
Publications	<ul style="list-style-type: none"><li>• <i>Joint Report: Harmony Alliance, WWDA and NEDA. Accessing Formal Support in Australia: The Experience of Culturally and Linguistically Diverse (CALD) Women with Disabilities</i> (December 2023)</li><li>• <i>Media Release: Increased Waiting Periods to Keep Women out of Work</i> (December 2023)</li></ul>
Consultations and Roundtables	<ul style="list-style-type: none"><li>• <i>Digital ID: Inclusion Roundtable</i> (28 September 2023)</li><li>• <i>Review of National Framework for Respectful Relationships Education for Delivery with CALD communities</i> (Australian Government Department of Education) (13 October 2023)</li><li>• <i>Consultation Workshop: Reviewing the National RRE Framework for Delivery with CALD communities</i> (13 October 2023)</li><li>• <i>eSafety: Developmental Continuum Co-Design Workshop</i> (28 November 2023)</li><li>• <i>Our Watch Consultation: Needs, gaps and opportunities in primary prevention with migrant and refugee communities</i> (22 April 2024)</li><li>• <i>'The Future of government services: Aligning to work with Australian communities'</i> - community invitation to attend a 'Futures workshop' for the Long-term Insights Briefing Pilot (9 May 2024)</li><li>• <i>Australian Law Reform Commission Justice Responses to Sexual Violence Inquiry - Consultation about culturally and linguistically diverse victim survivor experiences</i> (20 May 2024)</li><li>• <i>Forced Marriage Specialist Support Program Stakeholder Consultation With Harmony Alliance – International and Modern Slavery Policy</i> (DSS) (11 June 2024)</li></ul>

## Gender Equality(cont.)

Advisory Groups	<ul style="list-style-type: none"><li>• National Plan Advisory Group (Department of Social Services)</li><li>• National Multicultural Advisory Group (Services Australia)</li><li>• National Women's Health Advisory Council (Department of Health and Aged Care) – Special Advisor</li><li>• National Advocacy Group on Temporary Visa Holders Experiencing Violence – Executive Member</li><li>• National Anti-Racism Framework Multicultural Advisory Group (Australian Human Rights Commission)</li><li>• Embrace Multicultural Mental Health (Mental Health Australia)</li><li>• Policy and Advocacy Advisory Committee (National Women's Safety Alliance)</li><li>• Dowry Abuse Working Group (AustralAsian Centre for Human Rights and Health, InTouch, Good Shepherd)</li><li>• Decadal Plan Expert Panel (89 Degrees East)</li></ul>
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## Health

Research	<ul style="list-style-type: none"><li>• <i>COVID-19 Vaccine Engagement Knowledge Sharing Forum Report to the Department of Health and Aged Care</i></li></ul>
Frameworks	<ul style="list-style-type: none"><li>• <i>Physical Activity Guidelines Review Consensus Panel</i></li><li>• <i>Living Evidence for Australian Pregnancy and Postnatal Care (LEAPP) Steering Committee</i></li><li>• <i>Department's Review of After-Hours Primary Care</i></li><li>• <i>Implementation of National Lung Cancer Screening Program (NLCSP)</i></li></ul>
Advisory Groups	<ul style="list-style-type: none"><li>• <i>Department's CALD Communities Health Advisory Group</i></li><li>• <i>COVID-19 Vaccine Communication and Consultation Advisory Group</i></li></ul>



## Settlement and Migration

Submissions	<ul style="list-style-type: none"><li>• <i>Submission to the Multicultural Framework Review</i> (13 October 2023)</li></ul>
Publications	<ul style="list-style-type: none"><li>• <i>Effective Community Capacity Building in the Settlement Context: Discussion Paper</i> (June 2024)</li></ul>
Frameworks	<ul style="list-style-type: none"><li>• <i>Community Capacity Building in the Settlement Framework</i> (June 2024)</li></ul>
Key Contributions and Advisory Groups	<ul style="list-style-type: none"><li>• MYAN Youth Settlement Service Model</li><li>• Refugee Communities Advocacy Network (RCAN) Report: <i>Inclusive Settlement Funding Model The Role of Refugee-Led Organizations in Settlement</i></li><li>• SCOA Road to Belonging initiative, focusing on data, research, and systems change</li></ul>

## Justice

Council Meetings	<ul style="list-style-type: none"><li>• JCDI Council Meeting (October 2023)</li><li>• JCDI Council Meeting (June 2024)</li><li>• DJIN Council Meeting (June 2024)</li></ul>
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## AI Policy and Safety

Submissions	<ul style="list-style-type: none"><li>• <i>The Risk and Challenges presented by Generative AI Tools in Education</i> (July 2023)</li><li>• <i>Safe AI in Australia: Proposed Framework for Responsible Use</i> (July 2023)</li></ul>
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# Core Activities

## Gender Equality

### Harmony Alliance

SPG auspices the Harmony Alliance, one of the six national women's alliances. The purpose of Harmony Alliance is to provide a national, inclusive, and informed voice on the multiplicity of issues impacting the experiences and outcomes of migrant and refugee women, and to enable opportunities for women from migrant and refugee backgrounds to directly engage in driving positive change.

Members of the Harmony Alliance contribute to the development of policy advice, system reform, research, and initiatives on key systemic issues impacting experiences and outcomes of migrant and refugee women in Australia.

In the last year, Harmony Alliance has actively engaged **300+ members** and participated in consultations, submissions and roundtables to provide policy advice.

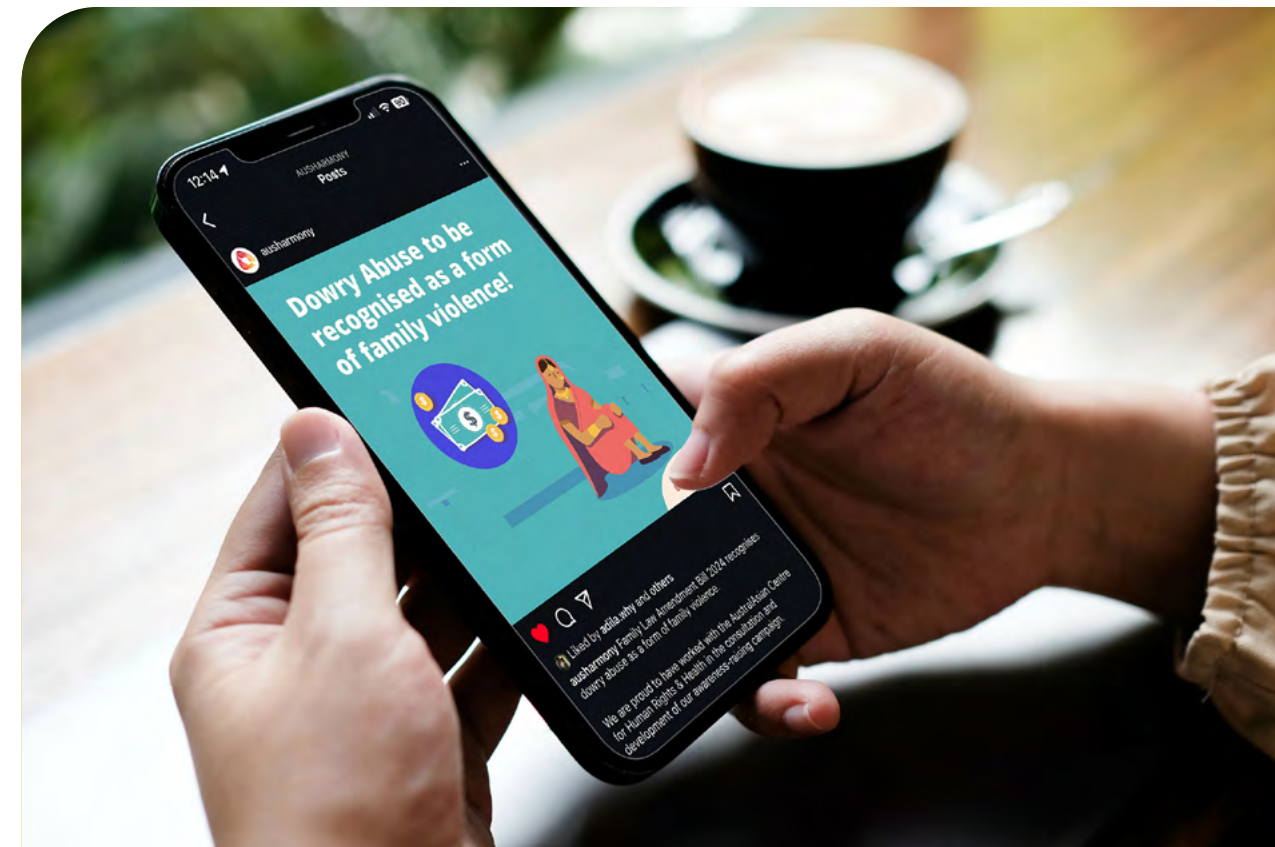
### Media Training for Harmony Alliance Council Members

The aim of media training was to help Council Members understand the media landscape, and good practice for how to develop a (good) message, voice and presentation to create impact and influence change.

### Women Capacity Building Program

A capacity building program was created in consultation with Harmony Alliance members. The program delivered targeted resources, tools and expert advice on leadership, strategy and governance to support members to effectively engage in the work of the Alliance, and in policy and advocacy on migrant and refugee issues more broadly.

A series of guides: 'Governance,' 'Leadership and Teamwork,' 'Project Management,' 'Project Finance,' 'Risk Management,' 'Strategy and Innovation,' 'Talent Management' and 'Workplace Health and Safety' were developed and made available to Harmony Alliance members via the Women's Hub.



### Dowry Abuse Recognised in Recent Amendments to the Family Law Act

Harmony Alliance partnered with the AustralAsian Centre for Human Rights & Health (ACHRH) to address dowry abuse in Australia through the *National Framework for the Prevention of Dowry Abuse Project*, a three-year initiative focused on raising awareness and informing government policy on this issue. The project aimed to establish an evidence base to understand dowry abuse, increase awareness within communities, and provide educational resources to support public outreach efforts.

Over the course of the initiative, Harmony Alliance and ACHRH conducted a national survey between August and October 2020 to evaluate the community's knowledge and awareness of dowry practices and their connection to abusive behaviours. This informed an extensive awareness-raising campaign which was delivered in English, Hindi, Punjabi, Sinhalese, and Telugu, ensuring accessibility to diverse cultural groups.

The project developed digital resources, including social media content and animations, designed to educate the public and enhance community awareness about dowry abuse.

The initiative's success was attributed to its community-led approach, which prioritised cultural sensitivity and meaningful engagement with diverse groups. By tailoring resources to the needs of various communities, the project effectively highlighted the critical role of grassroots efforts in addressing gender-based violence. The final evaluation, presented in 2022, reinforced the importance of collaborative and inclusive strategies in combating dowry abuse and promoting equality.



## Case Study

### *MyAus App Update: Empowering CALD Communities with Safety and Relationships Information*

For migrants and refugees, the journey to settling in Australia is often filled with challenges—adapting to new systems, unfamiliar cultural norms, and often a language barrier that makes accessing essential information difficult. For some, this is compounded by experiences of domestic and family violence (DFSV), which may be understood and experienced differently depending on cultural context.

Take, for example, a newly arrived migrant woman. She may be navigating life in a new country while caring for her children, unsure of how to access support services or even recognise that certain behaviours from her partner or family members constitute abuse. She may feel isolated, with limited social connections and no knowledge of her rights or available resources.

For vulnerable CALD communities, DFSV can manifest in different ways, such as emotional abuse, financial control, or intergenerational conflict. Cultural taboos around discussing family matters and low trust in government services can further prevent CALD community members from seeking help. In response to these challenges, SPG partnered with the Department of Social Services (DSS) to adapt its critical family safety information into the MyAus App—a multilingual, user-centred digital tool tailored to the needs of migrants.

SPG translated and adapted DSS's *Family Safety Pack* content into the MyAus App, ensuring it was accessible and culturally relevant. In addition to creating multilingual articles and factsheets, SPG introduced a quick exit functionality, allowing users to leave sensitive content with one tap and redirect to a general MyAus App article. This feature prioritises safety and confidentiality, addressing the real concerns of community members in vulnerable situations.

Through the MyAus App, community members can now access practical and trusted information about recognising abuse, their legal rights, and how to seek help, all in their own language. By breaking down cultural and linguistic barriers, the app empowers vulnerable CALD community members to navigate safety and relationships with confidence, fostering greater awareness and access to support in times of need.







# Health

## *Men, Health, and Culture Initiative*

SPG partnered with the Department of Health and Aged Care to address critical gaps in services and resources for men from CALD backgrounds. Men and fathers from migrant and refugee communities often face unique challenges in accessing support for mental health, relationships, and parenting. These challenges are compounded by a lack of culturally relevant and accessible resources, making engagement with existing services difficult.

In response, SPG developed two key resources as part of the *Men, Health, and Culture* initiative.

These resources were informed by consultations with CALD communities and guided by an expert panel with expertise in multiculturalism, men's health, and family services. By providing culturally relevant information tailored to CALD men and equipping service providers with tools to better support them, the initiative promotes mental health, positive relationships, and inclusive practices. Launched in 2024, the *Men, Health, and Culture* initiative fosters a deeper understanding of the unique needs of CALD men, creating pathways to greater well-being for families and communities across Australia.

**A Website for CALD Men:** *Men, Health, and Culture* provides accessible information for CALD men about mental health, relationships, and fatherhood. It is designed to empower men by addressing common barriers and promoting positive mental health and family engagement.

**A Website for Service Providers:** *Men, Health, and Culture* offers advice and practical strategies for organisations in the community and health services sectors. The website provides advice and practical tips on how to engage with men from migrant and refugee backgrounds, including new and expectant fathers, and how to better support these men in their mental health, and as they navigate their roles as partners and parents in Australia, while maintaining their cultural values.



# Settlement and Migration

## Settlement Sector Capacity Building

SPG, as a settlement peak body, has been central to strengthening capacity within the settlement sector.

SPG provides secretarial support to the Settlement Engagement and Transition Support Community of Practice (SETSCoP), facilitating and fostering collaboration across the settlement sector. One of the key ways SPG achieves this is through thematic subgroup meetings, which bring together service providers to discuss challenges, share knowledge, and co-design practical solutions.

These subgroup meetings focus on ten critical areas: Community Capacity Building, Employment, Gender, Families and Domestic & Family Violence, Health and Mental Health, Housing, Cost-of-Living and Financial Capacity, Men's Groups and Prevention Programs, Operations, Regional and Rural, Ethno- and Religious-Specific, and Youth.

Through this collaborative process, SPG has developed valuable resources to support the sector, including the *Mental Health Referrals Resource*, *Pre-Employment Checklist (2024)*, *Guide: Responding Effectively to Domestic and Family Violence*

*in Migrant Communities*, *Guide: Engaging Men and Boys from Diverse Communities in Domestic and Family Violence Prevention*, and the *Effective Community Capacity Building in the Settlement Context Discussion Paper*.

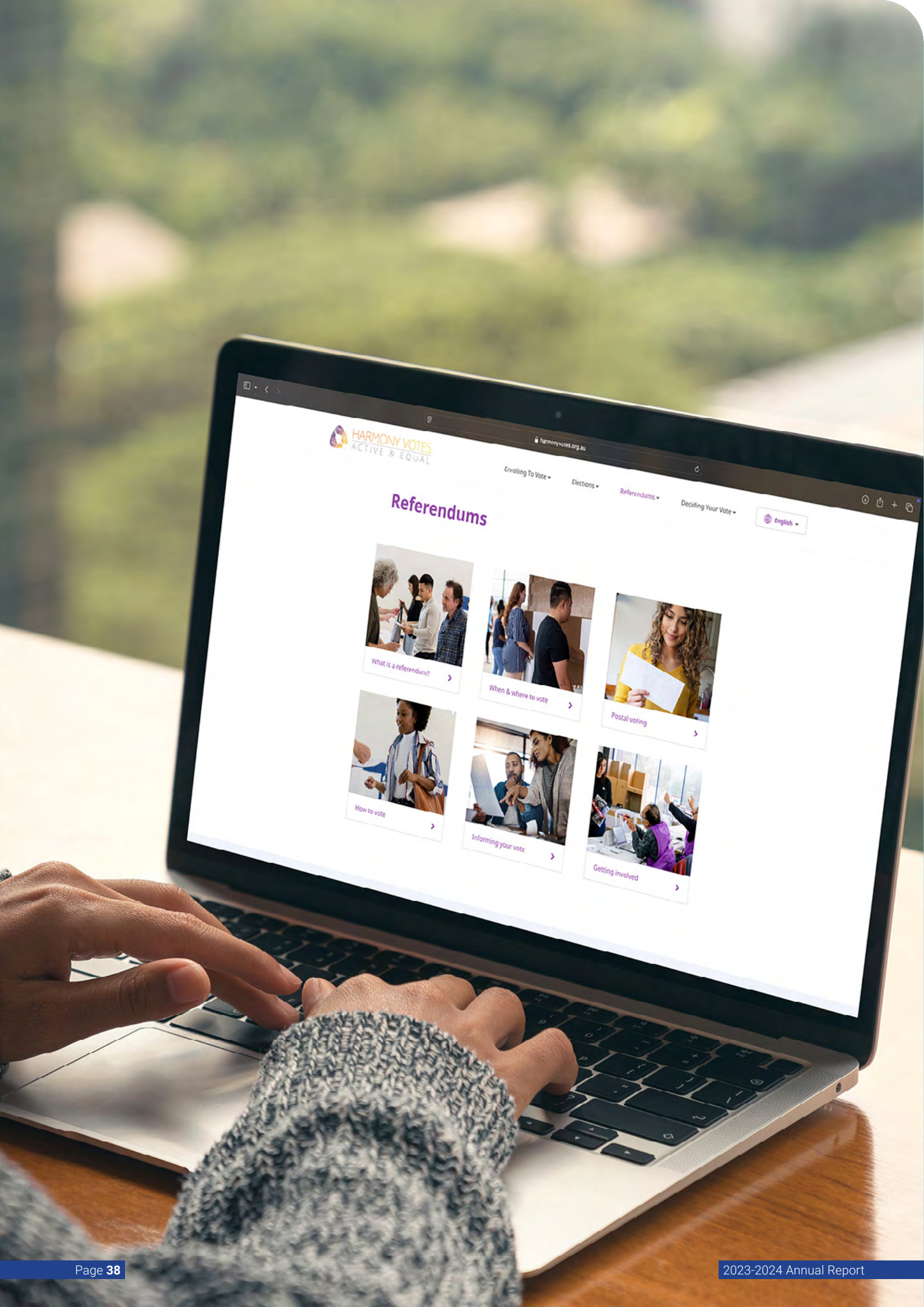
In addition to resource development, SPG delivered seven professional development and wellbeing events for the sector. These events focussed on practical and timely topics such as grant writing, superannuation in the settlement context, and trauma-informed domestic and family violence (DFV) training.

## Afghan-Australian Community and Settlement Support (AACASS) Grant Program

Through the *Afghan-Australian Community and Settlement Support (AACASS) Grant Program*, SPG administered funding to Afghan-Australian and other community organisations to support newly arrived Afghan refugees, humanitarian entrants, and other vulnerable migrants. The program emphasised whole-of-community engagement and capacity building, with funded organisations participating in targeted initiatives to strengthen both organisational and individual leadership.







## Harmony Votes

*Harmony Votes* is a project designed to support voters from migrant and refugee backgrounds, first-time voters who may not speak English as their first language, or those unfamiliar with Australian democracy and voting processes. The initiative provides in-language resources explaining Australia's electoral system, including how to enrol, where, when, and how to vote, with guidance on postal voting options. To better support multicultural communities, information has been made available in 11 languages: Arabic, Simplified Chinese, Dari, Hazaragi, Karen, Burmese, Korean, Punjabi, Nepali, Thai, and Vietnamese. A targeted social media campaign was rolled out to assist with this year's Queensland and Australian Capital Territory elections and Victoria's postal state election.

## THRIVE Logan

Social isolation and loneliness are significant challenges for CALD communities in Logan, Queensland. To address these issues, the Queensland Government has funded *THRIVE Logan*, a three-year initiative designed and implemented by SPG. The initiative focuses on fostering stronger connections between CALD communities, government, businesses, and local leaders to build a more inclusive and supportive environment.

*THRIVE Logan* aims to reduce social isolation by enhancing formal and informal support systems for CALD communities in Logan. SPG's deep connections with multicultural communities across Australia and its ability to bridge gaps between government, services, and communities have made it uniquely equipped to lead the design and delivery of this impactful project.

Key project outcomes include the establishment of a CEO Roundtable, engaging major settlement and support services, and hosting targeted consultations with grassroots leaders and community organisations. Through workshops, meetings, and online engagements, *THRIVE Logan* has fostered collaboration across sectors and cultures, raising awareness of existing structures while brokering and supporting new investments into the community.

To date, the initiative has facilitated or supported approximately \$3.5 million in investments from government and philanthropic sources, primarily focussed on creating economic opportunities for CALD communities. By promoting collaboration and opening new pathways for funding and support, *THRIVE Logan* aspires to create a Logan where CALD communities feel connected, valued, and empowered to thrive.



# Justice

SPG provides secretarial support to the Judicial Council on Diversity and Inclusion (JCDI) and the Diversity and Inclusion Justice Network (DIJN).

The JCDI is an advisory body formed to assist Australian courts, judicial officers and administrators to positively respond to diverse needs, including, but not limited to, the particular issues that arise for Aboriginal and Torres Strait Islander communities, migrants and refugees, LGBTIQ+ people, people with disabilities, CALD people, women, and older people.

The JCDI has representation from

- 14 courts and tribunals
- 5 judicial organisations
- 3 community leaders
- 1 translation agency

The DIJN is the formal network of Diversity and Inclusion Advocates across Australia, with a focus on providing advice and assisting in the development of resources related to the work of the JCDI.

This year the JCDI and the DIJN continued to support the *Recommended National Standards for Working with Interpreters in Courts and Tribunals*, the *Court Accessibility and Inclusion Project*, the *Legal Literate App* and *Pronunciation of Names and Gender Pronouns Initiative*, assisting access to justice for Australia's diverse populations.

The DIJN has representation from

- 27 courts and tribunals

## Case Study

### *Improving Access to Justice for Culturally and Linguistically Diverse Communities Through the Court Accessibility and Inclusion Project*

A Somali-speaking father stands in the foyer of a busy Magistrates Court, clutching a summons he can barely read. He has no idea why he's been called to court, what he's supposed to bring, or how to behave inside the hearing room. He wonders if his children are allowed to come with him. The legal system feels like a maze, and without high-level English proficiency, he is lost.

For many people from CALD communities, this scenario is all too familiar. Navigating Australia's justice system is daunting at the best of times, but for those who don't speak English fluently, it can feel impossible. Court resources are often only available in English and assume a level of familiarity with legal processes that many first-time users simply don't have. This lack of accessible information creates confusion, anxiety, and barriers to justice for CALD individuals.

Recognising these challenges, the JCDI, with support from SPG, introduced the *Court Accessibility and Inclusion Project*. Designed to meet the needs of CALD communities, the project uses QR codes displayed on posters, flyers, and business cards in 10 Magistrates Courts across Queensland. By scanning the QR code, users are directed to a website that provides practical information about court processes in 20 high-demand languages, including Swahili, Arabic, Mandarin, and Vietnamese.

For the Somali-speaking father, this means he can quickly access details about why he's been summoned, how to prepare for his hearing, and the rules of the court—all in his own language. The resource was developed with input from legal professionals and CALD community members to ensure the information is accurate, culturally relevant, and easy to understand.

Through this initiative, the justice system becomes more accessible and less intimidating. By addressing language barriers and providing critical information where and when it's needed, the *Court Accessibility and Inclusion Project* empowers CALD individuals to navigate the legal system with confidence, ensuring a fairer and more inclusive process for all. Moreover, it can be replicated across jurisdictions across Australia wherever it is needed, potentially expanding access to justice across Australia's diverse communities.

# AI Policy and Safety

This year, SPG has expanded its focus on Artificial Intelligence (AI) Policy and Safety, advancing efforts through evidence-based research, collaborative frameworks, and practical guidance. Our work is dedicated to ensuring that the integration of AI into society is both safe and equitable, particularly as it intersects with critical social policies.

The rise of AI represents a transformative shift, reshaping health, justice, education, and economic systems worldwide. Its potential to disrupt existing structures brings both opportunities and risks, particularly for marginalised groups who may face amplified vulnerabilities, biases, and systemic inequities. Recognising the far-reaching implications of AI, SPG has prioritised policy development that safeguards communities while navigating the complexities of this emerging technology.

This year, our initiatives included detailed submissions on AI and mobile phone safety, providing actionable recommendations to government and industry stakeholders.

A key example of our work is the *Safe and Responsible AI in Australia Submission* which offers insights and policy recommendations to support safe and responsible AI adoption in Australia. Similarly, we worked with leaders across Australia to apply a critical lens to the issue of mobile phone use in Australia, ultimately leading to a swathe of policies across states and territories banning mobile phones in public high schools. Examples such as these highlight how SPG bridges research and real-world applications, helping governments address technology's social impacts effectively.

SPG provides governments and industry with practical frameworks to navigate the evolving challenges of AI. Looking ahead, we will continue deepening our work in AI Policy and Safety, driving the creation of frameworks that uphold fairness, transparency, and inclusivity. By addressing the ethical, social, and economic impacts of AI, we aim to shape policies that not only mitigate risks but also unlock AI's potential to drive positive societal change.

## Case Study

### *Time to Reboot: Igniting the Conversation on AI, Technology, and the Associated Societal Impacts*

Carla Wilshire OAM, Founding CEO of SPG, has long been at the forefront of social policy innovation, particularly in addressing the societal impacts and opportunities of emerging trends. In an era where AI is reshaping industries and daily life, Carla identified a critical gap: the lack of an accessible, informed dialogue on how AI and technology influence gender equality. Her work underscores the urgent need to address these issues to prevent technology from reinforcing systemic biases.

AI systems, while often celebrated as tools of progress, are deeply influenced by the data they are trained on—data that frequently reflects societal biases. Carla observed that these biases, embedded in algorithms, subtly, yet significantly, often perpetuate male privilege. She argues that as AI increasingly mediates our lives, it risks entrenching inequities in ways that can be difficult to detect but profoundly impactful.

In response to this gap, Carla launched *Time to Reboot: Feminism in the Algorithmic Age*, delving into the new digital gender divide. In the book, Carla offers a compelling analysis of how a digital and tech-driven consumer culture—while seemingly unavoidable—is contributing to the erosion of gender equity. She challenges the widely held belief that technology is a neutral force for progress, instead arguing that the systems powering modern tech are often reinforcing harmful cultural norms, under the guise of innovation.

Since its release, the book has sparked critical conversations about the role of technology in shaping societal values and its broader implications for gender equality. The book has opened up a dialogue about how AI, while intended to guide and shape the future, may instead be entrenching existing inequities.

Carla's work encourages policymakers, tech companies, and consumers to rethink how technology is developed and used. Her call to action is clear: ensure technology fosters inclusivity and equality, rather than exacerbating biases and systemic disparities. Through *Time to Reboot*, Carla continues to inspire and influence the global conversation on technology's role in shaping a more equitable future.





# Upcoming Initiatives

## *Healthy Horizons: Raising Awareness for Stillbirth Prevention Among Migrant and Refugee Women*

In the 2024-25 financial year, SPG will finalise a key initiative for the Department of Health and Aged Care to address gaps in stillbirth prevention awareness and perinatal healthcare access for women from migrant and refugee backgrounds in Australia. The project aims to improve understanding of stillbirth causes, reduce risks, and enhance access to culturally responsive healthcare. It also seeks to inform stakeholders on adapting healthcare services to meet the unique needs of these communities.

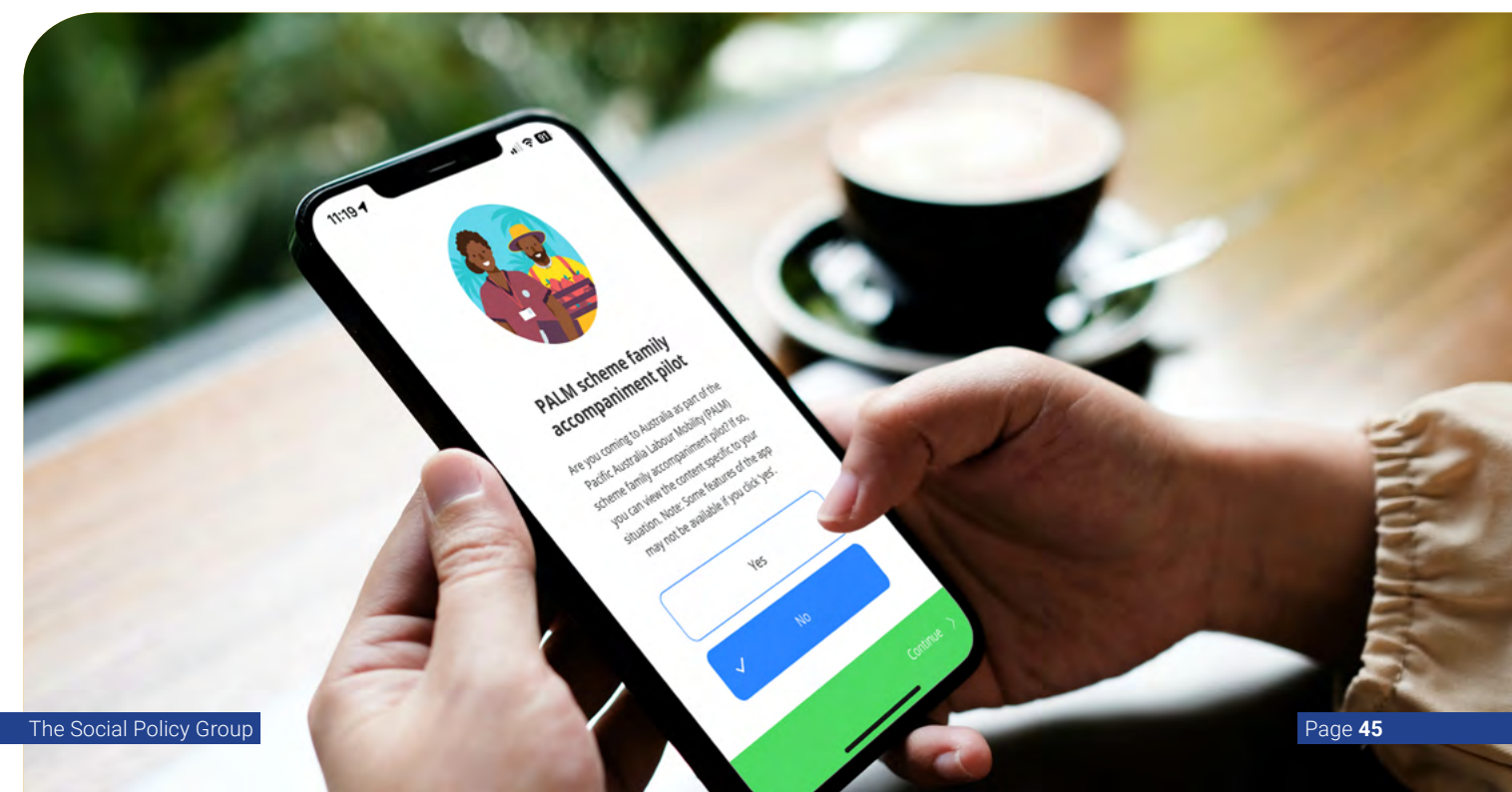
To achieve these goals, SPG has conducted extensive consultations with women from 16 cultural backgrounds, including Somali, South Sudanese, Rohingya, and Vietnamese communities in order to gain insights of women's experiences accessing perinatal healthcare in Australia and to identify critical gaps to accessing information and support.

Additional insights were collected from healthcare professionals, such as maternity specialists and perinatal mental health experts, as well as community leaders, interpreters, and settlement service providers. A co-design process will shape the development of culturally appropriate, user-focussed resources, with key input and feedback incorporated during resource production. These resources will be distributed via a comprehensive communications plan, leveraging SPG's networks, newsletters, social media, and partnerships with community and settlement services. All resources will be available for download and community use via the *Healthy Horizons* website. This initiative will empower women to access vital information, improve perinatal healthcare outcomes, and equip stakeholders with tools to provide culturally sensitive support.

## *MyAus App Expansion: The Pacific Australia Labour Mobility (PALM) Family Accompaniment Pilot*

The MyAus App, a free multilingual tool supporting migrants in settling and living in Australia, recently introduced a new pathway tailored to users participating in the Pacific Australia Labour Mobility (PALM) Family Accompaniment Pilot. This update included specialised, culturally relevant content to assist workers and their families with transitioning to life in Australia. Key settlement topics such as pre-departure preparation, cultural adjustment, and access to local services were covered. To ensure accessibility, all relevant content was translated into Kiribati and Tetum and integrated into the app's user-friendly platform. This content also supported pre-departure briefings, providing families with critical information for a smooth transition.

Building on this foundation, SPG will finalise further enhancements to the MyAus App in the 2024-25 financial year to expand its reach and support more families under the PALM program. This expansion will include additional resources and functionality to meet the evolving needs of users. Importantly, the app's language offerings will be extended to include French and Bislama, enabling broader accessibility for families from across Pacific communities. These updates will continue to reflect SPG's commitment to delivering culturally informed, practical, and tailored settlement solutions, and will further enhance the settlement experiences of migrant families, helping them navigate Australian life with confidence.







### *Submissions and Policy Advice on AI Safety*

In 2024–25, SPG will focus on Artificial Intelligence (AI) as a key emerging area with significant and varied impacts on social policy. The rapid deployment of AI technologies is reshaping the way people work, live, and engage with systems, presenting both immense opportunities and significant risks.

SPG recognises the transformative potential of AI to drive innovation and improve service delivery. However, we remain committed to ensuring AI systems are deployed with caution, skill, and a strong focus on equity. Our work will centre on addressing issues of accessibility, bias, and the disproportionate impacts of AI on vulnerable groups, marginalised communities, and those without advocacy.

As AI evolves, we anticipate significant shifts in workforce dynamics and service delivery models, which must be carefully managed to avoid widening the gap in equality. SPG sees this as an opportunity to shape ethical, inclusive practices that maximise AI's benefits while minimising unintended consequences.

In the year ahead, we will prioritise research, consultation, and advocacy to ensure AI is implemented in ways that are fair, transparent, and accessible to all. By fostering inclusive deployment, SPG will help ensure AI contributes to a future that promotes equality and leaves no one behind.

### *Continual Commitment to Strengthening the Capacity of Australia's Settlement Sector*

In 2024-2025, SPG will continue to strengthen Australia's settlement sector through the SETS Community of Practice (SETSCoP). The 2024 National SETSCoP Forum will highlight the sector's crucial role in supporting migrant and refugee communities and fostering social cohesion across Australia's diverse society.

A priority will be enhancing the sector's capacity to deliver safe, inclusive, and trauma-informed care for LGBTIQ+ migrants and refugees. SPG will also support communities of practice focusing on critical settlement issues including housing, employment, youth, domestic and family violence, family violence prevention, and regional and rural settlement. These initiatives will enable service providers to address complex and evolving needs with culturally responsive and targeted approaches.

The 20 Voices action research project will amplify the perspectives of SETS workers with lived migration and settlement experience, ensuring diverse voices are heard in decision-making and capacity building. By integrating these insights into program design and sector development, SPG will ensure future improvements reflect the lived realities and expertise of those directly engaged in settlement work.

Through collaboration, innovation, and inclusivity, SPG will position the settlement sector to address emerging challenges while continuing to build cohesive and resilient communities. These efforts reflect SPG's commitment to a stronger, more inclusive future for Australia's migrant and refugee populations.







## Community and Cohesion Support Program Grants

In 2024-25, SPG will continue delivering the *Community and Cohesion Support Program (CCSP)* through supporting Australian Palestinian, Muslim and Arab community grassroots organisations to respond to the needs of their communities, including creating emotional and social safety. As these communities face ongoing challenges due to conflict abroad, our focus will remain on ensuring critical, community-led initiatives are effective and impactful.

Building on our role for the *Afghan-Australian Community and Settlement Support (AACASS) grant program* and the *Ukrainian Community and Settlement Support (UCASS) program*, SPG will further collaborate with newly funded organisations to co-design activity plans that align with their unique community needs and priorities. These plans will emphasise practical solutions to address acute challenges, while also fostering long-term community resilience and cohesion.

To strengthen delivery, SPG will provide capacity building support, offering tools, guidance and resources to enhance organisational governance, project management and sustainability. By empowering these grassroots organisations, we aim to ensure they are equipped to deliver meaningful outcomes and meet the evolving needs of their communities.

Looking ahead, we are committed to supporting initiatives that build understanding, trust, and inclusion across Australia. By prioritising collaboration and amplifying community voices, SPG will play a key role in fostering resilience and cohesion at a time when it is needed most.

## Strengthening the Australian Human Rights Commission's Response to Mis- and Disinformation: A Multi-Pronged Approach

SPG has been engaged by the Australian Human Rights Commission (AHRC) to undertake research and build an understanding of the AHRC's capacity to identify and combat mis- and disinformation in Australia. The goal of the project is to assist the AHRC in three key areas: build an understanding of its capacity to identify and combat mis- and disinformation, foster an understanding of its role and community expectations as a national human rights institute in countering mis- and disinformation, and develop safe and sustainable approaches to addressing these challenges.

To achieve the objectives of the project, SPG will employ a multilayered approach consisting of four elements. Firstly, an internal capacity and capability review will be conducted to assess the AHRC's existing ability to implement potential strategies. Secondly, an actor mapping exercise will identify and recommend stakeholders that the AHRC can engage

with to effectively implement these strategies. Thirdly, a community sentiment survey will be conducted to evaluate public perceptions of the challenges posed by mis- and disinformation, as well as the public's understanding of and expectations for the AHRC's role in addressing these issues. Finally, SPG will research the origins and drivers of mis- and disinformation related to human rights issues.

Final deliverables of the project will consist of an analytical report on the community sentiment survey, an actor mapping report, and a final report including a comprehensive literature review on the roots of mis- and disinformation related to human rights issues, an internal capacity and capability review, and policy recommendations. The recommendations will help guide AHRC's approach to expanding its capability and approach to tackling mis- and disinformation in Australia within a human rights context.



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