



Help for culturally and linguistically diverse communities

What the Census is

The Census counts every person and home in Australia. It's conducted by the Australian Bureau of Statistics (ABS) every five years. Census night is **Tuesday 10 August 2021**.

The Census provides a snapshot of who we are and tells the story of how we are changing. It takes the guesswork out of preparing for the future. Census data helps governments, businesses and not for profit organisations across Australia make informed decisions. For example:

- media broadcasters use Census data to decide what languages to offer in-language services in
- public libraries use Census data to plan and stock in-language books and resources for their local communities
- community groups use Census data to inform where to hold in-language children's play groups.

How we can help

There is help available for people from culturally and linguistically diverse backgrounds to complete the Census. This includes:

- **translated information and printable resources** on the Census website from early April
- **face-to-face support includes:**
 - fill-in-the-form sessions in languages other than English around Australia
 - pop-up hubs will be in high-traffic areas with staff ready to answer questions and remind people to complete their Census
- **enabling organisations**, such as Migrant Resource Centres or culture-specific community groups, with materials to help communities understand and complete the Census
- **lesson guides** on what the Census is, why it is important and where to get help to complete the Census for organisations that teach English to migrants
- **hiring staff who speak additional languages** to reflect the diversity of the communities they'll be working in
- **in-language phone support** via the Translating and Interpreting Service (TIS National) to have concerns answered or find out where to get help locally.

Your local Census contact

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How you can support community members to complete

1. **Help build a diverse Census team:** Having a diverse workforce means our staff reflect the communities they're working in. You can help by promoting temporary, flexible Census jobs with your networks. Visit abs.gov.au/census for job opportunities in your area.
2. **Share Census information:** Encourage community members to take part in the Census by sharing Census materials. Ask us about our in-language materials, or download and print them from our website from early April.
3. **Take a look at our stakeholder factsheets:** As we get closer to the Census, you may get questions from community members. We will have resources to help - including frequently asked questions on our website in early April.
4. **Consider using Census lesson guides:** If you run English classes or conversation groups we have easy-to-use lesson guides to help you explain the Census to your students. These will be available on our website in early April.

Key dates

April – 29 July 2021: Preparation

- The ABS is working with organisations and providing information to share with their communities.
- The ABS is recruiting approximately 30,000 Census field staff to help conduct the Census.

30 July – 9 August 2021: Approach

- Most households will get instructions in the mail to complete online. This will have a unique Census number and temporary password.
- Some households will receive a paper form. A reply-paid envelope will be provided to return the completed form. There is information on the form for people wanting to complete online.
- People can start as soon as they get instructions if it's known who will be home on Census night.
- Pop-up hubs, information and fill in the form sessions begin.

10 August 2021: Census night

- People need to include everyone staying in their home on Census night.
- Some groups will have additional ways to participate. This includes:
 - people experiencing homelessness
 - travellers and people away from home on Census night.
- Pop-up hubs, information and fill in the form sessions will continue.

13 August 2021 onwards: Reminders and follow up

- Follow up activity commences. This may include people receiving reminder letters and Census field staff door-knocking at homes where a response has not been received.
- Information and fill in the form sessions continue.
- Pop-up hubs will be in areas where extra support is needed.