# community RELATIONS REPORT 2012

## MUCH TO CELEBRATE, MORE TO DO





COMMUNITY RELATIONS COMMISSION For a multicultural NSV



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The Hon Barry O'Farrell, MP Premier Minister for Western Sydney



The Hon Victor Dominello, MP Minister for Citizenship and Communities Minister for Aboriginal Affairs



The Hon Barry O'Farrell, MP Premier Minister for Western Sydney



The Hon Victor Dominello, MP Minister for Citizenship and Communities Minister for Aboriginal Affairs

30th April 2013

Dear Premier

I have pleasure in submitting the *Community Relations Report 2012* for presentation to Parliament.

The Report provides an overview of the status of community relations in New South Wales and progress made in implementing this State's *Principles of Multiculturalism*.

The Report is prepared under section 14 of the Community Relations Commission and Principles of Multiculturalism Act 2000.

Yours sincerely

Stepan Kerkyasharian AO Chairperson

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Community Relations Commission For a multicultural NSW

Community Relations Report 2012

#### MEMBERS OF THE COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW

As at 31 December 2012

**Dr Stepan Kerkyasharian AO** Chairperson and Chief Executive Officer

Mr Felice Montrone Deputy Chairperson

Mr Sam Almaliki

**Mr Diing Bul** 

Mr Michael Christodoulou AM, DO

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Ms Ozlem Huseyin

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Mr Tony Pang

Mr George Pappas

Ms Angelique Ristwej

Mr Lalli Sethuram

Dr Eman Sharobeem

**Ms Adol Takpiny** 

#### **CHAIR'S FOREWORD**

I commenced as the Chair of the Community Relations Commission (formerly Ethnic Affairs Commission) in 1989. Over these years, I have witnessed overwhelming success in all areas of multiculturalism. The Community Relations Report 2012 testifies to this success and makes visible the efforts to comply with the *Community Relations Commission and Principles of Multiculturalism Act (2000)*.

The title of this publication, *Much to celebrate, more to do*, recognises that the growth of multiculturalism presents many challenges and opportunities. For New South Wales Government agencies and local councils, reaching full potential involves more than just actions; it represents a desire to contribute to a harmonious society.

I am confident the Commission has encouraged and guided the NSW Public Service to maximise the personal abilities of its members and deliver professional success stories. It's interesting how the success of one organisation or individual can influence others. With contagious optimism, this report recognises your achievements and builds on your strengths. The highlights in this Report, the awards, are your success stories. There is *much to celebrate*.

Through the Multicultural Policies and Services Program, the Commission requires NSW Government agencies to deliver equitable and appropriate services to the broadest range of clients. Planning can be both a pleasure and a challenge and it's not necessarily the immediate outcome of your planning that matters; it's the process of thinking ahead, for that in itself can become a success. It's a serious undertaking where the payoff is great but there is yet more to do.

As this report reflects, the impacts of immigration and settlement have brought about a need for clear policy direction to improve the State's capacity to influence the Commonwealth Government's decision-making in this area.

The Commission was restructured to draw the functions of assessing the multicultural performance of NSW Government agencies closer to the CRC's community engagement initiatives. It brought the Community Relations Services and the Government Relations Services divisions together. It also brought closer the functions of the Regional Advisory Councils, chaired by Commissioners, into this larger division, reporting directly to the Chair on major issues to ensure regional perspectives are integrated into mainstream policy responses. The key purpose of all these changes is to improve our capacity to broker relationships between two tiers of government, among government agencies, encourage collaboration and model community harmony by reaching out, communicating and working with different cultures.

In 2012, the Commission's grants program underwent its greatest evolution for many years. With a new name, *the Multicultural Advantage Grants Program*, it moved closer to communities working together with an emphasis on cross cultural initiatives.

In this report, we have highlighted initiatives under the key themes of building connectedness, celebrating cultural diversity and empowering for participation. The achievements were made possible through the commitment of many individuals in the community and public sector agencies. While learning to face changes and challenges in our multicultural State, I recognise the efforts of those who have developed and delivered outstanding initiatives.

Shullipeter .

#### INTRODUCTION

The Community Relations Commission prepares this report each year to fulfil its responsibility under section 14 of the *Community Relations Commission and Principles of Multiculturalism Act 2000*. Under this Act, the Commission is required to report on the state of community relations and assess the effectiveness of public authorities in observing the Principles of Multiculturalism in conducting their affairs.

The Community Relations Report 2012, *Much to celebrate, more to do* is divided into four sections, which together cover the breadth of the Commission's activities, as well as its legislated roles and responsibilities, during 2012.

Section 1 Developments and Directions, takes a 'bird's eye view' of community relations in New South Wales and outlines responses to the major issues.

**Section 2** *Highlights – NSW Government Agencies and Local Councils* showcases the key events and projects in 2011–12. They demonstrate ideas, innovation and partnerships across the sector.

**Section 3** *Multicultural Policies and Services Program Performance 2011–12* reflects the requirement to report the effectiveness of public authorities in observing the Principles of Multiculturalism. The Multicultural Planning Framework provides the internal structure for this section (Appendix A). Key agencies have provided plans and/or reports that meet the requirements of the Multicultural Policies and Services Program. This section also details compliance with the requirements of annual reporting legislation and regulations.

Section 4 Awards for Outstanding Contributions to Multiculturalism recognises and celebrates the contributions made by people from diverse communities to the social, cultural and economic life of New South Wales. In 2012 the Multicultural Honour Roll and the Ethnic Media Awards joined the Multicultural Marketing Awards administered by the Commission, and other awards by various public authorities, in recognising excellence in a range of endeavours.

The Community Relations Report is an important public document. It celebrates our diversity, and gives recognition where it's due. It also holds us all accountable for our responsibilities to implement the Principles of Multiculturalism in our policies and services.



Extract from part 1(3) of the Community Relations Commission and Principles of Multiculturalism Act (2000)

### We are DIVERSE and ACCEPTING

S.3 (1) a - The people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious, racial and ethnic heritage.

#### We have SHARED VALUES

S.3 (1) b - All individuals in New South Wales, irrespective of their linguistic, religious, racial and ethnic backgrounds, should demonstrate a unified commitment to Australia, its interests and future and should recognise the importance of shared values governed by the rule of law within a democratic framework.

Principles of

Multiculturalism

§.3(3) The principles of multiculturalism are the policy of the State.

& 3(4) Accordingly, each public authority must observe the principles of multiculturalism in conducting its affairs.

\$.3(5) It is the duty of the chief executive officer of each public authority to implement the provisions of this section within the area of his or her administration.

#### We PARTICIPATE and CONTRIBUTE to NSW

S.3 (1) c - All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.

#### We consider DIVERSITY an ASSET

S.3 (1) 1 - All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

We ensure ACCESS to PROGRAMS and SERVICES

S.3 (1) e - All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.

Community Relations Commission For a multicultural NSW

## We RESPECT DIVERSITY in an AUSTRALIAN SETTING

S.3 (1) d - All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.

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May 2012



# Developments and Directions

This year has shown that while we have much to celebrate, achieving the Principles of Multiculturalism remains an ongoing challenge.

At the state level, accountability of government agencies has improved substantially. However, efforts to develop a national approach to immigration and settlement policy and planning have been frustrated.

In New South Wales, we have continued to demonstrate that it is possible to create a unique and cohesive multicultural society, based on mutual respect of different cultural and religious backgrounds and a common adherence to democracy and the rule of law.

In 2012, challenges to the ideal only showed that the vast majority of Australians from all ethnic backgrounds want to live free from conflict based on cultural, religious, ethnic or nationalist differences.

This section sets out key developments in 2012 and outlines directions for the future:

- challenges to the policy structures at the state level that support culturally aware service delivery
- new accountability requirements to elevate multicultural policy and planning in government agencies
- concern over the downgrading of Commonwealth immigration and settlement policy and planning
- the Premier's launch of the Government's Multicultural Advantage Action Plan 2012–2015
- renewed efforts to promote, celebrate and take advantage of cultural diversity.

#### NEW CHALLENGES FOR MULTICULTURAL SERVICE DELIVERY

New policy and structural changes in government agencies pose particular challenges for those delivering services to the community. The role of the Community Relations Commission (the Commission) is to monitor and advocate so that these reforms do not diminish the quality of interactions between government and people of different cultural, linguistic, religious or racial background.

In 2011, the Government announced significant reforms to the State's education and health systems. The reforms emphasise local decision-making, placing the authority to expend funds and allocate resources at the local level. While these models will bring flexibility to essential services, they also signal the need for increased vigilance. The structures at the head office and regional levels of our key NSW Government agencies are changing.

We will continue to monitor and advocate for culturally appropriate services, especially for the most vulnerable clients.

#### BETTER ACCOUNTABILITY FOR AGENCIES

The Commission's ability to monitor services and programs was greatly enhanced this year. In February 2012, Cabinet decided that the Directors General of the nine Principal Departments would be responsible for endorsing the multicultural plans and reports of all agencies within their respective cluster.

The Multicultural Policies and Services Program (MPSP) had its genesis in long-standing public policy that has been operational in various forms since 1983. Always enjoying bipartisan support, this program is the primary public accountability mechanism for ensuring that multiculturalism is a priority on the agenda of every NSW Government agency.

All Directors General must now account for the multicultural performance of all agencies that the Community Relations Commission has identified as key to achieving the multicultural objectives of the state ('key agencies'). They must report to the relevant Minister within three months of feedback from the Commission.

This directive escalates multiculturalism in the policy agenda and gives greater visibility to the achievements of high performing agencies. It also exposes gaps in the performance of agencies. Premier's Memorandum M2012-19 Multicultural Policies and Services Program – Endorsement of Multicultural Plans supports this Cabinet decision. See Appendix B.

In 2012, the Commission assisted agencies to meet these requirements and continued to convene the Multicultural Coordinators Forums in Sydney and in the regions. These forums have provided opportunities to consult and communicate over important developments and to share ideas. These include the changes to the MPSP accountability requirements and immigration and settlement policy. Appendix C lists meetings held in 2012 in Sydney, Wagga and Coffs Harbour.

#### CONCERN OVER THE DOWNGRADING OF IMMIGRATION AND SETTLEMENT POLICY AND PLANNING

At the close of the year, we were awaiting the ongoing status of the Select Council on Immigration and Settlement (SCIS). This high level inter-jurisdictional body expired in December 2012. It had representation from the Commonwealth Ministers for Immigration and Multiculturalism and the relevant Ministers of the states and territories.

The lack of an inter-jurisdictional Ministerial Council or an equivalent Committee would be a serious setback for the effective coordination of services to migrant communities and promoting community harmony in Australia.

The Community Relations Commission has consistently represented the interests of New South Wales on the various multi-jurisdictional bodies on immigration and settlement. Over the last decade, the status of these bodies has been downgraded from a Ministerial Council, to a Standing Council, to its latest incarnation as a time-limited Select Council reporting through the Council of Australian Governments (COAG) process.

Among other things, in 2012 the SCIS developed a National Settlement Planning Framework. The Framework is:

- outcomes and principles focused
- for all migrants, not just refugees and humanitarian entrants (though they are a special category requiring dedicated attention from jurisdictions)
- recognises the need for an improvement in the way things have been done in the past
- intended to guide the three tiers of government
- reflective of the need for cooperation and coordination, rather than a siloed approach.

The Framework identifies three focus areas that underpin successful settlement:

#### PLANNING

States and territories must anticipate and respond to changing demographics. This requires regular and accurate data from the Commonwealth on the types and numbers of anticipated immigrants, and a jurisdictional awareness of the best equipped destinations for settlement. Settlement Planning Committees at the jurisdictional levels (with input from the Department of Immigration and Citizenship, and local government) are the mechanisms for achieving this.

#### SERVICE DELIVERY

The Framework identifies nine priority areas which correspond to major NSW service delivery areas (including health, education, housing, law and justice). Feedback collected by New South Wales revealed that there are also a number of foundations that underpin service delivery to migrants – such as language services and culturally competent staffing – that are not articulated in the Framework. New South Wales has recommended that reference be made to the importance of these elements.

#### OUTCOMES

Evaluation and monitoring of outcomes must be linked to the nine priority areas. This will depend on the existence of quality and targeted data. It is only from this evidence base that 'population planning' can be achieved to avoid new migrants settling in areas where services are either overburdened or in short supply.



The Framework does not contain specific binding initiatives, or articulate specific actions. New South Wales and other jurisdictions have expressed interest in developing Memoranda of Understanding to formalise practical options for achieving the ambitions of the Framework.

The Commission sought feedback from a wide range of stakeholders, including selected government agencies, representatives of the Commission's Multicultural Coordinators Forums and Regional Advisory Councils, the Settlement Services Coalition and NSW Government Immigration and Settlement Planning Committee, and the Local Government and Shires Association. The *Refugees and Asylum Seekers: Policy, Programs and Impacts* forum held at NSW Parliament House enabled further consultation with peak nongovernment and community organisations.

Other jurisdictions replicated this model through their own networks, and the feedback will be coordinated into a final version. Common themes arising from the national consultations include the need for stronger recognition of the role of local government and non-government organisations in settlement services, and a lack of clarity around the roles and responsibilities of the Framework's partners, including the responsibility for monitoring and evaluation.

#### AUDIT OFFICE REPORT ON SETTLEMENT SERVICES FOR HUMANITARIAN ENTRANTS

In November 2011, the Auditor General wrote to the Minister for Citizenship and Communities expressing his Office's intention to conduct a performance audit of how well New South Wales responds to the settlement needs of humanitarian entrants, at both the initial settlement phase and on an ongoing basis.

A performance audit looks at how efficiently and effectively an agency (or agencies) has met their obligation to perform certain functions. The Community Relations Commission and the Department of Premier and Cabinet (DPC) were selected as agencies to be audited, even though neither of these agencies is explicitly accountable for these functions.

The report focused on a very specific cohort of new arrivals to Australia – those who were processed offshore and had been living in another country or refugee camp at the time of seeking resettlement on humanitarian grounds. When delivering services to clients, New South Wales tends not to make a distinction between such entrants and those who have applied for asylum or protection after reaching Australia (such as 'irregular maritime arrivals', or 'boat people').

Both the Commission and the Department of Premier and Cabinet expressed concern about these seemingly arbitrary and confusing distinctions. The Audit Office of NSW does not have the authority to review the actions of the Commonwealth Department of Immigration and Citizenship (DIAC), or to interrogate their data.

Regardless of this significant barrier, the Audit Office report, inter alia suggested that New South Wales was not as effective as other states and territories in influencing when and where humanitarian entrants would be settled, or in planning for the settlement of current or expected humanitarian entrants.

The NSW Government agreed to review its Immigration and Settlement Planning Committee and to improve the State's capacity to influence the Commonwealth Government's decision-making. It is anticipated that this review will recommend senior representation from a wide range of government departments and agencies, as well as the Commonwealth Department of Immigration and Citizenship, and local government, so that the Committee can become more strategic and advisory.

Throughout the performance review, the NSW Government acknowledged that it plays an important role in service delivery to permanent, and in some cases temporary, residents. Our hospitals, schools, police stations and other services endeavour to respond promptly and equitably to all persons who require a service. However, there is always room for improvement.

The audit review suggested that there was very little evidence of coordination of services for humanitarian entrants. This is predominantly because no single agency has had the authority for developing, coordinating or implementing settlement policy and planning for New South Wales, including the capacity to hold agencies to account, to work in collaboration with the Commonwealth or to develop partnerships with local government. However, without explicit authority and resourcing, there is no capacity for either the Commission or the DPC to coordinate service delivery to this group.

The Audit Office report also recommended that the Multicultural Policies and Services Program be adapted to require all key agencies to include a special section in their annual reporting on how they have responded to humanitarian entrants, and for the Commission to account for this performance in its annual Community Relations Reports for the years 2014 to 2019.

#### SEX TRAFFICKING INQUIRY

In March 2012, the Minister for Citizenship and Communities referred to the Commission for its consideration, the need for an inquiry into the trafficking of persons in New South Wales. The *Community Relations Commission and Principles of Multiculturalism Act 2000* (s.13(1)(c) gives the Commission the power to investigate independently any issue referred to it by the Minister, and to require NSW Government agencies to cooperate with us in doing so. The Commission considered the reference and resolved to conduct an Inquiry into the Exploitation of Women through Trafficking.

Under its terms of reference, the Inquiry is charged with the responsibility to:

- investigate the current issues surrounding the trafficking and exploitation of people in the sex industry and in other forms of employment
- identify the Commonwealth Government initiatives and policies to address the trafficking of people and their effectiveness
- identify NSW state and local government policies and activities concerning the trafficking of people and their effectiveness
- assess the level of community awareness of people trafficking
- identify practical measures to address the trafficking of people in New South Wales.

The Commission's Inquiry is overseen by a committee, chaired by Dr Stepan Kerkyasharian AO, Chair of the Community Relations Commission, with representation from:

- Associate Professor Jennifer Burn from the University of Technology, Sydney
- Dr Sverre Molland from the Australian National University
- Dr Eman Sharobeem, Community Relations Commissioner
- Patricia Azarias, (then) Deputy Chair of the Commission.

The public has been encouraged to participate through a call for submissions made through mainstream, ethnic and regional media outlets and direct contact via the Commission's extensive network of community contacts.

The Inquiry received 22 independent submissions, primarily from non-government organisations with a direct interest in the issue. The Inquiry also received 14 submissions from government authorities in Australia and a further 14 submissions from foreign governments through Consulates in New South Wales.

All persons and bodies that made written submissions were invited to participate in a public hearing in November, at which they were able to further articulate their position. They were invited to respond to questioning by the Inquiry's Steering Committee and the Hon Philip Ruddock MP in his capacity as Deputy Chair of the Commonwealth Parliament Joint Standing Committee on Foreign Affairs, Defence and Trade – Human Rights Sub Committee which is currently conducting an Inquiry into Modern Slavery.

In early 2013, further direct contact and public hearings will be held with interested ethnic communities to ascertain the impact of trafficking at a community level.

A report of findings and recommendations will be provided the Minister in the second quarter of 2013.

#### GOVERNMENT LAUNCHES MULTICULTURAL ADVANTAGE ACTION PLAN

The Premier launched the NSW Government's Multicultural Advantage Action Plan 2012– 2015 (MAAP). This document has guided the activity of the Community Relations Commission significantly since its release. A dominant theme of the MAAP is the public recognition of the value of cultural diversity.

The Premier's Harmony Dinner in February sparked off a season of high profile community events, which will culminate every year in a month-long celebration of our state's diversity – Multicultural March.

#### MINISTERIAL ROUNDTABLE ON WORKPLACE DIVERSITY

Perhaps one of the greatest achievements of the Multicultural Policies and Services Program, and its predecessor the Ethnic Affairs Priorities Statement (EAPS) program, has been their influence on public sector culture.

For over a quarter of a century, the Commission has encouraged NSW Government agencies to recruit and deploy diverse workforces so that agencies can deliver equitable and appropriate services to the broadest range of clients.

Complementary to equal employment opportunity (EEO) strategies which are geared towards equity for employees, the MPSP has focused on the business imperatives of diversity. There are compelling arguments that a workforce with strong and broad cultural and language skills is better positioned to engage its clients in the most effective way.

The Ministerial Roundtable on Workplace Diversity was initiated in August 2012 as one of the initiatives in the Multicultural Advantage Action Plan, to identify strategies for applying the same principles that have worked in the public sector to the nongovernment and private sectors. Both these sectors have different drivers and different accountabilities from the public sector. Accordingly, a number of experts have been assembled to explore options suitable for this audience. They include:

- academics who work around various manifestations of multiculturalism (including entrepreneurialism and marketing)
- senior NSW public servants, including the Chair of the Commission, the Public Service Commissioner Mr Graeme Head and the Small Business Commissioner, Ms Yasmin King
- executives from selected large corporate organisations
- Chairs of selected Ethnic Communities' Councils, Migrant Resource Centres and Settlement Services International
- the NSW Business Chamber.



The Roundtable is looking at how organisations can leverage the existing cultural and linguistic competence of its employees, provide better outcomes for clients by offering more tailored services and attract and retain talent through working conditions and management styles that appeal to a broader range of employees.

At the close of 2012, the Roundtable had identified three concrete areas that it will pursue in greater depth. In the coming year the Roundtable will:

- focus on ways that new migrants can be streamlined into work through more flexible recognition of overseas qualifications, obtaining relevant Australian work experience and clarifying pathways to employment
- explore innovative options for communicating the benefits of cultural diversity to small to medium enterprises that can be time-poor and do not have economies of scale
- consider the cultural and leadership incentives that encourage (and conversely discourage) the attraction and retention of talented graduates and employees of migrant and/or culturally and linguistically diverse backgrounds, and the alternative pull of entrepreneurialism for those who find themselves challenged by mainstream employment.



#### MEETING THE CHALLENGES TO COMMUNITY HARMONY

A challenge for any multicultural society is how to balance the right to maintain cultural heritage with a sense of belonging to the society in which migrants live. In 2012, the NSW community continued to engage enthusiastically, compassionately and critically with global political and social events. People from diverse backgrounds naturally connected to other parts of the world where they share a cultural, linguistic or religious heritage.

Occasionally, events overseas have a strong influence over the way people residing in New South Wales interact with one another. This year, events in Egypt and Syria in particular, resonated with local communities.

#### COMMISSION RESPONDS TO ATTACKS ON MOSOUES

The tragic killing of worshippers at a Sikh temple in Wisconsin, USA in August reminded us of the importance of vigilance and maintaining multiculturalism on the policy agenda. The United States, like Australia, is a multifaith society whose equilibrium depends on a commonly agreed premise of acceptance, understanding and respect.

From time to time, places of worship do experience violation, ranging from minor vandalism to serious threats. When the Wallsend Mosque in Newcastle was attacked in January 2012, the Commission was immediately active in the local community, alongside the NSW Police and community leaders, to condemn the actions and ensure that worshippers were secure in their right to profess, practise and maintain their religious heritage. These rights are guaranteed under the Principles of Multiculturalism as the policy of the State (s.3(5) *Community Relations Commission and Principles of Multiculturalism Act 2000*).

The Commission is always ready to respond to these events. The observance of one's faith is central to the sense of belonging that is important to us all; it is an inalienable human right.

When people are subjected to violence because of their beliefs or the way that they look or dress it is an attack on the society that guarantees their right to difference. It will make people of all faiths feel less secure. Dr Stepan Kerkyasharian AO, Chair, Community Relations Commission

#### ISLAMIC LEADERS PROMOTE PEACEFUL DEMONSTRATIONS

In September 2012, the release of an online trailer for a film, *The Innocence of Muslims* resulted in protests in Sydney's central business district which drew media attention in the ensuing days. The film offended Muslims all over the world for its denigration of Islam.

The demonstrations by around 400–600 people in Sydney escalated into pockets of violence against police and included some injuries and inflammatory statements against followers of other faiths. Community leaders and government officials acted promptly and managed to quell disharmony effectively. Immediately after the events unfolded on Sydney's streets, high profile leaders in the Islamic community spoke jointly to condemn the violence and promote the importance of peaceful demonstration.

The Commission was also quick to respond, meeting with senior police (including the Deputy Commissioner and Cultural Diversity Spokesperson, Nick Kaldas) to discuss strategies to restore harmony and promote the Principles of Multiculturalism.

The Commission prepared a short YouTube clip titled *My Muslim Mates* which is a compilation of positive statements from people of different faiths and cultural backgrounds about interfaith friendship. Within days, the clip had received thousands of views and was shared across social media platforms including the Commission's own popular Facebook pages.

In the ensuing days, a meeting of the Muslim Australian Reference Group confirmed the commitment by community leaders to setting aside sectarian differences in the interests of restoring positive public perceptions of followers of Islam.

The Muslim Australian Reference Group was established in March 2012. It provides a focal point for the Government when engaging with Islamic interests and a forum for new initiatives. The group plays an important role in promoting acceptance of religious diversity, upholding respect for the rule of law, and encouraging full civic participation in NSW society.

#### **IDENTIFICATION LEGISLATION**

Consulting with Muslim community leaders had proved effective earlier in 2011, when the Government sought to introduce the Identification Legislation Amendment Bill 2011. This Act clarifies the circumstances under which a police officer or other authorised official can require the removal of a face covering for identification purposes.

In January 2012, a Premier's Memorandum was issued to the whole public sector providing guidelines about the application of the new identification laws as they apply to several public sector functions, such as the making and witnessing of affidavits, photographing and checking photographic identification for licensing and registration purposes, proof of age, working with children checks and entering licensed premises.

The participation and advice from the community coordinated by the Commission was invaluable in appreciating the complexities of the interface between religion and the exercise of legitimate authority. The community representatives were able to express the potential impact on the community if that power were misused, and to illustrate examples of where there may be an issue that might not have been anticipated by a more conventional (bureaucratic) steering committee.

## MY RELIGION, OUR COUNTRY AND SERVING IN A NEW LAND

Similarly, the Commission was able to launch two ground-breaking resources at the annual Community Relations Symposium because of the ongoing engagement with religious communities throughout the year. *My Religion, Our Country* and *Serving in a New Land* were developed over an extended period, in close consultation with religious and community leaders.

These twin resources offer practical advice for religious workers coming to live and serve in Australia, and for those who are interested in Islamic religious education within a secular Australian context. They outline the intersections between religious obligations and local law, and how to negotiate conflict between the two in the most lawful way within the bounds of faith. The resources offer a framework for managing social tension, and provide a base for discussing the impacts of similarity and difference in education. The resources complement the Maintaining a Resilient Community: Seminar for Muslim Religious Workers and Community Leaders that was held at the University of Technology in March 2012. The Forum had a specific focus on appreciating the role of counter-terrorism laws in ensuring a safe, secure and cohesive society.

#### NSW COMMUNITY ENGAGEMENT PROJECT

From the Commission's experience, young people are interested in exploring and developing their own personal cultural identity.

Whether they have arrived in Australia as migrants themselves, or they are second, third or subsequent generation Australian, many young people feel a dual sense of connection to the culture of their ethnicity, religion and/or language, coupled with a strong connection to Australia. This is a complex dialectic which, for the most part, is positive for the young person and the community.

In 2011, the Commonwealth Attorney General's Department granted the Commission significant funding to undertake a range of programs to build community cohesion and strengthen the resilience of communities to violent extremism. The Countering Violent Extremism Sub-Committee of the National Counter-Terrorism Committee directs funding towards countering those messages that threaten the security of a young person's Australian identity or which seek to undermine their connection to shared Australian values.

The NSW Community Engagement Project recognises that divisive influences are present in our community. Through this project, a support group of young people aged between 17 and 28 has been established to support free and frank discussion of the challenges of living in a multicultural, multifaith society. The group operates predominantly from a Facebook page, with regular face-to-face meetings held during the year.

#### Inaugural Roundtable Dinner

In March, the Community Engagement Support group held its inaugural Roundtable Dinner. The United States Consul General was invited to speak on the impact of global political affairs on relations between cultural and religious communities. Deputy Police Commissioner, Nick Kaldas and outspoken author, Irfan Yusuf have spoken at subsequent dinners on the impacts of international events and the notions of responsibility, social cohesion, and community harmony.

At these dinners, guests are encouraged to ask questions and challenge the viewpoints of the speakers, with a view to critically analysing complex issues from their own perspective. More 'dinner dates' are planned for next year.

#### Youth and Religion Forum

In October, over 80 young people attended the Youth and Religion Forum. This event was exclusively for the under 25s. Eight youth leaders from eight religions each presented on an issue that they associated with their religious beliefs. In the spirit of true interfaith dialogue, the young people who participated reported that a meaningful, honest and sometimes heated discussion took place.

#### Interfaith Question and Answer Panel

The Youth and Religion Forum was complemented by the annual interfaith Question and Answer panel discussion on religious freedom in Australia. This event was distinguished from many earlier interfaith discussions because it tackled the reality that there are differences between religions, which generate challenges.

Panellists were: Helen Smith, Director of Mission at St Joseph's College, Hunters Hill; Miao You, Secretary of the Board of Directors of Nan Tien Institute, Port Kembla; Judith Levitan, Project Manager with the NSW Legal Assistance Forum; and Zachariah Matthews, Executive Director of Just Media Advocacy.

Each spoke about what it meant to be a religious citizen in a secular country and the role of religion in international conflicts. It was observed that New South Wales is in a good position to hold robust discussions about complex issues.

#### SOMALI COMMUNITY FACEBOOK PAGE

Social media was a strong theme for the year. The Somali Community Facebook page and Podcasts project continued to gain momentum, attracting community members from other states.

The project arose from frustration within the Somali community about insufficient outlets to express itself and recover from the aftermath of a terrorism case involving Somali men in Victoria. The community prides itself on its creativity and vibrancy, with a strong tradition of spoken poetry. Through federal national counter-terrorism funding, a number of young people participated in training through the Australian Film and Television School on how to develop and manage content for podcasts. Those skills were then used to enable Somali young people to establish a voice for the community.

#### SOUTH WEST SYDNEY ACTION PLAN (SWAP)

In 2012, a number of violent incidents (many of which involved firearms) increased community concerns over safety, perceptions of crime, and government accountability. The Premier made public statements expressing his disappointment over the inability, or unwillingness, of some sections of the community to provide information that would assist in apprehending offenders. With the bulk of incidents occurring in South West Sydney, this area became the focus of efforts to meet this challenge.

Together with the Office of Communities, the Commission established the South West Sydney Action Plan (SWAP) project. The project commenced with the South West Sydney Agency Roundtable in April 2012. This brought together state and local government agencies servicing South West Sydney to discuss community harmony and practical ways of improving community harmony and social functioning. It was the first step in formulating a whole-of-government response to the challenging issues. The SWAP project is founded on the recognition of the many strengths in the community of South West Sydney, especially its cultural diversity. Three broad outcome areas have been identified and linked to this principle:

- Partnering to improve community harmony in South West Sydney
- Resourcing communities to improve community harmony in South West Sydney
- Maintaining community harmony as a government and community priority in South West Sydney.

The Commission led consultation with communities through a series of roundtables. These sessions were held in September in six local government areas: Canterbury, Bankstown, Auburn, Parramatta, Holroyd and Fairfield. The consultations adopted a model that had proven successful during the Commission's Cabramatta City Watch (2001–08), in which tables of participants explored structured topics, with a representative of the Police Force at each table, and the support of Commission and local government staff to respond to any questions and facilitate discussion.

Over 680 community organisations and local residents participated in the consultations, as well as a total of 42 local police officers from nine Local Area Commands, and 14 representatives of the relevant local councils. All of the feedback from these sessions has been compiled to be presented to the Minister and incorporated into the South West Sydney Action Plan.

#### COMMUNITY RELATIONS COMMISSION HOLDS OPEN FORUMS ON TOPICAL ISSUES

In 2012, the Commission initiated a model of open forums based around topical issues. The first forum *Refugees and asylum seekers: policy, programs and impacts* was held in the Parliament House Theatrette in November.

A second forum titled *Is Sydney more racist than Melbourne*? was held in the State Library in December.

The forums involved guest speakers discussing their research and their personal and professional experiences. Participants had the opportunity to ask questions and comment on the issues. More forums are planned for 2013.



#### **SUMMING UP**

This overview of developments, activities and directions shows the need for policy, debate, services and programs to shape our multicultural community.

The capacity of the Commission to proactively engage with communities has been noticeably diminished over the last few years. By 2012, additional budgetary pressures coupled with a changing strategic direction by the NSW Government have limited the Commission's capacity to reach out to the community.

The Commission's experience is that solid relationships built and maintained over time allow us to gather crucial information and intelligence for responding to incidents of community disharmony. This in-depth knowledge has also helped build the capacity of government agencies to respond to cultural diversity, particularly those issues with the potential to heighten conflict. The community forums held in the latter half of 2012 have improved our capacity, and community engagement will need to be a stronger focus in 2013.



# Highlights from NSW Government Agencies and Local Councils

NSW Government agencies and local councils have embraced the requirement in section 3 of the *Community Relations Commission and Principles of Multiculturalism Act* 2000 to facilitate the implementation of the Principles of Multiculturalism.

This section features initiatives from government agencies and local councils that demonstrate their commitment to the Principles of Multiculturalism. Through projects and programs, undertaken independently or in partnerships, these public authorities have supported migrants and assisted new and emerging communities to overcome barriers and gain full participation in Australian society.

Large or small, country or city, these government agencies and local councils have each made an effective contribution to a culturally diverse New South Wales.

This section is divided into three parts, representing a progression from accepting and understanding cultural diversity, to celebrating it, to empowering culturally and linguistically diverse communities and individuals to participate in all aspects of the life of New South Wales:

• Building connectedness outlines initiatives that seek to increase tolerance and understanding of cultural diversity within the wider community, within government agencies, and also among culturally diverse communities.

- Celebrating cultural diversity is all about the many festivals and exhibitions that have sprung up across the State as people enjoy the wonderful variety and fusion of customs, arts and traditions that multiculturalism brings.
- Empowering for participation in the life of the State details initiatives designed to empower whole communities, or individuals, from culturally and linguistically diverse backgrounds.

#### BUILDING CONNECTEDNESS....

A society cannot move forward unless its people actively seek to understand one another, however diverse their cultural origins and heritages might be.

Many state and local government agencies have sought to increase knowledge, understanding and acceptance of cultural diversity through initiatives taken during 2012. This section details some of these.

#### ....FOR REFUGEES

#### Welcome zone for refugees

Warringah Council was declared a *Refugee Welcome Zone* on 17 July 2012, and registered with the Refugee Council of Australia.

The Mayor of Warringah wrote to the Prime Minister and the Federal Minister for Immigration outlining concerns about the treatment and rights of refugees within Australia.

The letters advocated on their behalf for improved status and handling. This included a request that federal representatives:

- revoke the plans to reintroduce Temporary Protection Visas
- speed up processing times for refugee status
- end mandatory detention
- process asylum seekers entering Australia within Australia and not in detention
- provide services and funding to asylum seekers on bridging visas to end their reliance on charities for survival
- ensure no child is in detention in Australia or in overseas detention centres funded by Australia.

This declaration will be used to foster awareness of the issues facing refugees and improve the visibility of refugees in the Warringah community. It will also inform and bolster cultural events such as Harmony Day.

## Western Sydney multicultural learning circle extends to new refugee communities

**Community Services** established the African Learning Circle to help develop services for African communities in Western Sydney. The African Learning Circle is broadening to become a Multicultural Learning Circle in Western Sydney and to involve other emerging refugee communities including people from Afghanistan and Sri Lanka.

A *Multicultural Learning Circle* will be established in the Metropolitan Central region of Sydney. Western Australian agencies are also examining the model for engagement with African communities in Perth.

#### Understanding the refugee journey

Penrith Multicultural Interagency, supported by **Penrith City Council**, organised *Sharing the Journey*, a local Harmony Day forum on Friday 23 March 2012. This engaging topic drew an audience of about 140 people, including students from three local schools, members of the local Maltese, Japanese and Sudanese communities, and representatives from local community and government agencies.

A panel of four refugees from Myanmar, Afghanistan and Iran shared their stories of migration settlement in Australia.

## Restoring hope and dispelling myths about refugees

**Penrith City Council**, together with community partners provided an informative forum for 160 attendees, high school students and community members, on the plight of refugees and the reasons why they flee their countries of origin. The forum titled *Restoring Hope and Dispelling the Myths* was held in June 2012 to celebrate Refugee Week.

Guest speakers included Father Frank Brennan AO, a human rights and social justice advocate from the Australian Catholic University, and Professor Kevin Dunn, a researcher on immigration, multiculturalism and racism from the University of Western Sydney. They aimed to dispel myths about refugees commonly expressed in the media and by many politicians. A local refugee from Sudan and rapper, Abaker Malek, spoke about his personal refugee experience and performed.

## A second chance to Go back to where you came from

After the success of the SBS television series, Go back to where you came from in 2011, Screen NSW supported the next season Go back to where you came from series 2, which screened in 2012.

The first series won a TV Week Logie award earlier in 2012 for Most Outstanding Factual Program, and on its premiere night, became the number one trending topic on Twitter.

In the second series, six prominent Australians were sent on a refugee journey, from the war torn capital of Somalia, Mogadishu, to the streets of Kabul, in Afghanistan, and to the Christmas Island Detention Centre. The participants were chosen from politics and the media with either outspoken views on refugees and asylum seekers or a clear connection to the debate.



A culturally diverse audience - participants at the Penrith City Refugee Week forum





Go Back to Where you Came From (series 2) – Afghanistan. Image copyright Cordell Jigsaw Zapruder, used with permission

#### BY SHOWCASING MIGRANT STORIES...

#### Ashfield Youth Theatre explores the migration stories of its cast members

In 2012, Ashfield Youth Theatre (AYT) performed a theatre piece titled The Migrant Project: Juncture about the personal stories and histories of the culturally diverse cast members. AYT worked on the project with four inner west council areas: Burwood, Canada Bay, Leichhardt and Strathfield.

#### Short film showcases migrant stories in Randwick

Randwick City Council provided an avenue for residents from culturally and linguistically diverse backgrounds to share their stories with a wider audience through A Migrant Story 2012.

With 36% of Randwick City residents born overseas, this 40-minute documentary featured six migrants from various backgrounds, each with a compelling personal account of what they gained from their journey to Australia and how they have contributed to the local community.

A Migrant Story 2012 was a collaboration between Randwick City Library Service and Randwick TAFE College.

#### Photographic exhibition seeks to engage the Newcastle community

The University of Newcastle launched an online photographic platform, Engage Newcastle, to build connections between culturally diverse communities, the university, and the wider community. The photographic exhibition by photo journalist Conor Ashleigh showcased photo essays of people's journeys to Newcastle and on how they felt about being part of the community.

The exhibition, reported in newspapers, magazines and on radio, represented Muslim, Polynesian (including Samoan), Congolese, Sudanese, Vietnamese, Indigenous, as well as various European communities.

Representatives from these communities attended the launch and will continue to work with the university on future collaborations.

Ashfield Council has been operating the Ashfield Youth Theatre for over 10 years, creating youth theatre for, and by, young people. AYT provides opportunities for a diverse group of young people (13-25 years old) to develop skills in acting, writing for the stage, design, technical production, music and new media.

III B.TS. THE MIGRANT PROJECT: JUNCTURE PRESENTED BY ASHFIELD YOUTH THEATRE ASHFIELD COUNCIL, LEICHHARDT COUNCIL & CURTOUSWORKS 29 - 31 March 2012 PACT THEATRE THE MIGRANT PROJECT: Dates: 29 March 8pm 30 March 8pm 31 March 2pm & 8pm of young people from 's Inner West with Sydney's inner mest with ancestries from across the globe come together to share their stories and investigate what happens in the space where cultures and identities collide.

Starring: Paula Basset, Mia Cicala, Jada Gordon-Lea'Aetoa, Helmond Khan, Usha Luckock, Angel Rodriguez & Anthony Yangoyan

cted by Aimee Falzon eography by Rosealee Pearsor o-Visuals by Ainslie Pasqual na Cicala & CuriousWorks

This show is part of The Migrant Project initiative, originally conceived by CuriousWorks & developed by Ashfield Youth Theatre

Ashfield Youth Theatre's

'The Migrant Project: Juncture'

Entry is Free Bookings recommended Call (02) 9716 1846 or email aytBashfield.nsw.gov.au to make a booking

Where: PACT THEATRE 107 Railway Pde, Erskineville NSW

There will be a short discussion forum after each performance. Please join in!

www.ashfieldyouththeatre.com

Rshfield CurtousWorks

#### Highlighting our migrant history

A growing number of children from non Englishspeaking backgrounds have visited the **Historic Houses Trust** (HHT) public and curriculum-related education programs and exhibitions, examining the lives of migrants to Australia.

Photographer and blogger Louise Hawson's exhibition *52 suburbs* celebrated multiculturalism across Sydney, particularly in Auburn, Arncliffe, Bonnyrigg and Harris Park.

The enemy at home explored the history and experiences of Germans and German Australians interned as 'enemy aliens' in camps across Australia during World War I. The lives of men interned at Holsworthy Concentration Camp, Trial Bay Gaol and Berrima Gaol, were a particular focus.

The Museum of Sydney (MOS) celebrated Chinese New Year with *Tales from a camphorwood chest: a Chinese-Australian family story.* The Museum collaborated with the Chinese Heritage Association of Australia to present this highly popular event hosted by television presenter Claudia Chan Shaw.

The HHT and Greek Festival of Sydney organisers built on their collaborative history in presenting *Homer Day: the Ulysses theme from Homer to Joyce and Kazantzakis* at the Museum of Sydney, as part of the 30th Greek Festival of Sydney.

## Tongan community thrilled by new Muriel Snell Collection

The Australian Museum increased its existing Tongan Collection by 40%, following a donation of approximately 200 materials from Tonga and Papua New Guinea. The donation was made by Miss Muriel Snell who was a teacher in Tonga for six years from 1958. During that time, she collected and received many exquisitely crafted gifts from members of the Tongan community, who treated her like family.

Following the acquisition of the Muriel Snell Collection, Tongan community representatives have been enthused to visit the museum to engage with the materials and share their memories and knowledge.

## Connecting young Pacific Islanders with their cultural heritage

The world-leading Pacific collection at the **Australian Museum** has become part of a program to help reconnect young Pacific Islanders in the juvenile justice system with their cultural heritage.

Youth are encouraged to reflect on their experience of their heritage. Feedback showed the young people felt a greater connection with their cultural heritage after taking part in the project. The longterm hope is that these young people will be able to make a meaningful cultural connection and move away from crime. The Australian Museum, the NSW Department of Human Services, Juvenile Justice, NSW Legal Aid and researchers at RMIT collaborated to develop and deliver the project.

## Building Inclusive Communities Award goes to Migration Heritage Centre

NSW Premier Barry O'Farrell presented the NSW Migration Heritage Centre with the 2012 Building Inclusive Communities Award for Government in 2012. The award is a joint initiative of the Ethnic Communities' Council of NSW and Macquarie University. It recognises activities with a long-term outlook and a track-record of making a positive contribution to the community.

The Centre's research, publications and exhibitions program is produced in partnership with local government museums and galleries in Western Sydney and rural and regional areas.

Projects in 2012 included a history of five local post-World War II migrant centres in Newcastle, post-1973 refugee oral histories in Albury, a resource book to help record migration stories in Wollongong, and oral histories with Indians, Islanders and Aboriginal elders who worked on sugar cane fields and banana plantations in Murwillumbah. The exhibitions are reproduced online and are popular resources for NSW primary and secondary school students and teachers.

### THROUGH EDUCATION...

## Making Multicultural Australia for the 21st Century

The Making Multicultural Australia for the 21st Century website by the **Board of Studies NSW** is one of Australia's leading sources of quality education resources on multiculturalism.

The website was developed by the Board of Studies in partnership with the Multicultural Program Unit of the Department of Education and Communities and the University of Technology. It provides information on the contributions that various cultural groups have made to the development of Australian society.

The website also documents the variety of views about immigration and multiculturalism that have historically influenced government policies and programs.

#### Global Highway meanders through the University of Wollongong

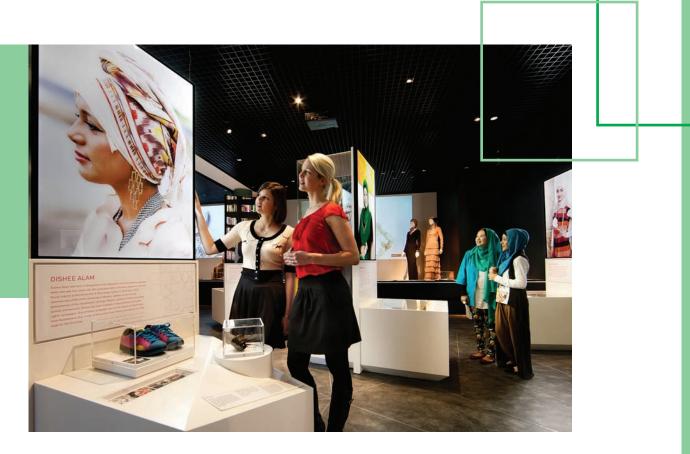
The **University of Wollongong** Accommodation Services team won the National Multicultural Marketing Award for their Global Highway program in November 2011 which continued to be a success in 2012.

The Global Highway has been hosted by the staff and students from International House since 2006. It celebrates the many nationalities and cultures of students living and studying at the university.

#### School children learn songs of the world

Wollongong City Council developed SongWorld, engaging 130 Year 2 students from four primary schools in weekly music classes, designed to develop intercultural understanding through music.

Over 22 weeks, the children learned songs in Arabic, Macedonian, Maori, Swahili and Scottish Gaelic, with accompanying percussion and dance movements. Funded by the Department of Immigration and Citizenship, the program worked closely with communities to develop a repertoire of songs which reflect the cultural diversity of the city. Two of the schools performed at the Refugee Week concert in June, and the combined SongWorld choir opened the city's major arts festival – *Viva la Gong* – on 10 November 2011.



#### THROUGH FRIENDSHIP, FASHION AND FAUNA.... Coffee and conversation group celebrates cultural diversity through friendship

The Coffee & Conversations Group facilitated by **Cowra Council** meets monthly to support the area's culturally, linguistically and religiously diverse community.

Their aims are to promote multiculturalism, share friendship and provide information about access to services. Council contributes by presenting information, and meeting with TAFE students attending Languages Other Than English classes to offer further assistance where necessary.

#### Faith, fashion, fusion exhibition explores Muslim women's fashion

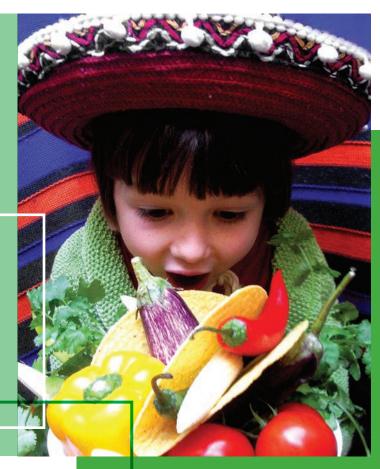
The Faith, fashion, fusion: Muslim women's style in Australia exhibition at the Museum of Applied Arts and Sciences (Powerhouse Museum) explored Muslim women's fashion in Australia today.

The exhibition challenged the prevailing Western media representation of their dress as oppressive and disempowering, and demonstrated that fashion and faith are compatible. It offered Muslim women a forum to tell their stories and the chance to challenge existing negative representations of Muslim women's dress.

The Powerhouse Museum worked with the NSW Migration Heritage Centre and the Community Relations Commission in developing the exhibition and the accompanying publication.



Powerhouse Museum's Faith, fashion, fusion exhibition



Tic Tac Taco!

## *Tic Tac Taco* – What can plants teach us about diverse cultures?

The April 2012 school holiday program at the **Royal Botanic Gardens & Domain Trust** Sydney explored the cultures of the Pacific Rim and their connection to plants growing in the gardens.

Children and their families examined these tropical plants and learned how they are used by different Pacific Island cultures for food, music, clothing and shelter.

The September/October school holiday program with the fun name *Tic Tac Taco*, explored Central American culture. Young participants learnt about the history of food and agriculture in the Aztec and Mayan cultures, and made traditional Mexican woven craft – *Oje de Dios* – to take home.



Liverpool City Council street festival



#### CELEBRATING CULTURAL DIVERSITY...

As people come to understand and accept the way cultural diversity has enriched and enhanced the life of New South Wales, they cannot help but celebrate it. All around the State, local councils and state government agencies, have been bringing people together to celebrate multiculturalism through festivals and exhibitions. This section recounts some of these celebrations.

#### ...OF REFUGEES

## Street festival acknowledges Liverpool's refugee communities

**Liverpool City Council** hosted a community celebration to welcome and acknowledge Liverpool's fast growing multicultural and refugee communities.

The street festival helped promote pride in cultural heritage and a sense of belonging for all residents. It featured a range of culturally diverse performances, information stalls, community activities, including a community art exhibition and a multicultural fashion show.

More than 500 people attended the street festival in a cultural celebration of harmony, respect and good will among residents.

#### ...THROUGH HARMONY

Customers and staff gathered at Central Station for the annual Harmony Day celebrations on Friday 23 March 2012. **RailCorp** employees and guest performers presented multicultural dance and music shows to entertain the large crowd. Groups of Filipino, Sri Lankan, Indian and South Americanborn RailCorp employees lit up the stage with unique music and dancers in colourful costumes.

**Coffs Harbour City Council** held an annual Multicultural Harmony Festival celebrating its diverse community. The festival was a great success and won this year's Local Government Managers NSW Excellence in Diversity Award. Over 50 nationalities now call Coffs Harbour home.

Coffs Harbour is also a refugee resettlement area, has an established Sikh population and is the traditional home of the Gumbaynggir Nation.

The festival is an initiative of the Council's Multicultural Reference Group, made up of representatives from Council, different nationalities, multicultural organisations and service groups.

Lake Macquarie City Council joined with a number of community organisations to hold the inaugural Lake Macquarie Harmony Day in March 2012, attended by up to 300 people. A survey conducted of participants and attendees demonstrated strong support for continuing the event.

Lake Macquarie Harmony Day included multicultural performances of song and dance, free food sampling and a cultural exhibition featuring multicultural arts and crafts. Cultures showcased included Ethiopian, Burundi, Congolese, Russian, Indian, Filipino, African and Thai.

PICTURED ABOVE (L-R): Lake Macquarie Harmony Day – Russian group, Filipino choir and African traditional costumes



#### Manly Club Seniors

**Strathfield Council** hosted an afternoon's activities on Harmony Day to bring families together to share in a celebration of diversity and acceptance of one another.

The Strathfield Local Government Area (LGA) now reports that 61% of local residents speak languages other than English.

The major languages spoken at home are Korean, Cantonese, Mandarin, Arabic and Tamil. Hindi, Italian, Greek, Vietnamese and Telugu communities are also strongly represented.

The Harmony Day activities included an animal petting farm, face painting, AFL clinic, jumping castle and monster modelling activity. All activities were free for children and the celebration ran over two-hours after school on Harmony Day.

For the fourth year, **Camden Council** held its Harmony@Twilight event. Family games, dance performances and a community sing-along were enjoyed by all.

A free barbeque was provided and families were invited to bring along a side dish or salad to share. This year, an art competition was held with entries displayed at the event and awards made by 'viewer choice' in a number of categories. Manly Council hosted a Harmony Day event during Seniors Week in March at Manly Seniors Centre. The event provided opportunities for participation and integration of seniors of diverse cultural backgrounds in a fun environment, to help reduce social isolation.

The program included a Tai Chi demonstration, first-hand accounts of migrating and settling in Australia, songs popular with early settlers to Australia and from around the world. There was a lively demonstration of line dancing and a presentation about services and activities for local seniors.

The program concluded with a multicultural morning tea. The event was a partnership between Manly Council's Community Development staff, the Northern beaches Multicultural Network, and the Manly Club for Seniors.

#### ...THROUGH FESTIVALS AND FIESTAS

#### Celebrating New Year with a dragon

The Art Gallery of NSW celebrated Chinese New Year with a free events program featuring a dragon-themed exhibition. The program attracted hundreds of people each day and helped encourage more members of the Chinese community to visit the gallery.

The program also included a VisAsia Hingyiu Mok Mandarin language lecture on Christian art on the Silk Road, an 'Auspicious symbols' tour with Community Ambassador volunteers, presentations from Chinese community members, including nuns of Nantien Temple, a rainbow dragon workshop, and storytelling on the Chinese zodiac.

## Darling Harbour and The Rocks showcase the city's cultural diversity

Sydney Harbour Foreshore Authority supported a diverse number of events that allowed people to come together for social, cultural, recreational and civic activities in The Rocks and Darling Harbour precincts.

The events included a substantial program of 25 festivals from around the globe including India, Thailand, Greece and Indonesia, produced by community and other not-for-profit organisations.

Three new events – Turkish, Armenian and Serbian festivals – were added to the calendar in the past year. Community organisations and the Authority also held Chinese New Year and cultural events and school holiday activities.

#### Festival embraces multicultural inclusion

**Cowra Council** hosted the 48th Annual Festival of International Understanding during March 2012. The festival has a strong commitment to diverse culture. The aim of the festival is to include Cowra in a multicultural world by offering the community a taste of other cultures, and to actively embrace multicultural inclusion. Each year, the festival showcases another nation's culture. This year, Finland was on show supported by the Finnish ambassador to Australia, Her Excellency Mrs Maija Lähteenmäaki. The ambassador contributed greatly to the success of the celebrations, participating in ceremonies, the annual family carnival and other community functions.

## OneWorld multicultural festival celebrates global diversity

Hornsby Shire Council hosted the OneWorld Multicultural Festival on Sunday 18 March, an annual celebration of Harmony Day and cultural diversity in Hornsby Shire. Hornsby Mall came alive with a great range of activities, music, dance, food from around the globe and a thrilling display of fireworks, showcasing the community's cultural diversity.

Cultures on display included Indian, Korean, Chinese, Aboriginal and many more. Originally established in 2003 with a grant from the Community Relations Commission, the Council has found that the festival is a great way to reach the Shire's new migrants and provide information about the different services offered to help them settle in the area.

#### Sutherland's Fiesta 2012 attracts crowd of 8000

Sutherland Shire Council held Fiesta 2012 in October to showcase a diversity of cultures via entertainment, food and fun activities at the beach, to promote understanding and awareness of different cultures in the Shire. Around 8,000 people attended.

The event engaged diverse communities and local not-for-profit organisations who offered activities, links and information about local community projects via market stalls.

Information about the event was translated into five community languages and distributed throughout the relevant community via local social and support groups.

#### THROUGH THE ARTS...

## Ethnic community groups help develop events for Alexander the Great exhibition

In 2012, the **Australian Museum** opened its biggest international touring exhibition ever, *Alexander the Great: 2000 years of treasures* sponsored by the Commission. Many of Sydney's multicultural communities have been involved in developing an events program around the exhibition with the aim of social connectedness and inclusion.

Community groups offered their music, speakers and educators to the program. These have included members from the Greek, Egyptian, Macedonian and Russian communities. These groups have brought along their cultures, deeply influenced by Alexander and Hellenism, and offered it to the museum's audiences.

A range of activities designed to tap into different ethnic groups were organised, such as lectures and night talks about Alexander's influence in the Hermitage, Egypt, Greece, Afghanistan, India and Pakistan.

## Migration Heritage Centre launches a range of initiatives

The NSW Migration Heritage Centre at the Powerhouse Museum which is sponsored by the Commission facilitated a number of publications and exhibitions in 2012.

The centre wrote and published a major new book *Objects Through Time: 100 objects that define modern Australia* featuring objects from collections across the world that document the migration of people, technology and ideas to our shores. The centre also assisted:

- the Illawarra Migration Heritage Project Inc to produce the *Collections of Hopes and Dreams* exhibition at the Wollongong City Gallery, and published a catalogue on the textile, clothing and footwear industry entitled *Stamina*
- the Albury Library Museum's book and permanent exhibition *Sharing Bonegilla Stories*

- Co.As.It. (Association for Italian Assistance) touring exhibition entitled Sydney's Italian Fruitshops – *The Original Greengrocer* displayed at the Fairfield City Museum and Hurstville City Museum
- Orange City Council's Sustainable Collections Program with a child migration exhibition entitled *Life at Fairbridge* at the Molong Historical Society and also produced a web version.

Online exhibitions were also produced for Holsworthy Internment Camp – World War One Prisoners of War at Liverpool 1914–1920 and A Place For Everyone: Bathurst Migrant Camp. An online version of the Griffith Italian Heritage Trail was produced in partnership with the Griffith City Council. It includes bronze plaques through the streets of Griffith to support the Council's tourism initiatives.



Commemorative tree planting by His Excellency HE Duan Jielong, Consul General of The People's Republic of China, and Professor David Mabberley, Executive Director, Royal Botanic Gardens & Domain Trust

## Autumn Vibes adds even more colour to the Botanic Gardens

The Royal Botanic Gardens and Domain Trust launched Autumn of the Arts in March 2012 with Autumn Vibes in the Royal Botanic Garden, Sydney.

Approximately 16,000 visitors from over 60 postcodes attended. The visitor survey showed the crowd to be culturally and linguistically diverse with 37% of respondents speaking languages other than English at home.

Many visitors experienced a tradition from a different culture for the first time. *Autumn Vibes* included a Japanese tea ceremony, an Indonesian gamelan ensemble, traditional Indian, Fijian and Torres Strait Island dance, erhu (Chinese violin) and ruan (Chinese guitar), shakuhachi (Japanese bamboo flute) and Japanese taiko drum performances.

A commemorative tree was planted in the garden by the Chinese Consul General, His Excellency Duan Jielong, to mark the Year of Chinese Culture in Australia.

Autumn Vibes was a finalist in the prestigious 2012 Australian Event Awards, Best Community Event category.



Duavata Fiji dance group performs at Autumn Vibes



Following their performance at Autumn Vibes, TaikOz held a workshop for visitors of all ages

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## Narellan Rhythms Festival 2012 showcases the Pacific Islands

In 2012, the Narellan Rhythms Festival focused on the Pacific Islands, with a taste of other cultures. As the population of the Camden area grows so does its diversity. **Camden Council** undertook a number of projects to both acknowledge and celebrate the changing culture of the area. More than 3500 people enjoyed Hakka, Poi, Chinese Lion and Bollywood Dance performances.

Community service organisations and local residents participated by providing a range of free craft activities including weaving and poi making and photo booth opportunities. A demonstration of a traditional Tongan village was created with tape cloth demonstrations and coconut drink tasting.

## Multicultural costume show bursts with colour and tradition

Willoughby City Council's MOSAIC Multicultural Centre, in partnership with 15 local groups –180 people from 11 cultures, presented a multicultural costume show at the Concourse Theatre. Willoughby City Council, as reflected in its logo, is a city of diversity.

Participating cultural groups included Armenian, Chinese, Indian, Indonesian, Iranian, Italian, Japanese, Korean, Malaysian, Polish and Taiwanese. A full house of 460 people attended the event and fostered the connections and networks between them. The event received excellent feedback from both participants and the audience.

#### Cultural events showcase Parramatta's diversity

Parramatta City Council took part in developing, promoting and marketing cultural events designed to celebrate Parramatta's ethnic diversity. Events included Parramasala, Lunar New Year, the Arabic Film Festival, a Greek flag raising ceremony and Loy Krathong Thai Water Festival.

## Exhibition honours lesser known members of the Wagga Wagga community

The **Riverina Institute of TAFE** showcased a collection of large drawings of local community members who have come to Wagga Wagga from different cultural backgrounds.

Artist Dianne O'Neile, ESOL (English for Speakers of Other Languages) teacher at the Riverina TAFE described her *Invisible No More* exhibition as 'the opposite of the Archibald'. It showcases people who rarely appear in the public view, including Wagga Wagga locals who had come to Australia as refugees. The exhibition aimed to raise the visibility of these community members.

## Nigel Brennan story highlights the humanitarian dilemma in Somalia

Albury City Council hosted an exhibition titled *The Price of Life*, the life story of photojournalist Nigel Brennan. In 2008, Nigel was kidnapped and held hostage in Somalia for fifteen months before being released.

Highlighting a nationally significant history, the exhibition showcased stories of the human plight in Somalia through photography, painting, new media and artefacts.

On 31 August, the library museum was filled with the sights and sounds of Somalia and residents took part in traditional drumming, dancing, games, fashion parades and henna tattooing. Australian photojournalist Nigel Brennan was also there to offer a guided tour of his exhibition.



Albury City Council's The Price of Life photographic exhibition

## Film Global engages Central Coast's diverse community

**Gosford City Council** continued to empower cultural community groups to showcase their cultural traditions and customs through the *Film Global* program, initiated in 2008. It did this through a range of traditional and contemporary cultural performances, displays, dance, music, food and monthly film screenings celebrating specific cultures.

*Film Global* continues to be a popular event within the community, promoting harmony, diversity and strengthening community. *Film Global* is a partnership between Gosford Council Youth Services and Northern Settlement Services.

## Arts forum promotes a creative and diverse arts and cultural sector

**NSW Trade & Investment**, through Arts NSW supported the *Multicultural Arts Forum 2012: Facing the challenge, creating the future.* This event was for artists, arts workers, researchers and cultural policy decision-makers of all backgrounds.

The forum provided an opportunity to discuss and decide on actions that would draw on the benefits of the untapped multicultural resources of New South Wales.

The project involved identifying artists, arts workers and projects at both the community and professional levels. It mapped out where these artists are working in arts sectors, communities and geographic areas, and identified which organisations and networks support their work. The findings can be viewed on the Arts NSW website.



### ...THROUGH THE LAW

#### First ever Islamic opening of the Law Term in NSW

The inaugural Islamic *Opening of the Law Term* in NSW was marked by a ceremony at Auburn's Gallipoli Mosque. Prominent members of the legal fraternity joined the Muslim community to celebrate this historic occasion on 9 February 2012.

The ceremony extended the boundaries of traditions and recognised the diverse community and cultures served. It included a recitation from the Q'uran and an explanation of core Islamic beliefs and practices.

Members of the Muslim Legal Network NSW attending the opening included staff from the Office of the Director of Public Prosecutions, Legal Aid NSW and the Community Relations Unit of the NSW Department of Attorney General and Justice.



### EMPOWERING FOR PARTICIPATION IN THE LIFE OF THE STATE

New South Wales is considered one of the most successful multicultural societies in the world and its cultural diversity policies have been groundbreaking. One of the foundations of these policies has always been that people need to be empowered to participate fully in the life of the State.

This empowerment takes two forms: capacity building for culturally and linguistically diverse communities, and empowering of individuals by making government services accessible to all, regardless of ethnic background or English language proficiency.

This section highlights initiatives seeking to empower communities and individuals by providing inclusive government services.

#### **EMPOWERING COMMUNITIES...**

#### The NSW Police Force marks 25 years of the Multicultural Community Liaison Officer Program (MCLO)

The Multicultural Policing in NSW: 25 Years and Beyond conference marked 25 years since the original Ethnic Community Liaison Officer Program was trialled in 1987, which began with 4 Ethnic Community Liaison Officers in Cabramatta and Fairfield. There are now 33 MCLOs across 26 Local Area Commands who assist cultural diverse communities to identify local priorities for police and forge better relationships.

The conference taught participants how to improve relationships between MCLOs and culturally and linguistically diverse communities. Local Area Commanders and Senior Managers, past Ethnic Community Liaison Officers, representatives of community organisations, and past police officers were among the 150 participants, as well as officers who work closely with the current MCLO Program.

## The changing nature of cultural diversity in Lake Macquarie

Lake Macquarie City Council provided a report to the community detailing the changing nature of cultural diversity in the area, based on 2011 Census data.

The report reflects the need to explore and understand the nature of emerging linguistically and culturally diverse populations in the area. This will help to ensure that multiculturalism continues to benefit all who live in and visit Lake Macquarie.

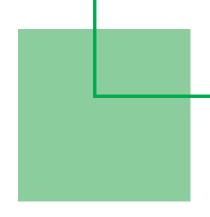
#### Council staff trained in cultural awareness

Over 100 staff members of **Hurstville City Council** attended cultural awareness training aimed at achieving a 'culturally diverse capable' organisation. The training built on Council's commitment to enhance communications with culturally diverse customers and to help employees to better manage cross-cultural interactions. Staff feedback was positive and detailed how cultural gaps will be bridged and better services will be provided to culturally diverse customers.

#### Council maps its multicultural people power

Hurstville City Council Multicultural Services conducted *Fostering Community Spirit*, an initiative to identify and map out the individual and community skills, talents and assets of its linguistically, culturally and religiously diverse community. Council consulted a diverse range of people for this project including mothers groups, young people, professional cultural dance groups, seniors groups and local service providers.

By identifying the connections and interrelationships between the culturally diverse groups, Council was able to improve community engagement and capitalise on the wealth of its multicultural communities.



## Council excursions for newly arrived communities

Wollongong City Council partnered with TAFE AMEP (Adult Migrant English Program) to provide a civic welcome for newly arrived communities. Seventy TAFE students from four class groups participated in half-day excursions to Council.

The excursions provided an introduction to local government structure, services and functions in Council's chambers. Where possible, the students were introduced to the mayor. A customised tour of the central library followed, with the opportunity to become a member.

A morning tea at Council's function room and a tour of the art gallery and town hall completed the civic welcome. The program was extremely well received and will become a regular event.

#### NSW Ombudsman reaches out

The role of the **NSW Ombudsman** was explained and the services of the office promoted to culturally and linguistically diverse communities in targeted training and presentations throughout 2012. These include the Information Expo in Eastwood and the Community Services Expos in Blacktown.

Tailored training was provided on a range of specific issues. A carer support group for Korean families who have a child with a disability participated in complaint-handling training in a workshop titled 'The rights stuff, tips for solving problems and making complaints'.

The Council for International Students Association received information on the role of the Ombudsman.

#### ...THROUGH SPORT

Soccer match brings communities closer

**Lismore City Council** harnessed the power of soccer to connect people of different cultures in a soccer match between the African Stars and the Lismore Legends (aka Lismore City Council).

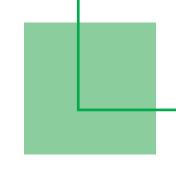
Participants from the African refugee community, their partners and children, joined with a team of council employees in what has become a favourite community event. The game makes local government employees accessible and African refugees feel more inclined to seek help when they need it.

The African Stars vs. Lismore Legends soccer match was held on Wednesday 7 November. The Lismore Legends were victorious 5-1 this year but from all accounts the whole community came away a winner.



2012 African Stars vs. Lismore Legends soccer match

SECTION 2 - Highlights from NSW Government Agencies and Local Councils



#### Hornsby's Chinese community enjoys Australian Football League (AFL) family fun day

Hornsby Shire Council organised an AFL Chinese Family Fun Day in September 2012. The event included family games where children, parents and grandparents joined together to learn basic AFL skills. Showbags containing a football, activity books and information on local services were provided to participants during the family barbeque.

Feedback from both the participants and service providers, who numbered over 200, was very positive.

The day was run in partnership with the AFL Multicultural Program, Hornsby Police Force, Hornsby Waitara Community Hub and the Yucai Chinese Language School.

#### THROUGH COMMUNICATION ...

#### English conversation program a hit in Ashfield

Ashfield Council has been providing a free English conversation program designed to help local culturally and linguistically diverse communities improve their English language skills for over two years. In 2012, more than 60 students attended. There are currently 15 volunteer tutors of whom five are bilingual.

The tutors are highly qualified and most have previous experience in teaching English as a second language. The project supports newly arrived communities to develop pathways to services and employment. It also strengthens Ashfield Council's commitment to the capacity and assets of the community.

#### Learning to respond to racist comments

The Camden Cohesive Community Committee of the **Camden Council** meets regularly. A recent initiative of the group was a 'Conversation Evening'. A psychologist was engaged to facilitate conversation on how to respond to racist comments in social situations. Response to the concept was extremely positive and future 'Conversations' are planned for 2013.



University of Wollongong's multicultural playgroup

## Multicultural playgroup - kids and parents make new friends

The **University of Wollongong** has set up a multicultural playgroup for families from culturally and linguistically diverse backgrounds including those with Anglo-Celtic heritage. Through this, parents on campus share some wonderful crosscultural times in weekly meetings with their children.

It helps people who might otherwise be isolated to build support networks and friendships. The playgroup is sponsored and promoted by the Employment Equity and Diversity Unit, partnered with the Kids' Uni Out of School Care program, the Illawarra Area Health Service and the Illawarra Committee for International Students.

### Landowners consulted about draft plans for Austral and Leppington

During exhibition of the draft plans for Austral and Leppington Precincts, the **Department of Planning and Infrastructure** engaged a large number of landowners from culturally and linguistically diverse backgrounds. The exhibition consisted of nine drop-in sessions, enabling landowners and locals to examine the draft plans and speak to staff from the Department.

To maximise community awareness and involvement, the Department identified six key languages spoken within the community as well as key groups and organisations which could assist with the dissemination of information. Resources were tailored where necessary, and a presentation was also given to the Parents & Citizens of the local school.

The Translating and Interpreting Service (TIS) national contact number was published on all communications and was also available at the sessions.

Community Relations Report 2012

#### THROUGH GRANTS...

## Marrickville Council reaches out to diverse communities

**Marrickville Council's** Community Grants and the Local Clubs Grants Program together funded six programs with a specific focus on the local culturally and linguistically diverse population. The programs included:

- *Brazilian Elderly*, a socialisation program which offers physical and social activities for local community members
- *Marrickville Multifaith Roundtable Faith Walks* in response to previous race related issues which concerned the community
- Portuguese-speaking Frail Aged Day Care, is a program that organises special events, such as music therapy sessions throughout the year for elderly people in the area who settled there as migrants in the 1950s and 1960s

- *Bridge for Asylum Seekers* which provides much needed basic living allowances for asylum seekers living in Marrickville
- Dress for Success workshops for migrant and refugee women to help them access job opportunities and enhance their self esteem
- Dress Wise Work Wise which assists people from culturally and linguistically diverse backgrounds with their literacy, numeracy and computer skills, including passing their driving test and accessing employment.

The programs reflect the area's growing number of elderly culturally and linguistically diverse residents, and the need for training and employment opportunities. Council directed approximately \$31,000 in funding to these programs.

Marrickville Council also ran the popular Marrickville Festival again in 2012, a marketplace in the heart of Marrickville offering authentic local art, food, and products.



Two long-term Greek-Australian Marrickville residents enjoying the 2012 Marrickville Festival

## Parramatta's diverse communities benefit from grants program

Parramatta City Council's 2012 Community Grants Program funded a number of projects to develop capacity and improve access for culturally and linguistically diverse communities:

- a healthy lifestyle training project for culturally and linguistically diverse women including a refugee and migrant women's sewing classes
- the Cultural Performing Arts Network to foster and promote culturally specific performing arts, including the development of an Afrocontemporary dance company for African Australians in Western Sydney
- an International English Language Testing System mentoring group aimed at improving participants' English proficiency
- training and development of 24 at-risk youth (including many from Polynesian backgrounds) as coaching mentors to run localised inschool rugby union programs and a football development program for newly arrived refugee youth
- Sinhalese youth, children and senior citizens' service education and awareness programs, a Learn to Dance initiative and first aid kits for Sinhalese cultural events
- computer training and excursions for Tamil seniors
- business planning for a Swahili community lawn mowing and gardening social enterprise and for a subsidised migrant driving school
- network building and activity development between Taste Food Tours and other social enterprises from migrant and multicultural notfor-profit organisations
- capital equipment and resource support for multicultural play groups, computer and English classes and a homework support program
- a Chinese residents language, computer, craft and creative skill-building program
- self advocacy, communication and public speaking development for culturally and linguistically diverse people living with disabilities.

## Tibetan community amongst those benefitting from grants in Warringah

Warringah Council delivered an ongoing Community and Cultural Development Grants program that engaged and benefitted the Warringah community. The grants promote social inclusion, increase opportunities and visibility for diverse groups, celebrate multicultural Australia and develop sustainable capacity within the community.

This year several projects were awarded funding for programs that will increase community engagement and inclusion as well as address the needs of marginalised communities in the area. These included: a camp for Tibetan children, a learn to swim program for Tibetan people, the development of an Australian Tibetan cookbook, the Tibetan Losar Festival, a three year community inclusion program for new migrants, a Women's Wellness Group for senior Italian women, and the UpBeat program for Pacific Islander and Maori youth.

#### AND THEIR CHILDREN...

### African foster carer recruitment drive is keeping kids in their community

**Community Services** in Western Sydney, in partnership with **SydWest Multicultural Services** and **Anglicare**, developed an African foster carer recruitment project last year. The project is an extension of a pilot program to recruit African carers.

It harnesses the enthusiasm within African communities to have children who are removed to foster care placed with African families, builds the confidence of African Australians and develops positive relations between Community Services and African community members.

By the end of June 2012, 47 African community members had applied to become foster carers with Community Services, six had become accredited carers, and three had foster children placed in their care. An African Carer Support Group was also established through the non-government organisation *Connecting Carers*.

## Community activities build capacity of Auburn's Somali community

Commencing in 2011, Auburn City Council ran the Auburn Somali Community Capacity Building Project to steer the growth and development of the Somali community. The project aimed to strengthen the community's infrastructure in the Auburn LGA and develop and resource Somali community organisations to ensure their strength, sustainability and collaborative nature.

Programs conducted in partnership with TAFE Outreach supported family harmony and raising young children in a healthy environment.

Training was delivered to support young mothers and build the capacity of women to pursue employment opportunities such as establishing their own business in the family daycare industry.

The project supported cultural heritage by establishing a weaving group to break social isolation and maintain the traditional art form, which has all but disappeared in Somalia due to civil war and emigration.

#### Korean story time for preschoolers

The **City of Canada Bay** has trialled a story time program to engage with Korean families living in and around the local area. The program was launched in Harmony Week and sessions are held at Concord Library. Aimed at Korean-Australian 3-4 year old children and their families, the trial was successful and has been extended to June 2013.

### Rhymetime fun for Bengali and Nepalese babies and toddlers

**Rockdale City Council** worked closely with the Bengali community to help its members understand the role of their local council and the services it provides. One initiative hosted by Council was *Baby Rhymetime* for Bengali and Nepali mothers and babies. Council invited babies and toddlers from six months to two years and their carers to a baby rhymetime of songs, finger plays and rhymes.

Baby Rhymetime was held on the 1st and 3rd Thursday of each month. The project ran in partnership with the St George Migrant Resource Centre and South Eastern Sydney Illawarra Area Health Service (Rockdale Early Childhood Health Care Centre).







Somali Australian mothers and children share their cultural heritage

#### National dance competition - 'Bring It On' for Pacific Islander and Maori youth in Manly

Manly Council's Youth Services, in collaboration with other local youth services, has supported a group of 26 young people from Pacific Islander and Maori backgrounds with their entry into the National Dance Competition – *Bring it On*.

The Council assisted the group to identify fundraising opportunities to cover costs for entry, costumes and travel. It also helped to form links with other youth organisations who could offer inkind financial support, such as premises for weekly dance practice, refreshments for dance practice, and transportation for performers and supporters to competition events.

#### THROUGH LEGAL INFORMATION... Crime prevention through education for the Chinese community

In 2012, **Burwood Council** initiated the WatchOut project, a crime hotspot project aimed at reducing 'robbery' and 'steal from person' offences.

As part of this project, safety talks were given to newly arrived migrants and the large, local Chinese community. A series of crime prevention environmental design factsheets were produced and translated into Chinese languages.

WatchOut features a way-finding component, using international symbols and pictures to depict lighting corridor routes in Burwood. The project focuses on creating pathways which have increased visibility, to link Burwood and Strathfield train stations, using language that is culturally and linguistically appropriate.

#### Language no longer a barrier at election time

The **NSW Electoral Commission** developed a number of strategies to provide local government election and voting information at the 2012 Local Government Elections to voters who speak languages other than English.

Over 3,000 people, who identified as speaking a language other than English, were employed and trained as election officials at the local government elections. Election officials spoke over 180 different languages including 260 Arabic speakers, 439 Cantonese speakers, 351 Mandarin speakers, 158 Hindi speakers, 106 Tagalog speakers, 164 Vietnamese speakers and 30 Urdu speakers.

The Electoral Commission also:

- developed a simple, easy to understand multilingual guide with instructions for voting in 20 languages
- translated enrolment and election information
- provided a free telephone interpreter service
- included cultural awareness information in the manuals and training material provided to returning officers and election officials
- arranged for additional resources for polling places in areas that have a high population of people who speak a language other than English.

## Community consultation on face covering legislation

In 2012, the **NSW Ombudsman** consulted with Muslim organisations about the implementation of new legislation giving police the power to request a person to remove a face covering for the purpose of identification. The Ombudsman also distributed a factsheet 'Removal of face coverings for identification purposes' which it developed and translated into seven community languages including Arabic, Dinka, Indonesian and Somali.

The NSW Ombudsman is reviewing the implementation of the new legislation by police and will report to the Minister about the outcome by mid 2013. The office is preparing an issues paper on the review which will be translated into community languages. The Ombudsman, Mr Bruce Barbour, explained the review role of the office on a Muslim radio program. Ombudsman staff also made a presentation about the review at the annual general meeting of one Muslim organisation.

## Legal aid to individuals charged with people smuggling

Legal Aid NSW provided expert legal services to clients facing people smuggling charges. Legal Aid NSW has also trained private lawyers undertaking people smuggling cases, made submissions for law reform and challenged assumptions about the accuracy of expert evidence on client age.

In 2011–12, Legal Aid NSW granted aid to 17 Indonesian men charged with aggravated people smuggling. Since late 2010 when this work commenced, Legal Aid NSW has granted aid to 112 Indonesian men.

Over 35 matters involving more than 65 defendants were listed for trial in 2012. Thirty defendants were acquitted and the jury was hung on a significant number. Some prosecutions were withdrawn after the defendants were found to be under 18 years of age at the time of the alleged offence.

Clients who have been charged with people smuggling are severely disadvantaged. They have very limited education and speak little or no English. Legal Aid NSW staff demonstrated extraordinary skill and commitment in overcoming cultural, religious and linguistic barriers to work successfully with these vulnerable clients.

## Potential community leaders skilled-up in Villawood

The Villawood Community Leaders' Project aims to help participants develop the skills needed to lead community organisations. The majority of participants are culturally and linguistically diverse with most being women of Arabic background.

A community group called Shine was recently formed by a number of Arabic women who attended the Villawood Community Leaders' Project. Shine is planning to host a multicultural festival in April 2013. Run with the local TAFE and a church group, the Leaders' Project encourages social housing tenants to participate in the program to help improve their engagement with the community and take part in community building activities.

#### INDIVIDUALS...

#### At-risk refugee youth get connected

The University of Newcastle assisted at-risk refugee youth to connect with community support services, to increase their general employability, and to enhance their literacy and numeracy, while helping them stay engaged with the mainstream education system.

They also explore different career and degree options, either through industry site visits or discipline-specific workshops hosted by university students. During 2011–12, the university funded 13 high school-aged refugees from six Newcastle schools to attend the Callaghan campus.

The Refugee Education and Language Development project (REALD) is a partnership between the University of Newcastle and Northern Settlement Services, Multicultural Neighbourhood Centre, Service for the Treatment and Rehabilitation of Trauma and Torture Survivors, and the Hunter African Communities Council.

#### Helping young people tackle intolerance

**Burwood Council's** Different People Different Voices project (DPDVP) continues to grow in popularity. It is a youth capacity-building project aimed at increasing resilience to cultural isolation and intolerance through the development of a school-based lesson plan for students in years 7–9.

The project builds an intercultural board game and youth services map, trialled in high schools with 166 students across the Inner West region and covering cultural tolerance and isolation.

The project is funded through the Commonwealth Attorney General's Department and is delivered in partnership with the Community Relations Commission, NSW Police Force, Department of Education and Communities, Metro Migrant Resource Centre and local youth leaders.

#### UTS peer network thrives on diversity

The **University of Technology** peer network is an outstanding volunteer program where local and international students from all UTS campuses help provide a warm welcome to new students. During orientation, peer networkers lead campus tours, staff the orientation helpdesk, help students book in for orientation events, mingle at official welcomes, answer questions from new students, and much more.

The peer network is the first place to look for volunteers, as its members continue their volunteer spirit throughout the university year.

#### THROUGH EMPLOYMENT...

#### Skilled migrants learn to maximise their employability

**Strathfield Council** piloted a job readiness program under the Skillmax banner to assist skilled migrants with job search strategies. The Strathfield Economic Development Plan 2009-2013 identified that the majority of constituents seeking employment in Strathfield are from culturally and linguistically diverse backgrounds.

The Skillmax program was delivered in June 2012 in partnership with Petersham TAFE. The program facilitates employment pathways for skilled migrant jobseekers from culturally and linguistically diverse communities.

Participants took part in workshops providing support with resume writing, presentation, interview skills, qualification recognition and the demands of the Australian workplace. Of the 12 participants registered for the course, seven have found employment.



Community lunch on the final day of Strathfield Council's Skillmax program

### THROUGH HOUSING INFORMATION... Tips for renters in 17 languages

NSW Fair Trading has released a new DVD titled Renting a home: A tenant's guide to rights and responsibilities in 17 languages. The DVD was developed following consultation with Think Smart partners, service providers and the community. The DVD covers ten topics presented as informative and accessible short videos, covering areas such as finding a place to live, signing a lease and ending a tenancy.

The DVD was designed as an important tool for educators and community-based organisations, and is also available to a wider audience through YouTube on www.youtube.com/NSWOFT and the Fair Trading website.

#### THROUGH TRANSPORT...

#### Breaking down barriers to community transport

**Transport for NSW** is trialling a project targeting the transport needs of the five largest culturally and linguistically diverse groups in Sydney's Bankstown, Liverpool and Fairfield LGAs.

The project aims to promote community transport services and facilitate the use of services through bilingual bookings and assessments. It also aims to identify and reduce barriers to service-use by these groups.

#### Bus helps students get their homework done

In January 2012, **TAFE NSW** began funding a bus on a 12-month trial basis to take culturally and linguistically diverse school students to a homework centre in the Wollongong area.

The SCARF homework centre has operated after school homework centres for students since 2005. The project provides volunteer support, encouragement and guidance for young people who are at risk of falling behind at school due to cultural and language barriers affecting literacy and numeracy.

The bus is proving popular with 55 students registered to participate. About 1,200 passenger trips were made in the first six months of the trial.

## Kids from remote Riverina benefit from transport connection

**Transport for NSW** ran the Kooringal Kids Transport Connections taxi program for children living in remote areas of the Riverina region. The program provides an opportunity for children from Sudanese, Bhutanese and Aboriginal backgrounds to participate in community and recreational facilities.

It aims to improve education and social outlets for these children. The project is a partnership between Transport for NSW and Radio Cabs Wagga; other stakeholders include Wagga Wagga City Council and local sporting associations.

## New community language study category examined for the Higher School Certificate

Language Heritage courses offered in Chinese (Mandarin), Japanese, Indonesian and Korean were examined in the NSW Higher School Certificate for the first time in 2012.

The Language Heritage national curriculum and assessment framework was recently developed for students with a language background that makes them ineligible for the Continuers course, but not sufficiently advanced for the Background Speakers course.

Teachers, academics and parents have enthusiastically embraced the new courses. They provide the opportunity for heritage language learners to strengthen their language skills and their personal connections to their heritage.

#### Transport pathways to good dental health

**Transport for NSW** provided affordable, reliable transport to access the Charles Sturt University Dental and Oral Health Clinic in Wagga Wagga. The program, organised through local neighbourhood centres, was trialled for 18 months until the end of 2012. It targets people who would not ordinarily receive dental care due to cost, unfamiliarity, or language barriers.

The program assists people of Sudanese, Bhutanese and Afghani backgrounds who are also being assisted through the migrant resettlement program.

## Public transport information for non English speakers

State Transit Authority of NSW provided information on its fares and ticketing options on its website in 11 community languages, to assist visitors and residents from non Englishspeaking backgrounds access services. Translations available on the website include Arabic, Chinese, Greek, Indonesian, Italian, Korean, Macedonian, Portuguese, Spanish, Turkish and Vietnamese.

The Transport Info website, www.131500.com.au, jointly supported by State Transit, RailCorp and Transport for NSW, provides an explanation of its TripPlanner function in ten major languages: Arabic, Chinese, Greek, Indonesian, Italian, Japanese, Korean, Russian, Spanish and Vietnamese. State Transit will continue to support the Transport Info website during 2012–13.

#### THROUGH HEALTH AND SAFETY... Healthy Living Festival 2012 taps into cultural diversity

The Healthy Living Festival (HLF) is a **Hornsby Shire Council** initiative that has developed into a large scale festival inclusive of the wider community. In total there were 238 activities or events celebrating different cultures and customs. These included bilingual story times, Persian New Year celebrations and workshops around health, leisure and wellbeing for non English-speaking participants.

Some activities involved teaching traditional art and cultural practices from other nations such as Korean and South East Asian dancing, Chinese calligraphy and painting classes. Council received a Highly Commended award from Macquarie University and the Ethnic Communities' Council NSW in the Building Inclusive Communities Awards.

#### Cancer awareness improved through innovation

Myths, misconceptions and the stigma often associated with cancer in culturally and linguistically diverse communities were the focus of a number of innovation grants by the **Cancer Institute NSW**. These included:

- a film of three community language plays exploring cultural attitudes to cancer in the Arabic, Greek and Macedonian communities, led by the Multicultural Health Service, South Eastern Sydney Local Health District
- social marketing interventions delivered by the Shoalhaven, Illawarra Local Health District and University of Wollongong
- creative arts to engage young people in addressing stigma, myths and misconceptions to reduce the burden of liver cancer, coordinated by the Cancer Council NSW
- a women's cancer screening program to address myths about cancer in the African and Chinese communities and train volunteer community advocates to promote cancer screening practices to other women in their community, developed by the University of Western Sydney, School of Nursing and Midwifery.

The Cancer Institute NSW has made a number of changes to the BreastScreen NSW and NSW Cervical Screening program websites. Both websites now include pages with tailored content in Arabic, Vietnamese and simplified Chinese. A pap test provider directory on the Cervical Screening program website has been updated, enabling the search for providers who speak a language other than English.

#### Campaign to reduce child falls from high windows and balconies

The incidence of child falls from residential buildings, particularly apartment buildings, is a serious community health and safety issue of particular relevance to people from culturally and linguistically diverse backgrounds.

A three-phase child safety campaign from the Department of Planning and Infrastructure, Protect your child: falls from heights can be prevented, the Think Child Safe and Think Child Safe: windows and balconies have been translated into a number of community languages: Arabic, Dari, Khmer, Korean, Macedonian, Chinese, Persian, Spanish, Turkish and Vietnamese and made available from the NSW Health website.

#### Vietnamese inmates get help for addiction

**Corrective Services** in Silverwater and Fairfield completed trials of the SMART Recovery Program, targeting Vietnamese inmates. SMART is a groupbased program designed to address addictive behaviours and reduce the risks of reoffending by recognising culturally specific issues and language barriers. This included producing a culturally appropriate version of the *SMART Recovery Handbook*, translated into Vietnamese.

Vietnamese inmates make up the largest group in custody from a culturally and linguistically diverse background, despite their small numbers in the general NSW population. Most Vietnamese in custody have committed drug-related offences.



## Healthy cooking classes for Chinese, Korean and Indian communities

Hornsby Shire Council provided a series of healthy cooking classes for seniors, carers and parents, targeting the Chinese, Korean and Indian communities. The aim of the program was to equip the participants with healthy cooking skills to help them take better care of themselves and others. The rationale is that this group are often under a lot of pressure due to caring responsibilities and are also at risk of social isolation.

The classes were very popular and fully booked. Participants found the classes to be 'very helpful' and some requested 'more workshops', citing the social benefits of participating in the classes. The cooking classes ran in partnership with Northern Sydney/Central Coast Health, and local services and groups.

The trials are designed to reduce the risks of reoffending by recognising culturally specific issues and language barriers. The trials are a partnership with the Drug and Alcohol Multicultural Education Centre (DAMEC) and Smart Recovery Australia. Depending on the evaluation results, the program will be rolled out more widely in 2013.

#### Life skills for Pacific Islander women on parole

Female offenders on parole in Western Sydney in 2012 learnt life skills to help them avoid reoffending after release. In groups of 10–16, the women were trained in healthy living, first aid and cooking, and provided with information about housing, education and employment.

This initiative targeted women from the Pacific Islands, who are over-represented in the judicial system, and other female offenders. Participation was encouraged with free childminding, art and leisure activities. The workshops are a joint initiative of the Pearls of the Pacific Support Group which is a coalition of government and non-government agencies. The group includes Corrective Services, TAFE NSW, NSW Health and Mission Australia.

#### Visa advice for people harmed by their partners

Legal Aid NSW has developed and distributed brochures aimed at recently arrived women living in Australia on partner visas. The brochures explain that a sponsoring partner cannot cancel a visa, and recommend that legal advice is obtained in the event of relationship breakdown.

People who have been sponsored for a partner visa are usually issued with an initial, temporary visa for a period of two years. If relationships break down or domestic violence occurs, there is often intimidation by partners using the threat of visa cancellation. This can force women and children to remain in harmful relationships to avoid jeopardising their visas. These women are particularly vulnerable as they may speak little or no English and may not have been able to establish support networks in Australia.

The Legal Aid NSW brochures are printed in 13 community languages including Arabic, Chinese, Assyrian, Bengali, Hindi, Indonesian, Khmer, Korean, Farsi, Spanish, Tagalog, Thai and Vietnamese, with a different design for each language. They can be ordered or downloaded from the Legal Aid NSW website (www.legalaid.nsw.gov.au/publications/ factsheets-and-resources)

### Community Services enhances communication and cooperation with DIAC

**Community Services** ran information sessions on child protection for Commonwealth Department of Immigration and Citizenship (DIAC) settlement workers in regional NSW and Western Sydney to help improve cooperative work.

Settlement workers have many refugee and migrant clients in common with Community Services. Following these sessions the settlement workers and Community Services staff who participated expressed a greater understanding of each other's work and a commitment to cooperation.

The one day sessions in Wollongong, Wagga Wagga, Albury and Western Sydney were attended by 82 settlement workers and 13 volunteers. Communication between the workers continued after the sessions.

#### Safe fishing workshops aim to save lives

During 2012 NSW Trade and Investment ran a series of workshops to teach the importance of safe, responsible and sustainable fishing to people from non English-speaking backgrounds. Up to 1,000 children and adults from Chinese, Vietnamese, Indonesian, Filipino, Arabic, Karen, Malaysian and Burmese communities participated in the one-day fishing and information workshops to reduce drowning fatalities from rock fishing, and promote responsible fishing and conservation. Assisted by interpreters and translated information, participants learnt about rock fishing safety, being safe at the beach, fishing rules and regulations, and caring for our waterways.

Many organisations and community groups provided support to the workshops including Asian Women at Work, Metro Migrant Resource Centre, Pei Ji Chinese Language School, Vietnamese Women's Association, Vietnamese Seniors Association, The Hills Holroyd Parramatta Migrant Resource Centre, Karen Youth Organisation Australia, Strategic Community Assistance to Refugee Families, Ageing, Disability and Home Care, Office of Environment and Heritage, Recreational Fishing Alliance of NSW and NSW Surf Life Saving.



NSW Trade & Investment safe fishing workshops

## Wellbeing web weaving project addresses mental health

Hornsby Shire Council ran the Web Weaving project for Mental Health Week, encouraging families from diverse cultures to come together for a series of weaving workshops. Mothers, grandmothers, aunties and children enjoyed the challenge of learning new weaving and knotting techniques in a group setting. The workshops presented an opportunity for social inclusion in the community, to learn an engaging pass time and to learn about mental health.

Participants created the theme of 'connections' as their individual woven pieces were fashioned into one main art piece.

Participants walked away with a sense of fulfilment, having met new people and been part of a community project. They were also more open to thinking about the mental health information provided. Their work was displayed in the local mall and created a sense of ownership and belonging.

#### Take It Easy multicultural boating safety initiative

Roads and Maritime Services identified the need for a personal watercraft (PWC) safety awareness campaign targeting young men who take risks and put themselves and others in danger. Cultural Partners Australia was employed to develop and implement the Multicultural PWC Safety Awareness Campaign. The *Take it Easy* campaign connected with a broad range of linguistically and culturally diverse groups through local press advertisements, social networking sites and community engagement events. The campaign won the AUSTSWIM-sponsored 2011 NSW Water Safety Community Education Project of the Year Award.

## 'Call me' safety campaign directed at international students

Wollongong Local Area Command and the University of Wollongong Faculty of Creative Arts worked collaboratively on the 'Call Me' safety campaign. The campaign promoted safety and personal responsibility in crime prevention and helped build a positive image of police.

Police consulted with graphic design students to produce promotional materials including posters, drink bottles, bags and coasters. These presented messages about contacting the police, personal safety, alcohol and reporting crime.

The finished products were distributed to students and displayed in the campus residences and in some licensed premises. The campaign targeted all students, with particular focus on international students. It helped increase communication between the students and police.

#### THROUGH WRITING AND READING...

## Free skill development workshops help UTS students

University of Technology's Higher Education Language & Presentation Support (HELPS) is a new program providing English language and academic literacy support to UTS undergraduate and postgraduate coursework students via free noncredit programs and services.

Commenced in 2012, HELPS enables students to access skill development workshops on study, writing, presentation, pronunciation and reading. There are writing clinics where students can work on their assignments with an advisor on hand to answer any questions. Advisors also assist students to access self-help learning resources about essential academic skills.

## Blacktown library services evolve with the local community

Blacktown City Library continues to provide quality resources and services to its culturally diverse communities. It currently has collections in over 20 community languages, ESL materials for newly arrived migrants, a literacy collection for basic English, multimedia resources including spoken word, world music and DVDs in community languages, some of them with English subtitles.

The collections are available at the Max Webber Library, Blacktown, Our Library@The Mount Druitt Hub and Dennis Johnson Branch Library, Stanhope Gardens.

The library organises programs and events regularly to promote its services, including book launches, displays, and multicultural storytime, all celebrating the cultural diversity in Blacktown.

## Literacy book club boosts English language learning

One of the most successful ongoing programs offered by **Randwick City Library** is its English language conversation classes. Migrants from culturally and linguistically diverse backgrounds who are less competent in English can be isolated from the mainstream community. The conversation classes are delivered by appropriately trained volunteer tutors who lead migrant learners to acquire and practise conversational English from elementary through to upper intermediate level.

Joining the newly devised literacy book club enables migrant learners to further their interest in reading and sharing contemporary fiction titles with a variety of themes and genres. This project provides a selection of reading materials to promote the exploration and understanding of stories from many cultures.

## Parramatta City Library reaches out to non English speakers

**Parramatta City Library** provided a range of services and programs to support people for whom English is their second language. These included:

- a wide variety of books and audiovisual material in ten community languages
- bilingual story-times at all branches
- English conversation classes run by volunteers
- computer classes for refugees and new arrivals
- computer classes for Chinese senior citizens in Mandarin and Cantonese
- a range of health and financial talks in Mandarin, Cantonese and Korean.

Programs were delivered in partnership with the Chinese Australian Services Society, the Australian Chinese Medical Association, the Australian Korean Welfare Association, Western Sydney Local Health District – Multicultural Health, Centrelink (Parramatta), Auburn Community Health Centre – Multicultural Health, and the Department of Human Services, Mid Coast NSW – Multicultural Health.

#### Financial literacy program assists Korean women

The **City of Canada Bay** conducted the financial literacy program 'In charge of my money' with twelve Korean women in May 2012 at Concord Library. This free, four-week program aimed to help women manage their money and improve their financial literacy.

The program, conducted in partnership with The Infants Home, Ashfield and Wesley Mission, was very successful with all participants attending each week of the program and providing very positive evaluations.



# Multicultural Policies and Services Program Performance 2011-12

### **KEY RESULTS**

All 'key agencies' have complied with the requirement to submit a multicultural plan and progress report to the Community Relations Commission. This 100% success rate follows assistance to WorkCover and Transport for NSW to develop strategic plans and report on their initiatives. It is the first time since the Multicultural Policies and Services Program (MPSP) was introduced in 2009 that all key agencies have met their minimum obligations and many have exceeded them.

Most agencies have made an effort to improve their relationship with their client base. All show evidence of programs, services and activities designed to meet the needs of their diverse clients.

This section analyses their implementation reports against the seven Outcomes of the Multicultural Planning Framework (Appendix A) and identifies areas for improvement. The results reflect the theme of this report, that while there is much to celebrate, there is more to do to demonstrate that the Multicultural Policies and Services Program is achieving sustained outcomes.



### **KEY MPSP RESULTS**

All key agencies submitted an MPSP plan and/or implementation report.

Almost all agencies reported on their MPSP in their annual report.

More than half the key agencies report that they have developed strong programs, delivering tangible outcomes for their clients.

All key agencies have appointed a multicultural coordinator from senior management; two-thirds include accountability measures in senior officer performance agreements .

Ageing, Disability and Home Care, the Department of Education and Communities and the NSW Police Force lead the sector in fully integrating their MPSP into their core business.

The Ministry of Health has submitted a Plan for 2011–2016 promising a substantial program with ambitious targets and effective performance Indicators.

There is a strong correlation between corporate leadership, integration with corporate and business planning, and effective programs and services.

Almost all agencies use the Community Language Allowance Scheme (CLAS) as a first response for translation and interpreting needs, and more than half monitor and review the program.

Most agencies use interpreter services and translate communications in various media, and most monitor and review language services expenditure in their agency and funded services.

Just over half the key agencies indicated accountability measures are in place for funded services.

The key results reinforce that multicultural legislative and policy requirements for agencies to have a program, assign executive accountability, and report on their plan have led to a systemic and sector-wide response to the diversity of public sector clients. As the oldest and most enduring of equity and social justice programs, the MPSP continues to make a real difference to the ability of people from many cultures to participate in and contribute to our society. Agencies are also increasingly recognising the economic value of diversity.

The extensive use of translation and interpreter services, the widespread use of the Community Language Allowance Scheme (CLAS), administered by the Community Relations Commission and the number of agencies that have specialist multicultural positions stand out as key achievements of the MPSP. Without these services, many people would be excluded from access to the information and assistance they need.

#### More to do

A major shortcoming within the MPSP remains the bredth and depth of reports. Despite a clear planning framework, agencies tend to report on activities, projects and programs, but few indicate that they have evaluated their multicultural performance, or have articulated specific targets that can be used to assess if they are meeting needs.

These limitations impact on the Commission's capacity to fulfil the primary purpose of this report – to assess if the public sector response to multiculturalism is adequate. Agency reports allow us to summarise the activities and programs and this is useful as a snapshot of current practice. This summary also helps to share ideas among agencies as they develop their programs.

However, we cannot match programs to actual improvements in outcomes for people from diverse communities. While many agencies use demographic data and other sources to identify potential need, no key agency reported on their programs based on outcomes for the population group.

A number of agencies are improving their key performance indicators or have developed new plans with more robust measures. These include the Ministry of Health, Ageing, Disability and Home Care and WorkCover.

Other agencies which will shortly be developing new plans have an opportunity to improve their performance indicators, based on outcomes. These are the Department of Attorney General and Justice, including Corrective Services and Juvenile Justice, NSW Trade & Investment, Ageing, Disability and Home Care and Community Services.

A tendency of all public reporting is to emphasise the positive and leave out the negatives altogether. Those agencies which report that they evaluate their programs have not revealed the results.

There is no shame in recognising that outcomes take time to achieve, require resources, and are often most effective when conducted in partnership with other agencies. Until agencies embrace the challenge of monitoring and evaluating their programs against outcomes, rather than just activities and timelines, the Commission is limited in its ability to advise Government on gaps in services and confidently set directions and priorities.

#### Increased accountability

The MPSP received a boost early in 2012 when Cabinet decided to escalate the accountability for reporting multicultural performance of NSW Government agencies to the Directors General of each of the nine Principal Departments.

This decision is supported by a Premier's Memorandum (M2012–19) that requires the Directors General of all Departments to provide an account of the performance of every key agency within their cluster to the relevant Minister(s) within three months of receiving feedback from the Community Relations Commission (see Appendix B). This visibility of multicultural planning at the highest levels of government will ensure that cultural diversity remains firmly on the agenda.

Agency reports show that more than half should do more to promote their multicultural program to their own staff and the community. As already discussed, the programs themselves need more strategic thinking and a focus on evaluation. The directive from the Premier signals that this is now a stronger imperative. It is one of several priorities for agencies to focus on in their 2013 reports.

#### Key priorities for 2013 reports

In the next reporting year, agencies will be asked to focus on three priorities:

- 1. Key performance indicators and the results of evaluations
- 2. Pathways between government agencies for people from culturally and linguistically diverse backgrounds
- 3. Services for humanitarian entrants.

### 1. Key performance indicators and the results of evaluations

In the next reporting year, agencies will be asked to identify their key performance indicators and report on the results of their evaluations. The Commission is particularly interested in what worked, what needed a different approach, and to see the link between data analysis, key performance indicators, and outcomes.

#### 2. Pathways between government agencies for people from culturally and linguistically diverse backgrounds

The consolidation of agencies under nine Principal Departments should make the longheld goal of integrated services and programs more achievable. Agencies in the Department of Family and Community Services are taking steps towards integrating their structures and linking their service plans and programs. The large, stand-alone departments delivering health, education, and policing also need strong partnerships across the public sector to deliver their outcomes.

The Commission is aware that partnerships exist, but they are under-reported. In the next reporting year, the Commission will ask agencies to highlight their joint planning and partnerships with other agencies, as well as their links to federal and local government and the non-government sector.

#### 3. Services for humanitarian entrants

A major issue discussed in the Developments and Directions section of this report is the State's response to services for people who arrive in New South Wales through the Humanitarian Program.

The program exists to ensure that Australia can respond to global humanitarian situations and that support services meet the specific needs of these entrants.

The Commission is working with both nongovernment and government agencies to improve coordination and pathways.

Next year, all agencies reporting through the MPSP will be asked to detail the services and programs they provide for refugees and humanitarian entrants. This will enable the Commission to assess the response of New South Wales to humanitarian entrants, and also fulfils one of the recommendations of the NSW Auditor-General's Report: Settling humanitarian entrants in New South Wales (2012).

### **KEY REQUIREMENTS**

#### THE LAW

Under the Community Relations Commission and Principles of Multiculturalism Act 2000 (CRC Act) the chief executive officer of each public authority is responsible for ensuring that the authority observes the Principles of Multiculturalism in the conduct of its affairs.

All agencies that are required to prepare an **annual report** under the *Public Finance and Audit Act 1985* and must include a section on the implementation of their multicultural plans and outcomes.

Schedule 1 of the Annual Reports (Departments) Regulation 2010 and of the Annual Reports (Statutory Bodies) Regulation 2010 provide that annual reporting agencies are obligated to include a statement outlining:

the key multicultural strategies proposed by the [Department/Statutory Body] for the following year and the progress in implementing the [Department's/Statutory Body's] multicultural policies and services plan and information as to the multicultural policies and services plans of any body reporting to the [Department/Statutory Body].

'Public authorities' are defined as government departments, statutory bodies, state owned corporations, universities and local councils, as well as any other body subject to NSW auditing procedures (see *Public Finance and Audit Act 1983*).

The Community Relations Commission is required to 'assess the effectiveness of public authorities in observing the Principles of Multiculturalism in the conduct of their affairs' (s. 13(g) CRC Act).

The Commission fulfils this obligation by:

- assessing if all agencies have met their annual reporting obligations
- requiring 'key agencies' to submit a multicultural plan and annual progress report for a more detailed assessment.

### ANNUAL REPORT COMPLIANCE

Most agencies are **fully compliant** with annual reporting requirements. The list of agencies required to report is at Appendix D. This also lists small agencies due to report in 2013 and 2014. Small agencies are only required to report in their annual reports every three years.

A few agencies are **partially compliant**, including the Anti-Discrimination Board of NSW, Legal Aid NSW, the Mental Health Review Tribunal, the State Library of NSW, the University of Newcastle, the University of NSW, and the Veterinary Practitioners Board. They did not report on their multicultural priorities into the next reporting period, as required by the legislation.

Appendix D identifies small agencies on three year reporting cycles and shows in which year reports are next due. It also identifies agencies which have informed the Commission that they report through parent agencies.

No agency was assessed as being **non-compliant** with legislation, or told the Commission that the tabling of their report was delayed.

Twelve agencies **did not submit** an extract of their annual report to the Commission. This includes three departments under schedule 3 of the Public Finance and Audit Act:

- Department of Planning and Infrastructure
- Ministry of Health
- Public Service Commission.

These agencies may be compliant with legislation, but have not provided the Commission with a copy of their annual report.

#### **KEY AGENCIES**

Department of Attorney General and Justice

Attorney General's Division

Corrective Services

Juvenile Justice

Department of Education and Communities

#### Department of Family and Community Services

Ageing, Disability and Home Care

Community Services

Housing NSW

**Department of Finance and Services** 

WorkCover

NSW Trade & Investment

Ministry of Health

**NSW Police Force** 

Local Government Division

Legal Aid NSW

Transport for NSW

### **KEY AGENCIES**

The Community Relations Commission designates key agencies based on their importance in delivering services and engaging with the multicultural community. In 2011–12, 14 agencies were required to demonstrate their progress in implementing the Principles of Multiculturalism.

The Commission revises this list to reflect changes in the structure of the NSW public sector. This year, all 14 agencies reported, which represents 100% compliance.

Agencies have the choice of reporting through their Principal Department or as stand-alone agencies. The table shows the Principal Departments in bold and all key agencies.

The Principal Department is responsible for ensuring that the nominated key agencies within the cluster develop a multicultural plan and prepare implementation reports in accordance with the provisions of the MPSP. Appendix E sets out the reporting lines proposed for 2013. Transport for NSW has submitted a plan, which includes Roads and Maritime Services. Its plan also covers other transport agencies. A department wide plan is more appropriate. The services it provides across the whole Department need an integrated and strategic approach.

However, it is too early to assess progress and planned initiatives have not been included in this report.

### THE MULTICULTURAL PLANNING FRAMEWORK EXPLAINED

To assist agencies to develop effective plans, the Community Relations Commission developed the Multicultural Planning Framework. The full Framework is at Appendix A.

The Multicultural Planning Framework is designed to achieve seven Outcomes. Agencies provide detailed reports of progress towards these Outcomes against three Activity Areas and several related criteria.

### **REQUIREMENTS AT A GLANCE**

#### All agencies must:

- have a current multicultural plan
- report on implementation of their multicultural plan in their annual report
- submit the relevant extract from their annual report to the Community Relations Commission once it has been tabled in Parliament.

#### Key agencies are also required to:

- consult with the Community Relations Commission to discuss expectations of the department
- develop a multicultural plan for the identified agencies within it, or on a whole-of-department basis
- provide a detailed multicultural report to the Commission, within the agreed timeframe, setting out
  progress during the reporting year and identifying multicultural priorities for the next reporting period.

MULTICULTURAL PLANNING FRAMEWORK	
Activity Area A: Planning and Evaluation	
<ul> <li>Planning</li> <li>Planning and performance management</li> <li>Integration with corporate planning</li> <li>Use of data and analysis</li> </ul>	<ol> <li>Multicultural policy goals are integrated into the overall corporate and business planning cycle and review mechanisms.</li> </ol>
<ul> <li>Consultation and Feedback</li> <li>Staff expertise and research</li> <li>Client and community feedback</li> <li>Participation in advisory bodies</li> </ul>	2. Policy development and service delivery is informed by agency expertise and client feedback and complaints, participation in advisory bodies, significant committees and consultations.
Activity Area B: Capacity Building and Resourcing	
<ul><li>Leadership</li><li>Active Involvement of senior management</li><li>Accountability of senior management</li></ul>	3. The CEO and senior managers actively promote and are accountable for the implementation of the Principles of Multiculturalism within their agency and wider community.
<ul> <li>Human Resources</li> <li>Staffing reflects business needs</li> <li>Cultural and linguistic competence</li> <li>Staff development and support</li> </ul>	4. The capacity of the agency is enhanced by the employment and training of people with linguistic and cultural expertise.
Activity Area C: Programs and Services	
<ul> <li>Access and Equity</li> <li>Responsive targeted and mainstream programs</li> <li>Interpreter service use</li> <li>Accountability of funded services</li> </ul>	5. Barriers to the accessibility of services for people of culturally, linguistically and religiously diverse backgrounds are identified, and programs and services are developed to address them.
<ul><li>Communication</li><li>Planned communication</li><li>Emerging technology use</li></ul>	6. A range of communication formats and channels are used to inform people from culturally, linguistically and religiously diverse backgrounds about agency programs, services and activities.
<ul><li>Social and Economic Development</li><li>Building potential through partnerships</li></ul>	7. Programs and services are in place to develop and use the skills of our culturally diverse population for the social and economic benefit of the State.

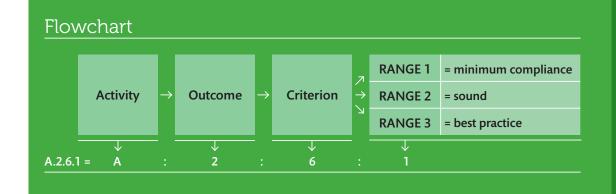
Each Activity Area builds on the former. The results show the most effective programs and services will be based on solid data collection and analysis, community feedback and consultation and implemented by a skilled, culturally aware workforce, led by supportive and accountable management.

### ASSESSING KEY AGENCY PERFORMANCE

This section assesses the performance of key agencies against all **seven Outcomes** of the Multicultural Planning Framework, using a scale of 1–3 ranges, where Range 1 represents minimum compliance, Range 2 sound outcomes and Range 3 best practice.

In assessing agencies, the Commission takes into account the size and scope of the agency and its relationship with the public. For example, a small agency such as the Division of Local Government, with no direct relationship with the public, is not expected to operate at the same range as the NSW Police Force, NSW Health and the Department of Education and Communities. A progressive scale allows agencies of different sizes and functions to continuously improve and aspire to stronger performance, with realistic expectations. The Commission is pleased to have received multicultural plans from Transport for NSW, WorkCover NSW and Legal Aid NSW. This is the first time Transport for NSW and WorkCover have provided multicultural plans since the inception of the Multicultural Policies and Services Program in 2009.

These agencies committed to developing plans in 2011–12 and worked closely with the Commission in the drafting stages, producing comprehensive plans which have the potential to deliver improved services to diverse communities. Legal Aid NSW has provided a plan which complies with the MPSP but could be significantly improved.



### DETAILED KEY AGENCY ASSESSMENT

#### **OVERALL LEVELS OF ACHIEVEMENT**

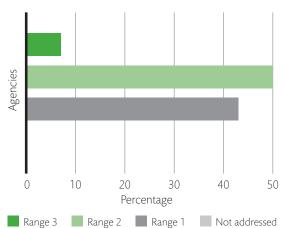
More than half the key agencies report that they have developed sound and targeted programs delivering tangible outcomes for their clients. They have assigned senior management responsibility to key managers and developed a plan which is integrated with their overall corporate goals.

This is a significant achievement in the context of major changes to the public sector. Higher performing agencies allocate budgets to specialist services such as interpreting and translation, and targeted communication and consultation strategies.

The highest performing agency by a small margin is Ageing, Disability and Home Care. The Department of Education and Communities, the NSW Police Force and others also consistently perform well against most Outcomes and are strongly featured as examples of good practice in this report.

As discussed, a number of agencies have the opportunity to improve their programs this year, as they are required to develop new multicultural plans.

### Overall outcome



Six agencies are meeting minimum requirements at Range 1 of the Multicultural Planning Framework (MPF). In a few cases, this level is appropriate for the size and function of the agency. However, agencies including Housing NSW and Legal Aid NSW have either failed to address criteria or demonstrated only a basic level of achievement.

### ACTIVITY AREA A: PLANNING AND EVALUATION

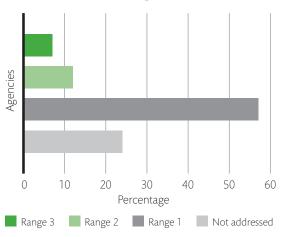
### **OUTCOME 1: PLANNING**

Multicultural policy goals are integrated into the overall corporate and business planning cycle and review mechanisms.

The Multicultural Planning Framework has three criteria for developing an effective plan:

- Planning and performance measurement
- Integration with corporate planning
- Use of data and analysis.

#### Outcome 1 - Planning



Overall, the chart shows that most agencies are at Range 1 for this Outcome, meaning that while they meet the minimum requirement of having a multicultural plan, and some link with corporate planning and use data and analysis, most programs are under-developed.

Most key agencies linked their plans with their overall corporate plan and were operating at a sound level of achievement against this criterion. However, their performance measures are focused on activities rather than outcomes. While most use data and research, few report on what their analysis of the data revealed and how it has influenced priorities, plans and programs.

## PLANNING AND PERFORMANCE MEASUREMENT

All key agencies report that they have a multicultural plan, with most operating at Range 2 of the Framework. This means they have some measures to assess their performance against previous plans in priority programs and business units. However, most focus on outputs/number of activities and inputs such as budget and staff resources, number of meetings or the number of people who attended training.

Best practice means that multicultural policies and services are so embedded into the agency's strategies and actions that they are part of the mainstream. An agency operating at Range 3 will have integrated planning, implementation and feedback processes that are sensitive to the kinds of rapid changes in demography that are common today.

The Ministry of Health, Ageing, Disability and Home Care and the NSW Police Force report on detailed planning frameworks with performance indicators for all relevant programs and business areas.

WorkCover has developed a sound plan which will allow it to measure performance. It will be useful to report further on the results of these measures.

**Corrective Services** reports that trends in the needs of culturally and linguistically diverse groups are reviewed annually and that cultural diversity issues are monitored. However, this has previously occurred through the Board of Management Policy Committee. These reviews and monitoring arrangements over the life of the plan have assisted in improvement to the buy-up food list, celebration of days of religious and cultural significance, and prioritising languages.

The Housing NSW Multicultural Framework has a strategic plan, based on thorough research and consultation, and includes sound systems for monitoring, reporting and evaluation. The Housing System Strategy Branch oversees and coordinates the framework, but the report does not explain how it coordinates and monitors implementation.

NSW Trade & Investment does not indicate greater coordination of the multicultural planning function. However, it states its commitment to 'embed multicultural objectives in the business plans of the Department's divisions and branches'. NSW Trade & Investment should aim to develop a plan with robust performance indicators for all relevant programs and business units and include the needs of diverse communities in rural and regional areas.

The **Division of Local Government** should consider how their future plan integrates with other planning processes, such as the Integrated Planning and Reporting Framework, and how this plan builds upon the achievements of previous plans.

**Community Services** reports that all seven regions have implementation plans against the Multicultural Strategic Commitment. In five of the seven regions, the regional Multicultural Advisory Committee (MAC) oversees implementation of the plan, with broader monitoring by the Multicultural Services Unit. While these implementation plans address the strategic priorities of Community Services, they also vary according to regional priorities.

Ageing, Disability and Home Care report on an advanced planning framework with performance indicators for all relevant programs and business areas. It streamlined reporting, with regions and directorates required to report annually on 'strategies to improve access for people from culturally and linguistically diverse backgrounds and Aboriginal people'.

Each region has a Cultural Diversity Strategy Group, which will develop regional cultural diversity plans, build local partnerships and priorities, and drive the cultural diversity agenda. Over the long term, this should result in stronger integration, consultation and coordination across the agency. Ultimately, this means better outcomes for clients using more flexible services under the new 'personcentred' policy approach.

The **NSW Police Force** multicultural plan is an effective and integrated planning instrument. It provides the operational framework for Local Area Commands to develop their own locally targeted plans with 100% compliance required by December 2014.

The NSW Police Force provides a detailed, integrated report to the Commission of its activities across the state against the plan, and measures its progress in meeting goals. In 2012–13 the Force will establish a planning and monitoring committee to oversee multicultural implementation. It will report through the Corporate Spokesperson on Cultural Diversity. Performance against this criterion is difficult to measure, on its own, without also considering how the plans are integrated with corporate planning and accountability for implementation, monitoring and evaluation. Taken together, many agencies have more to do to improve their planning processes.

#### INTEGRATION WITH CORPORATE PLANNING

Most key agencies linked their plans with their overall corporate plan and were operating at a sound level of achievement against this criterion (Range 2). Rather than sit on the sidelines, a well integrated multicultural plan links to the corporate planning processes and cascades actions and strategies into operational plans.

Both Ageing, Disability and Home Care and the NSW Police Force have advanced plans that recognise cultural diversity as a major factor in corporate policy and frameworks.

Three agencies, which are either small or part of larger Departments, had achieved only limited integration.

Housing NSW and Legal Aid NSW did not address this criterion.

For some years, the Commission has advised Housing NSW that it needs a corporate governance structure and performance framework to identify needs and measure progress. While Housing NSW has developed a range of programs and services in response to a culturally diverse community, implementation against the MPSP overall has been uneven. The report from Legal Aid NSW complies with the MPSP but lacks detail across all criteria and does not indicate corporate governance arrangements. It is clear from its extensive programs and resources targeting people from culturally and linguistically diverse communities, that Legal Aid NSW is working hard to reach people who need legal assistance. The apparent lack of long-term planning means that it is not measuring progress and is probably underselling its achievements.

**Community Services** has not reported whether the multicultural priorities in the 2008–2013 Multicultural Strategic Commitment are integrated with its corporate plan. However, the priorities are integrated into policy and operational frameworks and these build the agency's capacity to respond to a culturally diverse community throughout its core operations, over the long term.

The devolution of funding to the non-government sector will require further corporate oversight of the performance and outcomes of funded services to ensure that fundamental access and equity obligations are met.

The **Department of Finance and Services** reports that its multicultural plan links to its Multicultural People, Employment and Development Strategy 2010–2014. It also reports that the business plans of particular divisions relate to this strategy.

The **NSW Police Force** Corporate Plan for 2012–16 includes a priority relating to a respectful, equitable and diverse workforce, reflective of our community, and increased management diversity.

It has established clear links between corporate priorities, multicultural outcomes, and operations, core business areas and Local Area Commands.

Corporate management systems, which include reporting on cultural diversity issues, ensure that the NSW Police Force Executive is informed and responsive. The Command Performance Accountability and Assessment System (COMPASS) brings together monthly reports from across the NSW Police Force on implementation against the State Plan, corporate plan and Command business plan targets. These include fields relevant to cultural diversity.

Corporate Environmental Scanning Reports inform the NSW Police Force Senior Executive on trends and issues which may impact on policing in New South Wales.

Trends in migration, threats to social inclusion, and implications for policing of community detention of asylum seekers were featured in the quarterly reports this year.

Community Relations Report 2012

This integration of divisions in wide-ranging departments is a more difficult task. **WorkCover** has submitted its own report, although it is an agency within the Department of Finance and Services, and states that the Multicultural Planning Framework has been incorporated into its planning pack. WorkCover's Corporate Plan 2010–2015 will then be 'refreshed' to ensure it meets requirements.

Another division of WorkCover is drafting a 'Vulnerable Workers' paper which incorporates a cultural and linguistic diversity focus (due in 2013). This is in response to incorporating a cultural and linguistic diversity focus into strategy and policy review and development.

Shared corporate planning is an essential part of the consolidation of agencies. There are signs of progress towards this goal in the Department of Family and Community Services and the Department of Attorney General and Justice, where the plans of key agencies are due to expire.

#### USE OF DATA AND ANALYSIS

Most agencies report that they have good systems for collecting and analysing data and use this as part of their planning. All but one agency report that they use ABS census and other data sources to identify their clients and shape their services and programs.

The Department of Education and Communities and the Department of Attorney General and Justice have demonstrated that they are operating at Range 3 against this criterion. These agencies have comprehensive analysis and review processes which are informed by the evaluation of performance, complaints, client feedback and research data.

Other agencies, such as **NSW Health** and **Ageing**, **Disability and Home Care** have developed data collection strategies and targets which will support them in evaluating the effectiveness of their programs. The **Department of Education and Communities** continued to collect an extensive range of data relating to the cultural and linguistic diversity of students and their families.

The Department also has a comprehensive analysis and review process, which is informed by the evaluation of performance, client feedback, consultation and research data, with input from different levels of the organisation. For example, data from the English as a Second Language (ESL) Annual Survey is used to target the delivery of multicultural programs to the student body. The analysis of this data informs the allocation of identified teaching positions and resources to schools, and tracks regional trends in language background other than English, English as a Second Language, refugee, and international student enrolments.

NAPLAN and Best Start data is used to analyse the outcomes and participation rates of students from language backgrounds other than English. TAFE NSW publishes bi-annual Institute Performance Reviews, which assist Institutes to monitor progress against these indicators.

TAFE Institutes analyse enrolment and completion data by home language, country of birth, and award level, and identify the vocational education and training needs of clients with language backgrounds other than English. Data is used to monitor trends and emerging demand at the local level and link educational pathways with employment outcomes.

While these data collection and analysis strategies appear robust, the Department of Education and Communities has not reported on outcomes and how these have informed future strategies.

This is a key question for all agencies to consider. Data is clearly used to identify priorities and at the higher end of this criterion, for monitoring and evaluation. However all agencies need to consider how data is linked to creating key performance indicators and measuring progress.

### OUTCOME 2: CONSULTATION AND FEEDBACK

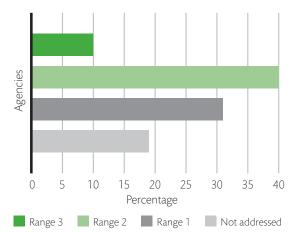
Policy development and service delivery is informed by agency expertise, client feedback and complaints, participation in advisory bodies and significant committees and consultations.

The Multicultural Planning Framework requires that policy development and service delivery is informed by:

- staff expertise and research
- client and community feedback
- participation on advisory bodies.

This Outcome is about informed service planning and delivery. Client needs are diverse, requiring a range of targeted and mainstream responses, underpinned by evidence and engagement.

#### Outcome 2 - Consultation and Feedback



The chart shows that most agencies are at Range 2 for this outcome, with sound processes for seeking feedback and consulting with internal and external stakeholders. They use staff for input on their initiatives and many have well-targeted ways of consulting with particular communities.

However, almost 50% of the key agencies have not addressed their participation in advisory bodies. Only **Ageing**, **Disability and Home Care** is at the highest range for this outcome, with detailed and integrated strategies, including participation in advisory bodies. The reports show that agencies need to pay more attention to their use of internal multicultural expertise. They need to focus on representation on external bodies, where this expertise would help to meet their objectives.

#### STAFF EXPERTISE AND RESEARCH

All agencies are tapping into their internal staff expertise and/or commissioning external research to develop policies and services for culturally diverse communities. However, most agencies could do more to develop formalised structures to seek input.

The **Department of Attorney General and Justice** reports that 18% of its staff are from culturally and linguistically diverse backgrounds. It has established a Cultural Diversity Staff Network as a major conduit for presenting ideas and suggestions on diversity issues to management. This included input on the Children's Court Booklet which was developed in 2012.

The **NSW Police Force** reports a wide range of strategies for staff input. This includes using the expertise of its Multicultural Community Liaison Officers, not just in day-to-day operations but to enhance the work of specialist and business units.

**Corrective Services NSW** reports that the Coordinator, Cultural and Linguistic Diversity held quarterly meetings with Arabic-speaking, Pacific Islander and Vietnamese-speaking client service officers to identify ways of improving engagement with those communities.

The **Ministry of Health** has detailed strategies to develop research and use staff expertise over the life of their new plan.

One current example comes from the Multicultural Problem Gambling Service for NSW, which drew on the expertise of its clinicians working with the Turkish community to conduct radio and newspaper interviews, focus groups, and community engagement activities through local mosques.

Within Range 3 of this criterion, agencies would be investigating ways to engage with smaller or more isolated groups, such as emerging or non-metropolitan communities, to improve the responsiveness of their programs or services. The **Department of Education and Communities** reports on its extensive, long-term research to improve teaching practice and student outcomes, and continues to operate at the highest level for this criterion.

During 2012, the Department conducted major research projects on multicultural education, social inclusion/anti-racism and teaching students from language backgrounds other than English.

It reports on a three year research project – Rethinking Multiculturalism, Reassessing Multicultural Education (RMRME), which examined the challenges posed by the increasing cultural complexity of NSW Government schools and the role of education in fostering social inclusion.

As part of this project, 14 NSW Government schools took part in an action research project, to develop strategies to support culturally inclusive practices and promote intercultural understanding and social inclusion.

The research findings will inform teacher professional learning and the development of innovative educational approaches.

It would be useful to share the results of using staff specialist expertise and research with the Commission and with other agencies. The Multicultural Coordinators Forums will continue to provide the opportunity for agencies to present their findings.

#### CLIENT AND COMMUNITY FEEDBACK

Many agencies use client and community feedback to develop their services and programs. For the **NSW Police Force**, it is part of its community policing and crime prevention strategies. It reports on an extensive range of state-wide, regional and metropolitan consultations.

Seven of the 14 agencies have sound strategies (Range 2) for consultation and feedback. For example, Legal Aid NSW demonstrates a strong understanding of the needs of its clients. It has extensive contact with clients through its education sessions and taking part in interagency forums. The **Department of Education and Communities** and the **Ministry of Health** also have comprehensive mechanisms for seeking client and community feedback.

The Ministry of Health has set performance indicators against this criterion, stating that all policy and planning processes will demonstrate consultation with culturally and linguistically diverse communities. It reports that eight of 13 local health districts comply with this guideline, while four of the remaining five are taking steps to improve the representation of people from diverse backgrounds on NSW Health Advisory Committees.

Those operating at Range 1 against this criterion have limited direct contact with the public, have just started to implement their plan, or have basic processes that could be improved.

Most agencies will benefit from more emphasis on analysing complaints and feedback and showing how these are incorporated into improved services.

**Ageing, Disability and Home Care** is operating at Range 3 against this criterion. It consulted extensively with culturally and linguistically diverse communities to develop its Living My Way policy directions, and in the revision of the National Standards for Disability Services.

The Cultural Diversity Expert Advisory Group provides high level, policy advice to senior levels from external stakeholders with expertise in cultural competency, ageing, disability, non-metro, carers and cultural diversity issues. A Ministerial Reference Group on Person Centred Approaches, established in July 2011, provides another avenue for engaging with culturally and linguistically diverse communities. It includes representatives from multicultural organisations as well as individual members from ethnic communities.

The Community Relations Commission is a member of the Ageing, Disability and Home Care Cultural Diversity Expert Advisory Group. ADHC demonstrates genuine commitment to seeking policy advice and guidance at an early stage of the process.

Ageing, Disability and Home Care seeks the participation of external stakeholders on its advisory bodies, through the Cultural Diversity Expert Advisory Group (EAG), on the Ministerial Reference Group on Person Centred Approaches, and on Regional Local Multicultural Advisory bodies. Staff expertise is sought for internal advisory bodies.

Ageing, Disability and Home Care reports that it will use the Cultural Diversity Expert Advisory Group in 2012–13 for major policy reforms, including the person centred approach policy, individualised funding, place-based planning and community partnerships, to optimise outcomes for people from culturally and linguistically diverse backgrounds.

Regional planning will be supported by increased participation in advisory bodies.

#### PARTICIPATION ON ADVISORY BODIES

Most key agencies attend the Commission's Multicultural Coordinators Forums and the Commission is also represented on a number of committees responsible for developing and monitoring their agency's multicultural plan.

Almost half the key agencies have not addressed this criterion. They either do not have advisory bodies with representation from culturally and linguistically diverse staff or they have not reported on it. **NSW Trade & Investment**, for example, has not reported on the activities of the Multicultural Business Advisory Panel, appointed by the Government in May 2012 and for which NSW Trade & Investment provides support.

Other agencies, including the Attorney General's, Corrective Services and Juvenile Justice do not appear to have established structures which clearly feed into policy advice. There is an opportunity for the whole Department to develop such structures as part of its new, integrated plan.

The Department of Education and Communities and Community Services have well-established structures to support their multicultural programs. The new Ministry of Health plan contains clear commitments to strengthen its structures as part of the current reforms.

This criterion is not only about advisory committees specifically for multicultural programs and planning. At the higher end, agencies seek to have multicultural competence and expertise represented on all advisory structures related to policies and programs. There is little evidence that most agencies are implementing this criterion.

The only agency at Range 3 for this criterion is Ageing, Disability and Home Care. Its approach recognises that expertise in cultural diversity or specific cultural issues on either internal or external advisory bodies enhances its capacity to deliver responsive and effective policies and services. Many agencies need to strengthen their advisory structures to have a clear reporting line against the MPSP and their corporate and business plans.

All agencies should review the representation of multicultural expertise on external advisory bodies for both mainstream and specialist services. The Commission is happy to discuss its involvement with these bodies directly with agencies.

### ACTIVITY AREA B: CAPACITY BUILDING AND RESOURCING

### **OUTCOME 3: LEADERSHIP**

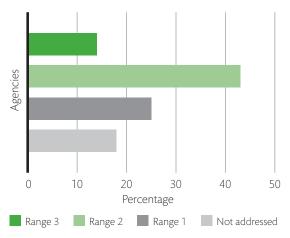
The CEO and senior managers actively promote and are accountable for the implementation of the Principles of Multiculturalism within their agency and wider community.

This Outcome is made up of two closely linked criteria:

- Active involvement of senior management
- · Accountability of senior management.

It is important that managers are formally accountable for performance. But to make this more than a reporting process, senior managers must be visible advocates for multicultural objectives. Leadership also links closely to Outcome 1, which covers responsibility for multicultural planning. The new, increased accountability of the Directors General of the nine Principal Departments is already having a positive impact on the profile of multicultural planning. They must now account for the performance of every key agency within their cluster to the relevant Ministers.

The Community Relations Commission has written to Directors General, providing them with a detailed assessment of their multicultural implementation, which should provide the basis of their reporting to their Minister.



Outcome 3 – Leadership

Over half the agencies have achieved Range 2 or above for these criteria. Ageing, Disability and Home Care and the NSW Police Force are operating at the highest level.

Three agencies have not yet assigned senior management accountability. While it is too early for **WorkCover** to have demonstrated that its plan is fully supported, **Housing NSW** and **Corrective Services** are behind other agencies in addressing this particular criterion.

While **NSW Trade & Investment** has sound accountability structures, its report does not explain how its plan is actively promoted.

Responses to these criteria show that more than half the agencies should do more to actively promote their program and show that senior management is accountable for it. The directive from the Premier signals that this is now an imperative. It is one of several priorities for agencies to focus on in their 2013 reports.

Ageing, Disability and Home Care's approach provides a useful model for the other two key agencies within the **Department of Family and Community Services**. The Commission is aware there will be more opportunities for joint planning. While **Community Services** has a very active program, it needs to assign clear responsibility for its new plan and cascade accountability at the business unit and regional levels. On the other hand, Housing NSW has failed to address these criteria, suggesting it has much more to do.

**Ageing, Disability and Home Care** reports that senior management are both accountable for and demonstrate commitment to cultural diversity strategies. The following are just a sample of its approach to leadership:

- The Executive Director, Community Access has delegated responsibility for building linkages between regions and directorates in relation to cultural diversity planning.
- The Community Access Cultural Diversity Team coordinates implementation of the Cultural Diversity Strategic Framework.
- All Regional Directors have established Cultural Diversity Strategy Groups. These have senior management participation and a direct line of communication to the regional Executive.
- The Chief Executive actively communicates with staff about major initiatives, such as the Cultural Competency Scoping Project and the associated staff survey. This has resulted in a significant increase in participation rates across the organisation.

The **NSW Police Force** has maintained its commitment to Executive leadership, oversight and accountability for multicultural implementation across the organisation. Features of the accountability and visibility of the program include:

- The NSW Police Force Commissioner has appointed Deputy Commissioner Kaldas as the Corporate Spokesperson for Cultural Diversity.
- The Corporate Spokesperson represents the organisation at a senior level on cultural diversity issues and facilitates operational program and policy development on issues affecting policing within diverse communities.
- Each region has a Cultural Diversity Sponsor to champion cultural diversity issues selected from the rank of Local Area Commander.
- Regional sponsors meet with the Corporate Spokesperson twice a year and discuss issues of significant impact.
- The performance agreements of the Commissioner's Executive Team include key accountabilities to 'lead and promote management policies and practices that reflect and respect social and cultural diversity'.
- The Corporate Spokesperson for Cultural Diversity communicates with relevant internal and external groups to increase the responsiveness of the agency.

Other smaller agencies such as **Juvenile Justice** and the **Department of Finance and Services (DFS)** demonstrated leadership in their multicultural activities. The most active agency within DFS appears to be NSW Fair Trading (NSW FT).

It reports that the NSW FT Executive participated in a seminar on consumer rights at the Hills Holroyd Parramatta Migrant Resource Centre. The NSW FT Commissioner participated in two Chinese small business forums, held in partnership with a number of community organisations and local councils.

As one of the smallest agencies in the Department of Attorney General and Justice, **Juvenile Justice** demonstrates senior management accountability and leadership by the Chief Executive and senior managers. It reports that Senior Executive performance agreements include a requirement to integrate multicultural issues within planning and practice. Key managers within the Metro region have multicultural accountabilities which are included in the region's business planning and oversighted by the Regional Director.

The Deputy Chief Executive, Operations is the agency's Multicultural Champion, playing an active role in communities to establish the Justice and Pacific Communities Steering Committee.

**Corrective Services** reports that it participates in community consultation and the Assistant Commissioner, Office of the Commissioner and Human Resources has reiterated the Services' commitment to the Principles of Multiculturalism. However, Corrective Services has not assigned management accountability and the Commission has advised that this needs to be part of the new plan. Attorney General's reports that its Senior Executive Service performance agreements include a requirement to integrate multicultural issues with planning and practice and that business plans require cultural diversity access plans to be incorporated and reported on in the annual report.

However, the Division appears to be underselling the visibility of the program. It reports that 'internal agency publications included 16 articles promoting cultural diversity and included support by senior management'. The Community Relations Commission considers this senior level promotion of cultural diversity to be valuable and has requested further information.

The **Department of Education and Communities** has a sound structure for senior management accountability:

- The General Manager, Access and Equity, who reports to the Deputy Director General (Schools), has general responsibility for multicultural implementation across the Department.
- The Deputy Director General (Schools) chairs the Director-General's Advisory Group on Multicultural Education and Training (AGMET).
- Regional directors and Institute directors are responsible for implementation through annual school plans, regional plans, NSW TAFE Institute and college plans, and business unit plans.

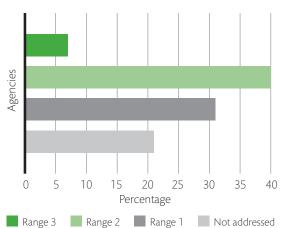
To improve performance, the Department should assign accountability and show how senior managers demonstrate leadership in promoting the multicultural objectives of the organisation.

### OUTCOME 4: HUMAN RESOURCES

The capacity of the agency is enhanced by the employment and training of people with linguistic and cultural expertise.

The Multicultural Planning Framework has three criteria for making the best use of current staff and recruiting to achieve multicultural goals:

- staffing reflects business needs
- cultural and linguistic competence
- staff development and support.



Outcome 4 – Human resources

This Outcome has several interrelated components. It is about using recruitment strategically as a workforce planning tool, with the aim that the workforce reflects and can relate to diverse communities. This is often referred to as cultural competence.

It is also about recognising and using the cultural and linguistic competence that already exists in the agency and developing cultural competence across the whole organisation, through training and other means.

An important component of this Outcome is supporting and developing staff in specialist multicultural positions, ensuring that they have access to career paths and are not isolated or typecast in their roles.

The overall results show a significant investment in culturally appropriate recruitment and workforce planning, using the cultural and linguistic competencies of staff and developing and supporting staff. While many agencies are performing strongly in making use of their cultural and linguistic competence, almost half have limited strategies to identify if their staffing actually reflects business needs.

It will be important for agencies to watch closely for the outcomes of Ageing, Disability and Home Care's cultural competency project and consider how its research methodology could be used in their own organisation.

A significant achievement for the sector is that almost all agencies use the Community Language Allowance Scheme (CLAS). This is a tangible example of multicultural policy in practice, that complements the strong, sector wide commitment to using interpreting and translating services.

At the higher end, the reports show many examples of agencies with designated positions that are now well entrenched as part of the way the agency responds to culturally diverse communities. The use of multicultural and bilingual expertise of staff in the health system, NSW Police Force Multicultural Liaison Officers, Community Services' Multicultural Caseworkers, and designated positions in Juvenile Justice are examples of this approach.

To achieve better outcomes, more agencies need to monitor and review their use of language services (especially unmet demand) and designated positions, and report on their results. Even the best agencies do not appear to know if they are meeting the needs in the community.

While almost all agencies have strategies and programs for developing and supporting their staff to work in a culturally diverse environment, it would be useful to report on the effectiveness of these strategies.

#### STAFFING REFLECTS BUSINESS NEEDS

In contrast to other criteria, almost half of the fourteen key agencies are only meeting minimum requirements and four agencies have not addressed this criterion.

This criterion measures to what extent agencies reflect the clients and communities they serve. One measure is whether agencies meet the public sector benchmark for employment of people whose first language is not English, and a number of agencies report that they have met or exceeded this.

Some agencies are defining their staffing needs and identifying gaps.

Ageing, Disability and Home Care is leading the government sector in defining what 'cultural competency' means and its worth to an organisation in delivering services to diverse communities. It is scoping the cultural competencies of its staff to inform a cultural competency strategic plan. Already, 1799 staff have participated in an online survey designed to understand their perceptions, experiences and priorities in working with a diverse client base.

- Ageing, Disability and Home Care gave a number of examples of how it uses the cultural and linguistic expertise of staff to engage with culturally diverse communities, including:
- In Metro North, recruitment strategies for Accommodation and Respite have been changed to make it easier for people from culturally and linguistically diverse backgrounds to apply for direct care positions. This includes phone screening replacing written applications.
- The Casework Consultant, Cultural and Linguistic Diversity is a designated position within Metro South's Case Management Support Team. This has been an ongoing position for the last six years.
- Western Region has designated two Multicultural Access positions for Griffith and Lightning Ridge.

The **Department of Education and Communities** reports on its extensive program to meet the needs of students. It deploys a range of staff within state-wide programs, regions and throughout educational institutions, with the skills and expertise in the delivery of multicultural programs and services.

The Department has a *Workforce Diversity Plan* 2012–2017, which supports leaders, managers and staff to improve workplace diversity.

In 2012, the Department employed specialist staff in the following programs:

- 896 ESL teacher positions (FTE) with 636.4 positions in primary schools and 259.6 in high schools
- 250 teacher positions to support newly arrived, secondary school aged students in Intensive English Centres and the Intensive English High School
- additional specialist ESL positions to support refugee students
- 13 regional multicultural/ESL consultants in the five regions with highest enrolments of LBOTE, ESL and refugee students
- regional refugee support officers in Western and South Western Sydney
- 12 ESL New Arrivals program teacher mentors working in rural and regional schools to support teachers of newly arrived ESL students
- community language teachers supporting 30,440 students in 250 community organisations
- 270 teachers of the Saturday School of Community Languages delivering courses in 24 community languages to over 3700 students in Years 7-12
- specialist English for Speakers of Other Languages teachers with adult literacy and numeracy qualifications in TAFE NSW Institutes.

While the Department of Education and Communities is working at this level, there is some concern that changes to the structure of funding for specialist services and local school decision-making may reduce the services available to culturally and linguistically diverse students and their families. The Commission will watch this closely as the Local Schools Local Decisions Resource Allocation model is implemented. The Commission notes that some of the ESL and refugee support positions are likely to be deleted in 2014.

The **NSW Police Force** celebrated 25 years of the Multicultural Community Liaison Officer (MCLO) Program in 2012. This program is the primary way of building strong relationships between police and diverse communities.

MCLOs are located in 26 Local Area Commands and work with the Crime Management Unit (CMU) on crime prevention strategies. The Commissioner's Executive Team accepted the recommendations from the review of the MCLO Program and agreed to recruit all 33 positions. The positions were also redistributed across the Local Area Commands.

NSW Police Force also:

- identified where multicultural or ethno-specific skills are required within certain occupational categories
- developed recruitment and retention policies to deliver these skills to the agency
- conducted a targeted recruitment campaign to encourage people from culturally, linguistically and religiously diverse communities to apply to join the NSW Police Force.

**Community Services** also has a long-standing strategic staffing arrangement in its multicultural caseworker program, which provides specialist services and builds cultural competence.

Similarly, **Juvenile Justice** employs six multicultural positions and will increase the number of multicultural convenors in the Youth Justice Conferencing program in the coming year. It is a good example of a small agency which recognises that it is more effective with culturally appropriate staffing.

The **Ministry of Health** plan has no specific strategies. The Commission is aware that many of the LHDs do have specific strategies and designated positions. However, they have not reported on these. The **Attorney General's Division** needs to show evidence that it meets this criterion.

Many agencies still need to consider designating positions with specialist multicultural expertise and should follow the lead of the agencies, both large and small, who have specialist positions.

#### CULTURAL AND LINGUISTIC COMPETENCE

Almost all agencies meet the minimum standard for this criterion. Eleven of 14 agencies report using the Community Languages Allowances Scheme (CLAS). This allowance renumerates staff for providing occasional language services in dealing with clients.

CLAS is a practical way of providing culturally and linguistically competent services. However, it should not be used as substitute for interpreter and translation services. Over 50% of key agencies monitor and review their use of CLAS. These include **Community Services**, **Juvenile Justice**, and **Ageing**, **Disability and Home Care**, All use data to analyse the effectiveness of their programs.

The clustering of agencies within Principal Departments offers an opportunity to develop consistent methods for:

- · collecting and analysing data
- conducting joint training and development programs
- using CLAS across Principal Departments.

The Department of Education and Communities is operating at the highest level against this criterion. It assesses the skill sets of employees required to address client needs and supervises and supports staff to provide language skills or further develop cultural competency.

## Examples of use of the Community Languages Allowance Scheme

Ageing, Disability and Home Care reports that its CLAS recipients have increased by 18 in 2011–12, to 59 employees. Over 2012–13, it will collect and analyse activity data from individual CLAS officers to identify gaps within the CLAS program, and opportunities to support and recruit staff with skills in strategically useful languages.

Metro South held an annual meeting of CLAS officers, attended by 20 officers.

The **NSW Police Force** reports that staff with relevant skills for communicating and working with ethnic communities are working throughout the organisation:

One hundred and thirty staff receive the CLAS allowance, and 22 more staff speaking 17 languages passed the CLAS test in 2011–12. The Workplace Relations and Equity Unit oversees CLAS policy and guidelines and held two training forums and conducted a survey in 2012.

An agency working party is developing strategies to address monitoring mechanisms for the appropriate use of CLAS officers, as well as identifying their training needs.

Twenty-five **Juvenile Justice** staff receive the CLAS allowance. Their availability is promoted through the intranet. The agency intends to develop new strategies in response to this Outcome now that 'access to a larger department (Department of Attorney General and Justice) may increase use of those staff skills needed by emerging communities'.

Attorney General's reports that 133 staff receive the CLAS allowance.

Housing NSW reports that officers who receive CLAS assisted the agency in communicating with its clients.

The **Department of Trade & Investment** reports that existing CLAS programs operate across the cluster and 'some CLAS training has just been completed'. The new multicultural plan and the planned Enterprise Resource Planning Project provide a good opportunity for a strategic approach to CLAS. This should align staffing profiles with client demographics and include training, monitoring and systematic evaluation.

The **Department of Finance and Services** has 90 CLAS officers, listed on the agency intranet, providing language assistance in 29 languages. DFS monitors CLAS activity. **Corrective Services** reports that the number of bilingual and multilingual staff receiving the CLAS supplement has decreased by 10% since the previous report. There are now 71 CLAS officers providing language assistance in 31 languages. Corrective Services is attempting to address gaps in the language skills of its workforce through CLAS.

The **Ministry of Health** has not reported on its use of CLAS.

At the highest level of this criterion, agencies are also supporting and developing staff in cultural and linguistic competence. Agency strategies have been covered under the previous criteria. There is, necessarily some overlap between recruiting for cultural competence and developing it in the organisation.

To improve on this criterion, more agencies need to monitor and review their use of CLAS interpreters and translators and report on the results.

#### STAFF DEVELOPMENT AND SUPPORT

Almost all agencies have strategies and programs for developing and supporting their staff to work effectively in a culturally diverse environment.

More than half exceed the minimum required to meet this criterion with specific strategies to support managers and staff in multicultural positions and regular forums for bringing these staff together.

WorkCover intends to develop effective training programs and the Ministry of Health plan also contains ambitious targets.

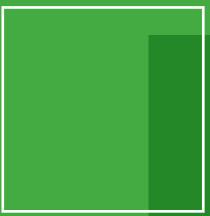
This significant investment in staff, targeting CLAS recipients, managers, and other staff is a highlight of the program and shows that agencies are pursuing staff development strategies.

The **Department of Education and Communities** and the **NSW Police Force** both report advanced professional development programs. These programs build leadership and develop the competence of staff to respond to the needs of the community. The **Department of Education and Communities** has reported on a range of professional development programs, aimed both at building leadership within the organisation, and building the competence of staff to deliver and respond to the needs of all culturally diverse communities. These programs include:

- leadership development programs to develop the knowledge and skills to lead and manage in culturally and linguistically diverse learning environments, and to assist in promoting intercultural understanding and community harmony
- networks for program leaders, facilitators and mentors to develop skills in delivering professional learning programs
- training to develop the skills and knowledge of teachers of English language learners, refugee students and for teachers of languages other than English
- training to assist staff in countering racism and discrimination, including anti-racism professional learning programs and the appointment of anti-racism contact officers
- leadership development programs for newly appointed principals and executive staff from 26 schools in Western Sydney region
- a series of leadership development programs held over four days in the Hunter/Central Coast region to enhance the skills of school executives in ensuring the effectiveness of their schools' ESL programs
- workshops for over 100 teachers and principals in 15 schools with students from culturally and linguistically diverse backgrounds
- nine professional learning courses were delivered by video conference to teachers of newly arrived, English as a second language students in rural and regional areas, with between 18 and 66 participants at each course.

The **NSW Police Force** has developed welltargeted and customised training programs, offered at a range of levels to build the capabilities of staff to respond to a culturally, linguistically and religiously diverse community:

- Diversity components are part of training, targeted at different levels of the organisation, for superintendents, inspectors, sergeants, and within courses for Domestic Violence Liaison Officers, Crime Prevention Officers, Youth Liaison Officers and Human Resources Managers.
- Tailored training was developed for NSWPF business units, and LACs on request. Specialised training was provided to support police investigations and incidents.
- Six minute intensive training (SMIT) modules are available to all police officers as part of their training. These capture a range of operational policing scenarios on the use of interpreters and dealing with diversity, such as the removal of face coverings for identification purposes.
- MCLOs liaise with the Education and Development Officers (EDOs) to participate in Probationary Constables' Induction Days.
- Diversity training needs were mapped for regional commands including Albury, Wagga Wagga and Griffith.



**Corrective Services** reports further progress in staff training and development programs conducted by the Brush Farm Corrective Services Academy.

Two hundred and sixty-three staff attended cultural awareness and inclusiveness training programs at the Academy and importantly, in regional areas. This aspect continues to be a strength of their plan.

Other agencies employ initiatives ranging from induction and cross-cultural training for staff in public contact positions, to training and support to management and policy development.

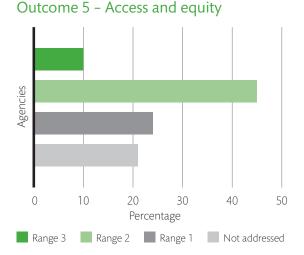
The reports suggest there is a substantial investment in training across key agencies. Some agencies could do more to target their multicultural staff and all need to consider how to evaluate the effectiveness of their training. This is not easy and relies on performance management systems, which are often basic or non-existent. The renewed focus on this by the Public Service Commission should assist agencies to link staff development with individual and agency performance.

## ACTIVITY AREA C: PROGRAMS AND SERVICES

Up to this point, this report has mainly focused on the inputs or capacity building needed to develop effective programs. Agency initiatives show that this investment is paying off in targeted and mainstream services.

## OUTCOME 5: ACCESS AND EQUITY

Barriers to the accessibility of services for people of culturally, linguistically and religiously diverse backgrounds are identified, and programs and services are developed to address them.



The three outcomes for this Activity Area build on the corporate governance planning and staff development foundations of the Multicultural Planning Framework.

This Outcome measures progress against three criteria:

- responsive mainstream and targeted programming
- interpreter services use
- accountability of funded services.

This Outcome illustrates what agencies are doing to improve their programs and services for people from diverse communities.

The results show that those agencies with a robust planning framework, integrated into their corporate planning process, tend to have the most effective service and program response.

Almost half the agencies are at Range 2 for this Outcome, demonstrating sound strategies to ensure that clients have access to their programs, with almost all using interpreters and other means to communicate. The detailed activities reported against this Outcome give the impression of strong commitment, but it is difficult to tell if the service response is adequate.

The relatively high proportion of agencies which have not addressed at least part of these criteria is partly because almost half do not fund external services. Those agencies with major external funding commitments need to demonstrate that their accountability for culturally appropriate services is clear and measurable.

#### RESPONSIVE MAINSTREAM AND TARGETED PROGRAMMING

All but one agency met the minimum standard for this criterion and the majority exceeded it. Agencies report on efforts to make mainstream services more inclusive and to target services and programs for particular groups, such as new arrivals and people in rural and regional areas.

As in previous years, agency reports show evidence of programming which directly addresses a need that has been identified locally, but it is difficult to assess whether services and programs are adequately meeting needs. As already discussed, many reports lack performance indicators and evaluation mechanisms.

A number of agencies are addressing these deficiencies in their current or forthcoming plans. For example, the **Ministry of Health** plan includes performance indicators and tracks progress against targets. **Ageing, Disability and Home Care** and **Community Services** are also gearing up for new, more robust plans. Nonetheless, reports against this criterion show that all agencies could take a continual improvement approach to data collection and analysis to ensure their programs are effectively targeted.

For departments such as NSW Police Force, the Ministry of Health, the Department of Education and Communities, Family and Community Services and Attorney General's, operating at the highest level against this criterion is a clear imperative, essential to carrying out their core business.

The **Department of Education and Communities** reports on an extensive range of programs to address barriers to education. Almost 30% of students in NSW public schools, more than 40% of students at Departmental preschools, and almost 25% of TAFE NSW students are from language backgrounds other than English.

Major programs and resources include:

- English as a Second Language (ESL), ESL New Arrivals programs, and Intensive English Centres
- NSW Community Languages Schools program
- multicultural education strategies in schools (antiracism education, culturally inclusive curriculum development, refugee education)
- Links to Learning program which targets students at risk of disengaging from education and training
- use of interpreters in schools
- Independent Employment Advisers program supporting at risk groups
- The Skillmax program.

The Department reports that it evaluates the number of people accessing programs and services. It:

- reviews and evaluates the use of language services within program delivery
- promotes a range of language support strategies that assist the agency to deliver programs and services
- conducts aggregated evaluations of programs to determine the impact on clients from culturally and linguistically diverse backgrounds
- showcases programs and services that have been evaluated as successful in reaching multicultural groups.

However, the Department of Education and Communities has not reported on the results of this evaluation.

## The **NSW Police Force** has also developed a range of targeted programs. They are:

- · based on identified needs
- supported by data and analysis
- developed with input from staff with multicultural expertise
- run in partnership with stakeholders.

The **NSW Police Force** reports that while there is a strong emphasis on programs targeting young people, newly arrived refugees, migrants, international students, and victims of domestic violence, there is a need to reach out to other population groups who may be vulnerable and at risk of victimisation. Examples include older people, people with disabilities, and asylum seekers in community detention or on bridging visas.

NSW Police Force programs include:

- crime reduction and crime prevention measures within targeted groups
- programs working with 'at risk' communities including newly arrived migrants and refugees in general
- young people and international students
- partnerships developing local strategies with local agencies
- specialised programs addressing, for example, bias motivated crime
- counter terrorism measures
- strategies to divert young people from the criminal justice system.

The report lacks data and analysis of how these programs are identifying and meeting needs.

**Community Services** continues to consolidate work in this area, reporting that it:

- commenced training of managers on culturally responsive service delivery
- consolidated the Multicultural Caseworker Program
- provided professional development in culturally reflective practice to new caseworkers
- recruited more foster carers from culturally diverse backgrounds, and in particular from the African, Greek and Arabic-speaking communities
- funded multicultural services to address the needs of culturally diverse clients and communities
- worked with generalist funded organisations to ensure services are appropriate and accessible for culturally diverse clients.

The new plan needs to include performance criteria to evaluate the effectiveness of these programs.

The **Ministry of Health** plan shows that many programs and strategies are already well established. It has provided an 'Achievements' document which highlights projects in most Local Health Districts (LHD) and statewide services.

Projects such as the Refugee Health Assessment Service in the Murrumbidgee LHD and the education sessions for newly arrived refugees in the Mid North Coast LHD are good examples of targeting specialist services to vulnerable communities in regional areas.

The plan identifies groups with poor health outcomes including refugees and people from culturally and linguistically diverse backgrounds with chronic and complex health conditions.

The plan also addresses risk factors and disease types among specific ethnic groups and targets people from diverse communities for healthy lifestyle programs. A key strategy involves implementation plans for refugee health under the NSW Refugee Health Plan. Completed plans are to be reviewed in early 2013.

Despite its limited planning and accountability structures for the MPSP, **Housing NSW** continues to deliver accessible services across a range of mainstream and targeted programs. However, without the analysis to support its programs, it is difficult to assess if Housing NSW is meeting the needs of its multicultural clients. **Housing NSW** reports it provided assistance to people from culturally and linguistically diverse backgrounds:

- 5313 culturally diverse clients accessed housing assistance
- 19,087 clients were on the Housing NSW register
- 1489 clients from culturally and linguistically diverse communities were housed
- 3334 clients from culturally and linguistically diverse backgrounds received Rentstart
- 323 people from non-English speaking backgrounds accessed Homelessness Action Plan projects.

Housing NSW also:

- developed information for young people about help with housing, including those who have recently arrived in Australia
- provided information about products and services for people with a disability in languages and formats accessible to linguistically diverse communities.

Housing NSW reports that it responded to the needs of particular communities. In 2011-12 it:

- constructed 50 affordable housing units for seniors in the Assyrian community on land owned by the Assyrian Church
- provided purpose built accommodation for seniors from the Vietnamese community at Canley Vale, under the National Rental Affordability Scheme
- partnered with the Tibetan Community of Australia Inc and the Multicultural Health Service to address the housing needs of newlyarrived members of the Tibetan community
- funded the development of the African Sisters On The Move group in partnership with SydWest.



Ageing, Disability and Home Care (ADHC) has maintained its strong record in identifying and addressing the needs of culturally and linguistically diverse clients, through both mainstream and targeted programs.

It reports that it will consolidate these efforts through stronger planning processes across ADHC regions, supported by culturally competent staff. The policy reform towards a person centred approach means that funded services will have a greater role in the agency's service response.

The Cultural Competency Scoping Project and the Language Services Implementation Plan will provide the evidence and strategic directions to support programs and services.

The integration of cultural diversity priorities into regional planning will help to increase access to mainstream and targeted services for people from culturally diverse backgrounds.

Ageing, Disability and Home Care's planned and targeted programs and services include:

- Metro South Regional Behaviour Intervention Team identified specific communities where it needed to expand its knowledge and skills.
- The Accommodation Support Directorate reviewed accommodation application processes to improve access for applicants from culturally and linguistically diverse backgrounds.
- The Transition Support Project, which supports young people with a disability at school to move into employment and appropriate post school pathways, targeted clients from culturally and linguistically diverse backgrounds as part of the trial group.
- Community Access is developing an annual performance monitoring system for employment and life skills programs. One aspect of this project is improved cultural diversity data collection.
- Ageing, Disability and Home Care granted two year funding for the Orana Far West Riverina Murray Multicultural Access Projects to improve access to Home and Community Care (HACC) services for culturally and linguistically diverse communities.

Ageing, Disability and Home Care's efforts to analyse and evaluate their program should be closely watched in the Department of Family and Community Services and in other departments.

Attorney General's reports that it engaged extensively with African, Pacific and Chinese communities during the year. Initiatives include:

- the Justice Pacific Strategic Plan
- a three day training program in Alternative Dispute Resolution and a Justice African Learning Circle to improve skills in African community elders and leaders
- information for international students specifically targeting Chinese communities
- a review of Victims' Services Better Court Support to identify gaps in support services to people from diverse communities
- information brochures on the new Victim's Access line in 11 languages
- the LawAccess Customer Satisfaction Survey including specific measures on customer birthplace and language spoken

 a service delivery strategy developed by Victims' Services to enhance services for people from multicultural communities.

**Corrective Services** reports significant progress in building on existing programs and developing new initiatives to meet the needs of culturally and linguistically diverse offenders, their families, and communities:

- 1762 offenders from diverse backgrounds accessed compendium and ancillary programs
- 2124 offenders from diverse backgrounds participated in Certificate Levels 1, 2 and 3 in Spoken and Written English, traineeships and distance education programs
- CSNSW continued to work with the Drug and Alcohol Multicultural Education Centre (DAMEC) to deliver specialist programs for Vietnamese offenders in custody and in the community.

**NSW Trade & Investment** reports on a number of initiatives which show that it has some innovative and well-targeted programs. These include:

- the use of multicultural volunteers and project officers within Primary Industries to meet the needs of particular groups
- targeted resources to six specific gambling treatment and support services, including in Arabic, Chinese, Vietnamese, Italian and Greek
- Arts NSW scoped culturally and linguistically diverse artists, arts workers, and projects in NSW
- bilingual officers assisting Sydney Basin growers in the use of the compost NutrientSmart in Vietnamese and Cantonese
- interpreting services provided for people seeking fisheries information (Cantonese, Mandarin, Vietnamese, Arabic and Korean)
- agricultural training courses delivered to a range of small landholders from the Chinese, Vietnamese, Cambodian, Maltese, Iraqi, Afghan and Senegalese communities
- NSW Food Authority translated information for industry and consumers
- translated information on rock fishing safety as well as fishing in Sydney Harbour
- Destination NSW customised country pages for Sydney.com
- the Office of Small Business Commissioner

   information postcard on using interpreter services produced in Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Serbian, Spanish and Vietnamese.

NSW Trade & Investment will develop a new plan in 2013. It should consolidate and build on these initiatives, continuing to develop mainstream programs with components for people from diverse backgrounds, and developing performance indicators and targets to measure progress.

The **Department of Finance and Services** reports it identified and addressed the needs of emerging communities. Agencies within the Department:

- organised language aides for interpreting and translation tasks
- translated information into 26 community languages on the NSW Industrial Relations website and several videos targeting employers and workers in Arabic, Chinese and Vietnamese
- tracked the number of visits made to its translated web pages and online publications in 2011-12
- NSW Fair Trading publishes regularly in ethnic media outlets and participated in several multicultural forums and events
- NSW Industrial Relations conducted information sessions with non-government partners. It has also developed resources for migrant resource centres.

The Commission is concerned that the transfer of NSW Industrial Relations to NSW Treasury will reduce the joint working relationship with NSW Fair Trading. Since combining under the one Department, these two agencies have offered integrated services, recognising the close relationship between clients as consumers, employees and employers.

As with NSW Trade & Investment, the Department of Finance and Services has a broad-ranging portfolio of policy and program responsibilities, with fewer objectives in common. Nevertheless, there are opportunities to share resources and expertise about common clients, which should be developed and highlighted in its report.

#### INTERPRETER SERVICES USE

Almost all key agencies meet the minimum range for using accredited interpreters and make staff aware of guidelines. Most have sound programs, including a budget that are monitored and reviewed across agencies and their funded services. **Community Services** stands out as a model for other agencies. Two agencies did not address this criterion. The Local Government Division generally does not need to use interpreters, as it has limited contact with the general public. This is in contrast to Legal Aid NSW, which did not address this area, but has a significant number of clients with low English proficiency.

The use of interpreters is an essential component of delivering services to non English-speaking clients. Providing this service to those who require it has been NSW Government policy for many years, supported by Premier's Memorandum M2011-06 (see Appendix F).

At a minimum level, agencies are required to develop and promote guidelines for staff on the use of interpreters and ensure client contact staff receive training. Agencies working within the higher ranges of this criterion:

- collect and analyse data to ensure that all geographical and functional areas of the organisation have an interpreter budget which is appropriate to client needs
- monitor interpreter use
- identify trends by analysing language services data based on language and location.

**Community Services** has an excellent model with a central budget for interpreters for funded services and internal use.

This model will be increasingly relevant as a greater proportion of funding for early intervention programs is devolved under Keep Them Safe into the NGO and not-for-profit sector. The Commission understands that expenditure on the use of interpreters is at capacity, and therefore the organisation may need to consider how it plans to ensure access obligations, in line with an expected increase in demand.

The **Ministry of Health** plan aims to better integrate and promote the use of interpreters in the health system by:

- ensuring that all patient electronic health records include a field and flag indicating when an interpreter is required. Some Local Health Districts (LHDs)have already taken steps to address this strategy in their own service planning
- better recording ethnicity data and need for interpreters in all clinical patient databases
- · auditing access to the Health Care Interpreter Service
- establishing a compliance benchmark for the provision of interpreters
- reviewing processes for the accurate identification and management of patients from culturally diverse backgrounds at first point of contact
- increasing access to interpreters to resolve key clinical and medication management issues
- ensuring a minimum of 75% of patients requiring interpreters receive one
- · promoting awareness of the Health Care Interpreter Service
- increasing access to interpreters for people living in rural and regional areas.
- undertaking regular audits of the 'consent for surgery/procedure' to ensure interpreters are used when required. MoH recognises that this strategy requires sustained focus and identifies a lack of data as a problem for some LHDs

The plan shows a strong focus on rural and regional communities and a mix of service delivery methods. It promises to deliver a robust analysis of health service outcomes in this area of the Multicultural Planning Framework.

The **NSW Police Force** policy requires all police officers and staff to use accredited interpreters where necessary, to communicate with members of the public.

NSW Police has developed a number of strategies to ensure that interpreters are used consistently across the agency, particularly within Local Area Commands.

The NSW Police Force reported that it:

- reviewed language services to evaluate and identify barriers and issues impacting the use of interpreters in policing
- circulated an organisational policy and standard operational procedures to all Field and Specialist Commands for comment. The policy document will be launched in early 2013, with training for staff.

Like most other agencies, NSW Police does not analyse and report on total expenditure. This is essential for evaluating the effectiveness of the program.

The Attorney General's Division reports expenditure on interpreters increased by 29.1% and on translations by 6.8%. The Community Relations Commission provided 12,325 interpreter services during 2011–12. Block bookings continue to be organised in local courts.

The Division guides staff on working with interpreters through its Communications Strategy – people from culturally and linguistically diverse communities.

Juvenile Justice reports that a recent Department of Attorney General and Justice-wide review showed that it uses interpreters 31% more than previously. Juvenile Justice indicates that it will continue to monitor and review interpreter use in conjunction with Department of Attorney General and Justice as a commitment under its new plan. However, it does not report that it has guidelines. It would be helpful to know more about the outcomes of the review and how the Department is acting on them.

The **Department of Education and Communities** reports that it collects data on the languages other than English spoken at home by students and their parents, and whether an interpreter is needed for parent/teacher interviews. During 2011–12, the Department arranged 5821 onsite and telephone interpreter assignments. The ten most commonly requested languages were Arabic, Vietnamese, Mandarin, Korean, Cantonese, Persian, Turkish, Dari, Spanish and Khmer.

The Department also conducted professional development sessions on how to access interpreters and translations as part of Families in Cultural Transition courses, community meetings, and school information sessions.

TAFE Institutes reported that they used interpreting services to communicate with clients, although their expenditure has reduced over the last two years. It is not clear if this is due to diminishing demand or budget.

As with other reports against this criterion, Education and Communities does not indicate if the expenditure overall meets demand.

The Department of Finance and Services continues to provide translation services in many languages and both Fair Trading and Industrial Relations have allocated budgets.

**Corrective Services** tracks its expenditure on interpreter and translation services. This included telephone, onsite and video-conferencing interpreting services and translations of pamphlets for inmates and visitors.

Corrective Services also reports that in 2011–12, a 'significant amendment was made to its Audio Visual Link Policy, allowing staff, especially those employed in rural and remote areas, access to interpreters via video-conferencing'.

Corrective Services has created a database on the use of video-conferencing for language services with the first report expected next year. The financial and other data will enable CSNSW to continue to target its services.

#### Ageing, Disability and Home Care

researched the current use of language services and identified gaps, needs and challenges. A Language Services Implementation Plan was presented to the Executive Change Management Group in October 2012. This plan will provide a systematic approach to language services for people with low English proficiency who access Ageing, Disability and Home Care operated and funded services.

During 2011-12, Ageing, Disability and Home Care also:

- used the intranet and Ageing, Disability and Home Care Service Portal to disseminate multilingual resources and tools which assist staff to communicate with clients from culturally and linguistically diverse backgrounds
- reviewed and modified the content of language services workshops to ensure that content was targeted and relevant for staff in the Metro South Region
- allocated a budget for language services within several regions
- funded six language services projects across Metro North and Metro South Regions
- provided free access to interpreters for ADHC clients within the Home and Community Care (HACC) and disabilityfunded sector.

These language projects have increased the number of clients of non-English speaking background using HACC services. This is a good example of the potential for synergies across the Department of Family and Community Services. A starting point is to share examples of good practice in using interpreters and training staff. Housing NSW has had a strong commitment to using interpreters when required to communicate with clients, and led the way within government agencies in developing a block booking system, which meets client needs in a cost effective manner. However, Housing NSW has not reported on total expenditure on interpreters, nor provided analysis of the numbers of requests by language groups/ geographic location.**WorkCover** is monitoring its interpreter budget. The promotion of the Translating and Interpreter Service (TIS) and CLAS is expected to commence in January 2013.

Overall, the Commision would like to see better reporting on whether the provision of interpreter services within agencies is monitored and meeting demand.

#### ACCOUNTABILITY OF FUNDED SERVICES

This criterion has become more important recently, especially in the human services sector, where many previous core business services in prevention and early intervention have been moved to the non-government sector.

Almost half the key agencies have not addressed this criterion. While for most, this is understandable as they do not have a major funding role, in the case of NSW Trade & Investment and Department of Attorney General and Justice this criterion should have been addressed.

Under Premier's Memorandum M2011–06 Language Services Provision in Multicultural NSW, (Appendix F) agencies are responsible for ensuring that their funded services meet access and equity obligations, including the use of language services. Agencies need to include this requirement in their funding agreements and evaluate compliance upon completion of the project or contract.

No agencies have reached Range 3 of this criterion, which means they do not systematically evaluate their performance and outcomes. Only three agencies achieved Range 2, while the remaining five who addressed the criteria were at Range 1. **Community Services** reports it works with its generalist funded organisations to ensure that they are accessible to, and meet the needs of, a culturally diverse community:

- Brighter Futures sets targets and reporting requirements on service provision to culturally diverse clients.
- The Service Agreement with all Community Services funded agencies is required to provide access to services regardless of cultural background, race and religion.
- The Good Practice Guidelines for funded services has detailed guidelines on equity of access for culturally diverse clients, culturally appropriate service provision, and training on the use of interpreters and working with culturally diverse clients.
- Metropolitan West Region is working with Western Sydney Community Forum to develop training for managers of funded NGOs on delivering services to culturally diverse clients and communities.

Ageing, Disability and Home Care reports that funded services will have a greater role under the Person Centred Approach policy reform and is working to ensure that cultural diversity is a key consideration in funding services:

- Principles guiding funded services require that services are provided in ways that are culturally competent and respectful and meet the needs of people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander people.
- The new funding agreement between Ageing, Disability and Home Care and community-based service providers reflects the need to support lives in a way that respects and supports culture, language, religious and spiritual beliefs.
- The Respite Program Guidelines (Disability) 2010, which apply to Ageing, Disability and Home Care operated and funded respite services, require culturally competent and respectful services.
- Program descriptions for Support Networks, Diagnosis Support Workers, EarlyStart and the Extending Early Childhood Intervention Initiative include a requirement that funded projects enhance the quality of services for families from culturally and linguistically diverse backgrounds, focus on improving access to services for these families, and consider cultural differences when designing service proposals.

The Commission is particularly impressed with the initiative to standardise data collection by funded services of cultural diversity data. This will allow Ageing, Disability and Home Care to monitor and evaluate client access and inform future funding decisions. The **Department of Education and Communities** reports that while it provides funding to some community organisations for services to targeted groups of students from culturally and linguistically diverse communities, funded services do not form a major part of the Department's activities. However, the Principles of Multiculturalism form part of all funding agreements for key funded services, including contracted training provision, traineeships, and access programs.

The Ministry of Health reports that Local Health Districts with larger culturally and linguistically diverse populations have a significant number of relevant programs in place. The performance indicator is the number of programs run in the community by health promotion services in partnership with Multicultural Health Units and Local Health Districts. This is not sufficient accountability for a large organisation and the Commission has suggested that the Ageing, Disability and Home Care requirements provide a good model.

Similarly, the **Department of Finance and Services** states that principles of access and equity are included in all funding guidelines, agreements and reporting requirements. It also reports that regular reviews of funded programs include reviewing access to culturally and linguistically appropriate services, but there do not appear to be any specific guidelines to implement this principle. **Corrective Services** reports that 1900 ex-inmates (16%) and their families received supported assistance from the CSNSW Community Funding Program. It is not clear if the needs of people from diverse backgrounds are adequately addressed in this program.

**Juvenile Justice** also indicates that the Community Funding Program (CFP) is currently under review and will 'develop new multicultural indicators for the future'.

Housing NSW reports that it requires:

- contractors dealing with the public to respond to cultural diversity requirements
- funded services and projects to have service plans to foster social inclusiveness and enable culturally diverse communities to participate equitably in events, projects and decision-making
- service plans to stipulate the need to develop ongoing strategies to support and include culturally diverse communities.

It is not clear if funded services have performance indicators or the capacity to deliver on these requirements.

NSW Trade & Investment report states that accountability of funded services will be further considered in developing the Multicultural Plan 2013–16. Divisions of the Department have external funding programs, including the Responsible Gambling Fund and the Arts Funding Program.

**WorkCover** activities addressing this criterion of the Multicultural Planning Framework are scheduled to commence in early 2013.

### **OUTCOME 6: COMMUNICATION**

A range of communication formats and channels are used to inform people from culturally, linguistically and religiously diverse backgrounds about agency programs, services and activities.

This Outcome emphasises that effective communication is central to reaching and working with diverse clients and communities. It involves careful planning based on market research about which communication channels work best.

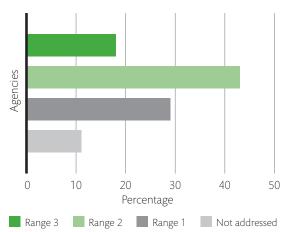
The Outcome consists of two closely related components:

- planned communication
- emerging technology use.

The Commission's assessment below combines the two criteria.

#### PLANNED COMMUNICATIONS AND TECHNOLOGY

#### Outcome 6 - Communication



All agencies meet these criteria, showing that communication is a fundamental element of programs across the NSW Government. Most have well developed strategies and three agencies have advanced strategies for communicating with their diverse clients, using technology to extend their reach. Strategies include translated printed and audiovisual materials, media campaigns and launches, at the lower range, and incorporate carefully considered marketing and research into communication channels and modes at the higher ranges.

While most agencies meet the minimum required for the use of technology, the majority of agencies have not moved beyond translating brochures, factsheets and application forms. Many, including **Attorney General's**, the **Department of Finance and Services, Juvenile Justice**, and **Housing NSW** report that they offer multilingual information online. NSW Industrial Relations maintained its dedicated online resource section helping migrant resource centres stay abreast of important workplace information.

Some agencies, such as the **Department of Education and Communities** and **Corrective Services** go beyond this to include videoconferencing and interactive media in different languages, and more innovative communication and marketing techniques such as texting or internet chat in community languages.

Overall, there are few signs of major innovation in communication strategies. Video-conferencing tends to be driven by convenience for the agency and cost savings in delivery of the information. Only Corrective Services reports on the use of smartphone applications.

The Department of Education and Communities has a highly developed communication strategy, in keeping with their core function as educators. TAFE in particular uses many avenues to communicate and promote courses and opportunities. These include using social media, print, cinema, and online methods to promote programs and services to people of diverse cultural backgrounds.

Both Ageing, Disability and Home Care and the Department of Education and Communities report that they consult, plan and develop communication strategies using the expertise of agency staff and community stakeholders. They:

- identify other opportunities to deliver the information, by using bilingual staff
- integrate key messages targeting culturally diverse groups into their mainstream multicultural and multilingual information strategies
- use multicultural marketing techniques to develop new and innovative ways of promoting the agency's work and linking with clients.

Communication is a core element of the **NSW Police Force** report, using mainly translations, the ethnic media and community forums to build relationships, as well as podcasts.

The NSW Police Force Assistance Line (PAL) and Crimestoppers use call centre technology as the first point of contact with the public when reporting crime. It would be helpful to know if these services have been reviewed for barriers to access for people from culturally and linguistically diverse backgrounds, particularly when an interpreter is required.

The broad role of the **Department of Trade & Investment** from regulation to tourism promotion, involves multiple and well-targeted strategies. These include seminars and information for businesses in specific language groups and a number of targeted communication and information campaigns.

Destination NSW provides funding and support to a number of major sporting and cultural events such as Parramasala.

Government agencies can now more easily and cost effectively reach audiences in ways that could not have been considered a decade ago. Some communities obtain their information through global communication networks rather than local sources, such as satellite television, foreign websites, or Skype. Many people, whether they be first, or subsequent generations of migrants, communicate with one another through electronic modes including Facebook, Twitter and text messaging.

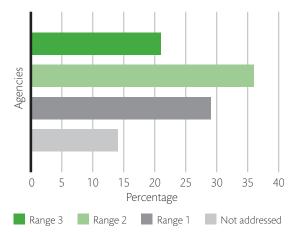
As technology becomes more flexible and accessible, most agencies will benefit from exploring a number of different communication channels to reach diverse communities and demographics.

Multicultural marketing in the private sector is maturing as more organisations appreciate the business necessity of reaching the broadest audience possible. Similarly, public authorities can enhance their outreach by considering the wider spectrum of culturally diverse audiences and their specific communication needs and preferences.

### OUTCOME 7: SOCIAL AND ECONOMIC DEVELOPMENT

Programs and services are in place to develop and use the skills of our culturally diverse population for the social and economic benefit of the State.

### Outcome 7 -Social and Economic Development



This Outcome captures a range of ideas to use diversity from initiatives which celebrate the social value of cultural diversity, to those which harness the economic benefits from the participation of culturally diverse community members.

Most agencies report on sound outcomes for this criterion. They detail initiatives to raise awareness of and celebrate the contribution of people from diverse cultural and linguistic backgrounds.

In many cases, their initiatives repeat information already reported under other criteria. Sections 2 and 4 of this report also showcase the various public sector initiatives to recognise the contributions of their staff and to build cultural harmony. Agencies working in the higher ranges provide specific multicultural awards, targeted programs for sharing cultural experiences, such as recreational programs for refugees, language programs and bridging courses to equip non English-speakers with employability skills. At the most developed level, agencies include programs to encourage investment in New South Wales through multicultural marketing, cultural exchanges and effective recruitment.

The Department of Education and Communities operates within Range 3 for its strategies. Its multicultural plan includes a strategy to 'develop, use and celebrate the skills of people from culturally and linguistically diverse backgrounds for the social and economic benefit of the State'. It aims to:

- promote, celebrate and educate students and the wider community about the cultural, religious and linguistic diversity of the State through high level awards and events
- build social and economic engagement through community partnerships, grants and projects
- educate students and the wider community about cultural, religious and linguistic diversity as an integral part of life in New South Wales, through promotions, publications and activities
- respond to priority needs in the community and develop innovative partnership models with the community to address these needs.

The Department of Education and Communities also reports on early intervention and linking with community activities. The Schools as Community Centres (SaCC) program is a prevention and early intervention initiative which supports families with young children aged 0–8 years, in communities which face marked challenges. In 2012, there were 45 SaCC projects based in primary schools across New South Wales. Ageing, Disability and Home Care also operates at a high level in developing community partnerships. Some examples include:

- Partnerships with the Multicultural Disability Advocacy Association, Multicultural Health Service (Northern Sydney LHD), Ethnic Childcare, Family and Community Services Cooperative and SydWest Multicultural Services promoted and facilitated focus groups in 18 community languages in the Living Life My Way consultations.
- Metro North Region's Building Inclusive Communities Project is based on close liaison and partnership with community leaders and stakeholders. The program is operating effectively in Auburn and is being developed in Mt Druitt, Penrith, Merrylands and Ryde.
- Establishing seven language-specific carers support groups in Eastern Sydney in partnerships with Multicultural Access Project workers, Ethnic Childcare, Family and Community Services Cooperative, local councils, South Sydney Community Aid Multicultural Neighbourhood Centre and other mainstream organisations.
- Accommodation Support Directorate is working with the regions to build stronger partnerships with culturally and linguistically diverse organisations to provide places from the Supported Living Fund for at least 25 Aboriginal and Torres Strait Islander people/people from culturally and linguistically diverse backgrounds in 2012–13.

Housing NSW reports on a range of activities which show it has partnerships in the community and appears to be operating within the highest range for this criterion.

These include:

- the African Sisters on the Move project, in partnership with the SydWest Villawood Community Leaders project
- Harmony Day events in South West Sydney
- Multicultural Fun Day in Macquarie Fields
- the Villawood Arabic Women's Group
- Polyfest, a Polynesian festival held in partnership with James Meehan High School
- TRED Multicultural Festival in Mid Western Sydney.

Housing NSW could also develop such partnerships in regional New South Wales where many new migrants are settling.

#### A highlight of NSW Trade & Investment

partnerships was the *Multicultural Arts Forum 2012: Facing the Challenge, Creating the Future* which provided a forum for drawing on the benefits of the untapped multicultural resources of the State.

In general, agencies could do more to highlight their partnerships and links with the community to build on the economic and social advantages of our multicultural society.

## SUMMING UP

This assessment shows that the MPSP is an important part of the strategic and operational planning of almost all key agencies. It has identified where agencies could do more and improve on the quality of their programs and reporting.

As well as assessing progress toward implementing the Principles of Multiculturalism, the Commission's role is to assist and advise agencies on their plans and programs.

We do this by working with agencies to develop their plans and providing opportunities for sharing information and collaborating on joint priorities.

#### ASSISTANCE AND ADVICE

In the past year, the Commission has worked more intensively to ensure that all key agencies meet the minimum requirements to have a plan, act and report on it. We have achieved this goal thanks largely to the commitment and persistence of staff charged with meeting their reporting obligations, and their senior management champions.

This assessment also shows that most agencies are trying hard to respond to the needs of their diverse client base and report on how well this is occurring. Some have advanced programs, which should be more widely shared across the sector and the country.

There is much more to do and many opportunities to improve on the quality of reports and programs.

#### MULTICULTURAL COORDINATORS FORUMS – SUPPORTING GOOD PRACTICE AND PLANNING

The Commission hosts the Multicultural Coordinators Forums in regional and metropolitan New South Wales. These meetings provide multicultural practitioners with the opportunity to share information and discuss key challenges in their work (Appendix C).

The Commission will continue to support the Multicultural Coordinators Forums and seek the views of colleagues, encourage links between agencies, and identify ways to support multicultural policies and programs across the State.

#### AND FINALLY

This assessment shows that the NSW public sector as a whole has much to celebrate in enabling people from many backgrounds to access services and participate fully in the community.

This work remains an ongoing imperative, with New South Wales as the primary destination for humanitarian settlement and migrants in general.

The Multicultural Policies and Services Program provides the governance and accountability structure for developing strategic, coordinated and practical responses across government agencies.

The Community Relations Commission will continue to work with government at all levels to achieve the Principles of Multiculturalism.

#### **PRIORITIES FOR 2013 REPORTS**

This overview of MPSP reports has identified the three priorities for 2013.

In the next reporting year, the Commission will be looking for evidence of:

- key performance indicators and the results of evaluations
- pathways and planning between government agencies for people from culturally and linguistically diverse backgrounds
- services for humanitarian entrants.

The Commission welcomes the opportunity to assist agencies in developing and reporting on their plans. A clear priority is to assist agencies whose plans have expired or are due to expire in the next year.



# Awards for Outstanding Contributions to Multiculturalism

Every year, NSW Government agencies and local councils present awards that recognise and celebrate some exceptional and inspiring contributions from our culturally diverse community.

These awards celebrate and acknowledge the contribution of Australians from all over the world. From new arrivals helping their communities to adjust to their new home, to life-time achievements, all award winners deserve recognition for shaping our diverse and harmonious multicultural society.

#### Streamlined awards

In 2012, the Community Relations Commission reviewed all community awards to ensure they are still relevant and represent a coherent program. The streamlined Premier's Multicultural Awards and Medals Program promotes multiculturalism in NSW and highlights the benefits of cultural diversity.

The NSW Government established three forms of recognition to honour the outstanding contribution to this state of migrants and those who work in the field of multiculturalism:

- the Premier's Multicultural Community Medals
- the Premier's Multicultural Awards
- the Multicultural Honour Roll.

The Premier's Multicultural Community Medals may be awarded to up to six individuals whose service to any cultural community is of the highest merit. The medals will be announced in April 2013 at the second annual Premier's Harmony Dinner. The Premier's Multicultural Awards will consist of:

- Youth Award
- Lifetime Community Service Award
- Arts and Culture Award
- Regional Communities Award
- Community or Interfaith Harmony Award
- Economic Participation Award (nominees provided by the Multicultural Business Advisory Panel)
- Community or Interfaith Harmony Award.

Nominations are now open for the Premier's Multicultural Community Medals, Premier's Multicultural Awards, and the Multicultural Honour Roll.

This section highlights the award winners in the following categories for 2012.



## MULTICULTURAL AWARD SPONSORSHIP



**Premier's Multicultural Awards and Medals Program** Multicultural Honour Roll Community Relations Commission For a multicultural

New South Wales Medal (CRC Medal)

Community Relations Commission's National Multicultural Marketing Awards 2012

3

2

Poetry, Literature and Film Awards 2012

Community Relations Commission/NSW Premier's Literary Award 2012

Dorothea Mackellar Memorial Society/ Community Relations Commission For a multicultural NSW Poetry Award 2012



Department of Education and Training's Multicultural Awards 2012: Minister's Award for Student Excellence in Community Languages 2012 Multicultural Perspectives Public Speaking Competition 2012 Cohesive Community School Award 2012

Women/Young Women of the West Awards 2012

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Local Government Cultural Awards 2012

Liverpool Refugee Week Awards 2012

Western Sydney Refugee Youth Awards 2012

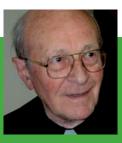
## 1. NSW PREMIER'S MULTICULTURAL AWARDS AND MEDALS PROGRAM

The Multicultural Honour Roll is a permanent public record of the significant and exemplary contribution by the people of our multicultural society.

This posthumous inscription marks the legacy of those people who have made a lasting contribution to the community in New South Wales, one that extends beyond their passing.

The Premier announced the first names to be inscribed on the Multicultural Honour Roll at the 2012 Premier's Harmony Dinner. Three more names will be announced each year at this annual event.

#### THE MULTICULTURAL HONOUR ROLL

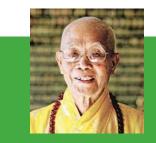


**Father Atanasio Gonelli** was born in 1923 in Catignano, Italy. In 1949, he volunteered to come to Australia as a friar.

Father Atanasio was a guiding figure in Sydney's growing Italian migrant community. Whether it was help with finding a job or a home for those new arrivals, he was instrumental in establishing this now proud Sydney Italian community.

Father Atanasio's community involvement continued for the next 60 or so years. He was involved in sport and recreation for immigrant children, was the editor-in-chief of *La Fiamma* newspaper, and established the all important Italian Committee of Assistance.

Father Atanasio passed away in February 2012.



The Most Venerable Thich Phuoc Hue was ordained as a young monk at the age of 16. He fled Vietnam seeking religious freedom, along with so many of his fellow citizens, and came to Australia.

When Thich Phuoc Hue arrived in 1980, he was this nation's first Vietnamese monk. He was someone who reminds us that we are not just a multicultural community - we are also a multifaith community.

While he contributed much to the Vietnamese Buddhist community, and made Australia his home, Thich Phuoc Hue also made his mark internationally as a high ranking member and elder of the World Buddhist Sangha Council, as well as the World Fellowship of Buddhists.

Most Venerable passed away in January 2012.



**James (Jim) Miltiades Samios** was born in Brisbane two years after his family migrated to Queensland from the Greek island of Kythira.

Jim Samios' public contribution included almost 19 years as a member of the NSW Parliament, but it also extended nationally through his work with bodies such as the Greek Orthodox Archdiocese of Australia, the Ethnic Communities' Council of NSW and the NSW Migrant Settlement Council.

In 1989, as a member of the NSW Parliament, Jim Samios moved the racial vilification clauses in the State's anti-discrimination legislation.

He was also responsible under the then Premier for creating the *Charter of Principles for a Culturally Diverse Society*, which later evolved into the Principles of Multiculturalism in the *Community Relations Commission and Principles of Multiculturalism Act 2000.* 

Mr Samios passed away in July 2011.

#### COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NEW SOUTH WALES MEDAL (CRC MEDAL)



Former Minister for Multicultural and Ethnic Affairs, Michael Photios, with CRC Chair, Stepan Kerkyasharian (left) and Commissioner David D Knoll (right)

A CRC Medal can be presented in Gold, Silver or Bronze.

The CRC Gold Medal recognises the exemplary promotion of community harmony in New South Wales or 'the high level pursuit of the Principles of Multiculturalism within the context of Australian citizenship'. It can be conferred upon an individual or an organisation.

In 2012, **Michael Photios**, the Minister for Multicultural and Ethnic Affairs from May 1993 to April 1995, was awarded the CRC Medal in Gold for his contribution to multiculturalism.

Mr Photios was a ground-breaking minister for multicultural affairs dedicated to meeting the needs of NSW ethnic communities through interaction and consultation.

Mr Photios also presided over the implementation of the most important document ever to emerge in multicultural Australia – the *Charter of Principles for a Culturally Diverse Society.* 

Within twelve months, many major government agencies took up the charter and drew up detailed plans to implement it. That process continues today in the very sophisticated Multicultural Policies and Services Program. Mr Photios has never lost touch with the ethnic communities of New South Wales. He remains a voice for multiculturalism in the NSW Liberal Party where he has served as Party Vice President and as a member of the State Executive for many years.

## 2. COMMUNITY RELATIONS COMMISSION'S NATIONAL MULTICULTURAL MARKETING AWARDS



(Left to right) SBS Director of Marketing, Helen Kellie, CRC Chair, Stepan Kerkyasharian, Executive Producer, SBS PopAsia, Maddy Fryer, SBS Marketing Manager, Erica Green, Communications Specialist, Claudine Ellis Stockdale, Minister for Citizenship and Communities, Victor Dominello.

The National Multicultural Marketing Awards were established in 1990 by the then Ethnic Affairs Commission of New South Wales (now the Community Relations Commission). They encourage and reward the efforts of businesses and organisations that focus on the cultural diversity of Australia in their marketing strategies.

The awards promote best practice in marketing. Organisations recognised by these awards are leaders in their industry and role models in seizing business opportunities through inclusive marketing. In recent years, the initiative has been recognised internationally.

#### These awards:

- highlight the responsibility of public sector managers to cater for the needs of the whole community and to fully inform all people about their services and activities
- promote the advantages for commercial managers of marketing their product or service to every potential client or customer
- stimulate creativity in marketing to a culturally diverse society
- recognise work of a high marketing standard to inspire marketers who are not yet meeting the challenges of a culturally diverse society and do not enjoy the benefits of this market
- promote a more equitable representation of our diversity as a nation through mass media marketing channels.

In 2012, the awards enjoyed the major sponsorship of the NSW Government, the Australian Taxation Office (ATO), the Australian Council for the Promotion of the Peaceful Reunification of China (ACPPRC), the Westin Sydney, as well as the Australian Bureau of Statistics (Technical Award Sponsor), and [yellow tail] Wines (Export Award Sponsor).

## POPASIA UNITES YOUNG ASIAN AUSTRALIANS THROUGH MUSIC

A highly successful push by SBS radio and television into the Asian pop music scene through its **PopAsia** programs won the Grand Award as well as the Advertising and Communication Award. PopAsia consists of 10 hours of live radio each week, 24-hour online streaming, two weekly television programs, a mobile app, a dedicated YouTube channel, and more than 43,000 active online fans.

PopAsia unites a broad range of young Australians from Asia through music and the English language, two things they all have in common. SBS has drawn second and third generation migrants together within the Australian environment by harnessing the great love of pop music that young people of all backgrounds have.

#### FOOTBALL SMOOTHS A PATH FOR YOUNG IMMIGRANTS

The Australian Rugby League won the Commercial Big Business category for its Multicultural Integration Program. It uses football to smooth the path for young immigrants into regular schools and the broader community.

The Multicultural Integration Program took 300 students from Intensive English Centres and schools with a high proportion of immigrant children for a six week program of activities in the classroom and on the football field. This great initiative used the profile and standing of one of Australia's top team sports to help young people find their place in our society.

#### SMART IDEAS FOR CHINESE TOURISTS

The Australian Bureau of Statistics' Technical Award prize was awarded to **Chinese Digital Media** for their unique smartphone app and mobile website. These media tell Chinese tourists how to find bars, restaurants, casinos, shopping malls and entertainment venues in Australia.

This is another example of the clever use of our great natural asset: our people, with all their knowledge of home markets, product demand and marketing opportunities, to seize new business for Australia. According to Chinese Digital Media, the tourism site averages 350,000 unique visits per day.

## REACHING OUT TO PROBLEM GAMBLERS FROM DIVERSE COMMUNITIES

The Government Award category went to the NSW Multicultural Health Communication Service and the Responsible Gambling Fund for their unique education campaign exploring the role of culture in combating problem gambling.

This excellent campaign acknowledges, up front, that there are cultural influences involved in attitudes to gambling and that to tackle problem gambling, you need a variety of approaches. Part of the campaign was a DVD package, *What's gambling really costing you*? The five different language DVDs, in Arabic, Chinese (Manderin and Cantonese), Vietnamese, Italian and Greek, were each approached individually, to ensure both the language and dialogue were appropriate to the target culture. The ultimate goal of the DVDs is to convince problem gamblers to seek culturally appropriate counselling to beat their addiction.

#### COFFS CULTURAL CAFÉ WINS COMMERCIAL SMALL BUSINESS AWARD

The Cultural Cafe cooked up a storm from Ethiopia, Eritrea, Thailand, Tibet, Sudan, Myanmar, Liberia and the Congo, while teaching refugees about safe food handling, customer service, cash handling and communication skills.

The Coffs Coast Community College won this award for teaching refugees how to market their own food, as a small business. Each week, *Cultural Cafe* runs a cafe at the Coffs Harbour Growers Market, serving traditional food prepared by refugees. The country of origin of the cuisine changes every Thursday – market day.

The Coffs Harbour Community College teaches language, literacy and numeracy to migrants and refugees.

#### NEWEST AFRICAN COMMUNITIES CREATE AFRICULTURES FESTIVAL

The **Somali Welfare and Cultural Association** won the Community category prize for its Africultures Festival.

This festival brings the African continent to a municipal park in suburban Auburn. People from Africa constitute our newest communities. Many have come from terrible situations but carry with them lots of knowledge, talent and ability, which is put on show at Africultures. The diverse program includes poetry, dance, music, fashion shows, comedy, acrobatics and exhibitions on technology, community information, foods and African arts and crafts. It also offers business, networking and community development opportunities and ideas about self employment, social enterprise models and project management skills.

#### APP FOR CULTURAL DIVERSITY

**Creative Cubed Design Studio** won the [yellow tail] Export Award category for its range of products that teach children about the world, the alphabet and cultural diversity from an Islamic perspective.

Kids of the Ummah is a phone app, a fun party pack and an illustrated book, produced by international award-winning Muslim graphic designer, Peter Gould. It encourages learning in a fun, multicultural environment.

Countries as diverse as Indonesia, Turkey, the United States and France have praised the package for its relevance to their culture.

### 3. AWARDS FOR POETRY, LITERATURE AND FILM

COMMUNITY RELATIONS COMMISSION/NSW PREMIER'S LITERARY AWARD 2012



This annual literary award is granted to writers who have made noteworthy contributions to Australian literature, theatre, film, radio or television in representing either the settlement experiences of immigrants or the interweaving of cultures in Australia's culturally diverse society.

**Tim Bonyhady** wrote the winning entry *Good Living Street – The Fortunes of my Viennese Family.* The work won unanimous praise for its treatment of the consequences for families forced to flee to new societies under extremely traumatic international conditions. Many of the themes of this family's experience in Australia are all too familiar to migrants. The book relates the problems migrants face with finding their identity in a new country, their religious affiliations, the sense of belonging elsewhere and alienation in the adopted land, and the relationships between different family members and different generations.

The judges agreed that the work made a contribution to Australian literature in its portrayal of the interaction of Australia's diverse cultures and canvassed issues arising from the Australian immigration and migrant settlement experience. The author of *Good Living Street* shows a special and rare facility to blend the historical record with literary perspectives.

#### THE DOROTHEA MACKELLAR MEMORIAL SOCIETY/COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW POETRY AWARD

The Dorothea Mackellar Poetry Awards are presented annually in memory of the famous poet, for the most inspiring and imaginative poetic works submitted. It is the oldest and largest national poetry competition for children and young people in Australia.

The award bearing the name of the CRC is granted for an inspiring poem that makes a contribution to multiculturalism or highlights the value of cultural diversity within the Australian community. The 2012 Dorothea Mackellar Memorial Society/ Community Relations Commission For a multicultural NSW poetry prize was awarded to **Alexander Maloof** and **Rhys Halkidis**, from Trinity Grammar Preparatory School, Strathfield for their entry *Silentio ad Mare* (below).

#### Silentio ad Mare

Heads under hands and not a single breath audible, The boat at a creak with every wave. Forced to flee and left with nothing, The conflict has taken it all. Haunting memories with no one to trust, Families, treasures and memories are gone. People packed tightly no space to breathe, Any movement will result in peril. Stomachs are starved no time to eat, Water as far as the eye can see, Any second might be your last. With these thoughts in mind your home is far, And sickness draws near as hopes run free. Your safety is like a thread, Once cut can't be restored. When the flashing lights appear at sea, The blankets are drawn and all is still. For getting caught is not intended. Heads under hands and not a single breath audible, The boat at a creak with every wave. Silentio ad mare (meaning silence at sea)

# 4. DEPARTMENT OF EDUCATION AND COMMUNITIES MULTICULTURAL AWARDS

MINISTER'S AWARD FOR STUDENT EXCELLENCE IN COMMUNITY LANGUAGES



The Department of Education and Communities administers the Community Languages Schools Program, which provides annual funding to community organisations to operate language classes outside mainstream school hours for school-aged children in New South Wales. Each year, **Awards for Excellence** are presented to students who have achieved high levels of excellence in their chosen language, including language achievement, language proficiency and contribution to the community.

#### RECIPIENTS OF THE 2012 MINISTER'S AWARDS FOR EXCELLENCE IN COMMUNITY LANGUAGES:

Senior section		
Iman Chaouk	Arabic	Al-Aqsa School
Phiona Leung	Chinese	Sydney Chinese School Inc
Yianni Loizos	Greek	Greek Orthodox Community of NSW Limited
Solomia Matiouk	Ukrainian	St Andrews Ukrainian School
Nirodhi Premachandra	Sinhala	Sinhalese Cultural Forum of NSW Australia Inc
Junior section		
Lukian Dus Adams	Ukrainian	St Andrews Ukrainian School
Alexandra Maree Giakoumatos	Greek	Greek Orthodox Community of NSW Limited
Zak Pluta	Polish	Polish School of Sydney Inc
Danikka Vassallo	Filipino	Central Coast Ugnay Kabayan
Cindy Wong	Chinese	Chinese Catholic Community Chinese School

#### MULTICULTURAL PERSPECTIVES PUBLIC SPEAKING COMPETITION 2012

The Multicultural Perspectives Public Speaking Competition enhances awareness of Australia's cultural diversity among NSW Government Year 3–6 school students. Through research and classbased activities, participants explore complex issues involving multiculturalism, and develop their interest and skills in public speaking through expressing their ideas to wider audiences.

The contest requires each participant to deliver both a prepared speech and an impromptu speech, on topics related to cultural diversity and community harmony. There are over 80 local level events, followed by regional level events and state finals in two age divisions.

The Arts Unit and the Multicultural Programs Unit of the Department of Education and Communities coordinates this program.

A total of 2132 students participated in the 2012 competition and the results were:

#### Years 3 and 4

Winner: James McNaughton from Kareela Public School

#### Years 5 and 6

Winner: Lily Rodgers from Ferncourt Public School

#### COHESIVE COMMUNITY SCHOOL AWARD

The Cohesive Community School Award acknowledges outstanding achievement by either a school or a group of schools in promoting cohesiveness in the community and strengthening social harmony.

- Auburn North Public School in the Western Sydney Region was the recipient of the 2012 Cohesive Community School Award, in recognition of the range of programs put in place to promote social cohesiveness, and of the links established with the local community.
- Highly Commended schools for similar reasons were Lord Howe Island Public School and Cambridge Learning Community.



James McNaughton, winner of Years 3 & 4 Division



Gregory Prior, Deputy Director General, Schools, NSW Department of Education and Communities with Lily Rodgers, winner of Years 5 & 6 Division

## 5. WOMEN/YOUNG WOMEN OF THE WEST AWARDS

The Women/Young Women of the West Awards are an initiative of the University of Western Sydney (UWS), inaugurated in 2008 to acknowledge leadership qualities in women.

Western Sydney is a large, dynamic region, characterised by a young and diverse community. One third of the Western Sydney population has migrated to Australia and half of the world's nations are represented there. It stands to reason that any community-oriented initiative will impact on its culturally, linguistically and religiously diverse residents.



(L-R) Christa Anthony and Lea Hicks. Photo: Sally Tsoutas

The 2012 Woman of the West Award was granted to Ms Lea Hicks of Penrith. Lea is the co-owner and General Manager of the Hix Group Pty Ltd, which was established more than 20 years ago as a small, two person operation. It has since grown into a thriving enterprise that encompasses six business arms and employs more than 55 staff.

Lea was nominated for the award for her ongoing commitment to giving back to the local community, creating employment opportunities, and supporting local industry. She says she is passionate about economic development in Greater Western Sydney and providing valuable opportunities for young people in the region. **The 2012 Young Woman of the Year Award** was awarded to **Ms Christa Anthony** of Marayong. Christa Anthony is a full-time counsellor and case manager with the Penrith Women's Health Centre. She also founded Studio Dance NSW – a performing arts school, established in Kings Park in 2009, that caters to more than 120 students.

Christa was nominated for the Young Woman of the West Award for her dedication to making the benefits of dance and drama accessible to everyone. Her studio welcomes students of all ages, offers 'bonus' classes for free to help families, especially those from disadvantaged backgrounds, and encourages students with special needs by treating them the same as their classmates, irrespective of their skills and abilities.



Awhina Waapu. Photo: Sally Tsoutas

**Ms Awhina Waapu** received a Highly Commended Award for her role in establishing 'Te Kete Kahurangi' – a volunteer, community organisation that gives Maori people in Western Sydney the opportunity to connect with each other.

Following her arrival in Australia in 1996, Awhina noticed that many of her fellow Maoris were feeling isolated, excluded and marginalised. Their Maori identity was not being recognised and they had no means of making a connection between their traditional heritage and their new lives in Australia. Awhina played a lead role in establishing Te Kete Kahurangi, to provide a gathering place for Maori people, where their language and culture was shared, understood and celebrated.



Amna Karra-Hassan. Photo: Sally Tsoutas

Ms Amna Karra-Hassan received a Highly Commended Award for her contributions to the communities of Greater Western Sydney. At 23 years old, Amna played a lead role in the establishment of the new women's AFL team, the Auburn Tigers. The team largely consists of women from minority communities in Western Sydney.

Amna's role in the team, as a mentor and friend, is to guide and support these young women in the right direction and to teach them important life skills.

She is also an active ambassador for the rights of Muslim women, and is a positive role model and mentor for young people. Amna works for the Australian Federal Police Community Liaison Team. In this role, she engages and networks with various communities to develop relationships that promote positive community partnerships.



Chandrika Subramaniyan. Photo: Sally Tsoutas

**Dr Chandrika Subramaniyan** received a Commended Award for her commitment to helping women from refugee and migrant backgrounds settle in Australia.

In the years that followed her own migration to Australia in 1997, Chandrika found roles within Burwood Community Welfare Services and the Hills Holroyd Parramatta Migrant Resource Centre. She used her own knowledge and experiences to provide computer training and English language classes to other adult migrants. After meeting so many refugee and migrant women who needed legal assistance and advice, Chandrika was inspired to enrol in a Bachelor of Laws degree at UWS. She now runs her own law firm, Success Lawyers & Barristers, where she sets aside time each week to provide free legal advice to recently arrived migrants and refugees.

She has also recently founded the Support Organisation for Migrants Advocacy (SOMA) which provides a free legal service for women, and aims to ensure that they have access to suitable legal advice.



Cen Amores. Photo: Sally Tsoutas

**Dr Cen Amores** received a Commended Award for her support of the migrant populations in Western Sydney, as well as for acting as a representative for the Filipino-Australian Community.

Cen is currently employed with MTC Work Solutions as a Lead Employment Consultant, where she designs and delivers training for job seekers. She also case-manages highly disadvantaged and long-term unemployed people.

Cen is founding President of the Alliance of Philippine Community Organisations Inc (APCO) – a state peak body of some 40 Filipino-Australian voluntary and not-for-profit organisations.

For the last three years, Cen has been actively involved in the Steering Committee of Auburn Small Community Organisation Network (ASCON), an umbrella body of about 30 small and emerging communities from diverse backgrounds, operating in Auburn LGA.

## 6. LOCAL GOVERNMENT ARTS AND CULTURAL AWARDS

The Local Government and Shires Association of NSW conducts these annual Cultural Awards which publicly recognise the achievements of NSW councils, either individually or collectively.

In 2012, there were two awards with multicultural content. Both were Division C winners (i.e. from local government areas with populations over 60,000).

#### LIVERPOOL CITY COUNCIL

Project: Niu Warrior 2011 - Presenting Pacific Culture

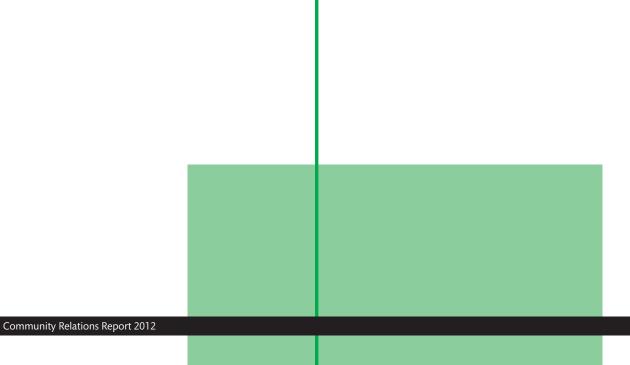
#### Award Category: Developing Arts and Culture - Visual Arts, Arts Centre and Gallery Initiatives

Niu Warrior 2011 was a series of exhibitions, theatre, events and education/public programs showcasing the diverse cultures, skills and abilities of the Pacific communities. The program explored ideas about what it means to be a 'warrior' – a person fighting for cultural recognition and community wellbeing.

Attracting approximately 18,000 visitors, the program had strong, relevant and meaningful engagements with the local and the greater Sydney Pacific Island communities. It also established sustainable and strong partnerships with other organisations across many sectors, such as sporting, religious and academic.



Niu Warrior 2011 - Presenting Pacific Culture



#### **NEWCASTLE CITY COUNCIL**

Project: The Loft Special Projects and Outreach Program

Award Category: Leading Arts and Culture - Creative Community Engagement and Collaboration

The Loft Youth Arts and Cultural Centre, in partnership with young people, offers diverse, meaningful and relevant arts and cultural activities. The Loft's special projects and outreach program provides disadvantaged and marginalised young people with the opportunity to participate in culturally appropriate youth arts activities on their own terms.

One special project in 2011–12 was for African youth. Around 100 participants took part in a 'Block Party' over two community events and in consultation with local schools. The block party enabled young people to learn about and access the places, organisations and people within their community that can offer them support and assistance. It also helped further develop a sense of community and identity.



The Loft Special Projects and Outreach Program

## 7. LIVERPOOL REFUGEE WEEK AWARDS 2012

The Liverpool Refugee Week Awards are presented by the Liverpool Refugee Week Committee to residents who have made significant contributions to the community of Liverpool.

#### 2012 AWARD RECIPIENTS

Qayssar Odeesho was born in Iraq and arrived in Australia a year ago. Qayssar's passion is for teaching language and he was an English teacher and interpreter in Iraq. Qayssar now uses these skills to assist young disadvantaged students with their studies and with learning English. Qayssar has given his time voluntarily and is currently undertaking a NAATI interpreting course.

Wadhah Majeed was born in Iraq and arrived in Australia just over a year ago. Wadhah is a young refugee studying at Miller Technology High School who has shown outstanding leadership qualities at a young age. He performs with the Tree of Life Program where young refugees share their presettlement and arrival stories through theatre to audiences of around 800 people.

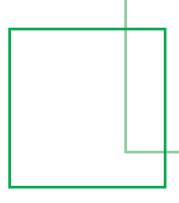
Wadhah is also a volunteer coach with Football United, a soccer program which aims to empower young refugees through sport while they learn about their new culture in Australia. It involves team activities, leadership and social development.

Soulmaz Askariyahyavi was born in Iran and arrived in Australia nine months ago. Soulmaz volunteers with the Liverpool Migrant Resource Centre as a tutor helping young refugees with their studies in all subjects.

Soulmaz provides more than just tuition, she has become a positive role model and mentor for young refugee women experiencing the emotional impact of arrival. Soulmaz intends to start a Diploma in Community Welfare so she can continue to assist the community.



Liverpool Refugee Week 2012 Award Recipients



## 8. WESTERN SYDNEY REFUGEE YOUTH AWARDS 2012

The Western Sydney Refugee Youth Awards are an annual event which celebrates achievements by young refugee people in the fields of arts, music, sports, academic performance, and community leadership. Auburn City Council supports Auburn Diversity Services Inc to deliver this program, held during Refugee Week.

A number of young people, community services, and sponsors provide their input into organising these awards. Auburn has the largest settlement of refugees in New South Wales, which lends a special significance to local Refugee Week celebrations.

#### 2012 AWARD WINNERS

#### Academic awards

Judith Po Mya in the Junior Division, is a 17 year old student at Chester Hill High School who has overcome a number of barriers to progress in all subjects. Judith is a determined learner and a great role model who strives for excellence and maintains very high standards.

Hedayat Osyan in the Senior Division, is a 20 year old student in Year 12 at Marsden High School, who has achieved exceptional results since arriving from Afghanistan. He was awarded the Minister's Award for obtaining the highest mark in the Persian Community Languages HSC course in 2011.

#### PERFORMANCE ARTS AWARDS

Amina Mossavi in the Junior Division, has demonstrated enormous talent and extreme dedication in writing and all areas of her work. Her participation in the Multicultural Writers Festival was particularly inspirational.

Deng Akot Deng in the Senior Division, is a member of the Inner West Performance Team from the Catholic School Archdiocesan Festival 2012 and plays a lead role in a social justice piece about Sudanese refugees. He is an outstanding performer and has performed at the Sydney Opera House on many occasions.

#### COMMUNITY LEADERSHIP AWARDS

**Bibi Shamsia Moosawi** in the Junior Division, is 16 years old and attends Arthur Phillip High School, and volunteers on Fridays at the Auburn Centre for the Community to assist Dari-speaking Afghani refugees with information about accessing settlement services.

Ameer Saeed Mohamad in the Senior Division, is a community advocate, especially for refugee issues, and helps educate others about the plight of refugees. Ameer has been awarded a scholarship through UTS Oak Foundation which supports refugees in future education.

#### SPORTS AWARDS

Paima Oriakhel in the Junior Division, is 16 years old, from Arthur Philip High School and is an exceptionally talented soccer player. He actively volunteers with the Auburn District Soccer Club to mentor and encourage other club members to pursue their dream in playing soccer.

Murias Yousif in the Senior Division, is a talented young man from an Iraqi background who has displayed remarkable talent in music through his ability to play piano and keyboard. He performed at the Men's Health Week celebration in June 2012 and is currently pursuing formal training at Sydney University's Conservatorium of Music.

#### **CREATIVE ARTS AWARDS**

**Syed Mosawi** in the Senior Division, is very passionate about his painting and drawing. He has a strong ability to analyse and a natural skill to visually interpret realistic forms.

## **APPENDIX A - MULTICULTURAL PLANNING FRAMEWORK**

idata Dutcome 1 Dutcome 1	Agency analysis, planning, program development and monitoring is informed by ABS data, client data from relevant program areas and business units and other data sources. policy goals are at an	Data is collected and analysed across the agency, and informs overall corporate planning and monitoring functions across program areas, and business business units, regions and funded agencies. Planning, as well as the review as the review and the second	The agency has a comprehensive analysis and review the agency. process which is informed by the evaluation of performance, complaints, client feedback and research data. This includes a range of stakeholder staff at different levels of the agency and, where applicable, in the funded sector.	Participation on advisory bodies	The agency has some representation on its advisory bodies <b>Consultation and</b> from community and/or government members with experience in cultural diversity matters. Staff with experience of cultural diversity issues represent the advisory bodies and interagency forums. A2.6,1 is informed by	The agency seeks representation from persons with cultural agency expertise advisory bodies and other forums. Senior feedback and britters responsible for multicultural policy implementation represent the agency on advisory and decision-making bodies.	Mechanisms for incorporating the advice of persons with on advisory cultural diversity expertise, whether internal or external to the boards, significant agency, are integrated into policy development and service committees and
3. Use of data and analysis	Agency analysis, plan monitoring is informe program areas and bu		The agency has a com process which is infor complaints, client fee a range of stakeholde and, where applicable	6. Participation	The agency has some representation on from community and/or government n experience in cultural diversity matters. Staff with experience of cultural diversit agency on advisory bodies and interage	The agency seeks repr diversity expertise fro boards, multicultural a officers responsible fo represent the agency	Mechanisms for incor cultural diversity expe agency, are integrated
2. Integration with corporate planning	The agency's corporate plan recognizes the agency operates in a culturally diverse environment.	Corporate priorities, as they relate to cultural and linguistic diversity, are reflected in business and other strategic planning and evaluation mechanisms across the agency.	Business planning at all levels forecasts emerging issues, and commits resources to pursue the objectives identified in the agency's multicultural plan.	5. Client and community feedback	The agency has mechanisms in place to incorporate the views of multicultural client groups, the community and expert advice into its planning and program development.	Issues identified through community consultation, client feedback and complaints mechanisms are addressed in forward planning and evaluation activities across the agency.	Agency collects and compares the views and expressed needs of clients across locations and service / program types, and reviews planning and resourcing accordingly.
RIA 1. Planning and performance l measurement	The agency has a Multicultural Policies and Services Plan (multicultural plan) with performance measures.	The agency has a multicultural plan that includes mechanisms to assess progress against the previous plan, and identifies indicators for improved performance in priority program and business unit areas.	The agency has a multicultural plan that includes performance indicators for all relevant programs, business units and non-metropolitan areas.	RIA 4. Staff expertise and research	Staff expertise at different levels of the agency is drawn on during the development and evaluation of implementation of the multicultural plan.	The needs of particular client groups, in metropolitan and non-metropolitan areas, are addressed through research and analysis.	Research undertaken includes service models, best practice and innovation in meeting the needs of diverse client groups.
CRITERIA	RANGE 1	RANGE 2	KANGE 3	CRITERIA	RANGE 1	<b>RANGE 2</b>	'NGE 3

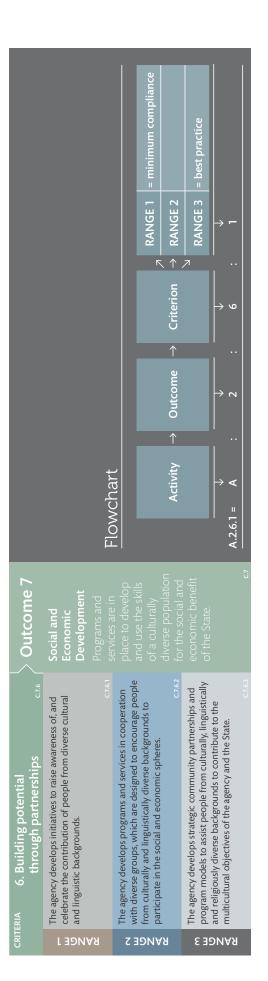
ACTIVITY AREA 'A': PLANNING AND EVALUATION

102

					> Outcome 4	Human resources The capacity of the agency is enhanced by the	training of people with linguistic and cultural expertise.	84
	> Outcome 3	Leadership The CEO and senior managers actively promote and are	impoundation of the Principles of Multiculturalism within the agency	community. B3	5. Staff development       and support	Staff in public contact positions receive training and support relating to working in a culturally diverse environment. Staff in multicultural positions are supported to further develop their multilingual and/or intercultural skills.	Staff in public contact, policy and management positions, including regional staff are trained to work in a culturally diverse environment and in implementation of the multicultural plan. Staff in multicultural positions receive training tailored to their professional needs. Agency puts support structures in place to ensure the best use of multicultural skills and expertise.	Staff and senior management with responsibility for implementation of the multicultural plan are instructed in cultural diversity management issues and expected outcomes. Professional development opportunities and career pathways are developed for staff in multicultural positions. BAS3
D RESOURCING	<ul> <li>2. Accountability</li> <li>of senior management</li> </ul>	A Multicultural Planning Coordinator is appointed from senior management.	Key managers across the agency have clear accountabilities for implementation of the agency's multicultural plan.	Responsibility for implementation of the multicultural plan is embedded in agency business plans, and in the performance agreements of key senior managers.	<ul> <li>4. Cultural and linguistic</li> <li>Competence</li> </ul>	The agency makes use of the Community Language Allowance Scheme (CLAS), and monitors its implementation.	Staff with relevant skills for communicating and working with ethnic communities are identified at different levels of the agency, and strategies are developed to supervise and support their performance.	Measures have been taken to asses, apply and upgrade the skills within the staffing profile according to identified client needs and the strategic direction of the agency, including targeted skills development training and work placement.
ACTIVITY AREA 'B': CAPACITY BUILDING AND RESOURCING	ERIA 1. Active involvement of senior management	The CEO and senior management express support for the Principles of Multiculturalism and the agency's multicultural objectives.	The CEO and senior management demonstrate commitment to the agency's multicultural objectives through actions highlighting cultural diversity matters.	The CEO and senior managers use a range of communications, planning and corporate activities to reinforce the agency's multicultural objectives.	ERIA 3. Staffing reflects business needs	Agency identifies the linguistic and inter-cultural skills needed within its client contact positions, to ensure that business requirements are serviced by appropriate human resourcing.	The agency's staffing profile includes positions requiring language and/or multicultural expertise as an essential employment criteria in client service, policy and management areas, as appropriate to the business environment.	Staffing profile, recruitment and professional development strategies are based on research and strategic planning, and enhance the cultural competence of the agency in meeting client needs and carrying out its functions.
ACI	CRITERIA	RANGE 1	RANGE 2	RANGE 3	CRITERIA	RANGE 1	RANGE 2	RANGE 3

ACTIVITY AREA 'C': PROGRAMS AND SERVICES CRITERIA 1. Responsive mainstream and targeted programs findusive of people from diverse language, cultural and religious backgrounds.
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CRIT	CRITERIA 1. Responsive mainstream 1 and targeted programs cs1	2. Interpreter service use	3. Accountability of funded services cs3	> Outcome 5
RANGE 1	Mainstream programs, services and activities include strategies to ensure they are culturally sensitive and inclusive of people from diverse language, cultural and religious backgrounds.	Agency develops, and makes staff aware of guidelines on the use of interpreters. Agency uses the services of accredited interpreters on-site, or by telephone as appropriate.	Contracted-out and funded services have accountability measures which aim to ensure the participation and inclusion of people from diverse cultural backgrounds.	Access and equity Barriers to the accessibility of services for people of or thimally
RANGE 2	Identified needs of client groups are addressed through both mainstream and targeted services and programs. Participation strategies improve outcomes for people in regional and rural areas, and for other groups with additional needs, such as new arrivals and refugees.	Agency has a budget for interpreter services, and interpreter use is monitored and reviewed across the agency and its funded services.	Agency selection processes for funded and contracted-out services include criteria on cultural and linguistic diversity and provision of language services. Contracted-out and funded services are required to develop indicators relating to cultural diversity performance.	linguistically and religiously diverse backgrounds are identified, and programs
RANGE 3	Cross-agency collaboration on policy and programs improves responsiveness of the public sector to the complex needs of culturally and linguistically diverse groups.	Agency has developed strategies to enhance interpreter provision, including in regional and rural areas, and can identify occasions of interpreter use by language and area.	Agency conducts systematic evaluation of the performance and outcomes of contracted-out and funded services for culturally diverse client groups, including those with additional or complex needs.	
	C51.3	C.5.23	C.5.3.3	C.5
CRIT	CRITERIA 4. Planned communication	5. Emerging technology use	> Outcome 6	
RANGE 1	Written, and audio/visual materials are translated into priority community languages, as identified through client data.	Agency utilises telephonic and/or video-conferencing facilities for the provision of interpreting services, and static website links in targeted community languages to provide information and access to services.	<b>Communication</b> A range of communication formate and	
KANGE 2	A planned approach is taken to targeting linguistically and culturally diverse groups for information, community education and marketing campaigns, using a range of communication channels.	A range of telecommunication and video-link technologies are utilised to assist with interpreted verbal interaction, and information is disseminated in targeted languages through multi-media and web-based programs.	to inform people from culturally, linguistically and religiously diverse hackerounds about	
RANGE 3	Mainstream communication strategies include targeted multilingual / multicultural components. As part of this strategy, agency undertakes research, development, placement in the most appropriate communication channels, identification of budget allocation, and evaluation of outcomes for culturally diverse clients.	Advanced and emerging technologies are harmessed by the agency for application to its interactive and proactive communication processes, leading to innovative program and service delivery to people from culturally and linguistically diverse backgrounds.	agency programs, services and activities.	



## APPENDIX B – PREMIER'S MEMORANDUM M2012–19 MULTICULTURAL POLICIES AND SERVICES PROGRAM – ENDORSEMENT OF MULTICULTURAL PLANS (DATE OF ISSUE 19 DECEMBER 2012)

For over thirty years, New South Wales has been at the forefront in developing and delivering programs and services that are responsive to the demands of our multicultural society.

The Principles of Multiculturalism within the *Community Relations Commission and Principles of Multiculturalism Act 2000* (the Act) provide a clear policy statement about the importance of equitable and respectful NSW government service delivery to our diverse community, while underscoring the importance of our rule of law, public institutions, democratic framework and the English language as the foundational structure upon which all policy-making and service delivery should be based.

Under the Act, it is the responsibility of the chief executive officer of every NSW public authority to ensure that these principles are implemented throughout the business of their agencies. The Multicultural Policies and Services Program (MPSP), led by the Community Relations Commission (CRC), assists agencies to implement the Principles of Multiculturalism and to report on their public sector accountabilities in this area.

The MPSP requires all agencies to maintain a multicultural plan and report on it regularly either through their Annual Reports, or through the Annual Report of their Principal Department. Resources and advice are available through the CRC, to ensure that common outcomes are addressed across the whole public sector.

In addition, the Directors-General of all Departments are required to provide the CRC with more comprehensive information about the planning and implementation activities of key agencies within their administrative cluster. Key agencies are designated by the CRC, based on their higher levels of contact with the public, the significance of the services they deliver to our community, and/or their strategic value in meeting the multicultural objectives of the State. A list of current key agencies is attached.

The CRC assesses the MPSP reports of all key agencies on an annual cycle, and provides feedback to the relevant Director-General and chief executive(s). Within three months of receipt of that feedback, the Director-General must provide an account of the performance of every key agency within their Cluster to the relevant Minister(s).

Every year, the CRC is required to prepare a report on the effectiveness of public authorities in implementing the Principles of Multiculturalism, which the Minister for Citizenship and Communities must table in Parliament.

Barry O'Farrell MP Premier

## APPENDIX C – MULTICULTURAL COORDINATORS FORUMS 2012

#### 15 February, Sydney

- 'Services provided by LawAccess NSW in 2012', by Mia Zahra, LawAccess NSW
- 'Community Ambassadors program at the Art Gallery NSW', by Ann Macarthur, Art Gallery NSW

#### 21 March, Wagga Wagga

- 'Services provided by LawAccess NSW in 2012', by Mia Zahra, LawAccess NSW
- 'Skilled migration', by Lani Houston, Regional Development Australia Riverina

#### 16 May, Sydney

- Held at the Art Gallery of NSW, forum members were invited to attend the launch of the 2011 Community Relations Report
- Terms of Reference for the Audit Office report Performance of NSW agencies with respect to Humanitarian entrants, Steffanie von Helle, Director, Government Relations, Community Relations Commission
- Welcome address by Anne Flanagan, Acting Director, Art Gallery of NSW
- Address by Dr Stepan Kerkyasharian AO, Chair, Community Relations Commission
- Launch of the 2011 Community Relations Report: The Diversity Dividend by the Hon Victor Dominello MP, Minister for Citizenship and Communities

#### 13 June, Coffs Harbour

- 'NSW 2021 State and Regional Action Plans', by Greg Watt, Regional Liaison Office, NSW Department of Premier & Cabinet
- Community Relations Report 2011, Multicultural Advantage Action Plan, Multicultural March, by Steffanie von Helle, Director, Government Relations, Community Relations Commission

#### 15 August, Wagga Wagga

- 'Culturally and linguistically diverse service delivery and staff reintegration', by Joel Pensen, Murrumbidgee Local Health District
- 'The 2011 Census in NSW', by Paul Roper and Prue Rigg, Australian Bureau of Statistics

#### 12 September, Sydney

- 'Settlement of humanitarian entrants', by Adam Blinman, Department of Immigration and Citizenship
- 'Settlement Grants Program', by Cathy Milne, Department of Immigration and Citizenship
- 'Multicultural Services at the State Library', by Oriana Acevedo, State Library of NSW

#### 14 November, Coffs Harbour

 'Opening the Doors: alternative employment opportunities for people from culturally and linguistically diverse backgrounds', by Dianne Jacobus, Multicultural Development Outreach Worker, Boambee East Community Centre

#### 12 December, Sydney

• No forum was held in December due to the scheduling of the forum 'Is Sydney more racist than Melbourne?' held at the Metcalfe Auditorium, State Library of NSW, to which the forum members were invited

## APPENDIX D – ANNUAL REPORT COMPLIANCE

Under annual reporting legislation, Departments, Statutory Bodies and State Owned Corporations are required to provide information in their annual report on implementation of their Multicultural Policies and Services Plan.

Under Schedule 1 of the Annual Reports (Departments) Regulation 2010 Departments are required to include:

A statement setting out the key multicultural strategies proposed by the Department for the following year and the progress in implementing the Department's multicultural policies and services plan and information as to the multicultural policies and services plans of any body reporting to the Department.

A similar regulation applies to Statutory Bodies.

All agencies are required to provide the Community Relations Commission with an extract from their annual report, so the Commission can assess compliance with these requirements.

The Commission reports the following levels of compliance:

#### Fully compliant

The following agencies met the requirements of the regulations, and reported BOTH on implementation of their multicultural plan in the year under report, and on multicultural priorities for the following year:

Art Gallery of NSW

Charles Sturt University

Cobar Water Board Division

Community Relations Commission For a multicultural NSW

Consumer, Trader and Tenancy Tribunal

Dams Safety Committee

Delta Electricity

Department of Attorney General and Justice

Department of Education and Communities

Department of Family and Community Services

Department of Finance and Services

#### Department of Premier and Cabinet

Department of Transport (Transport for NSW)

Eraring Energy

Essential Energy

Endeavour Energy

Fire and Rescue NSW

Game Council of NSW

Hunter Water Corporation

Independent Commission Against Corruption

Independent Transport Safety Regulator

Judicial Commission of NSW

Livestock Health and Pests Authorities, State Management Council

Long Service Corporation

Macquarie University

Mine Subsidence Board

Newcastle Port Corporation

NSW Architects Registration Board

NSW Board of Vocational Education and Training

**NSW Police Force** 

NSW Rural Fire Service

NSW Trade and Investment

Office of the Board of Studies

Office of the Director of Public Prosecutions

Office of Transport Safety Investigations

Ombudsman's Office

Powerhouse Museum

Roads and Maritime Services

SAS Trustee Corporation Division (State Super)

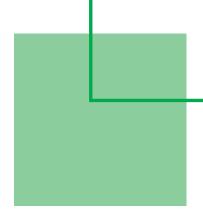
Southern Cross University

Southern Rivers Catchment Management Authority

Sydney Catchment Authority Division

Sydney Cricket and Sports Ground Sports Trust

Sydney Ferries (ceased to exist from 28 July 2012)



- Sydney Olympic Park Authority
- Sydney Opera House Trust
- Sydney Water Corporation
- The Audit Office of New South Wales
- The Treasury
- TransGrid
- University of New England
- University of Sydney
- University of Technology Sydney
- University of Western Sydney
- University of Wollongong
- Wentworth Park Sporting Complex Trust

#### Partially compliant

The following agencies ONLY reported on implementation of their multicultural plan in the reporting year. Agencies are also required to report on multicultural priorities for the following year to be assessed as fully compliant.

- Anti-Discrimination Board of NSW
- Legal Aid Commission NSW
- Mental Health Review Tribunal
- State Library of New South Wales
- University of Newcastle
- University of NSW
- Veterinary Practitioners Board

#### Small agencies

In late 2007, annual reporting regulations were amended so small agencies need only report on their multicultural strategies and progress triennially (every three years).

Treasury Circular TC08/08 defines a 'small department or statutory body [as] one where less than 200 full time equivalent officers and employees are employed on the last day of the reporting year.' This Circular also indicated that the new arrangements did not reduce agencies' responsibilities to apply multicultural policies and procedures.

#### Small agencies reporting in 2013

The following small agencies are required to report next year (2013), on implementation progress against their multicultural plan in the past three years, and their multicultural priorities for the next three years:

- Centennial Park and Moore Park Trust
- Commission for Children and Young People
- Independent Pricing and Regulatory Tribunal
- Institute of Teachers
- Energy Corporation of NSW
- Lord Howe Island Board
- Police Integrity Commission
- Public Transport Ticketing Corporation
- State Property Authority
- Wild Dog Destruction Board
- Workers' Compensation Dust Diseases Board

#### Small agencies reporting in 2014

The following small agencies are required to report in 2014:

- Cancer Council of NSW
- Chiropractic Council of NSW
- Dental Council of NSW
- Health Care Complaints Commission
- Information and Privacy Commission
  - Infrastructure NSW
- Ministry for Police and Emergency Services
- Motor Accidents Authority of NSW
- Natural Resources Commission
- NSW Crime Commission
- NSW Rural Assistance Authority
- Office of the NSW Electoral Commission
- Optometry Council of New South Wales
- Osteopathy Council of New South Wales
- Parramatta Park Trust

Pharmacy Council of NSW

Physiotherapy Council of New South Wales

Podiatry Council of NSW

Psychology Council of NSW

Rice Marketing Board

State Emergency Service

Sydney Metropolitan Development Authority

#### Small agencies reporting in 2015

The following small agencies are required to report in 2015:

Director of Public Prosecutions

Livestock Health and Pest Authority – State Management Council

Long Service Corporation

Mine Subsidence Board

NSW Board of Vocational Education and Training

SAS Trustee Corporation Division (State Super)

Sydney Cricket and Sports Ground Sports Trust

Wentworth Park Sporting Complex Trust

#### Agencies reporting through other agencies

The following agencies report on multicultural implementation through their Principal Department:

Aboriginal Housing Office

Barangaroo Delivery Authority

Board of Surveying and Spatial Information

Building Insurers' Guarantee Corporation

Building Professionals Board

Chipping Norton Lakes Authority

Fair Trading Administration Corporation

Historic Houses Trust

Home Care Service of NSW

Hunter Development Corporation

Independent Liquor and Gaming Authority

Jenolan Caves Reserve Trust

Lake Illawarra Authority Legal Profession Admission Board Luna Park Reserve Trust Motor Vehicle Repair Industry Authority NSW Government Telecommunications Authority NSW Land and Housing Corporation Office of Environment and Heritage Office of the Hawkesbury-Nepean Public Transport Ticketing Corporation Rental Bond Board Royal Botanic Gardens and Domain Trust Teacher Housing Authority of New South Wales Venues NSW Waste Assets Management Corporation **Reports not submitted** The following agencies did not provide the Community Relations Commission with a copy of their annual report, and could not be assessed for compliance:

Australian Museum Trust

Department of Planning and Infrastructure

Destination NSW

Medical Council of NSW

Ministry of Health

NSW Institute of Psychiatry

NSW Self Insurance Corporation

NSW Trustee and Guardian

Nursing and Midwifery Council of NSW

Public Service Commission

State Records Authority

## APPENDIX E – MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORTING FOR 2013

Under Premier's Memorandum M2012–19 Multicultural Policies and Services Program – Endorsement of Multicultural Plans, the Principal Department will be responsible for ensuring that the nominated key agencies within the cluster develop a multicultural plan and progress implementation reports in accordance with the provisions of the MPSP.

## **Department of Education and Communities** collates a report for the following agencies:

- the Education divisions of the entire Department (including schools and TAFE)
- Office of Communities.

**NSW Police Force** collates a report for the whole agency.

**Department of Health** collates a report for the following agencies:

NSW Health Districts.

Department of Family and Community Services collates a report for the following agencies:

- Ageing, Disability and Home Care
- Community Services
- Housing NSW.

Department of Trade and Investment, Regional Infrastructure and Services collates a report for the whole Department.

Department of Attorney General and Justice collates a report for the following agencies:

- Attorney General's Division
- Corrective Services
- Juvenile Justice.

**Legal Aid** prepares a separate report as an independent authority.

**Department of Premier and Cabinet** collates a report for the Division of Local Government.

**Department of Finance and Services** collates a report for the whole Department, with a special focus on the following agencies:

- Fair Trading
- Industrial Relations.

**Transport for NSW** collates a report for the whole agency with a special focus on Roads and Maritime Services (particularly the component that was formerly the Roads and Traffic Authority).

The Treasury does not have key agencies attached to it at the present time, but should maintain a supportive oversight of all agencies within that cluster implementing their legislated obligations under the MPSP.

## APPENDIX F – PREMIER'S MEMORANDUM M2011–06 LANGUAGE SERVICES PROVISION IN MULTICULTURAL NSW (DATE OF ISSUE 25 FEBRUARY 2011)

Since July 1998, it has been NSW Government policy that NSW Government agencies fund the provision of language services (that is, interpreters and translated materials) when dealing with clients, in order to provide all clients with access to Government services.

These arrangements are consistent with the principles of multiculturalism, which are enshrined as the policy of the State in the *Community Relations Commission and Principles of Multiculturalism Act 2000.* The Act specifies the need to respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework, and for all institutions within the State to recognise and promote the linguistic and cultural assets in the population of New South Wales as a valuable resource.

NSW Government agencies are expected to ensure that interpreter services are provided to clients when needed, and that appropriate translated materials are made available to support service delivery, promote workplace safety, and encourage business and commerce within New South Wales and in international trade.

NSW Government agencies are also required to ensure that contracts with private providers and funding agreements with non-government organizations identify a budget for interpreting and translating, appropriate to the services provided and the needs of the clients of the service, and that appropriate monitoring processes are included in the contracts or funding agreements.

State Owned Corporations should consider whether provision of language services will enhance their business activities, when dealing with clients from non-English speaking backgrounds.

The lead NSW Government agency for interpreting and translating services is the Community Relations Commission, and further information on language service provision may be obtained by contacting the Language Services Division, at the Commission on telephone (02) 8255 6767.

Kristina Keneally MP Premier

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