



Multicultural  
NSW



TOGETHER WE  
*thrive*

MULTICULTURAL NSW  
COMMUNITY RELATIONS REPORT 2017-18



## NEW SOUTH WALES GOVERNMENT

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# SUBMISSION LETTER

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It is a pleasure to submit the 2017-2018 report on the state of community relations in NSW for presentation by the Minister for Multiculturalism to the Parliament of New South Wales.

This report fulfils our annual obligation under Section 14 of the *Multicultural NSW Act 2000* which requires Multicultural NSW to prepare a report each financial year on the state of community relations in NSW and our cultural diversity. This includes an assessment of the effectiveness of public authorities in observing the *multicultural principles* stated in the Act in the conduct of their affairs.

**Joseph La Posta**

Chief Executive Officer



# FROM THE CHAIR AND CEO

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The NSW Government agency we lead, Multicultural NSW, has a remit to build and advance a unified society that benefits all people in our State. Building social unity and community harmony is a priority for the NSW Government. This has been an ongoing focus in NSW since the creation of the *Ethnic Affairs Act 1979* and more recently the *Multicultural NSW Act 2000*.

As mandated by the Act, Multicultural NSW maintains a watching brief over the state of community relations in NSW and reports its observations to NSW Parliament each year.

It is with great pleasure that we present the Community Relations Report 2017-18.

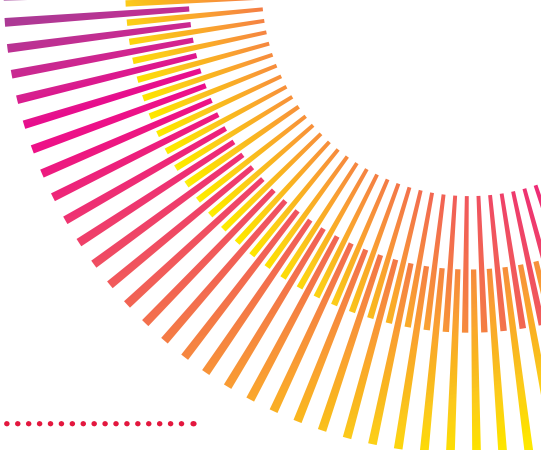
We ardently believe multiculturalism to be one of our State's great strengths, and the good news in the Community Relations Report 2017-18 is that this view is widely shared. The report clearly shows a commitment across NSW to maintaining community harmony and cohesion.

As with so many initiatives, collaboration is everything. The report highlights the importance of partnerships among governments, the non-government sector and corporate entities in achieving these objectives.

A powerful example of such collaboration is the work of the Coordinator General for Refugee Resettlement, supported by Multicultural NSW. This approach reinforces the benefits of well-coordinated teamwork across all sectors in advancing opportunities for refugees to build new lives in NSW.

Over the 2017-18 reporting year, our stakeholders across government, non-government, community and sports sectors demonstrated a strong record of delivering on inclusive and culturally aware policies and initiatives. Their achievements, observations and recommendations on how to improve policies and programs are recorded in the chapter titled 'Social Cohesion in NSW'.

As we have noted in our Submission Letter, a function of the Multicultural Policies and Services Program (MPSP) is to help NSW Government agencies to implement the *multicultural principles*. It is also a vehicle for public sector accountability in this area. To this end, this document includes the MPSP reports of the Department of Education, the Department of Family and Community Services, NSW Health and the Department of Planning and Environment.



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Throughout 2017-18, Multicultural NSW made significant progress in facilitating and supporting community resilience, religious harmony, regional development and celebrations of cultural diversity. An overview of our contribution including the grants program is recorded in 'Our Targeted Activities' chapter.

We also wanted to take this opportunity to thank the members of the Multicultural NSW Advisory Board for so generously contributing their expertise and understanding of key issues affecting NSW's culturally and linguistically diverse (CALD) communities.

We reflect on the achievements of 2017-18 with a sense of pride and satisfaction. However, our research and policy frameworks developed over the year have highlighted and strengthened our resolve to continue to champion long-standing and sustainable initiatives which deliver positive change for the migrant communities and refugees we currently aspire to engage.

We look forward to continuing to work with all our stakeholders to foster intercultural harmony and advance multicultural policy in NSW.



**Dr G.K (Hari) Harinath**  
Chair Multicultural NSW Advisory Board



**Joseph La Posta**  
Chief Executive Officer

# WHO WE ARE IN NSW

NSW was the first state in Australia and the second in the world to introduce a policy that promotes cultural and linguistic diversity as a social and economic advantage. Legislation that dates back to 1979 has helped NSW draw migrants and refugees from all over the world, to the State's great benefit.

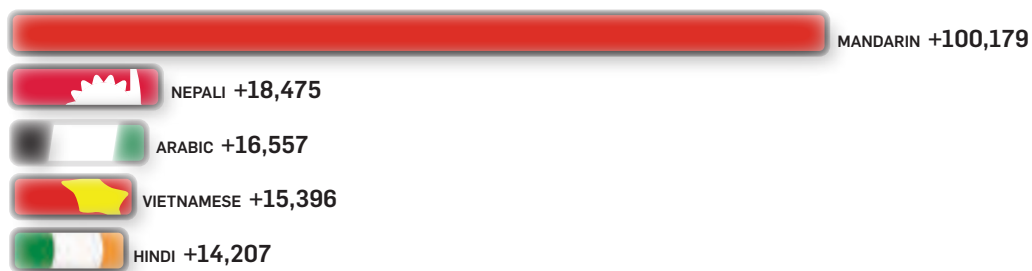
The following graphics, based mostly on 2016 Census data, reflect the current shape of NSW referring to languages, residence and religions. Included is a special mention of international students, who in 2017 contributed \$11.25 billion towards the NSW economy (Australian Government DET Research Snapshot June 2018).

## TOP 5 BIRTHPLACES OF MIGRANTS IN NSW\*



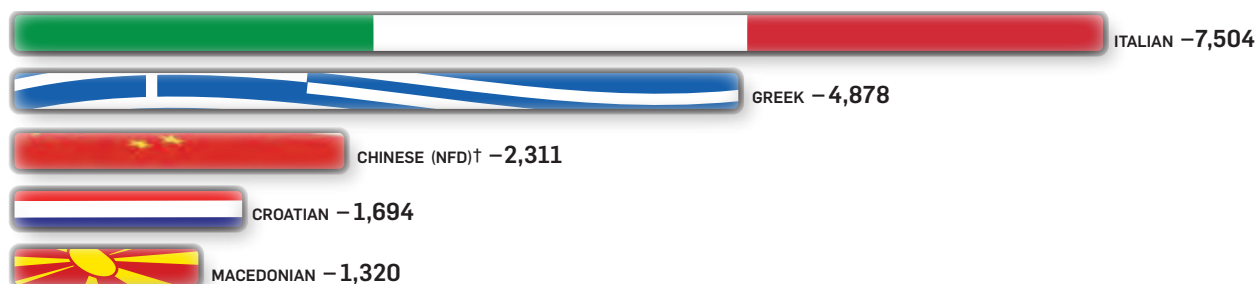
\*Excludes those born in Australia. †Excludes special administrative regions and Taiwan (Source: ABS 2016 Census)

## LANGUAGES THAT RECORDED LARGEST INCREASES IN NUMBER OF SPEAKERS FROM 2011 TO 2016\*



\*Excludes English; based on 2011 and 2016 Census figures (Source: MNSW id profiles)

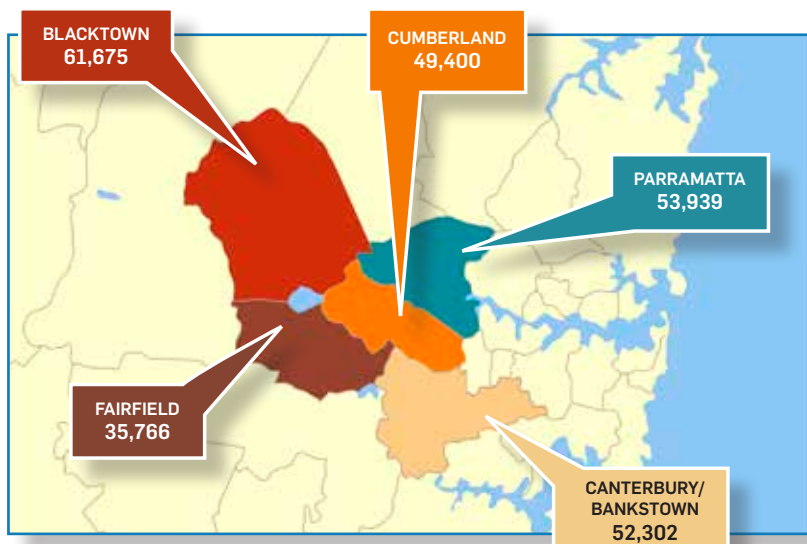
## LANGUAGES THAT RECORDED LARGEST DECREASES IN NUMBER OF SPEAKERS FROM 2011 TO 2016\*



\*Excludes English; based on 2011 and 2016 Census figures. †Not further defined (Source: MNSW id profiles)



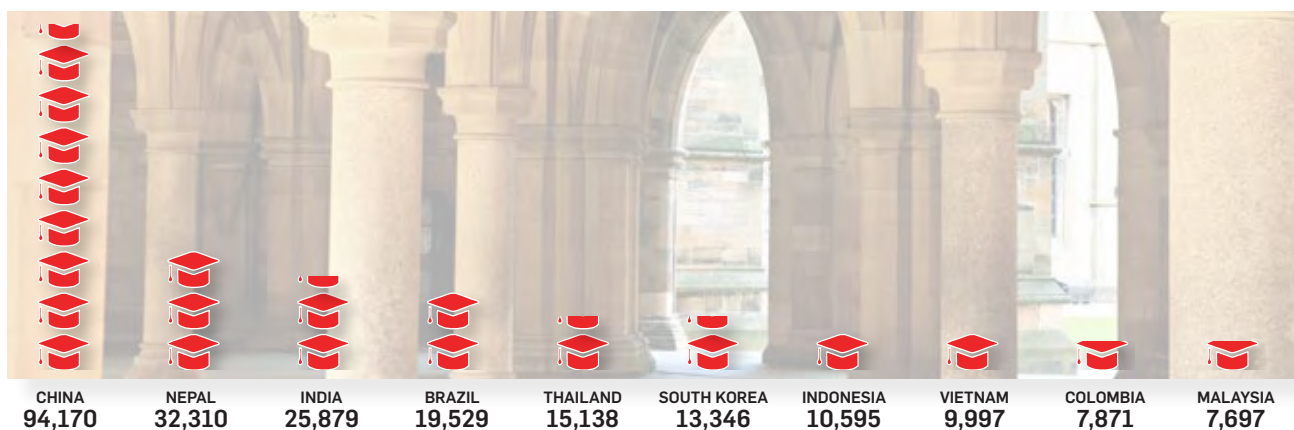
## WHERE NEW ARRIVALS LIVE – TOP 5 LOCAL GOVERNMENT AREAS\*



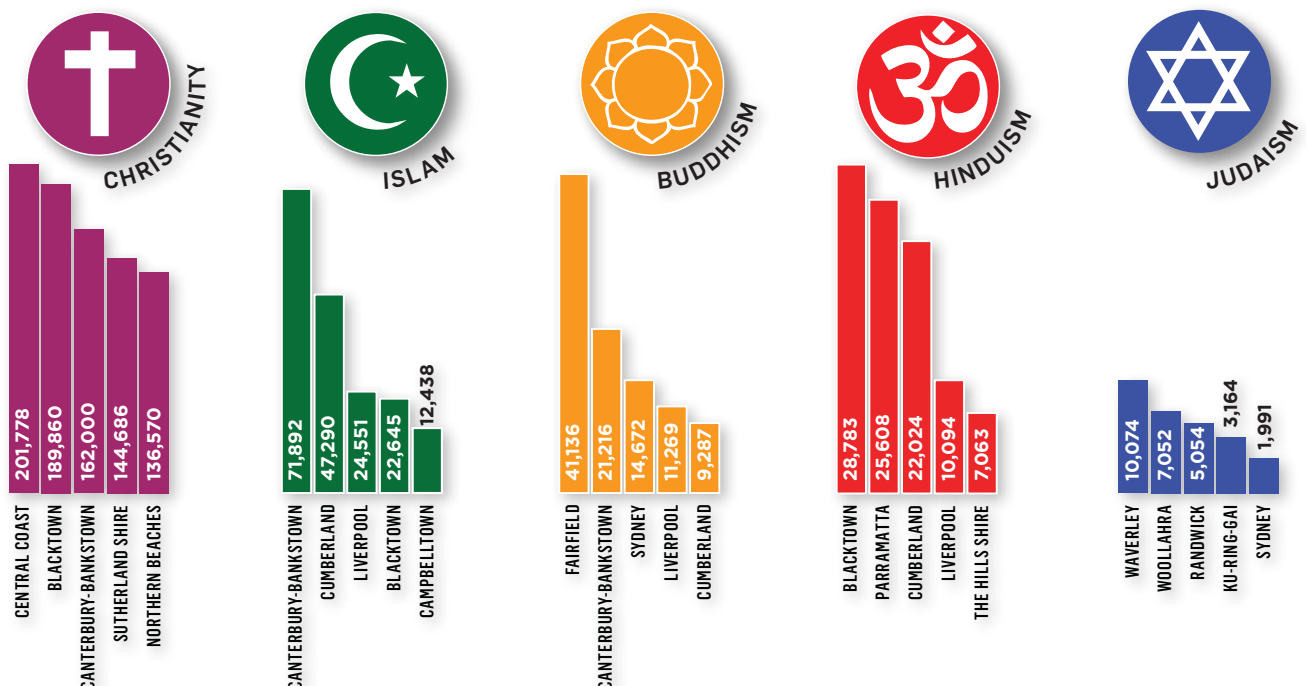
\*Combines skilled, family, humanitarian and other permanent streams  
(Source: ABS 2016 Census)

## INTERNATIONAL STUDENTS ENROLMENTS – TOP 10 NATIONALITIES\*

\*As at 20 December 2018 (Source: Department of Education and Training)



## TOP 5 RELIGIOUS BELIEFS BY LOCAL GOVERNMENT AREA\*



\*Excludes inadequately described and not stated responses (Source: ABS 2016 Census)




# STAKEHOLDERS' PERSPECTIVES

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The *multicultural principles* as stated in the *Multicultural NSW Act 2000* require that everyone should be able to make use of, and participate in, activities and programs provided by or administered by the NSW Government.

In 2017-18, Multicultural NSW continued to work closely with stakeholders in the government, non-government, community and sports sectors to promote the principles and foster NSW's social cohesion. Here, several of these stakeholders share their perspectives on the state of community relations.





# KEY THEMES ABOUT SOCIAL COHESION

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- Strong social cohesion was maintained in the community and between ethnic communities.
- Some ethnic communities reported concerns about how segments of the broader community perceived them.
- Elements which impacted social cohesion included:
  - public debates on migration and refugees, particularly a suggested link between the level of migration and pressure on infrastructure
  - policy changes regarding support for people settling in Australia, e.g. extending the wait time to access Newstart
  - lack of employment opportunities and the struggle for recognition of qualifications and skills gained overseas
  - media sensationalism of issues involving migrants and refugees.
- The NSW Government's refugee support through the work led by the Coordinator General for Refugee Resettlement (CGRR) had positive impacts.

## ***We spoke to:***

*Multicultural Communities  
Council of Illawarra*

*Multicultural Communities  
Council of Wagga Wagga*

*Ethnic Communities'  
Council of NSW*

*Settlement Services  
International*

*Australian Red Cross*

*National Rugby  
League (NRL)*

*Australian Football  
League (AFL)*

# ETHNIC AND MULTICULTURAL COMMUNITY COUNCILS

These member-based autonomous community organisations promote multiculturalism and work towards an inclusive society that embraces, celebrates and values cultural diversity. The councils deliver a range of programs and services and advocate for social cohesion.

In 2017-18, they continued to deliver, in partnership with Multicultural NSW or by themselves, programs, campaigns and events that promoted social cohesion. Their initiatives were aimed at 'normalising' diversity, celebrating inclusion, highlighting shared values and ensuring access and equity for people from diverse backgrounds.

## SETTLEMENT SERVICE PROVIDERS

Settlement service providers help their refugee clients to build the skills and knowledge they need to become self reliant through a needs-based, case-management approach during the initial settlement period.

Two of these providers, Settlement Services International (SSI) and the Australian Red Cross, provide high-quality services to help refugees identify their needs and goals and develop individual case-management plans. Their help covers areas such as housing, health, language services, education and training, and employment.



## SPORTING BODIES

Sport provides a powerful vehicle for promoting inclusion and breaking down cultural, political and social barriers. In Australia, sport and sporting organisations contribute greatly to many aspects of social cohesion.

Key stakeholders the Australian Football League (AFL) and National Rugby League (NRL) have community engagement teams focused on building communities, recognising diversity and promoting inclusivity.







Sports is  
the one place  
everyone can feel  
safe and united.







# PERSPECTIVES – ISSUES AFFECTING SOCIAL COHESION

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***Ethnic and multicultural community councils*** identified challenges within certain communities because of events elsewhere in Australia and overseas. They flagged that lack of balance in some communities may lead to mistrust and disharmony.

The councils also noticed that members of some culturally and linguistically diverse (CALD) communities had poor access to services, especially if they were ineligible for settlement support. Specialist services could not assist those with multiple needs. The councils suggested integrated support programs which ensured collaboration and delivery of services to communities affected.

The councils acknowledged the efforts of the NSW Government to address the challenges through their partnerships with Multicultural NSW. They stated that more work in this area is needed to establish closer ties with other government agencies including federal and local governments.

***SSI and the Australian Red Cross*** commended the NSW Government's coordinated approach to working with community and service providers to successfully settle refugees.

Both organisations acknowledged the overall positive tone of community relations in NSW, yet noted that challenges existed due to events elsewhere in Australia and overseas.

The two bodies referred to changes to federal policies and legislation that deal with refugees and new migrants in 2017-18, and the importance of strong collaboration between State and Federal governments.

Through its support for the CGRR and its own initiatives, Multicultural NSW continues to coordinate efforts across many sectors to monitor the impact of the changes and to advocate for refugees and new migrants.

***The AFL and NRL*** noted the media commentary and public debate over migration and settlement and the need for proactive commentaries to balance the perspective.

The two sporting bodies stated they had observed an increased willingness to help, e.g. more organisations were joining partnerships intended to improve community cohesion.

They noted the gap in understanding between young people and community elders of CALD backgrounds could block positive community action.

Multicultural NSW shares their belief that sport significantly reduces social tensions and promotes harmony. It partnered with the NRL in delivering the highly regarded In League In Harmony program in 2017-18, its first full year. We will continue to encourage and support sport programs through our Community Partnership Action (COMPACT) and other grant programs.

# RECOMMENDATIONS FOR FUTURE POLICY

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**Ethnic and multicultural community councils** believe there is a need for government and other bodies to:

- include long-term sustainable funding models
- provide more support to help people, especially new arrivals.

**SSI and the Australian Red Cross** called for:

- more resources for regional areas as the NSW Government is encouraging humanitarian settlement there
- increased capacity to help communities prepare to take in refugees and new migrants

Strengthening the capacity of regional towns to attract and retain refugees is an ongoing priority of the Coordinator General for Refugee Resettlement, as is working with the Commonwealth on opportunities to enhance settlement support.

To further strengthen social cohesion, the **AFL and NRL** suggested:

- using positive role models, such as sports or music stars, to deliver positive messages to young people and the community at large
- better use of media and social media to deliver positive and successful stories of migrants and refugees.

Multicultural NSW acknowledges the policy recommendations of our stakeholders and shares their enthusiasm to see more done to support the regional communities. The agency is committed to elevating the benefits and opportunities of engaging and delivering across the entire government in NSW.

Many regional towns are keen to open their communities but need guidance and time to build momentum for change.



# REFUGEE SETTLEMENT

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In 2015, the NSW Premier appointed Professor Peter Shergold as Coordinator General for Refugee Resettlement (CGRR) to ensure the NSW Government was ready for the arrival of an additional 12,000 refugees to Australia.

# REPORT ON THE WORK OF THE COORDINATOR GENERAL FOR REFUGEE RESETTLEMENT

In 2017-18, Professor Shergold spent a third year building on his advances of previous years and expanding his focus to cover a broader range of refugees.

Between 1 July 2017 and 30 June 2018, NSW successfully settled more than 4,200 humanitarian entrants from 34 different countries, mostly from Syria and Iraq. Nearly 20,200 humanitarian arrivals have been settled in NSW since December 2015.

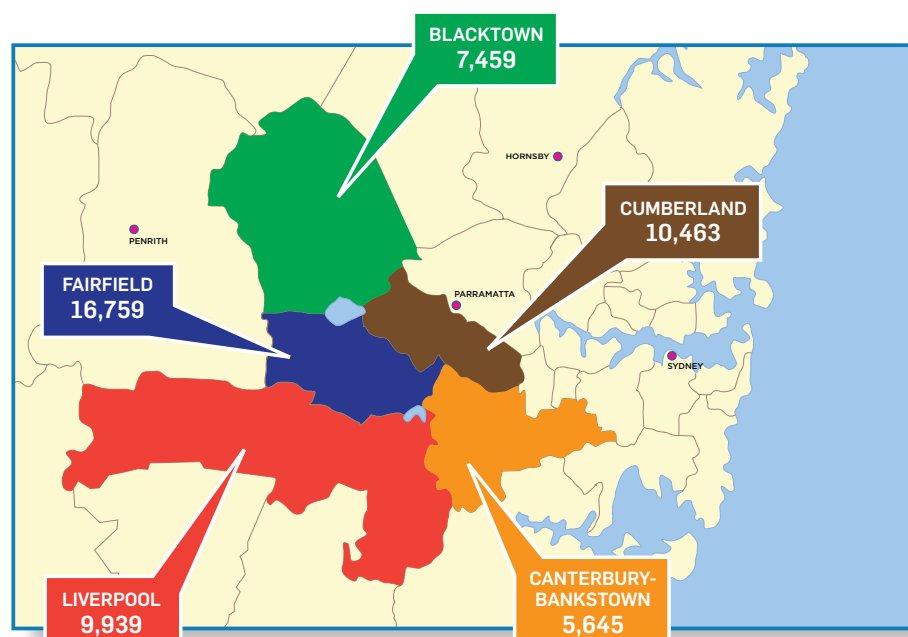
Professor Shergold brought together many different government agencies and community organisations to help newly arrived refugees build new and meaningful lives in our State.

Drawing on the NSW Government's additional four-year investment of more than \$170 million, several services and programs were created. In addition, some existing services were expanded across new sectors, including education, health, trauma support, legal aid and employment.


The CGRR developed the NSW Government Refugee Settlement Outcomes Framework to identify newly funded programs and services that best support newcomers. The framework will help government and non-government agencies to work together more effectively and to address gaps in services and barriers to their delivery. *(Continued next page)*

**Professor Shergold's brief: to coordinate the work of government and non-government agencies and shape a whole-of-community response to settling refugees in NSW.**

## WHERE HUMANITARIAN SETTLERS LIVE – TOP 5 LOCAL GOVERNMENT AREAS IN NSW



(Source: ABS 2016 Census)



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It is important that the NSW Government's investment results in better outcomes for individuals and systems.

Armidale became the seventh primary settlement location in NSW in late 2017. Professor Shergold worked alongside the NSW and Commonwealth governments to ensure that services to support newcomers were in place and to help them access new lifestyle, learning and economic opportunities in this welcoming regional centre.

The CGRR continued to be driven by a strong sense that employment lies at the heart of successful adult settlement and worked closely with the education and corporate sectors to help refugees find jobs.

The Refugee Employment Support Program (RESP), funded by the NSW Department of Industry and delivered by Settlement Services International, grew over 2017-18. RESP leverages the expertise of each sector and supports refugees with tailored case management. In 2017-18, 3,155 participants enrolled with RESP and 585 found employment through it.

Ninety-three people of refugee background also took up opportunities to work within the NSW Public Service, many later securing ongoing employment. Some moved on to jobs outside the public service or returned to full-time education. Government employment can help to provide the Australian work experience crucial as the first rung on the ladder of economic opportunity.

While the settlement of humanitarian arrivals has been concentrated in south-western Sydney, regional and rural towns across NSW have shown strong interest in, and enthusiasm for, settling people in their areas. Refugee communities in Sydney have also shown interest in relocating.

The Department of Premier and Cabinet (DPC) and Multicultural NSW continued to work closely in 2017-18 to facilitate connections between refugees in Sydney and regional communities. They remain particularly focused on those areas where there is goodwill from employers, local leaders and community organisations.

The approach has been underpinned by the report *Refugee Settlement in Regional Areas: Evidence-based good practice* commissioned in 2017 and written by Multicultural NSW Advisory Board member Ms Margaret Piper AM.

The report draws upon several case studies to outline the factors that contribute to successful regional settlement. These elements include housing, education, employment, transport, healthcare and a welcoming and well-prepared community. It also stresses the importance that local communities lead initiatives to encourage people of refugee background living in Sydney to relocate to their regions.



**Looking forward,  
Professor Shergold  
will expand the  
focus on strategies and  
policies regarding  
refugee youth  
engagement in the  
2018-19 year.**



It is important to note that humanitarian arrivals have often been through traumatic experiences. They face obstacles in building new lives in an unfamiliar society. Yet their character, resilience, entrepreneurship and motivation are inspiring. The work that has been done and the initiatives that are underway represent important steps in helping humanitarian entrants in NSW achieve self-reliance and take control of their futures.

## HUMANITARIAN SETTLERS AS STUDENTS – TOP 6 AREAS OF EDUCATIONAL ATTAINMENT



(Source: ABS 2016 Census; excludes not applicable, not stated responses)

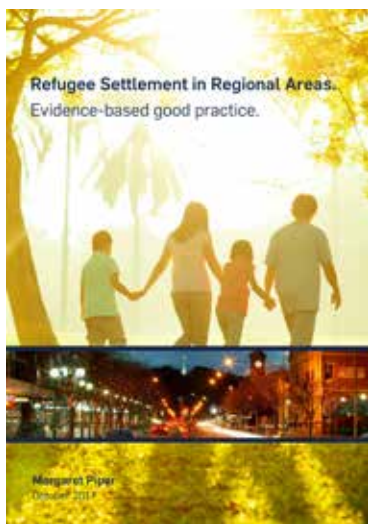
## WHERE HUMANITARIAN SETTLERS WORK – TOP 5 INDUSTRIES



(Source: ABS 2016 Census; excludes not applicable, not stated and inadequately described responses)

# BUILDING WELCOMING AND ATTRACTIVE REGIONAL COMMUNITIES

## CASE STUDY



### ALBURY REGIONAL SETTLEMENT FORUM

The Enhancing Business Performance and Building Communities Forum was held in Albury on 30 November 2017. The event was organised by Multicultural NSW and planned in partnership with Regional Development Australia Murray and DPC Regional, Department of Premier and Cabinet.

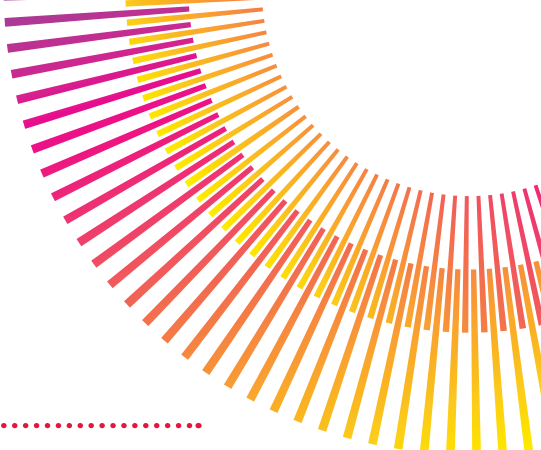
The forum aimed to inform regional communities about the benefits of attracting people of refugee background to regional areas and inspire them to devise strategies to do so. It drew more than 80 participants from business, government, community and service providers from across the Riverina Murray region. Members of the Multicultural NSW Murray Lower Darling Regional Advisory Council also attended.

The Minister for Multiculturalism, the Hon Ray Williams MP, formally launched the report titled *Refugee Settlement in Regional Areas: Evidence-based good practice*, written by Multicultural NSW Advisory Board member Ms Margaret Piper AM.

A range of speakers gave presentations and shared examples of successful regional settlement initiatives and insights into what refugee communities in city areas wanted when considering a move elsewhere.

The final hour involved a workshop session facilitated by the Albury Northside Chamber of Commerce. In small table discussions, participants brainstormed the opportunities available to refugees in their organisations, workforce and communities. They also shared ideas for attracting refugees to the community or region. These included:

- establishing committees of business, training services, government, support services and community representatives to map opportunities and gaps and make plans
- starting small with pilot initiatives which tested strategies and engage service providers, local authorities, employers and others in a shared objective
- involving members of existing refugee and culturally diverse communities.



Participants felt that the Riverina Murray region had the ability and demonstrated experience to support people of refugee background. They highlighted the considerable employment opportunities and infrastructure they could promote to attract and retain newcomers.

Inspired by the forum, several towns have made further enquiries regarding attraction strategies, guided by the NSW Government. Multicultural NSW and DPC will continue to work alongside local stakeholders to support planning at the local level and facilitate connections with interested refugee families in Sydney.



**Brainstorming:** Professor Andrew Jakubowicz (second from left), in 2017 a member of the Multicultural NSW Advisory Board, leads a discussion on how to promote the Riverina Murray to refugees. Clockwise from his left are **Cr Paul Maytom**, Mayor, Leeton Shire Council; **Ms Jackie Kruger**, General Manager, Leeton Shire Council; **Mr Ben Flanigan**, Managing Director, Albury-Wodonga Ethnic Communities Council; **Ms Margaret Rasa**, Vice-President, Rural Australians for Refugees; and a hard-working forum participant.

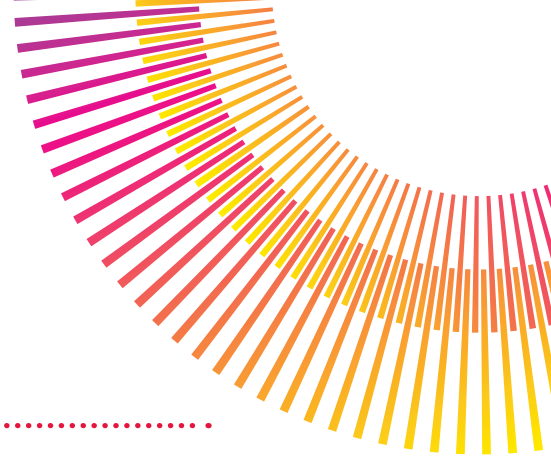


# SOCIAL COHESION IN NSW

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The NSW Government continued to work hard to maintain the State's strong level of community harmony in 2017-18 through programs which ensured participation and access of people from CALD backgrounds. The following are some of the highlights.





# IN LEAGUE IN HARMONY

Sport provides a powerful way of creating a sense of belonging. It helps reduce social tension, unite different communities and is an alternative entry point, assisting social integration. The In League In Harmony program had its first full year in 2017-18 and continues today.

The program aims to promote social cohesion by addressing issues such as social disengagement, racism, gender inequality and bullying and empowering youth to be advocates of change in striving for a more cohesive and inclusive society.

The NRL's In League In Harmony program is an evidence-based youth project funded through COMPACT (see page 29). It has engaged 2,500 students across NSW.

## CASE STUDY

### CHRISTINA TOUCHES DOWN

*In League In Harmony participant Christina Tabone, a Doonside Technology High School student and NRL Youth Advocate, soon became a big fan of the program.*

*'I've learnt a lot about building confidence and leadership skills through this program,' Christina says. 'I'm now not afraid to speak publicly in front of big crowds.'*

*'This program even helped me boost my confidence to run a big event at my school to mark Harmony Day this year.'*

*'Before the program, I wasn't interested in football at all but now I'm keen on understanding the game and am really into watching it with my friends.'*

*'With all the leadership skills I learnt during this program, I'd love to work in community engagement after school to help others.'*

*Their Royal Highnesses the Duke and Duchess of Sussex attended an In League In Harmony event at Macarthur Girls High School in Western Sydney in October 2018.*



The Duke of Sussex observes an In League In Harmony event at Macarthur Girls High School.



The Duchess of Sussex at the In League In Harmony event, with the Premier, the Hon Gladys Berejiklian MP, looking on.



# DIWALI 2017



Diwali (or Deepavali) is recognised as the festival of lights and is celebrated by Hindus across the world.

It is the culmination of a month of celebrations, during which people in the Hindu community wear new colourful clothes, decorate their houses and exchange gifts and sweets with relatives and friends.

Official Diwali celebrations have been organised by the NSW Government for several years to acknowledge and recognise the contributions made by Australian Hindus to the ongoing success of our State's multicultural society.

About 200 community and religious leaders, representing a wide range of faiths, attended the event.



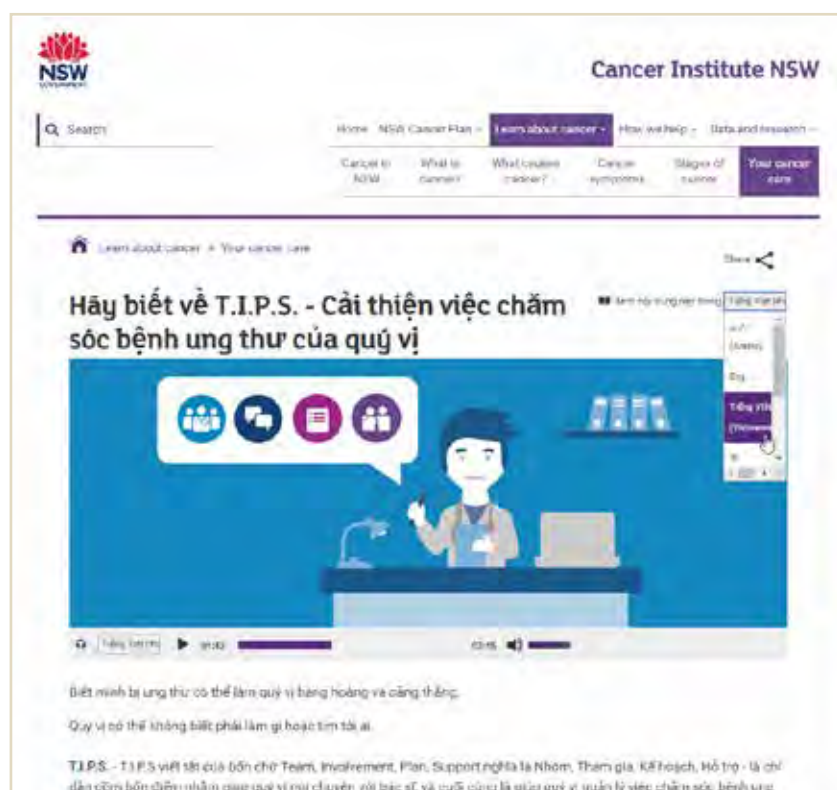
# CANCER INSTITUTE NSW

## MULTIMODAL IN-LANGUAGE RESOURCES

To address the issues of people who are affected by cancer and cannot read or write in their native languages or who have low English proficiency, Cancer Institute NSW launched its multimodal multilingual resources.

The initiative is part of its TIPS (Team, Involvement, Plan, Support) campaign. TIPS is intended to help people affected by cancer to communicate better with health professionals.

The campaign resources were translated into Arabic, Vietnamese and simplified and traditional Chinese. Multimodal formats include in-language web pages, audio recordings of these pages for those who could not read their language and videos in Mandarin, Cantonese, Vietnamese and Arabic.





# NSW ELECTORAL COMMISSION

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## THE VOTE TALK

The Vote Talk pilot project is a collaboration between the Australian Electoral Commission, the NSW Electoral Commission and the Ethnic Communities' Council of NSW. Planning for it began in March 2018.

Under a 'cascade training' model, bilingual facilitators are being trained to deliver key messages about enrolment, voting and working at elections within ethnic communities.

Facilitators are generating in-language content for multicultural radio stations by interviewing community members about their attitudes and experiences of enrolment and voting. They are also participating in radio interviews which will then be edited and published as podcasts. Content will be broadcast before the NSW State election (23 March 2019) and the federal election (scheduled for some time in 2019).





# FIRE AND RESCUE NSW

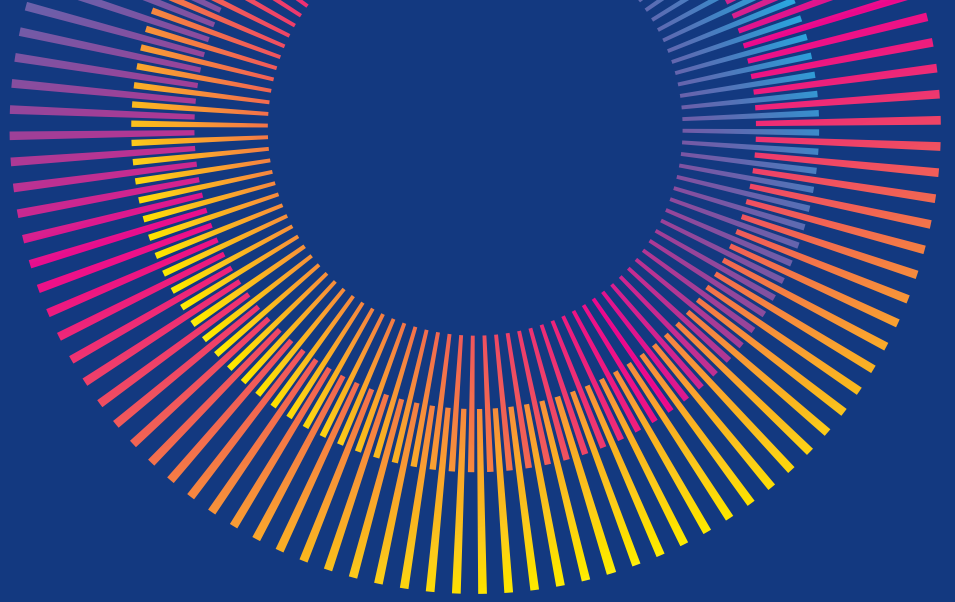
## FIRE SAFETY AWARENESS WORKSHOPS

The Lakemba and Bankstown fire stations ran 15 fire safety workshops for staff and students of Navitas English. Navitas teaches eligible migrants and humanitarian entrants English and settlement skills.

More than 270 students and staff participated in the workshops, which promoted fire safety with a focus on smoke alarms, how to call 000 and to 'keep looking when cooking'. Pre-school sessions for 25 toddlers were conducted at an on-site crèche.

FRNSW remains committed to developing the relationship with CALD communities to help them prepare for emergencies and enhance their wellbeing.



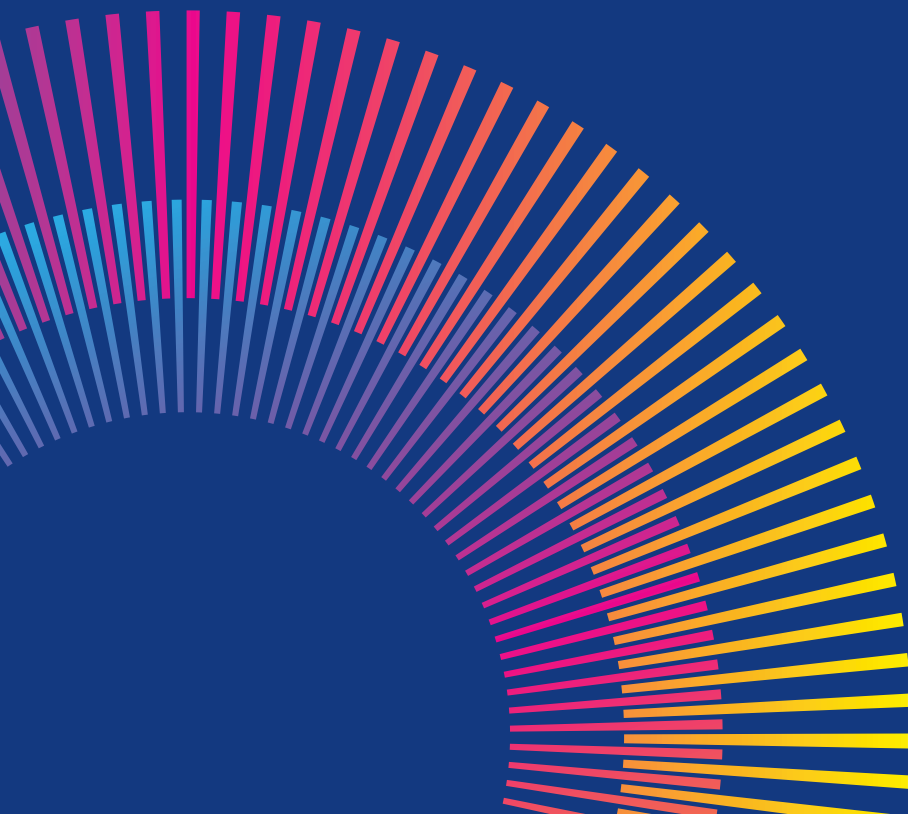


# TARGETED ACTIVITIES

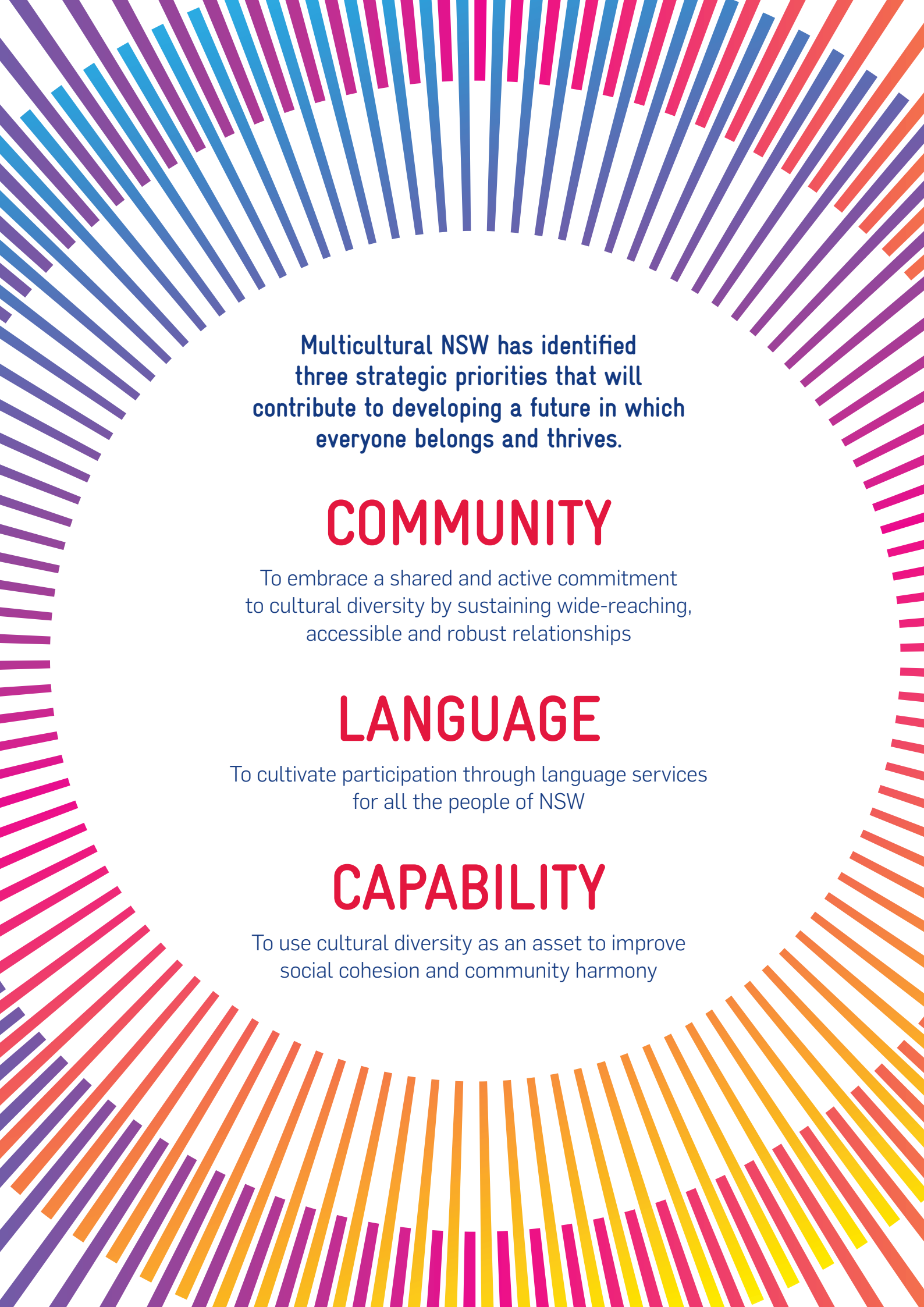
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Multicultural NSW aims to promote a cohesive and harmonious multicultural society with mutual respect for and understanding of cultural diversity. We are committed to ensuring that cultural diversity remains one of our State's greatest strengths.

Multicultural NSW works with the community in many and varied ways. Some of the activities that actively strengthened social cohesion and community harmony in NSW are profiled in this section.







Multicultural NSW has identified  
three strategic priorities that will  
contribute to developing a future in which  
everyone belongs and thrives.

## COMMUNITY

To embrace a shared and active commitment  
to cultural diversity by sustaining wide-reaching,  
accessible and robust relationships

## LANGUAGE

To cultivate participation through language services  
for all the people of NSW

## CAPABILITY

To use cultural diversity as an asset to improve  
social cohesion and community harmony

# REGIONAL ADVISORY COUNCILS

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Multicultural NSW's Regional Advisory Councils (RACs) are central to the NSW Government's community engagement strategy, enabling it to connect with people from CALD backgrounds in metropolitan and regional NSW.

The 12 RACs provide the NSW Government with valuable information about issues affecting communities in regional NSW and metropolitan Sydney. In 2017-18, each RAC held three meetings. Community, government and service providers came together to discuss the wide range of experiences, challenges and aspirations of the communities they serve.

Each region has different needs and challenges. The RACs identify and respond to local needs in an inclusive, nuanced manner to inspire social cohesion and community harmony.

One common theme raised across the RACs during the year in review was the need for additional support in settling newly arrived refugees and migrants. Another was the promotion of the use of professional interpreters to build welcoming communities for newcomers.

RAC members have also helped to share the important message about domestic violence (DV) against women and families in CALD communities and encouraged those experiencing DV to access support services.

## CASE STUDY

### HOW THREE RACS RESPONDED TO THE ISSUE OF DOMESTIC VIOLENCE

*Domestic violence (DV) in CALD communities was one of the important topics discussed in several RACs regions during 2017-18.*

*Recognising that some victims of DV in CALD communities struggle with language and cultural barriers, members of the Hunter & Central Coast RAC discussed the importance of training professionals on how to better support them.*

*One result of the discussion was the collation of a list of services and programs for those affected by DV. It was then shared with broader service networks in the region. The RAC also contributed towards promoting the locally developed Out of the Shadows training program.*

*Out of the Shadows informs workers in the field about the impact of DV on women and families and trains them to support people affected by it.*

*The impact of DV in CALD communities was also discussed with members of the Western NSW and South West Sydney RACS. The discussions highlighted NSW Government and locally generated initiatives aimed at helping those affected by DV.*



## MEET TWO OF OUR 180 REGIONAL ADVISORY COUNCIL MEMBERS



### Illawarra/South East Regional Advisory Council member Yvi Henderson

Yvi Henderson works part-time at the Cooma Multicultural Centre as a multicultural support worker and has been a community RAC member since April 2016.

An advocate for making regional Australia a safe and secure place for refugees and asylum seekers, Yvi is passionate about establishing multicultural women's groups, helping young people from diverse backgrounds to develop leadership skills and ethnic communities to establish their own community organisations.

Yvi says her work is positively impacted by the connections and dialogue facilitated through the Illawarra/South East RAC.

'Being a RAC member has given me a "voice" to highlight issues concerning the migrant and refugee communities in regional towns across southern NSW,' Yvi says. 'For the first time in 10 years of working as a multicultural worker, I feel genuinely heard and that I can now significantly contribute to changes in my community.'



### Riverina Regional Advisory Council member Joanne Fitzpatrick

Joanne Fitzpatrick is a community member in Griffith and has been on the Riverina RAC since early 2017. She is also a settlement worker for Centacare South West NSW.

During 2017-18, the Riverina RAC found that new arrivals to regional towns such as Griffith did not know where to go for information, which heightened their sense of isolation. To tackle this, Joanne led a RAC working group that consisted of community and government members which created a community information desk at the local library. The working group then took the idea to the Multicultural Interagency. As a result, several stakeholders joined the project and a local community organisation took carriage of it.

'Being a RAC member has enabled me to build vital connections and relationships with government, community members and observers,' Joanne says. 'The RAC has been able to facilitate important networks and connections for the exchange and cross fertilisation of knowledge, and access to support and resources especially needed in regional NSW.'



# COMPACT

The \$9.2 million Community Partnership Action (COMPACT) program supports an alliance of grassroots community organisations, peak non-government organisations, private sector partners, schools, universities, government agencies and police.

The COMPACT Alliance is committed to safeguarding Australia's peaceful and harmonious way of life against hate, fear, violence and division.

In June 2018, an additional \$1.2 million (on top of the program's existing \$8 million funding) was made available for organisations for the COMPACT program. This new round of funding will support partnerships between community, private sector, youth, sports, arts/media, and educational organisations by providing funding for innovative, evidence-based youth projects.



A 2018 independent evaluation found COMPACT to be a 'first of its kind' Countering Violent Extremism initiative that had made significant progress towards its objectives of building social cohesion and community resilience over a relatively short period.

COMPACT engaged more than 20,000 young people in its first two years, inspiring and empowering a new generation of community leaders, critical thinkers and champions for community harmony. More than 130 schools hosted COMPACT projects in the first two years.

The evaluation found seven out of 10 surveyed participants spoke a language other than English at home. Arabic, Vietnamese, Dari/Farsi/Persian, Greek and Spanish were the most spoken languages.

More than half of surveyed participants agreed they were more confident in their ability to speak up about issues that mattered among friends and family, and that they had a say within their communities on important issues.

Almost six out of 10 participants agreed they had the potential to positively influence their communities' futures. Importantly, two-thirds of surveyed participants indicated they had developed a greater level of acceptance and respect for others.





## CASE STUDY

### AIMING HIGH

The High Resolves program was supported by a COMPACT grant in 2017-18. High Resolves helps secondary school students and communities to develop the knowledge, skills and personal attributes needed to make a positive contribution to society, locally and globally.

The program engages students from years 7 to 10 in eight educational modules covering a range of competencies. These help young people build resilience and social cohesion.

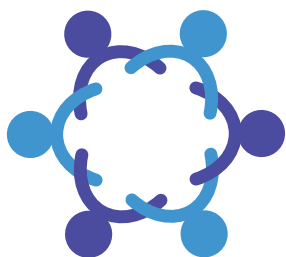
The modules develop critical and independent thinking skills, encourage self-awareness and explore ideas around social justice, digital citizenship, collective action, collaboration and conflict resolution.

*'Not everyone is the same, but they should be treated equally,' a Hoxton Park High School student says following participation in High Resolves. 'Today's Personal Impact module taught me that I want to be the type of person who stands up for people that don't really have a voice of their own.'*



The Global Citizens program, a part of High Resolves, supplements learning in the classroom. So far, 12,000 students from more than 25 schools have been engaged in the program in NSW.

Further to this work, High Resolves has also expanded its free resources to support secondary schools who cannot afford to participate in the paid program.



**COMPACT**  
CommunityPartnershipAction





# RELIGIOUS LEADERS' FORUM

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The Multicultural NSW Religious Leaders' Forum was established to help build and maintain a cohesive and harmonious multicultural society that enriches the lives of people in NSW. The forum provides an avenue for the NSW Government to hear the perspectives of members of faith communities on issues important to them. It also encourages them to learn about and understand each other's faiths and practices.

The forum includes representatives of the Anglican, Antiochian, Armenian, Baha'i, Buddhist, Catholic, Greek Orthodox, Hindu, Jewish, Mandaean, Muslim, Sikh, Uniting, Zoroastrian and other faiths and religions, and of a variety of organisations associated with them. Forum members are keen to broaden this representation.

The forum met four times during 2017-18, gathering at the Baha'i House of Worship, Ingleside, the Lakemba Mosque, Parliament House (this meeting was hosted by the Minister for Multiculturalism) and the Shree Ram Krishna (Hindu) Temple at Austral.

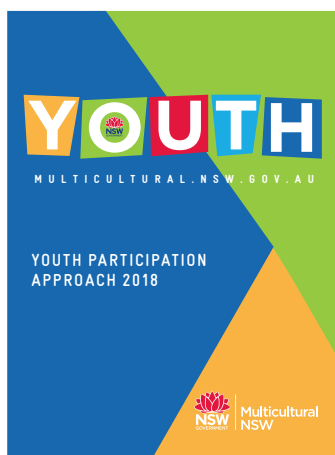
During 2017-18, members explored holding joint activities including a 'coffee and conversation' series between leaders and young people of different faiths. A proposal to work on a Sydney Statement as a message of unity between faiths was also approved. The religious leaders also discussed COMPLAN (see page 46) in the context of the important role they could play in times of crisis.



# YOUTH

Young people play important roles in building social harmony in our State. However, there are a number of young people who are at a risk of being radicalised.

Many NSW Government initiatives and funding programs include a strong youth focus that concentrates on inclusion and a sense of belonging. These include priority grant areas such as the COMPACT program and youth workshops. The Multicultural NSW Advisory Board and several Regional Advisory Councils also include youth representatives.



## YOUTH STRATEGY WORKSHOP

Multicultural NSW hosted a workshop for young people in June 2018. Its purpose was to explore the interest of young people in helping the agency to develop a youth strategy or youth approach.

The event drew 29 young people, representing a diverse range of backgrounds, communities, experiences and areas. Their ages ranged from 15 to 29 years. About a third lived or had lived in regional NSW, and several had come to Australia as migrants or refugees.

The Multicultural NSW Youth Participation Approach that resulted from this workshop outlines the many ways young people can help promote cultural diversity and strengthen community harmony.

Multicultural NSW engages young people through a range of strategies, including:

- having two youth members on the Multicultural NSW Advisory Board
- having a youth seat on each of the 12 Regional Advisory Councils
- organising a two-yearly youth forum (Ideation) which engages more than 100 high school students per event
- administering the \$9.2 million, four-year COMPACT program that engages with about 10,000 young people per year through the work of funded partners
- supporting a range of youth initiatives through its Celebrating Diversity grants program.





# MULTICULTURAL MEDIA

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More than 270 languages are spoken across NSW. Multicultural media plays an important role in keeping diverse communities in NSW informed and connected.

NSW is home to a flourishing number of multicultural media outlets across print, radio, online and television. Often, multiple multicultural outlets across various media channels service a single community. This contributes to immense media diversity in NSW. Multicultural media is an important source of news and current affairs for NSW, particularly for those who speak a language other than English.

Every year the NSW Government honours and recognises multicultural media outlets in NSW with the most comprehensive multicultural media and communications awards in the country, the Premier's Multicultural Communications Awards (PMCAs).

## CASE STUDY

### ELLA'S COLOURFUL TAKE ON MULTICULTURAL SYDNEY

*By winning the 2018 Alan Knight Student Award, Ella Tang became the youngest recipient of a PMCA award. Ella won the award for her stop-motion Lego film Building Our Multicolour Sydney, which featured many Lego characters from diverse backgrounds building the streetscape of Sydney.*

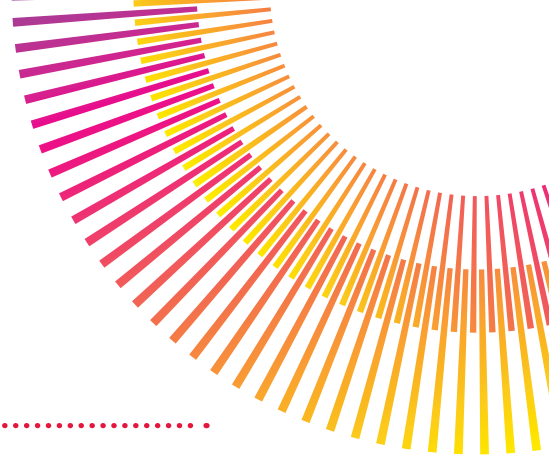
*Ella explained the film was a personal journey and was inspired by a visit to China. The trip made her realise she took Sydney's multiculturalism for granted.*

*'My personal connection to the film I made is that I found multicultural harmony so amazing,' Ella says.*

*'I first realised I lived in a multicultural society when I had my first visit to China with my parents. Walking on the street, I asked my parents, "Where are all the other people"?*

*'I also asked why everybody spoke only Chinese. Did they all go to Saturday Chinese class?*

*'My parent's explanation made me understand how lucky I am to be living in a multicultural country, Australia. My parents are like the people who are creating the "multicolour" Sydney in my stop-motion video. I think a colourful society is supposed to be multicultural.'*



# EVENTS

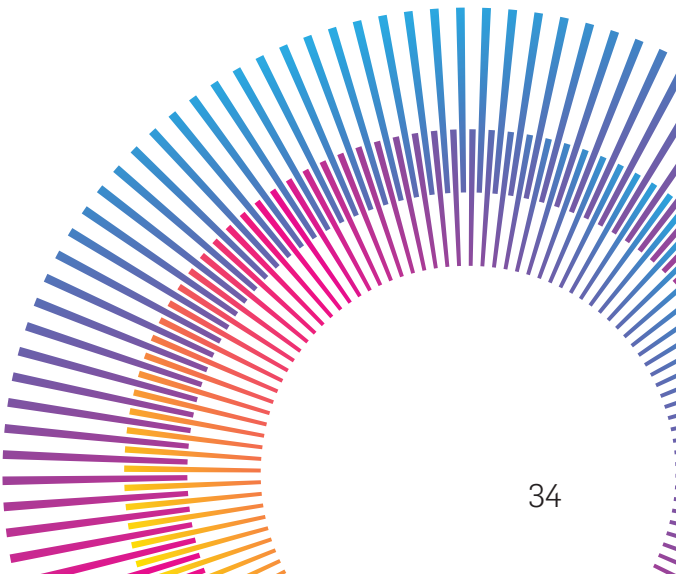
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Our events bring people together to showcase the incredible cultural diversity of NSW. They are an opportunity to celebrate our multicultural identity. Community leaders, leaders across the private and community sectors, service providers and Members of Parliament come together to create lasting and meaningful connections with a diverse cross-section of our society.

Multicultural NSW award programs highlight the exemplary contributions of people who work across various fields and sectors and share a passion for serving our community. Our award programs shine a light on the incredible diversity of those who call NSW home and showcase the many unsung heroes who work tirelessly to promote social cohesion and community harmony.

Multicultural NSW cultural events bring together interfaith and community leaders to create opportunities to learn more about diverse cultures, traditions and practices. These events are often hosted by the NSW Premier and are an opportunity for MPs and interfaith and community leaders to engage in diverse practices and traditions and forge new connections.

**Multicultural NSW events and awards enrich social and economic capacity by acknowledging cultural diversity as an asset of our State.**





# KEY EVENTS AND AWARDS



## MULTICULTURAL MARCH

Multicultural March (2018) is a symbol of the NSW Government's commitment to building and maintaining a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW.

Multicultural March has three key components:

**Premier's Harmony Dinner** is the flagship event of Multicultural March. Hosted by the Premier and Minister for Multiculturalism, the event attracts almost 1,500 members of the community.

**Premier's Multicultural Community Medals and Multicultural Honour Roll** recipients are announced at the Premier's Harmony Dinner. The Multicultural Honour Roll posthumously recognises community members who have dedicated their time to fostering social cohesion in NSW. It is a permanent public record of the significant and exemplary contribution by people of our multicultural society.

**Parramasala** is one of the largest multicultural events in NSW and is supported by Multicultural NSW and the City of Parramatta. The three-day festival showcases a broad range of Asian cultures. Extending from Parramatta's Prince Alfred Square to the banks of the Parramatta River, it attracts more than 30,000 people.





## PREMIER'S IFTAR DINNER

(June 2018) commemorates one of the most important religious events in Islam when, according to Islamic teaching, the Holy Koran was revealed to the Prophet Mohammed.

Muslims break the fast between sunrise and sunset during the holy month of Ramadan.

In 2017-18, as in most years, about 150 religious and community leaders attended.

**PREMIER'S MULTICULTURAL MEDIA AWARDS** (August 2017) recognised excellence in the multicultural media industry among journalists, photographers, editors and publishers in print, radio, television and digital media.



The awards, now renamed the Premier's Multicultural Communications Awards (PMCA's), aim to celebrate and recognise the important roles of the State's multicultural media in supporting social cohesion and community harmony.

**CHANUKAH** (November 2017) is the eight-day Jewish festival of lights, celebrating the universal triumph of light over darkness, freedom over oppression and good over evil. At the heart of the Chanukah festivities is the menorah-lighting ceremony.

This was the second year the celebration was hosted by the Minister for Multiculturalism at NSW Parliament House.

About 200 religious and community leaders are invited to attend the dinner each year.

## AUSTRALIAN MULTICULTURAL MARKETING AWARDS

– **AMMAS** (December 2017) aim to inspire and motivate marketing professionals to recognise cultural diversity as one of the strengths of our nation. The Awards are designed to showcase the achievements of organisations within the sphere of multicultural marketing. These Awards are Australia wide and demonstrate NSW's leadership in cultural diversity.





# GRANTS

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In 2017-18, Multicultural NSW directly administered \$3.1 million in grants for community projects, activities and partnerships that advanced community engagement and celebrated our cultural diversity. In addition, it administered and distributed \$3.4 million for community initiatives (including COMPACT grants, Premier's Fund for Social Cohesion and Ambassadors program) that were funded under the Department of Premier and Cabinet grants and subsidies budget.

Each year, the Multicultural NSW Advisory Board recommends priority areas for the grants program, to respond to key issues that impact social cohesion and harmony.

In 2017-18, four priorities were identified:

- the promotion of strong intercultural networks
- arts and sports programs that targeted young people across all communities
- partnerships and programs that promoted employment, volunteering and participation for new arrivals and migrants, including programs focused on women, youth and seniors
- supporting participation of people with disability and aged care needs from diverse backgrounds.

During 2017-18, 195 grants were awarded under Multicultural NSW's various grants programs. More than 40 per cent were awarded to regional communities.

*The NSW Government, through Multicultural NSW, delivered an extensive grants program to support community projects, activities and partnerships in 2017-18. The program celebrates cultural diversity as one of NSW's greatest assets and supports the development of community harmony and social cohesion.*



# UNITY GRANTS

The 2017-18 Unity Grants were awarded in recognition of projects that addressed the four priority areas (some grant recipients addressed multiple priority areas through a single project):

- 25 were for programs that promoted strong intercultural networks
- 13 were for arts and sports programs that targeted young people across all communities
- 19 were for partnerships and programs that promoted employment, volunteering and participation for new arrivals and migrants, including programs focused on women, youth and seniors
- 4 were for organisations supporting participation of people with disability and aged care needs from diverse backgrounds.

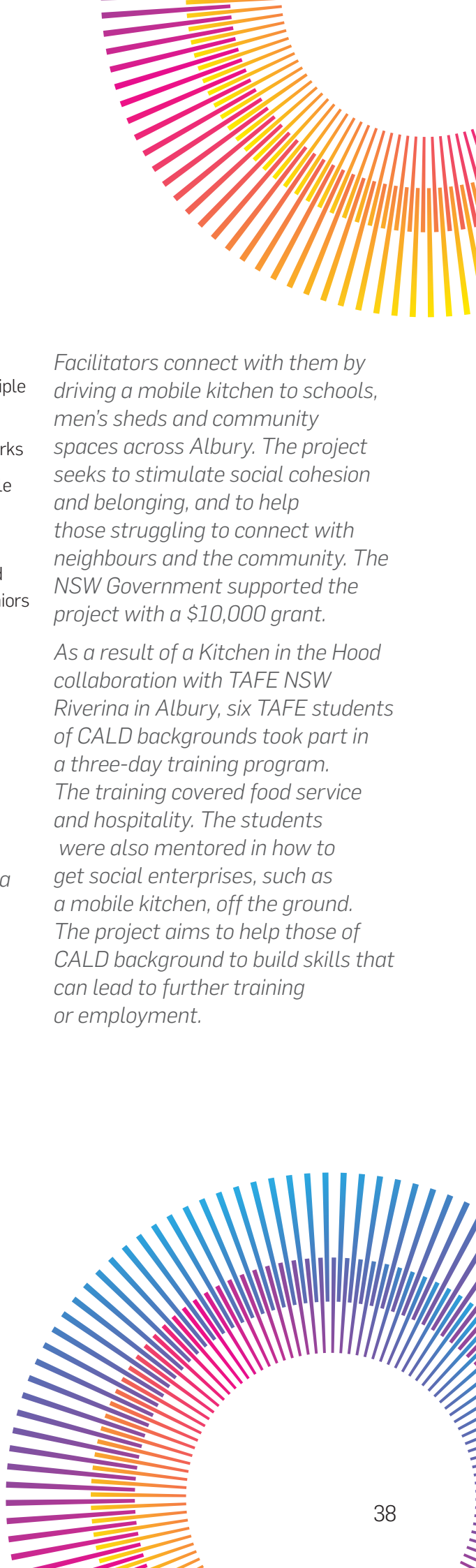
## CASE STUDY

### COOKING UP A SENSE OF BELONGING

***Kitchen in the Hood in Albury,*** an initiative of the Albury Wodonga Resource Bureau, provides new arrivals and others opportunities to volunteer, network across cultures and participate in community activities. The project helps migrants, refugees and humanitarian entrants to meet, network and cook and share food from their homelands – and to unite through storytelling.

*Facilitators connect with them by driving a mobile kitchen to schools, men's sheds and community spaces across Albury. The project seeks to stimulate social cohesion and belonging, and to help those struggling to connect with neighbours and the community. The NSW Government supported the project with a \$10,000 grant.*

*As a result of a Kitchen in the Hood collaboration with TAFE NSW Riverina in Albury, six TAFE students of CALD backgrounds took part in a three-day training program. The training covered food service and hospitality. The students were also mentored in how to get social enterprises, such as a mobile kitchen, off the ground. The project aims to help those of CALD background to build skills that can lead to further training or employment.*





## CASE STUDY

### **CONNECTING THROUGH SONG AND DANCE**

**Heartdancers – Guwing Bayabuba in Ultimo/Pymont, Sydney**, its name drawing on the Gadigal term for 'sunrise', was created to encourage Pymont and Ultimo communities to connect, create and grow through culturally diverse song and dance workshops.

The project, supported in 2017-18 with a grant of \$6,500, aims to involve youth, women and the elderly. Each workshop or event has featured the music, dance and culture of one of a list of ethnic groups. These included groups of Indigenous Australians and those with Indian, Chinese, Spanish, Colombian, Venezuelan, Brazilian and Iranian origins.

The project staged 23 workshops through a variety of local events including NAIDOC week, 'Second-Hand Saturday', Mother's Day and the Fusion cultural group. Several partner organisations helped to deliver the project. These included the MustardSeed Ultimo Uniting Church, Settlement Services International, the Australian Nursing Home Federation and KU (the Kindergarten Union).

## CASE STUDY

### **DUBBO DOES DIVERSITY BETTER**

Multicultural NSW, keen to support a growing number of migrant families in the Dubbo area, provided \$5,000 towards Emmanuel Care Inc's Dubbo Does Diversity Better (DDDB) project. This initiative is aimed at providing a variety of learning opportunities and recognised qualifications for migrants that help them to get jobs and integrate with the community.

During 2017-18, 12 women successfully completed the Safe Food Handling Course through TAFE Western – Dubbo. They drew on their skills to cater for several events, including International Women's Day and morning tea for a group of Aboriginal elders.

Over the year, DDDB's Conversational English Group continued to meet each week during school term. About 30 women (and their preschoolers) attended the classes. The confidence of both the mothers and children in their spoken English increased enormously.

Six children subsequently enrolled in preschool and others began accessing another program, the Home Interaction Program for Parents and Young People.

Sixteen women linked with a driving program run by Uniting Church, and four soon qualified for their P plates. Eleven women obtained employment and a further four elected to undertake further studies through TAFE.



## SUPPORT GRANTS

The 2017-18 Support Grants were awarded in recognition of projects that addressed the four priority areas (again, some grant recipients addressing multiple priority areas through the one project):

- 16 were for programs that promoted strong intercultural networks
- 9 were for arts and sports programs that targeted young people across all communities
- 15 were for partnerships and programs that promoted employment, volunteering and participation for new arrivals and migrants, including programs focused on women, youth and seniors
- 11 were for organisations supporting participation of people with disability and aged care needs from diverse backgrounds.







## CELEBRATION GRANTS

The NSW Government awarded grants to the organisers of 65 events that celebrated cultural diversity during 2017-18. More than 300,000 people attended the supported festivals and events.

### CASE STUDY

#### WYONG EVENT SHOWCASES CALD COMMUNITY'S TALENTS

##### **Central Coast Multicultural Showcase – Wyong**

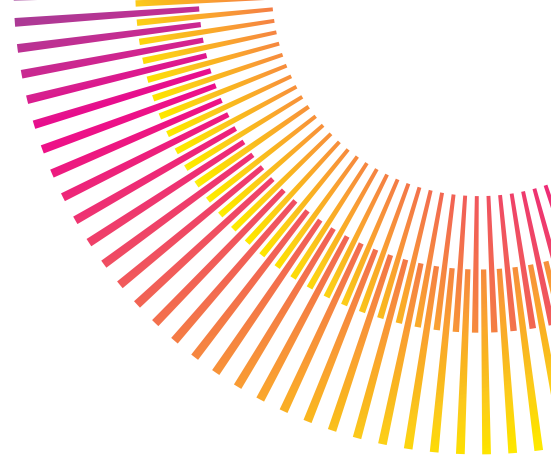
Multicultural NSW provided \$2,300 towards this April 2018 event, which incorporated a multicultural art show and performances at The Art House, Wyong. The showcase featured the visual and performing arts of the Central Coast CALD community.

*The showcase had two elements, an art exhibition and cultural performances.*

*The exhibition filled the foyer of the Art House with 200 paintings and photos. It included a people's choice award, an exhibition by the Professional Photographers of Asia Pacific and, linked with the photography exhibition, the Golden Eagle awards. The show drew 3,000 visitors and was praised as one of the best exhibitions staged in Wyong.*

*The performances attracted 350 attendees. A range of cultural groups staged singing, dancing and musical performances.*





## PARTNERSHIP GRANTS

Nine organisations received Partnership Grants funding for ongoing projects in 2017-18. They were:

- Community Hubs Australia
- Information and Cultural Exchange
- Ethnic Communities Council of NSW
- Multicultural Communities Council of Illawarra
- Hunter Multicultural Communities
- Multicultural Council of Wagga Wagga Inc
- NSW Federation of Community Language Schools Inc
- AFL NSW/ACT
- National Accreditation Authority for Translators and Interpreters – NAATI

*Spellbound Storytime is a multilingual publication and storytelling enterprise developed and delivered by migrant women to childcare centres, libraries, children's festivals and bookshops. At its core is a diverse group of new migrants from India, Pakistan, Sri Lanka, Nepal and Mauritius. The project aims to 'skill up' participants so they could apply for training courses or jobs.*

*The group performed in the State Library of NSW at the Family Fun – Stories from the Globe, a Multicultural March event, in 2017 and 2018.*

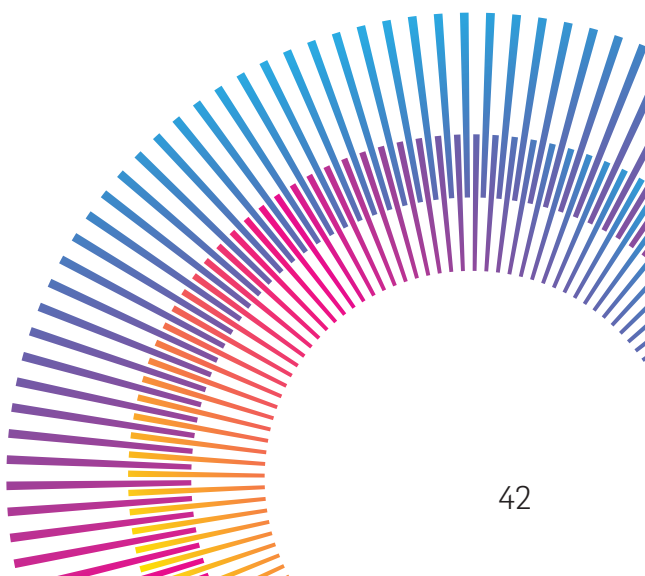
### CASE STUDY

#### **STORYTELLING PROJECT 'SKILLS UP' PARTICIPANTS**

##### **Multicultural Women's Hub – Spellbound Storytime – Sydney**

*In 2015, the NSW Government allocated \$500,000 to Parramatta-based community organisation Information and Cultural Exchange to help it develop and implement its Multicultural Women's Hub project over three years from 2016-17. The project aims to empower women of CALD backgrounds and help them participate more fully in society.*

*The project centres on four hubs: Didi's Tribe in Parramatta, Spellbound Storytime in Auburn, The Sewing Hub in Fairfield and the Afro Sistahs in Blacktown.*





# PARTNERSHIP GRANTS IN ACTION

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## **METRO ASSIST'S SKILLME PUTS PEOPLE FIRST**

### **Metro Assist – SkillME – Sydney**

In 2014, the NSW Government awarded \$450,000 over three years to settlement support service Metro Assist to develop a program to help migrant and refugees in western Sydney and the inner west with skills development and employment. The result, SkillME, which ended in 2017-18, adopted a person-centred approach.

## **CASE STUDY**

### **FERESHTEH'S STORY**

*Fereshteh is from Iran, where she studied business administration and worked as an insurance agent for more than seven years.*

*'I came to Australia in 2017 with my husband,' Fereshteh says. 'He got a job in his field after couple of months, but I struggled to find work.'*

*'I attended the Skilled Migrant Development program [as part of SkillME]. It was a great learning experience. I learned some good ways to apply for jobs, various tips and tricks for cracking an interview and building a good resume, as well as a cover letter for a job.'*

*'All this guidance has helped me in becoming more confident and fulfilling my career goals. I've just started a job at a legal company as an administrative officer and I am very happy with it.'*

## **CASE STUDY**

### **MANSOUR'S STORY**

*In 2016, Mansour arrived in Australia with his family from Syria, where he was a qualified and experienced air-conditioning and refrigeration technician. He wasted no time in signing up to study English through the Adult Migrant English Program and for the Skills for Education and Employment Program. He was aware that integrating into his new home and joining the workforce would be difficult if he did not improve his English.*

*Metro Assist's SkillME team advised Mansour how to have his overseas qualification recognised, how to gain Recognition of Prior Learning with TAFE and how to build on his previous experience to look for work. Mansour completed his Certificate III in Air-Conditioning and Refrigeration in 2018.*

*The SkillME team continued to help Mansour develop his job-seeking skills. In August 2018, he was offered ongoing full-time employment by an air-conditioning and refrigeration company. He was ecstatic!*

*'I am grateful for [SkillME's] support and will always stay in touch,' Mansour says.*

## Multicultural Women's Hub – Information Cultural Exchange

### CASE STUDY

#### RIFI'S STORY

Rifi Roohie (pictured) left Sri Lanka for Australia nine years ago to join her new husband, who was already established here. Rifi had just graduated from high school and had begun training to realise her dream to be an educator. Her migration forced her to put this dream on hold.

When Rifi arrived in Australia, her husband linked her with his relatives and friends and others in the Sri Lankan community. While it was inevitable that Rifi at times felt lonely and homesick, her life was swiftly overwhelmed by the arrival of their three children, Zaid, Maryam and Zikra.

In 2017, Rifi heard of the Spellbound group. She immediately joined as she believed it could help her realise her dream of becoming a teacher.

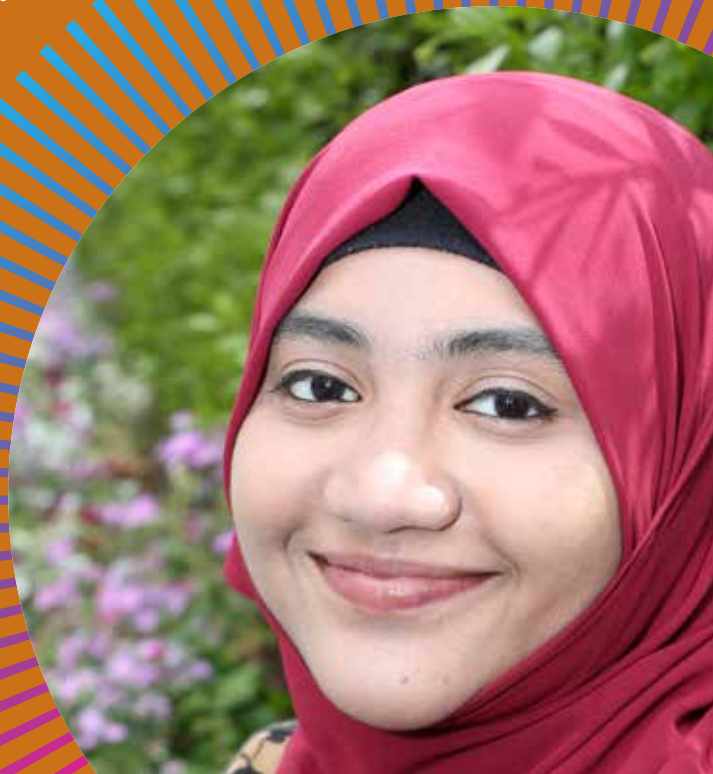
'Spellbound has made me more confident and more connected with the world, more so than the Sri Lankan community,' says Rifi. 'It was like a world I have not seen in all these years. Everyone has a different story, and is from different cultural and religious background, but we're all connected.'

'I feel like "me" when I am at Spellbound – you can be yourself and not be judged. That makes me more game to try out new things and take on challenges.'

'I encourage everyone to join because it's a place where you can be open, and, by being open, you accept.'

'I think everyone goes through difficult times, especially when we come to a new country, but we are all smiling.'

Through the encouragement and support of the Women's Hub, Rifi has successfully completed a Diploma of Early Childhood Education and Care. She now plans to look for a job but intends to continue her involvement with Spellbound – her second family.







# PREMIER'S FUND FOR SOCIAL COHESION

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The Premier awarded more than \$550,000 in grants to 36 organisations through the Premier's Fund for Social Cohesion in 2017-18.





# NSW COMMUNITY RESILIENCE AND RESPONSE PLAN (COMPLAN)

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## **COMPLAN COMMITTEE'S MEMBER AGENCIES**

*Multicultural NSW (chair)*

*Anti-Discrimination Board of NSW*

*NSW Police Force*

*Department of Education*

*Office of Emergency Management,  
Department of Justice*

*NSW Department of Family and  
Community Services*

*NSW Health*

*Local Government NSW*

The NSW Community Resilience and Response Plan (COMPLAN) is intended to maintain and promote community harmony and build community resilience. A particularly important aim is to better equip the State to prevent, limit, withstand, respond to and recover from situations that threaten community harmony in NSW.

The COMPLAN Committee, chaired by Multicultural NSW, is a new group of senior officers dedicated to addressing issues relating to social cohesion and community resilience. It is responsible for the oversight and implementation of COMPLAN across the four plan phases of Preparedness, Prevention, Response and Recovery.

The committee met officially for the first time on 2 March 2018 and held quarterly meetings throughout 2018. COMPLAN Preparedness and Prevention arrangements formed the basis of its work in 2018.

Throughout the year, committee members worked to create awareness about COMPLAN within their agencies and across the NSW Government, including by introducing COMPLAN into other relevant agency and whole-of-government plans.

The committee shared information, resources and research relevant to social cohesion and community resilience. This work included a scan of global conflicts that could impact local communities in NSW and a social media analysis of community responses to recent polarising events in Australia.

It acknowledged the efforts of the government, academic and community organisations and individuals that contributed to the introduction of the *Crimes Amendment (Publicly Threatening and Inciting Violence) Act 2018*. The Act creates a criminal offence of threatening or inciting violence on the grounds of race, religion, sexual orientation, gender identity or intersex or HIV/AIDS status.

In 2019, the committee will explore opportunities to raise awareness of the new Act and its intersection with criminal, civil and social means of redressing hate-based behaviour.

The committee identified and will continue to closely monitor developments that pose a risk to community harmony. These include far-right wing extremist activities, anti-Islamic and anti-Semitic sentiment, and local community tensions arising from conflicts or political turmoil overseas.

Reflecting the mostly peaceful state of community relations in NSW, the committee did not identify any need to activate the Response or Recovery phases of COMPLAN during the year.



# ENSURING A SUSTAINABLE LANGUAGE SERVICES INDUSTRY

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In 2017-18, it became clear the NSW language services industry had challenges, mostly to do with its effectiveness and sustainability. These issues were considered and addressed by the Multicultural NSW Language Services Advisory Forum. The forum's members, key stakeholders in the sector, have met regularly to formulate advice for government about industry issues since June 2016.

The forum identified these broad areas of concern:

- a shortage of qualified and experienced interpreters in certain languages and regions
- the quality and availability of training
- customers' awareness of these services and how to best use them.

In response the NSW Government, through Multicultural NSW, and other organisations undertook the following four initiatives:

## **1 A best-practice framework for language services in NSW**

As previously noted, the *multicultural principles* require that everyone in NSW should have the greatest possible opportunity to make use of, and participate in, activities and programs provided or administered by the NSW Government.

As part of this initiative, Multicultural NSW launched its Language Services Guidelines and distributed them widely across government and funded organisations. The guidelines provide a best-practice model for those engaging and using interpreter and translator services.

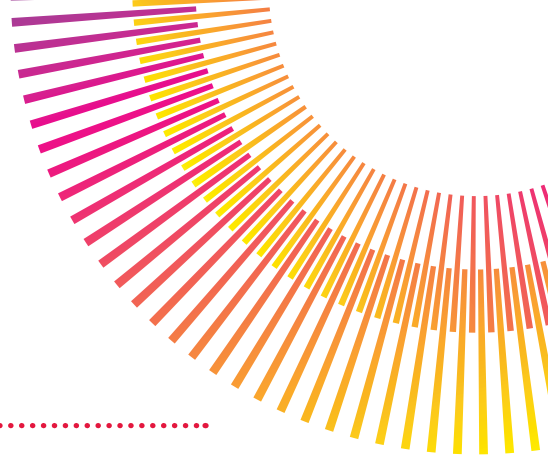
They cover all aspects customers need to know when using such services, including planning, purchasing and data collection.



The Multicultural NSW Language Services team makes services and programs delivered by NSW Government agencies and other organisations more accessible to people who have limited English or who prefer to communicate in another language.



language  
services



## 2 Supporting a better credentialling system

One significant change that has impacted the broader industry has been the introduction of professional qualifications and credentials for interpreters and translators.

On 1 January 2018, the National Accreditation Authority for Translators and Interpreters replaced its credentialling system with one that incorporates certification. The reform was introduced after engagement with stakeholders.

The new system:

- reflects international best practice
- is intended to maintain a high calibre of language services professionals
- requires interpreters and translators to show they have continued to work in the industry and furthered their professional development every three years.

The Australian Government, all state governments and interpreter representative bodies supported the changes. Despite this, there was resistance from some interpreters and translators, particularly the veterans of the industry.

It is anticipated the changes will take several years to bed in. In the long term they are expected to greatly enhance the delivery of quality language services in NSW.

## 3 Increased use of machine-based translation services

Multicultural NSW is monitoring the use of machine-based translation, which continues to rise in both the government and private sectors.

Several key federal and state government agencies have begun to use this technology to help them translate important online information. This trend presents major challenges and concerns for the translation profession and industry which must be addressed.

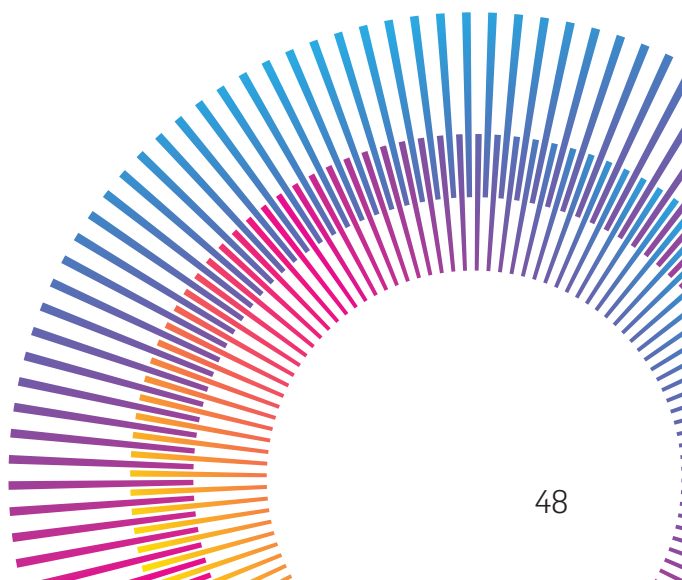
## 4 Building industry capability

There continues to be a need for the development of training programs for language professionals to ensure they keep their skills up to date.

A number of key agencies have increased their commitment to developing and promoting training programs for language professionals across NSW. The Australian Institute of Interpreters and Translators, the national association for the profession, has led the way in developing and promoting these programs in the State.

Multicultural NSW has continued to place a strong focus on building the capability of its own staff, language services professionals generally and the government agencies who use language services.

Multicultural NSW partnered with the Education Centre Against Violence to deliver training for interpreters. The workshops focused on interpreting for people who have experienced domestic and family violence and sexual assault. These workshops were begun in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.







# LANGUAGE SERVICES

## CASE STUDY

### *All in a night's work*

11:20pm. My phone rang – it was the Multicultural NSW Language Services after-hours contact centre. Half an hour later I was standing in the charge room at Bankstown Police Station, face to face with a 56-year-old man of Chinese ancestry alleged to have punched his wife as their nine-year-old daughter looked on and then pushed his mother-in-law to the floor.

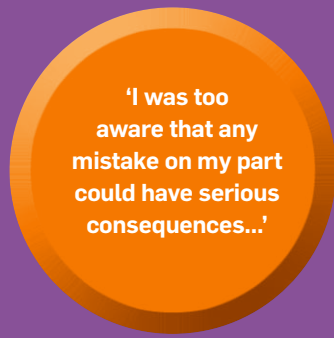
'Let's "Part 9" him first,' said the custody manager. 'Part 9', short for Summary of Part 9 of the *Law Enforcement (Powers and Responsibilities) Act 2002*, is a two-page, 1,200-word document that many interpreters know almost by heart.

Legal concepts such as 'you don't have to say or do anything while in police custody' are foreign to many migrants. Even phrases such as 'in police custody' mean something quite different to people who have come from a country where police and legal systems operate differently.

There are always questions.

It took 30 minutes to complete the Part 9. I noted the responses of the man in custody to various questions and relayed them to the custody manager. At the arrested man's request, investigating officers then conducted an electronic record of interview during which numerous questions were asked of the man, who also gave his account of the event.

Each question was interpreted to ensure he understood it fully and every answer was interpreted to ensure the officers could accurately assess the situation. I was too aware that any mistake on my part could have serious consequences in later proceedings. The interview lasted nearly 90 minutes.



**'I was too aware that any mistake on my part could have serious consequences...'**

However, this was not the end of my night (or early morning). After a short wait, police returned with piles of documents – interim ADVO (apprehended domestic violence order), fact sheet, court attendance notice, reasons for granting bail, bail acknowledgement etc. I once again switched to sight-translating mode and read the terms of the ADVO and bail conditions to the now charged man. Again, I relayed his questions to the custody manager.

My shift finally came to an end when the man (now on bail) and I walked out of the police station at 3:30am.

It was a typical late-night police interpreting call-out, involving an alleged incident of domestic violence and standard police procedure.

As have many of my colleagues, I have had similar experiences hundreds of times over the years. Yet it still gives me satisfaction to know I am playing an indispensable role in helping people of CALD backgrounds, regardless of whether they are victims of crime or alleged murderers, to be fully informed of their rights and entitlements.

And, of course, to ensure that any difficulties they might have with English does not disadvantage them.

– a Language Services interpreter

**'...to ensure that any difficulties they might have with English does not disadvantage them.'**





# MULTICULTURAL POLICIES AND SERVICES PROGRAM

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The *multicultural principles* in the *Multicultural NSW Act 2000* provide a clear policy statement about the importance of equitable and respectful delivery of NSW Government services to the CALD community. They also underscore the importance of our rule of law, public institutions, democratic framework and the English language as forming the basis for all policy-making and delivery of services.

Under the Act, it is the responsibility of the chief executive officer of every NSW public authority to ensure these principles are implemented throughout their agencies.

As the following table shows, the MPSP framework directs agencies to centre their planning on four focus areas.

FOCUS AREAS	OUTCOMES
SERVICE DELIVERY	People of diverse cultural backgrounds receive high-quality services that meet their needs
PLANNING	Better implementation, using evidence-based data to shape services and policies
LEADERSHIP	All leaders value diversity and strive to support differences
ENGAGEMENT	Agencies have effective processes for engaging with people from CALD communities to inform service and policy design and to provide feedback

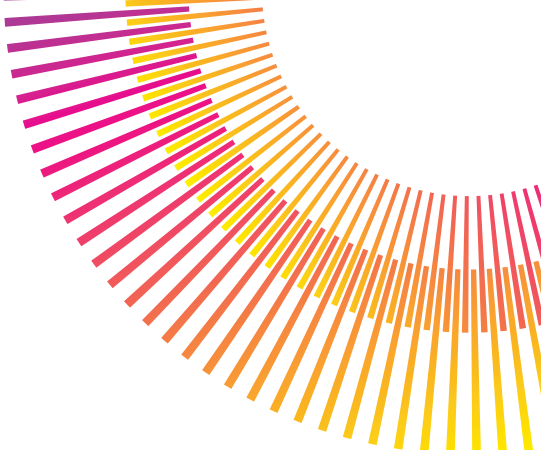






# ANNUAL REPORTING BY NSW GOVERNMENT AGENCIES

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Under annual reporting legislation, departments, statutory bodies and state-owned corporations are required to provide through their annual reports:

- a statement setting out the key multicultural strategies proposed for the following year
- progress in implementing the agency's MPSP plan
- information as to the MPSPs of any bodies reporting to the agency.

Small departments and statutory bodies may report every three years.



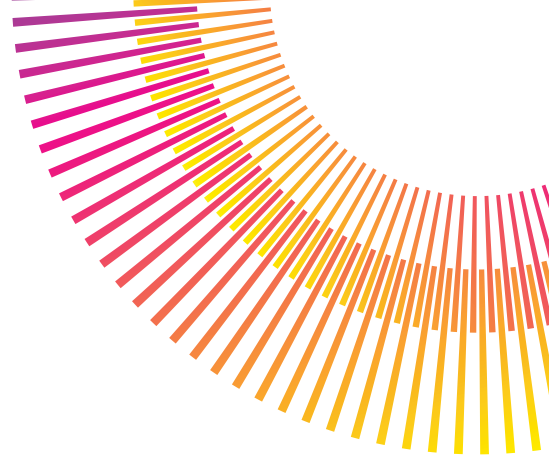
**All agencies  
are required to provide  
an extract from their annual  
reports for Multicultural NSW  
to help it assess their  
compliance with the  
requirements.**



# REPORTING BY MPSP- DESIGNATED AGENCIES

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Multicultural NSW has chosen 15 key NSW Government entities to be 'MPSP-Designated Agencies'.



## **NSW'S MPSP- DESIGNATED AGENCIES**

*Service NSW*

*NSW Department of Justice*

*Fire and Rescue NSW*

*NSW Rural Fire Service*

*NSW Department of Industry*

*NSW Police Force*

*NSW Health (two-year cycle)*

*NSW Department of Education  
(two-year cycle)*

*Transport for NSW*

*icare*

*NSW Fair Trading*

*Legal Aid NSW*

*TAFE NSW*

*NSW Department of Planning and  
Environment (including Office of  
Environment and Heritage)*

*NSW Department of Family  
and Community Services*

The MPSP designation of NSW Government agencies is based on their higher levels of contact with the public, the significance of their services and/or their strategic value in meeting the multicultural objectives of the NSW Government. These key agencies are expected to provide comprehensive information about their MPSP planning and implementation on two- or three-year cycles.

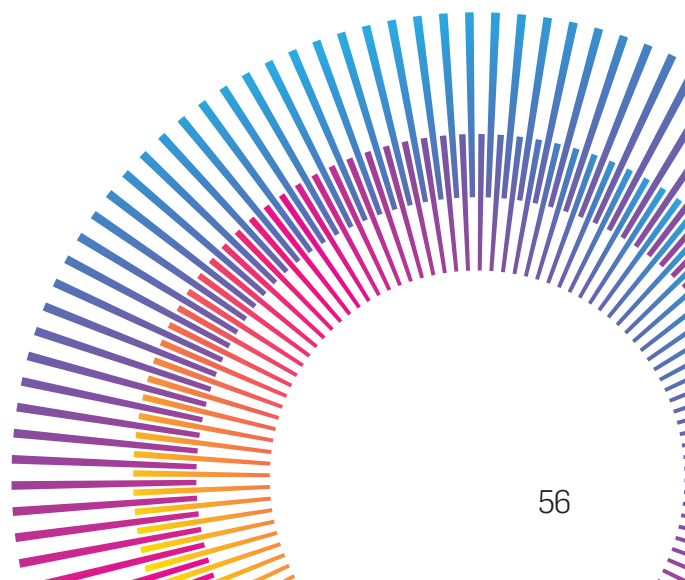
Multicultural NSW is required to produce a report on the effectiveness of public authorities in implementing the *multicultural principles*, which the Minister for Multiculturalism must table in Parliament.

Reporting on their implementation of the principles in the 2017-18 review year and other years were the NSW Department of Family and Community Services, the Department of Education, NSW Health and the Planning and Environment Cluster.

## **MULTICULTURAL COORDINATORS' FORUM**

*To help agencies plan and implement their MPSP programs, Multicultural NSW meets their representatives and those of other NSW Government agencies, including universities, in quarterly meetings of the Multicultural Coordinators' Forum.*

*The forum helps agencies to identify and share best-practice methodologies.*



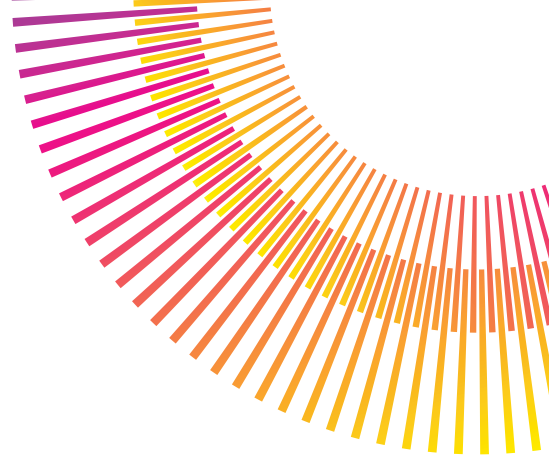




# MPSP-DESIGNATED AGENCIES REPORTS 2017-18

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*NSW Department of Family and Community Services*

*NSW Department of Education*

*NSW Health*

*NSW Department of Planning Cluster*



# NSW DEPARTMENT OF FAMILY AND COMMUNITY SERVICES

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*The NSW Department of Family and Community Services (FACS) leads the Family and Community Services cluster, which is responsible for delivering services to some of the most disadvantaged individuals, families and communities in NSW. The cluster focuses on breaking disadvantage to improve lives, and supports people with disability, children, young people and families in vulnerable situations.*



**Family &  
Community  
Services**

The responsibilities of the Department of Family and Community Services (FACS) include strategic policy and operations in targeted, early-intervention support; child protection and out-of-home care. Others are providing social and community housing; alleviating homelessness; disability inclusion; carers; services and programs for the aged; youth and volunteering initiatives; and women's policies.

FACS reported on its implementation of its ***Diversity Matters: Cultural Diversity Framework 2015-18***.

**Service delivery** During the reporting period, FACS conducted several major reforms affecting CALD clients.

Recognising good staff capability is needed to deliver services effectively, FACS strengthened its support for those staff members working with migrants and refugees. Reforms included providing cultural consultation resources and specialised training.

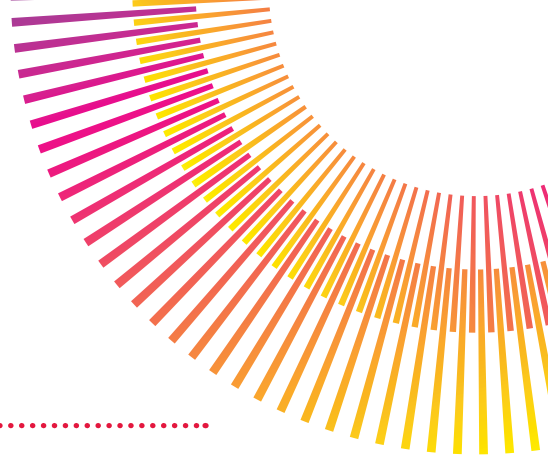
A major reform involved the National Disability Insurance Scheme (NDIS) and multicultural and ethno-specific organisations. FACS funded workshops and the provision of information by these organisations for CALD clients wanting to know about transitioning to the NDIS.

**Leadership** The commitment of FACS' leaders to culturally inclusive practices that support CALD clients is highlighted in the FACS Leadership and Culture framework. The report acknowledges the link between FACS' cultural competency and its effectiveness in providing services.

To demonstrate this commitment publicly, FACS' leaders sponsor several awards and campaigns. As one example, the Secretary champions the annual Mary Dimech Multicultural Awards, which recognise staff whose help for CALD clients is especially commendable. Another is the Racism – It Stops With Me campaign launched by the Deputy Secretary who leads FACS' Corporate Services division.

**Planning** The Diversity Matters Implementation Plan expanded the ***Diversity Matters: Cultural Diversity Framework 2015-18*** into action and targets across FACS. FACS undertakes and uses research to shape and develop programs and policies.

Its Insights, Analysis and Research team conducts and supports analysis, data linkage, research and evaluation across FACS and with other agencies. Its publications report on CALD data and help to facilitate planning.



**Engagement** During its 2015-18 reporting period, FACS continued to appreciate the advice of external groups on multicultural planning and policy matters. One such organisation was the Multicultural Consultative Group, which comprises peak community organisations. Another was the Housing and Tenant Liaison Group, which includes CALD representatives and aids engagement with CALD communities.

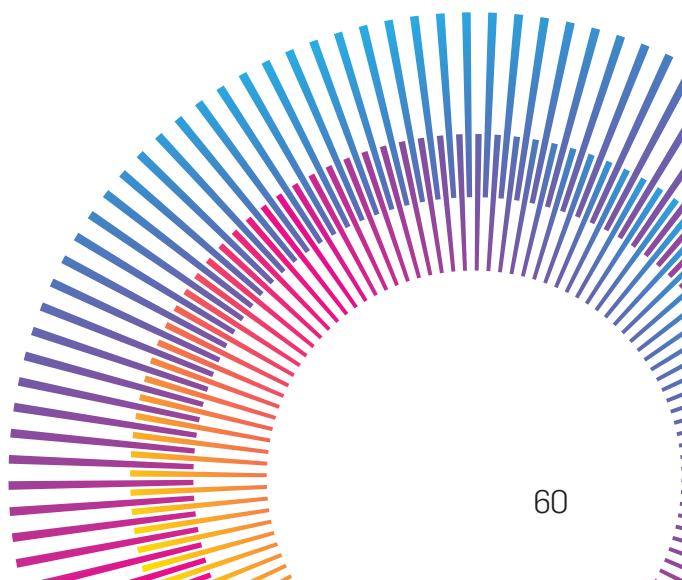
FACS also continued to partner with representatives of different communities to better understand the needs of people of CALD backgrounds and to ensure services are effective.

A good example of putting this approach into practice was a community leadership initiative in Claymore. In this outer Sydney suburb, FACS helped a group of 17 people, of Maori and Pacific Island backgrounds, to develop a 'Neighbourhood Advisory Board'. The result: a group able to address disadvantage and create ways to respect culture in the area.

**MPSP themes** FACS also achieved positive results in these three MPSP-themed areas during the reporting period:

- **Disability** As a result of FACS' intervention to support the transition of disability services to the NDIS, by June 2018 9.3% of people with NDIS plans were of CALD backgrounds. This was a significant increase from 2% in June 2015.
- **Settlement of refugees** FACS worked with Commonwealth, State and non-government agencies to support the resettlement of Syrian/Iraqi refugees in NSW. It focused on the challenging areas of housing, services for youth and minors and settlement of families.
- **Language services** In 2017-18, FACS spent \$2 million on language services. These helped people from non-English speaking backgrounds to access FACS services.

**Evaluation** FACS' MPSP performance is assessed as 'best practice'.







# NSW DEPARTMENT OF EDUCATION

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*The NSW Department of Education (Education) is responsible for the delivery and co-ordination of early childhood, primary school, secondary school, adult, migrant and higher education in NSW.*

*The department delivers a wide range of programs and services.*



**Education**

The report of the Department of Education tracked its progress in implementing its **Multicultural Plan 2016-2018**. The plan states Education's strategic goals in meeting the needs of culturally diverse NSW.

**Service delivery** Education is proud of its commitment to providing high-quality education, including for students from language backgrounds other than English. In the 2017 and 2018 school calendar years, it demonstrated this commitment through the training, support and resources it made available to teachers and schools. In these two years:

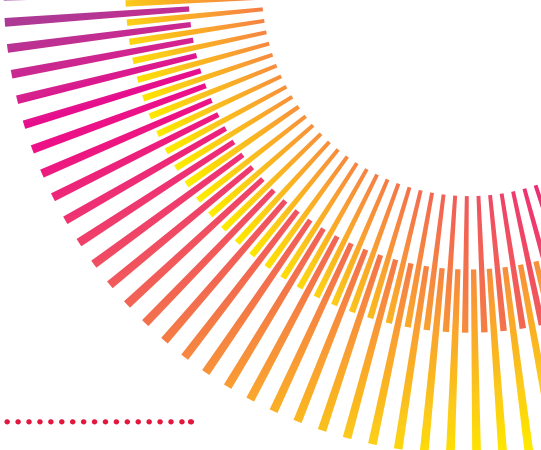
- 3,500 teachers took part in professional training to help them meet the needs of English as an Additional Language/Dialect (EAL/D) students
- 3,700 teachers participated in EAL/D networks across the State to strengthen their teaching practice
- about 6,300 teachers and other school staff members attended professional programs to help them meet the needs of refugee students
- more than 800 teachers, administrative staff members and principals attended learning activities to help them support international students.

**Engagement** In 2017 and 2018, Education continued to work with a range of groups to help it better understand the education and training needs of culturally diverse NSW. These included the Secretary's Multicultural Education Advisory Group and the Community Languages Schools Board.

Education also consulted and collaborated with stakeholders to determine how it could best support students and their families with identified needs, such as new arrivals, refugees, international students and students with disability.

The Local Schools, Local Decisions reform enables the schools to consult and engage with their local communities to create plans and programs on school practices and use of resources.

**Planning** The Multicultural Education Policy outlines the department's responsibilities in implementing and monitoring the **Multicultural Plan 2016-2018**.



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The department's Annual Report Guidelines shape reporting on a local level. The guidelines require principals to report to parents and the school communities on their schools' multicultural and anti-racism strategies. The principals must also report on the use of resources intended to help students develop English language proficiency.

Education utilises data on student participation rates and learning outcomes, staff professional needs, research and program evaluation to shape culturally responsive and inclusive programs and services.

Additionally, the Centre for Education Statistics and Evaluation annually provides demographic data. e.g. students' length of stay in Australia, languages spoken at home etc. In 2017 and 2018, this data was used to inform planning on a departmental or local school levels.

**Leadership** Executives and managers demonstrated their leadership in culturally inclusive practices by facilitating and contributing to Education's multicultural plans and policies. The Department of Education Leader of Equity monitors the implementation of the policy and plan and coordinates reporting responsibilities.

**MPSP themes** In the 2017 and 2018 school calendar years, 19,774 refugees enrolled in NSW schools. Education developed and implemented programs to support the settlement of these refugee students.

The programs included English language support, individual support, counselling, the Beginning School Well program, vocation education information and awareness, Refugee Action Support Partnerships, Refugee Leadership Strategy and other resources for schools. Some of these programs were conducted in partnerships e.g. the Classrooms of Possibility research was conducted in partnership with the University of Technology, Sydney.

Education utilised language services to facilitate communication with parents or carers who did not speak or understand English well, were deaf or had a hearing or speech impairment. In 2017-18, Education spent \$674,000 on interpreting services and \$114,000 on translations. Individual schools sometimes engaged bilingual and community liaison staff to communicate with parents and families from CALD backgrounds.

**Evaluation** Education's MPSP performance is assessed as 'sound'.



# NSW HEALTH

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## NSW Health's agencies

*Subsidiaries of NSW Health include NSW Ambulance, Cancer Institute NSW, South Eastern Sydney and Illawarra Area Health Service, Sydney South West Area Health Service and the Greater Southern Area Health Service.*



NSW Health is responsible for the public health system in NSW, particularly through public hospitals and associated agencies. It monitors the performances of the many specialist and health service organisations across the State that fall under its umbrella.

NSW Health reported on the initiatives made in 2017-18 by its many subsidiary organisations, which continued to be guided by the **NSW Health and Implementation Plan for Healthy Culturally Diverse Communities: 2012-2016**.

NSW Health's report for 2017-18 collates accounts by a wide array of health organisations, including 15 local health districts, Sydney Children's Hospital Network, Justice Health and Forensic Mental Health Network, St Vincent's Health Network Sydney, Bureau of Health Information; Agency for Clinical Innovation, Clinical Excellence Commission, Health Education and Training Institute NSW, Cancer Institute NSW, NSW Ambulance, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, statewide specialty multicultural health services and the Ministry of Health. Many of these accounts outline the health services the organisations provided to refugees during the review year.

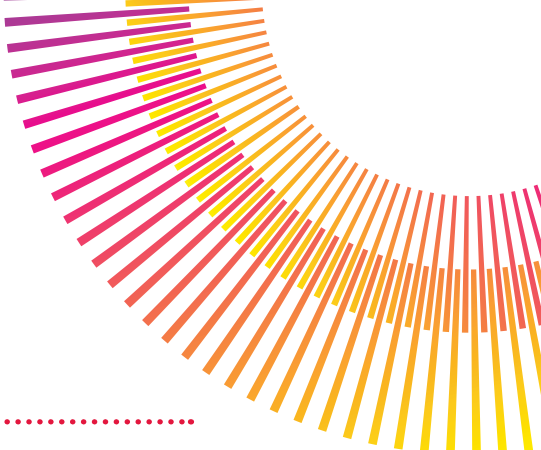
**Service delivery** NSW Health views the use of professional healthcare interpreters as essential in ensuring that patients and their carers can take part in decisions about their care. In 2017-18, its five NSW Health Care Interpreter Services (three metropolitan, two rural) provided more than 673,000 occasions of service. This was an increase of 68,300 on the 2015-16 figure.

More than 500 resources were translated into 52 languages in a variety of media, including audio-visual educational materials.

Different health organisations also conducted in-language programs and modified programs to ensure people of CALD backgrounds could access core services. For example, the Northern Beaches Health Service modified speech pathology assessment tools to cater for CALD clients.

NSW Health employed innovative communication strategies to better engage with consumers. A notable campaign was the NSW Organ and Tissue Donation Service's Widows of Parramatta web series about organ and tissue donation in CALD communities.

**Planning** Several NSW Health organisations improved their data collection to help better plan programs. One example was the Central Coast Local Health District's Health Information Exchange report. It enables the tracking and monitoring of interpreter usage and understanding of patient demographics.



Other initiatives considered issues faced by the diverse communities in their planning. For example, the Sydney Children's Hospital Network established an Inclusion and Diversity Steering Committee to develop an Inclusion and Diversity Strategic Plan.

**Leadership** The leaders of several organisations introduced measures to ensure health services and staff consider and respect people's language, culture and religions during the review year. The measures included embedding cultural competence elements into staff processes and organisation policies.

Other leaders publicly demonstrated their commitment to the *multicultural principles* in other ways. Some established innovative mechanisms in their organisations, e.g. the Diversity Programs and Strategy Hub in the Sydney Local Health District. Others supported groups and events that reflect NSW's diversity, such as the Mid North Coast Annual Multicultural Health Expo.

**Engagement** In 2017-18, NSW Health organisations continued to partner and consult with stakeholders to ensure that their services were appropriate and met the needs of people from diverse backgrounds. In two examples, the:

- Illawarra Shoalhaven Local Health District conducted 'patient journey' interviews with refugee clients to help shape an action plan and recommend service changes
- Central Coast Local Health District collaborated with community organisations and local young people of Indigenous and culturally diverse backgrounds on a drug and alcohol harm minimisation project, 'Holding on Multicultural MMADness'.

**MPSP themes** The report against the ***NSW Health and Implementation Plan for Healthy Culturally Diverse Communities: 2012-2016*** outlines the achievements of NSW Health's organisations in:

- improving services and access for people with disability, including those of CALD backgrounds, so they align with the NSW Health Disability Inclusion Action Plan 2016-2019
- supporting the settlement of newly arrived migrants and refugees
- providing language services and training in chuchotage (whispered simultaneous interpreting).

**Evaluation** NSW Health's MPSP performance is assessed as 'sound'.





# PLANNING AND ENVIRONMENT CLUSTER

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*The Planning and Environment Cluster is responsible for effective and sustainable planning that supports growth in NSW. It helps shape the places for people to live, work and spend their leisure time, while ensuring good access to transport and other services.*



**Planning &  
Environment**

The NSW Department of Planning and Environment (DPE) leads the cluster. Other members are the Office of Environment & Heritage (OEH), Office of Local Government and Arts, Screen and Culture. Other entities associated with the DPE include the Environment Protection Authority (EPA) and statutory trusts responsible for zoos, parks and gardens.

The Multicultural Plan Progress Report 2018 reports on the cluster entities' progress against the ***Environment and Heritage Portfolio Multicultural Plan 2015-2018***.

**Leadership** The cluster's focus on ensuring leaders are accountable in leading and promoting culturally inclusive practices during the review year was clear through various strategies.

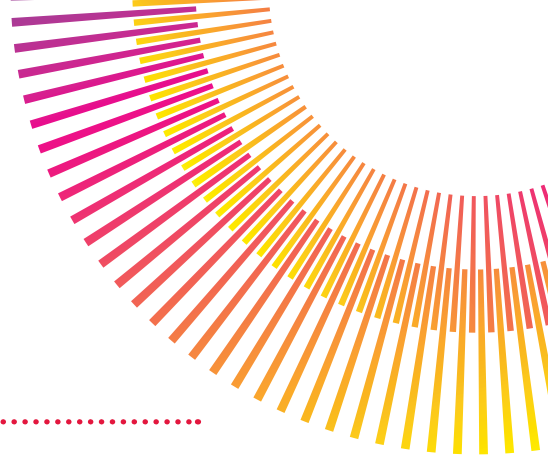
Notably, a Multicultural Steering Committee made up of senior representatives from across the cluster was established in 2016 to monitor the implementation of the plan and report on progress. It had its first full year in 2017-18. The committee is sponsored by a Deputy Secretary and meets quarterly. It provides opportunities for representatives to share knowledge and good practice, as well as raise issues and identify gaps in progress.

Other initiatives that supported the cluster's executives and senior managers included an 'Unconscious Knowledge and Bias Workshop' and leadership panel discussions designed to help build their cultural competence.

As part of the ***Environment and Heritage Portfolio Multicultural Plan 2015-2018***, the cluster introduced a Diversity and Culture category in its annual staff awards. The new awards recognise staff members whose commitment to helping customers of CALD backgrounds is especially commendable.

**Planning** The DPE is keen to ensure multicultural policy goals are integrated into its planning. Consequently, it has made the implementation of diversity strategies, including the ***Environment and Heritage Portfolio Multicultural Plan 2015-2018***, a key aim. The communication plans of some agencies include consideration of communities. They also propose increased funding that would allow them to reach out to them more.

Cluster agencies employ a range of measures, many targeted at those of CALD background, to inform their strategies and planning. For example, the DPE Economics, Population and Land-use Analytics Branch launched a Community Profile Tool which produces reports on specific areas of interest. Its zoo group, meanwhile, captures guest information and country of origin to better understand the needs of its visitors.



**Engagement** The cluster made significant efforts to collaborate with representatives of diverse communities to ensure services help customers as best they can. For example, OEH consulted migrant information centres and translated program materials to target CALD communities and newly arrived refugee households as part of its Home Energy Action Program.

OEH also partnered with six CALD organisations in the Action Matters Our Place Program to engage with people of diverse cultural backgrounds. The program reached 13,300 community members.

**Service delivery** The cluster has invested considerable resources to ensure those of CALD backgrounds can access to programs and services. The Translating and Interpreting Service or face-to-face interpreting services are offered to customers.

The cluster also provides in-language announcements, advertisements, collateral material and media releases that cover various projects and initiatives. Notably, it uses ethnic media to connect with some harder-to-reach communities.

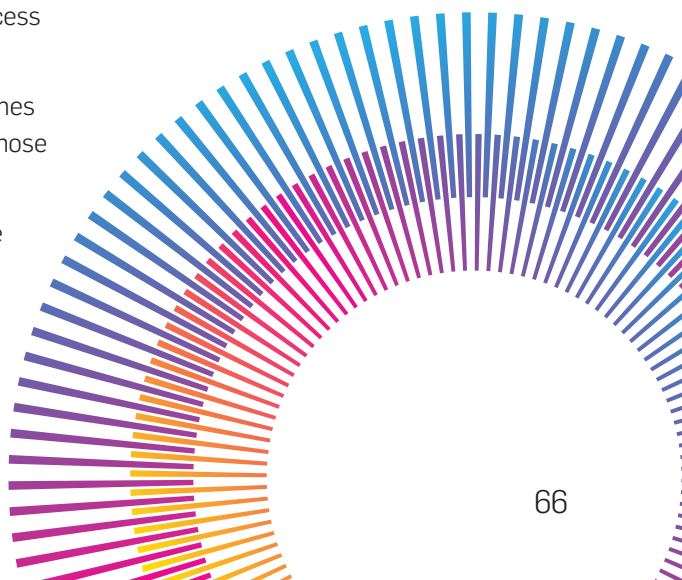
**MPSP themes** The Multicultural Plan Progress Report 2018 outlines the cluster's achievements in:

- initiatives based on the Disability Inclusion Action Plans, including the establishment of a Cluster Disability Employee Network and International Day of People with Disability celebrations in 2017
- supporting the NSW public sector's commitment to promoting employment of refugees by employing 17 people of refugee backgrounds
- providing language services to clients, including by bilingual cluster employees under the Community Language Allowance Scheme.

The Planning and Environment Cluster, as a result of good guidance by its leaders, has demonstrated a strong commitment to its customers of CALD background. It has ensured they are included in its initiatives and can access services and programs.

The cluster's plans to strengthen its data collection and evaluation regimes so it can improve its policies and programs for its customers, including those of CALD backgrounds, are noted.

**Evaluation** The Planning and Environment Cluster's MPSP performance is assessed as 'sound'.





This report is available at:  
[multicultural.nsw.gov.au/publications](http://multicultural.nsw.gov.au/publications)

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