



Multicultural
NSW



COMMUNITY RELATIONS REPORT | **2018-2019**







NEW SOUTH WALES GOVERNMENT

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SUBMISSION LETTER



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To whom it may concern,

It is a pleasure to submit the 2018-2019 Community Relations Report on behalf of Multicultural NSW for the Parliament of New South Wales.

I submit this report under section 14 of the *Multicultural NSW Act 2000* (the Act), which requires, for each financial year, Multicultural NSW to prepare for Parliament:

- a report on the state of community relations in New South Wales as affected by cultural diversity
- an assessment of the effectiveness of public authorities in observing the Multicultural Principles in the conduct of their affairs.

This report reaffirms the commitment of Multicultural NSW to advocate for the Multicultural Principles enshrined in section 3 of the Act, across the NSW public sector and in the community we serve.

In essence, the Multicultural Principles enshrined in the Act call on public authorities and the people of New South Wales to:

- share democratic values, governed by the rule of law, and promote a unified commitment to Australia;
- accept and value the fact that New South Wales is a culturally, linguistically and religiously diverse society;
- respect our democratic freedoms to practice our cultural and religious traditions and speak our languages, within an Australian legal and institutional framework where English is the common language;
- ensure NSW government programs and services, as well as opportunities to participate in public life, are accessible by everyone irrespective of their cultural, linguistic or religious heritage;
- promote and maximise the value of cultural diversity for the social and economic benefit of New South Wales.

Multicultural NSW recognises that the factors contributing to and affecting our cohesive



multicultural society are many and complex. Multicultural NSW has therefore drawn on data, information and expert advice from a range of reliable sources in producing this report. I thank all the agencies, organisations, researchers and community members who contributed to the 2018-19 Community Relations Report.

New South Wales sets an example for the rest of world as a peaceful and harmonious multicultural society, and as a leader in the delivery of policies and services for a culturally diverse society.

We cannot, however, take our social cohesion for granted. Community harmony takes commitment. Safeguarding social cohesion and building community resilience into the future will take a concerted effort from all sections of our society.

That is why, for the past 40 years, the Parliament of New South Wales has provided bi-partisan support for a designated statutory authority – known since 2014 as Multicultural NSW – dedicated to promoting social cohesion and community harmony in the most culturally diverse state in the world.

As the most recent in a distinguished line of Chief Executive Officers, I am proud to submit this report in the 40th year of Multicultural NSW. In accordance with section 6 of the Act, I confirm that the contents of this report reflect the independent advice of Multicultural NSW.

Yours sincerely



Joseph La Posta

Chief Executive Officer

21 February 2020

STATEMENT FROM THE MULTICULTURAL NSW ADVISORY BOARD

The Multicultural NSW Advisory Board is an independent body established under the *Multicultural NSW Act 2000*. Drawing on the diverse skills and insights of our members, the Advisory Board assists Multicultural NSW to achieve its legislated objectives by promoting community harmony and the Multicultural Principles.

We bring experience and expertise on issues relating to cultural diversity from a range of professional, academic and community-based fields of practice. These include medicine, law, linguistics, education, community languages, business and marketing, arts and culture, sports, migration and settlement and Indigenous affairs.

An important feature of the Multicultural NSW Advisory Board is the inclusion of young people in our membership, with two Advisory Board positions are reserved for young people who are under the age of 25 at the time of their appointment.

Throughout the year, Advisory Board members represent Multicultural NSW, engage communities and stakeholders and advocate for cultural diversity at events and forums across New South Wales.

Among our various responsibilities, Advisory Board members are privileged to serve as chairs of the Multicultural NSW Regional Advisory Councils (RACs). Five metropolitan and seven regional RACs operate as local networks of community champions and help to ensure Multicultural NSW is kept informed of issues relating to cultural diversity across the state.

We are pleased that the 2018-19 Community Relations Report highlights some of the important work happening to attract and welcome migrants and refugees to regional areas of New South Wales. Members of our RACs have reaffirmed the fact that successful regional settlement depends not only on an open and welcoming local community but also

on ensuring that services are in place (including interpreting and translation services), and that employment opportunities are realised for the benefit of newcomers and regional economies.

Advisory Board members also serve on the Multicultural NSW grants program assessment committee. We are proud to support grassroots community projects, events and festivals that celebrate diversity across New South Wales every year. We are also conscious that the multicultural grants program is often over-subscribed. We recognise that much of the community-led effort to promote community harmony happens independently of government funding programs, and that multiculturalism in New South Wales truly thrives because of the enormous human investment made through volunteering and community spirit. We recognise the commitment and hard work of grassroots community organisations and their members in making New South Wales the successful multicultural state it is today.

Commencing in 2018-19, the Advisory Board played an active role in strategic planning for Multicultural NSW to ensure the agency is best placed from 2020 onwards to tackle priority issues for social cohesion and community harmony. We are keen to see Multicultural NSW affirm its leadership role by bringing forward key policy issues for cultural diversity at state and national levels, including more challenging issues concerning tolerance, race, religion, immigration and cultural diversity in Australia. Multicultural NSW should continue to learn from and contribute to global knowledge and best practice in this regard.

Multicultural NSW should continue to work to deepen its engagement with communities and continue putting people's lived experience at the centre of multicultural policy and program development.



We see a role for Multicultural NSW in building the capacity of the multicultural community sector in relation to governance and accountability, in improving the cultural competence of the NSW public sector, and in supporting a sustainable language services industry that is adaptive to the evolving needs of our multilingual society.

The people of New South Wales are culturally, linguistically and religiously diverse. New South Wales can only benefit from better understanding and valuing that diversity. The 2018-19 Community Relations Report makes an important contribution to that understanding, and we hope that its insights will be applied widely.

Members of the Multicultural NSW Advisory Board as 21/2/2020



Dr G.K (Hari) Harinath OAM
Chair



Joseph La Posta
Chief Executive Officer



Margaret Piper AM
(2018-19 Community Relations Report Steering Committee member)



Albert Vella OAM
(2018-19 Community Relations Report Steering Committee member)



Simon Chan



Sonia Sadiq Gandhi



Prof. Sandra Hale



Kyung (Kenneth) Hong



Dai Le



Cav. Felice Montrone OAM



Devpaal Singh
Youth Member



Cristina Talacko



Steve Widders

ACKNOWLEDGEMENTS

- Multicultural NSW acknowledges the traditional custodians of the land on which this report was produced, the Burramattugal clan of the Dharug people, and pays respect to Indigenous leaders past, present and emerging.
- Multicultural NSW acknowledges the contribution of the Multicultural NSW Advisory Board, established under section 8 of the Act, whose committed members provide Multicultural NSW with invaluable advice and expertise on all things related to cultural diversity.
- Special thanks are due to Advisory Board members Margaret Piper AM and Albert Vella OAM, who served on the 2018-19 Community Relations Report Steering Committee. Thanks also to Multicultural NSW staff who also served on the Steering Committee and contributed to this report.
- The Multicultural NSW Regional Advisory Councils (RACs), established under section 10 of the Act, are comprised of 180 members across 12 regional and metropolitan RACs who, throughout the year, help to ensure our understanding of community relations in New South Wales has a state-wide perspective.
- Data showing recent population and migration trends that have made New South Wales the vibrant multicultural state we are in 2018-19 has been sourced from the Australian Bureau of Statistics, Department of Home Affairs, Committee for Economic Development of Australia and several other sources that are acknowledged in the relevant section of the report.
- The 2019 Mapping Social Cohesion survey conducted for the Scanlon Foundation by Professor Andrew Markus of Monash University provides a key data source on levels on social cohesion. This report draws heavily on the Scanlon findings, although the reflections we offer on these findings are those of Multicultural NSW.
- The NSW Community Resilience and Response Plan (COMPLAN) Committee is the whole-of-government senior officers group, chaired by Multicultural NSW, established under section 13(f) of the Act as a single coordination point for identifying, assessing and responding to issues impacting on community harmony in New South Wales. The 2019 activity report from the COMPLAN Committee, included in this report, details how the COMPLAN Committee activated its Response and Recovery arrangements for the first time in 2019 in response to the devastating terrorist attack in Christchurch. Multicultural NSW acknowledges the contribution of COMPLAN agencies in supporting communities during that difficult time and throughout the year.
- The (former) Department of Justice, NSW Police Force, Fire and Rescue NSW and NSW Rural Fire Service all submitted reports for 2018-19 under the Multicultural Policies and Services Program (MPSP). The MPSP is the whole-of-government reporting and assessment framework applied by Multicultural NSW under section 13(1)(g) of the Act to support good practice in NSW Government service delivery and planning for our culturally, linguistically and religiously diverse state. Examples of good practice are sourced from each of the four agency's MPSP reports.
- The NSW Government's Workforce Profile Report 2019 by the NSW Public Service Commission provides an insight into cultural diversity in the NSW public sector, the largest employer in Australia.
- The Commonwealth Department of Human Services and TIS National both provided insight into the critical skills shortages of qualified interpreters in emerging and established communities.
- To understand recent settlement patterns better, we spoke to community members and service providers working at the frontline to help refugees from the conflict in Syria and Iraq settle into their new homes in Fairfield, Armidale,



and the Riverina. The Australian Red Cross, the University of New England, Settlement Services International and stakeholders of the Fairfield Settlement Action Plan all contributed to two of the case studies included in this report.

- Given the huge contribution that temporary migrants make to the social and economic life of this state, we also reached out to our friends at Study NSW, NSW Police Force, Fire and Rescue NSW and the City of Sydney to hear how they are supporting international students living, studying and working in our state.
- Vic Alhadeff, Chief Executive Officer of the NSW Jewish Board of Deputies, kindly agreed to be interviewed for the case study on the Keep NSW Safe Coalition and its success in advocating for tougher race hate laws in New South Wales.

Multicultural NSW thanks all of the agencies, organisations, researchers and community members who made a contribution to the 2018-19 Community Relations Report.



THE STATE OF COMMUNITY RELATIONS IN NEW SOUTH WALES 2018-19

We are culturally diverse

The people of New South Wales are culturally, linguistically and religiously diverse.

We are culturally diverse. This is a simple statement of fact and an important point to acknowledge in introducing this report on the state of community relations in New South Wales as affected by cultural diversity.

It is relevant to acknowledge that cultural diversity in this country has a long history, 60,000 years by conservative estimates. This report was prepared at the Multicultural NSW office in Parramatta on the lands traditionally owned by the Burramattugal clan of the Dharug people.

Cultural diversity is an intrinsic part of the story of the early British penal colony of New South Wales and the history of colonial settlement in Australia's first state. Jews, Muslims, Hindus and Sikhs are all part of this story, as well as the more recognised English Protestants and Irish Catholics.

More recently, New South Wales has embraced Australia's growing sense of place in the Asia-Pacific region with our population data increasingly reflecting this natural geographic fit.

Cultural diversity in New South Wales continues to take on new shapes and patterns as we adapt to domestic and global economic, geopolitical, and demographic forces and trends.

In short, cultural diversity is our past, our present and the future of New South Wales.

A successful, socially cohesive multicultural society

Multicultural NSW maintains that New South Wales sets an example for the rest of the world as a peaceful, harmonious multicultural society. The findings presented in this report largely reflect this. They also indicate some areas where there is more work to do to ensure that cultural diversity is understood and valued by everyone, and that everyone can contribute to the success story of multiculturalism in New South Wales.

In preparing this report, Multicultural NSW works from the premise that a successful, socially cohesive multicultural society is one in which people from different cultural, linguistic and religious backgrounds enjoy harmonious and mutually beneficial relations with each other.

The Scanlon Foundation, whose research provides a primary data source for this section of the report, provides the following definition of social cohesion:

...the willingness of members of a society to cooperate with each other in order to survive and prosper¹.

From this definition we might say that a socially cohesive society is one in which people from different cultural, linguistic and religious backgrounds are willing and able to live together, learn together, work together, play together, grow together, thrive together and help each other in times of need.

A socially cohesive society is one where people connect, relate to one another and build bonds across differences. It is a society that fosters reciprocal trust, care, shared values and a sense of shared identity. It is a society that is open to learning new things and that welcomes a healthy exchange of knowledge, experiences and new ideas.

1. <https://scanloninstitute.org.au/what-social-cohesion>



Research has consistently shown that an inclusive, connected, socially cohesive society can contribute to:

- greater community well-being in terms of physical and mental health, social and personal security, childhood outcomes, and upward mobility;
- improved collective participation, political engagement and sense of collective interest;
- greater productivity and happier workplaces;
- greater creativity and cultural achievement;
- a stronger sense of community in local neighbourhoods; and
- more resilient communities in the face of natural or man-made disasters.

Conversely, low levels of social cohesion can lead to problems such as:

- polarisation and divisiveness;
- anti-social behaviour and increased crime;
- reduced productivity;
- disengagement, isolation and lack of participation;
- health issues, both physically and mentally, reducing life expectancy;
- growing inequality; and
- reduced resilience in response to collective adversity.

Social cohesion, therefore, influences outcomes across every significant policy areas like health, mental health, justice, crime prevention, education, employment, trade, the arts, emergency management – just to name a few. In other words, social cohesion is everyone's business.

Factors influencing social cohesion in a culturally diverse society

Factors that may contribute to, or diminish, social cohesion in our culturally diverse society are very complex and difficult to define, measure or quantify. In an increasingly inter-connected world, we cannot readily isolate the factors influencing social cohesion in New South Wales from larger global forces that are shaping the world we live in today.

Some of the key factors that are shaping the landscape of cultural diversity in New South Wales, and have the potential to affect community relations and social cohesion, include:

• **Migration patterns and population change.**

New South Wales competes in a global economy that is powered by the movement of people, skills, knowledge, technology and capital. Our population and economic growth are sustained by overseas migration, which for several years now has reflected an increasing emphasis on skills. The rise of temporary migration is major but often overlooked factor influencing the number and diversity of people living in New South Wales at any given point in time. Uneven patterns of migrant settlement continue to see Sydney attract the most new arrivals, while many regional areas of New South Wales are struggling to sustain both population and economic growth.

• **Attitudes towards immigration and cultural diversity.**

The Scanlon Foundation's annual survey of social cohesion has consistently found a high level of support for multiculturalism among Australians. While the surveys find much evidence of stability, there is evidence of decline in some indicators. Experiences of racial discrimination and intolerance towards minority faiths are on the rise, as are concerns

about migrant integration. Increasingly polarised debates about immigration and cultural diversity, often imported from debates overseas, are being amplified by hateful, extreme and increasingly vocal fringe groups, especially on social media. These influences present both a challenge and a motivation for those who, like Multicultural NSW, seek to uphold and defend the values and principles of multiculturalism.

- **Impacts of overseas conflict and global terrorism.** As a multicultural society we are intricately connected to the world, and this connection brings a range of social, cultural and economic benefits to New South Wales. It also means that when conflict and strife occur overseas, communities in New South Wales may be affected and need support. For the past five years, the conflict in Syria and Iraq has seen new cohorts of refugees and humanitarian entrants, many of whom fled the onslaught of ISIS, find peace and security in their new home in New South Wales. Established communities with ancestral ties to Syria and Iraq have been instrumental in advocating for additional places in the humanitarian program and supporting the successful settlement of new arrivals. Meanwhile, devastating terrorist attacks in Christchurch, Sri Lanka and Pittsburgh in early 2019 were stark and tragic examples of how communities here in New South Wales can be deeply impacted by terrorism and violence that occur overseas. In displays of community resilience across the State, we witnessed cultural and faith communities standing together in solidarity and supporting each other in times of need.

These trends and patterns are explored in more detail in the following sections of the report. Rather than simply present statistics and problems, this report includes a series of case studies that showcase some of the ways in which local communities, frontline community services and NSW Government agencies are working to support communities and promote social cohesion. The case studies included throughout this report help to tell the story of New South Wales as a successful and resilient multicultural society.



MIGRATION PATTERNS AND POPULATION CHANGE

New South Wales is Australia's most populous state. This state is home to over one-third of Australia's overseas-born population and net overseas migration continues to be the driver of population growth and cultural diversity in this state.

More than half of the people of New South Wales were either born overseas or have one or more parents born overseas. More than a quarter of us speak a language other than English at home.

By 2021, it is estimated that net overseas migration will contribute 62% of population growth in New South Wales. Population projections for the state, based on Commonwealth visa grant approvals, existing migration policy and previous migration flows, suggests that the state's population will reach around 11.5 million by 2051².

New South Wales is not, however, Australia's fastest growing state: for the past three years we were outpaced by Victoria, Queensland and the Australian Capital Territory in rates of population growth.

State annual population growth rate (%)⁵

	16/17	17/18	18/19
NSW	1.6	1.5	1.4
VIC	2.3	2.2	2.1
QLD	1.6	1.7	1.7
ACT	1.7	2.2	1.5

While New South Wales settled 94,284 permanent migrants in the year to 30 June 2019³, there was a decrease of 4,800 in net overseas migration compared to the previous year⁴. For some time, New South Wales has also experienced net outflow of internal migration to other states. In the year to 30 June 2019, New South Wales experienced a net loss of 22,100 people to interstate migration.

Population growth is unevenly distributed across the state, with Sydney continuing to attract the most new arrivals. Meanwhile, regional communities in New South Wales face real challenges in sustaining local population and economic growth. Migration can offer substantial growth opportunities in the regions, and many regional towns are also starting to recognise the social and economic benefit of attracting and retaining migrants and refugees.

It is important to understand the difference between permanent and temporary migration when considering the demographic makeup of New South Wales at any given point in time. At 30 June 2019 there were nearly 40,000 temporary skilled migrants and over 360,000 international students living, studying and working in our community. Add to this working holiday makers and New Zealand citizens who are here for extended periods and those who come for a short time as tourists, to attend a conference or visit relatives. This gives many in the community the perception that there are many more migrants arriving than there actually are. This is an important point and will be touched on later in the discussion about community attitudes to migration.

'Migration works' for the economy

Population growth through migration is essential to economic growth and the future prosperity of New South Wales.

Modelling carried out by the Property Council of Australia (NSW) illustrates how a hypothetical reduction of 54,500 migrants per year to New South Wales over a ten-year period would reduce the Gross State Product (GSP) by approximately \$130 billion. There would also be 200,000 fewer jobs⁶.

2. <https://www.planning.nsw.gov.au/-/media/Files/DPE/Other/Research-and-demography/Population-Projections/2019-NSW-Population-Projections-GSR-RoS.xlsx> (accessed 6 January 2020)

3. <https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/details?q=> (accessed 12 December 2019)

4. <https://scanloninstitute.org.au/migrationdashboard> (accessed 17 December 2019) (accessed 12 December 2019)

5. https://cdn2.hubspot.net/hubfs/2095495/NSW/Event%20PDFs/Impact%20of%20Reducing%20NSW%20Migration%20FINAL.pdf?utm_campaign=NSW&utm_source=hs_email&utm_medium=email&utm_content=68175115&hsenc=p2ANqtz-9c6AIOwpD58JVdTtBJLOECt5MygUaSRQwXga7QG136fmvSLs24kEC70v6T8ldXlv80Gr2YnEb-03dnFzV3QF6dSowjcljWq3Nj51Tz2QMs7QBe04&_hsmi=68175115 (accessed 23 December 2019)

6. <https://bcec.edu.au/assets/2019/10/BCEC-Finding-a-Place-to-Call-Home.pdf> (accessed 28 January 2020)

This is why we have seen an increased focus on skills in Australia's Migration Program in recent years. Two decades ago, skilled migrants and their families accounted for around 30 to 40 per cent of the permanent migration program. They now account for nearly 70 per cent of the intake.

A 2019 report by the Bankwest Curtin Economics Centre, *Finding a Place Called Home*, shows how skilled migrant workers drive positive benefits across Australia's industry sectors through increased productivity, innovation and knowledge spillovers⁷. The report shows that better matching migrants with jobs reflecting their skills and qualifications could add \$6 billion per annum to the Australian economy.

The report further shows that a one percentage point increase in the share of migrant workers leads to an increase of 2.4 percentage points in the real wages of Australian-born workers. Similarly, the Committee for Economic Development of Australia (CEDA) has demonstrated that "an increase in migrant concentrations in certain levels of qualification and experience is associated with a positive impact on wages and employment"⁸.

Migration works for us in delivering more working-aged, skilled people who often bring their children, or who have children after they arrive, and this next generation becomes tomorrow's workers and leaders⁹.

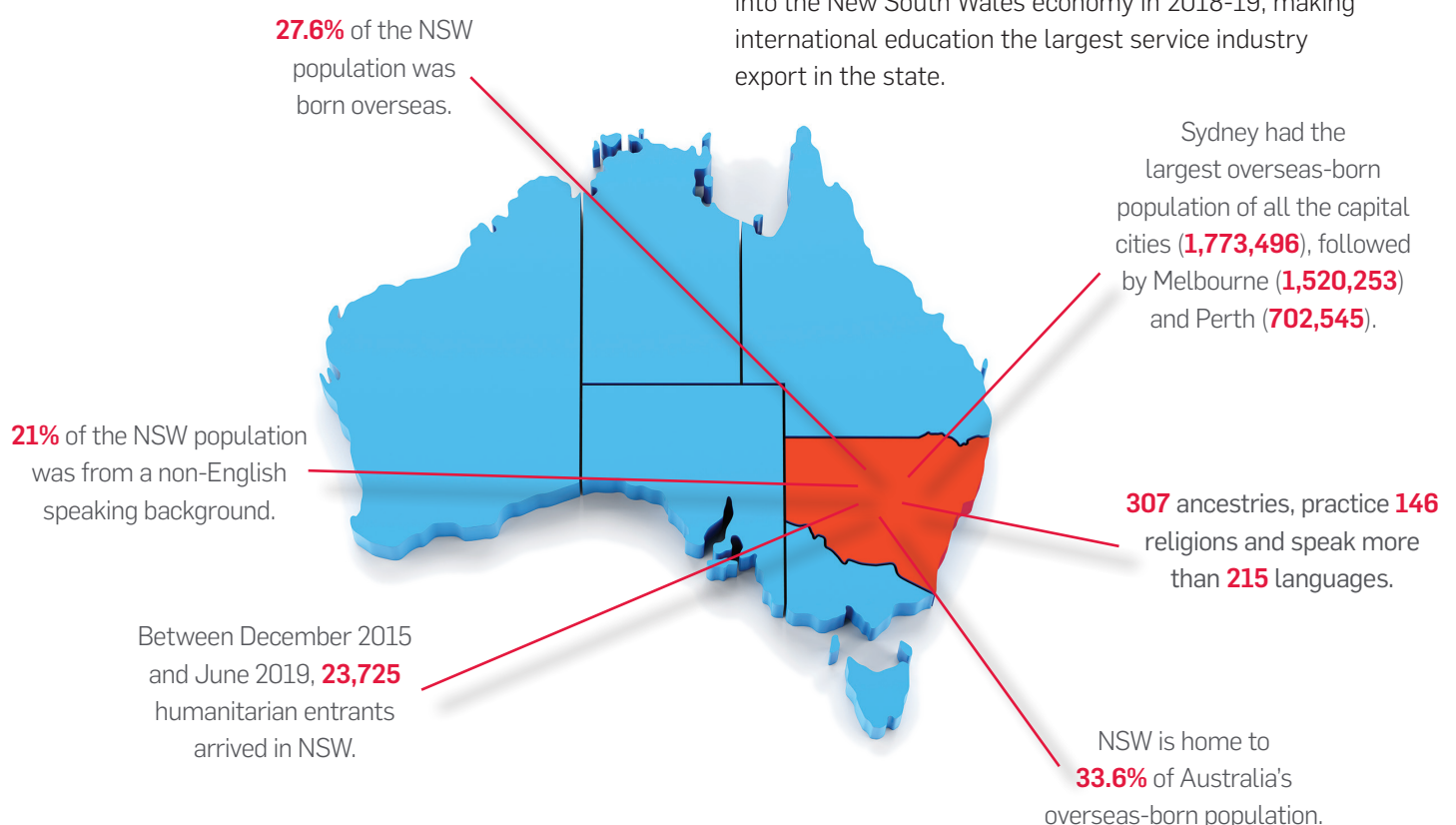
AUSTRALIAN CHAMBER OF COMMERCE

Family stream and humanitarian entry migrants also bring social and economic benefits to New South Wales. Family migration plays a critical role in supporting the social, cultural, financial and emotional integration of new arrivals.

Evidence also shows that refugees also make an important contribution to Australia's economy. Recent modelling by Deloitte Access Economics goes so far as to suggest that increasing Australia's humanitarian intake to 44,000 per year could add \$38 billion to the Australian economy over the next 50 years¹⁰.

Further, recognising the huge potential and entrepreneurial spirit of refugees, the Centre for Policy Development has reported that refugees are "nearly twice as likely to start a business as Australian taxpayers as a whole"¹¹.

As detailed in our case study below, international students here on temporary visas injected \$13.9 billion into the New South Wales economy in 2018-19, making international education the largest service industry export in the state.



7. <https://bcec.edu.au/assets/2019/10/BCEC-Finding-a-Place-to-Call-Home.pdf> (accessed 28 January 2020)

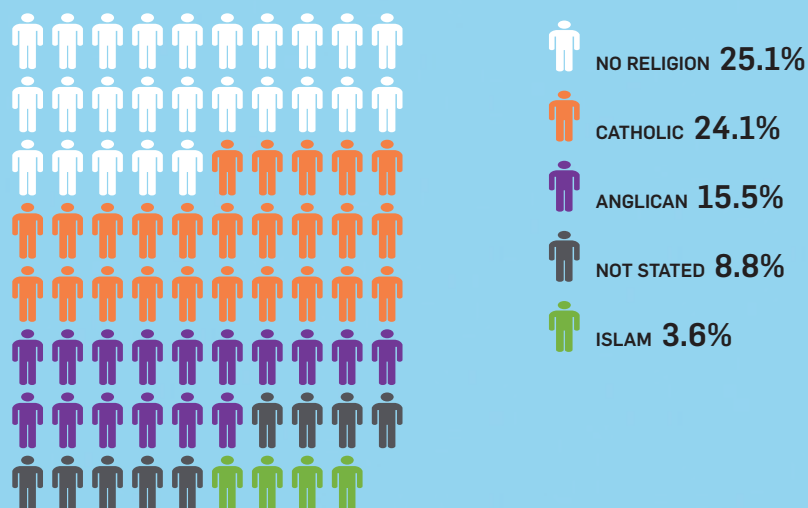
8. https://www.ceda.com.au/CEDA/media/General/Publication/PDFs/190709_CEDATemporaryMigration_FullReport_FINAL_1.pdf (p18) (accessed 16 December 2019)

9. https://www.australianchamber.com.au/wp-content/uploads/2018/12/FINAL-Australian-Chamber_Policy_Migration_WEB.pdf (accessed 17 December 2019)

10. <https://www2.deloitte.com/au/en/pages/economics/articles/economic-social-impact-increasing-australias-humanitarian-intake.html> (accessed 28 January 2020)

11. <https://cpd.org.au/2019/04/seven-steps-to-success-report/> (accessed 27 January 2020)

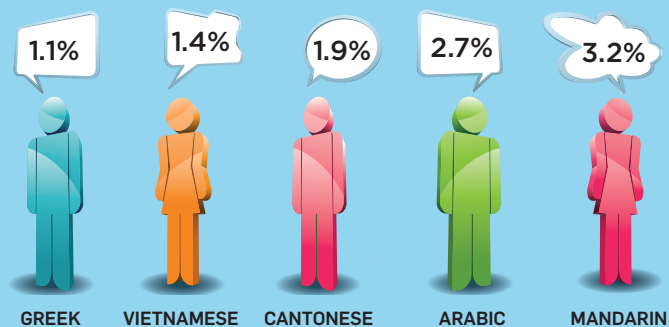
Religious affiliations in NSW Source: ABS 2016 Census



Top 5 countries of birth of permanent migrants settling in NSW in 2018-19

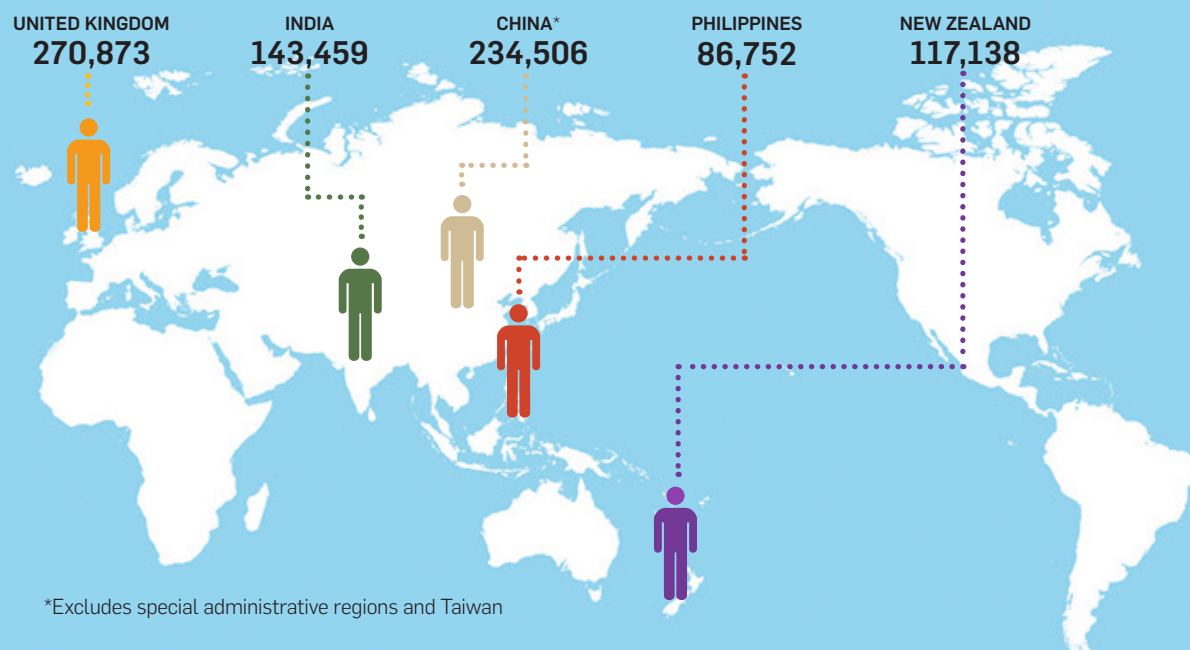


Top 5 languages spoken in NSW (OTHER THAN ENGLISH) Source: ABS 2016 Census



Top 5 overseas countries of birth for people in NSW

(Source: ABS 2016 Census)



CASE STUDY 1

REFUGEE SETTLEMENT A 'WIN-WIN' FOR NEWCOMERS AND REGIONAL COMMUNITIES

Finding 'the right fit'

The population of New South Wales is growing but a disproportionate number of new arrivals are settling in Sydney. Meanwhile, many parts of regional New South Wales have critical skills and labour shortages and positions that cannot be filled locally. According to a new report by Churchill Fellow Talia Stump, more and more regional towns are putting their hand up to receive and welcome migrants and refugees as a way of building the local workforce, supporting entrepreneurship and strengthening local communities.

In her report *The Right Fit*, Stump argues that many refugees are attracted to the regional lifestyle but are not aware of the opportunities that exist in regional towns. While cities can offer important family and cultural support networks in the early stages of settlement, secondary migration from the city to the regions can be a 'win-win' both for newcomers and regional communities.

Between March and May 2019, Stump – who also supports the work of the NSW Coordinator General for Refugee Resettlement, Professor Peter Shergold, in her role as Associate Director at Multicultural NSW – conducted over 60 interviews and meetings with organisations and stakeholders in Canada, USA, Germany, Norway and Sweden. She used this and her extensive experience in New South Wales to come up with a framework for attracting and retaining refugees in regional towns.

The framework includes four key steps:

PLAN – The first step is to build community consensus by informing and engaging the regional community to generate support for newcomer attraction. This means taking a collaborative approach that gets the whole town involved and includes recognising and embracing the rich history and traditions of regional communities.

CONNECT – The second step is to 'sell your town' by developing targeted promotional campaigns. This can include facilitating exploration visits for refugees to come and see the town to get a feel for the place.

WELCOME – The third step is to welcome newcomers

by creating opportunities for social connections and engagement between local employers and newcomers.

GROW – The fourth step is to invest socially in spouses and children to anchor families in regional communities. It is equally important to manage community expectations and listen to any emerging concerns.

Armidale opens its arms

The regional centre of Armidale has opened its arms to new refugee arrivals from war-torn Syria and Iraq. Hundreds of Yazidi (or Ezidi) refugees who fled the genocidal onslaught of ISIS have now found a peaceful new home in the welcoming heart of New England.

The Australian Government has approved around 15 regional centres in Australia as primary refugee settlement locations. In New South Wales, these include Armidale, Coffs Harbour and Wagga Wagga. Key factors in being approved as a primary regional settlement location included employment and service availability, and a welcoming community.

Dr Sue Watt from the University of New England has been monitoring community attitudes to refugee settlement in Armidale since the first refugees arrived in early 2018. A survey she conducted in September 2018 showed high support among residents, with 68 per cent of residents surveyed being either 'positive' or 'enthusiastic' about refugee settlement. A minority were 'concerned' about the settlement, mainly about whether there are enough jobs for the newcomers. Fewer still were 'negative' about the idea.

A repeat survey conducted in February 2019 showed the positivity rating had risen to 73 per cent and the level of concern about the impact of refugee settlement was significantly lower.

Recognising the contribution that primary settlement can make to regional growth, Armidale Regional Council has led the effort to galvanise community support, twice voting unanimously to support the settlement of refugees in the region.

Dr Watt believes that country towns offer refugees a sense of community that is sometimes hard to create in the big cities.

"People know each other in country towns and look out for each other, so when people welcome a new community, it's very genuine because they think okay, you're a part of us now... So there's this greater sense of intimacy and in Armidale there's been a big sense of caring in terms of what happens to refugees and how well they settle in."

She sees a mutual benefit in regional settlement for the Armidale community and for refugees who feel more at home in rural settings.

"People are quite keen for the benefits that refugees can bring. There's a sense of your community is making ours bigger. Rotary got hold of a piece of land where refugees can grow things, although we are in drought now, we won't be forever, and it means refugees can grow the foods that they like and many of them are keen about that."

Trina Soulos works for Settlement Services International (SSI), a non-government organisation contracted to provide settlement services in the region under the Australian Government's Humanitarian Settlement Program. Soulos said there has been a groundswell of local community support for Armidale becoming a primary settlement location.

"Armidale Regional Council has demonstrated unwavering, strong civic leadership and Armidale Sanctuary Humanitarian Settlement Inc. has mobilised close to 100 community members to be involved in community efforts to welcome newcomers. Our shared goal is to foster self-determination so that these newly arrived families become independent, productive and valued members of the Armidale community."

Soulos said that refugee newcomers are keen to give back to the community that has welcomed them.

"Yazidi community members of Armidale currently volunteer with the Rural Fire Service, the Salvation Army, the local radio station and... with SSI to help orientate newer community members. This is an area of community participation we expect to continue to grow in the coming years. Yazidi community members have, in turn, extended invitation for members of the broader Armidale community into the Yazidi community celebrations and remembrances."

...refugee newcomers are keen to give back to community that has welcomed them...



Murray-Riverina draws on migration heritage to welcome new refugees

The Murray-Riverina region of New South Wales – encompassing the regional centres of Griffith, Wagga Wagga and Albury – has attracted migrants and refugees for a long time.

From the gold rush era in the late nineteenth century to the development of the Murrumbidgee Irrigation Area and the Snowy Mountains Hydro-electric Scheme in the mid-twentieth century, from Italian winegrowers to international students in higher education, the Murray-Riverina is a product of a long, proud and continuing history of migration.

Today, the region draws on its successful history of settlement in welcoming new arrivals, according to Neil Barber, Regional Manager of Migration Support Programs at the Australian Red Cross:

Skilled migration opens regional NSW business to the world.

While regional towns in New South Wales are opening their arms to refugees and humanitarian entrants, skilled migrants are opening regional New South Wales for business with the world.

Dhruv Deepak Saxena arrived in Australia as a skilled migrant with big plans and big dreams. While most skilled migrants to New South Wales set their sights on Sydney, Saxena set about building a canola oil extraction plant in Wagga Wagga. Today, Riverina Oil and Bio Energy is set to reach \$500 million and is likely to reach \$1 billion, making it among the top five food companies on the Australian Stock Exchange (ASX). Half of his canola oil is consumed domestically, while the fastest growing export market is India where 'Wagga Wagga' canola oil is building an enviable brand reputation.

"The awareness of the success of previous settlement waves means that there is recognition that humanitarian and other migration has been a foundation of the economic and social growth of the Riverina region over decades."

In the regional centre of Wagga Wagga, local volunteers have played a key role in supporting the settlement of refugees from central and eastern Africa and, more recently, the first cohort of Yazidis fleeing the conflict in Syria and Iraq. The Red Cross and St Vincent de Paul Society in Wagga Wagga have mobilised over 600 volunteers to support new humanitarian arrivals to the region.

Barber said that volunteers are not only assisting refugees but also empowering local communities to play a more active role, strengthening community cohesion in the process.

"We have a core group of volunteers that are primarily motivated by deep humanitarian concern for people who have experienced forced migration. More commonly, though, we have people who want to volunteer to welcome and support newly arrived people into their communities and build relationships with people from culturally diverse backgrounds. We have had to re-work some of our processes for engaging this group of people to recognise... their motivation around social engagement (and) to meet the need for our clients to work toward gaining stronger levels of social integration and economic participation as a foundation for wellbeing."

Barber said successful settlement must be led by the local community and coordinated across civic, cultural, business, religious, sports, educational and government sectors. Giving new arrivals a voice in this process is essential.

"Establishing forums where settling communities and their leaders can speak to their needs and aspirations about their settlement and their refugee or forced migration journey and their cultural traditions and how that might be challenged by settlement in Australia."

Barber said that, despite a small minority of voices opposing refugee settlement in the region, the local community is actively seeking out opportunities to engage refugees in social activities, especially sport.



CASE STUDY 2

INTERNATIONAL STUDENTS IN OUR COMMUNITY

New South Wales is an attractive destination for people seeking world-class higher education, vocational training, schooling and intensive English language tuition.

Over 336,000 international students came to live, study and work in New South Wales in 2018-19, an 11 per cent growth compared to the previous year. Students from China, India, Nepal, Brazil, Vietnam and the Republic of South Korea were the largest groups in the international student cohort.

In New South Wales, international students make up around a quarter of all university students.

International education injected \$13.9 billion into the New South Wales economy in 2018-19, making it the largest service industry export in the state. International education generated 95,692 full-time equivalent jobs in New South Wales, which is more than any other state.

While much attention has been paid to the economic benefit of international education, it is important to recognise that international students are also people who are living in, and as a part of, our community. The experience international students have while living in New South Wales will have important consequences, not only for their future, but also for ours.

Many international students who complete their studies may seek pathways to permanent residency through skilled employment and make New South Wales their long-term home. For the many more international students who return to their home countries, a positive experience of Australia's lifestyle and the democratic values that underpin our harmonious multicultural society can contribute, in subtle but significant ways, to harmonious relations between our respective countries. Positive experiences here in New South Wales can also lead to lasting personal and professional relationships between international and domestic graduates that contribute to New South Wales becoming a more connected and confident global player.

Of the total number of international students living in New South Wales in any given year, around half live in one local government area – the City of Sydney.

The City of Sydney recognises the wider benefits that international students bring. According to Susana Ng, Senior Social Program Officer at the council:

"These students come with their own language and knowledge of their home countries and Australia is a multicultural community, so they contribute to its diversity. International students also can play a role in the business sector where they can offer cross-cultural insight and help build staff capability. They can help businesses meet customer needs and engage with customers and they can enhance a company's capabilities. Really international students can even offer benefits to the innovation sector and help the country to move forward and the city can leverage that potential for us to do better."

For all these reasons, it is important to support international students through some of the challenges they may face when living, studying and working in our community.

Susana Ng is concerned that international students are especially vulnerable to exploitation in the areas of work and accommodation due to their young age and limited life experience. The City of Sydney Council has also identified mental health as an emerging issue affecting international students.

"We have partnership projects with universities to identify workplace exploitation and mental health related issues so we can attempt to fill that gap which is an area we need to work more on."

The City of Sydney has also partnered with Fire and Rescue NSW on a program that is raising awareness of fire safety dangers in the accommodation of newly arrived international students.

Detective Superintendent Gavin Dengate is the Corporate Spokesperson for the Safety and Wellbeing of International Students for the NSW Police Force. He plays a key role in building strong relationships between police and the international student community.



"NSW Police understands that students who come to New South Wales to study do so in an environment that can be very foreign to them. There is much pressure placed on students from a variety of sources to ensure that they succeed in their studies. We recognise that those students are very much a vulnerable group within our community due to a number of factors including the difference in cultural issues, language barriers, no family, friends or networks of support and financial hardships and study pressures."

The NSW Police Force is the only police jurisdiction in Australia to have appointed a senior officer to a role dedicated to supporting the safety and wellbeing of international students. Building trust with international students is a key focus of Detective Superintendent Dengate's role.

"Gaining the trust of international students is the area where we focus the majority of our work. Being proactive and going to the students to engage them in order to build a relationship requires a great deal of time and commitment on behalf of police. Attending universities, schools, TAFE colleges and language schools is the main way we get to interact with students on a daily basis. Our police on the transport network interact with students on a daily basis to ensure that they are aware of how to assist in managing their own safety and more importantly that we are there to help them if they need it."

The NSW Police Force also runs a series of initiatives that aim to connect international students with the local community and build stronger community cohesion. Soccer and cricket have proven to be effective and fun ways of bringing people together.

"NSW Police continue to try and bring local communities and international students together," Detective Superintendent Dengate said.

"A good example of this is that the NSW Police host a large cricket tournament, and from this the Pakistan Consul General in partnership with the local Pakistani community participate in a large cricket tournament with international students. Local communities need to be engaged by education institutions to join together to assist those students, particularly when they first come to Australia to embrace what is effectively their home whilst they are living and studying here in New South Wales."

CASE STUDY 3

FAIRFIELD SETTLEMENT ACTION PLAN

The bustling suburb of Fairfield in Sydney's south west is the product of a long history of successful migrant and refugee settlement.

More people arrive in Fairfield under Australia's Humanitarian Program than any other local government area across the country. More than 52 per cent of Fairfield's residents were born overseas, and the city boasts 140 different languages spoken locally.

Due to the devastating conflict in Syria and Iraq, Fairfield experienced a 500 per cent increase in the number of refugees and humanitarian entrants settling in the area between 2015 and 2017, with over 6,000 refugees settled in the area. The majority were from communities who fled the onslaught of ISIS in Syria and Iraq, including Assyrian, Chaldean and Yazidi communities. Many were sponsored humanitarian entrants who came to live with or near family members already living in Fairfield.

The Fairfield City Settlement Action Plan was jointly developed by government and non-government agencies to help manage the increased caseload of newly arrived refugees in the area and coordinate local service delivery.

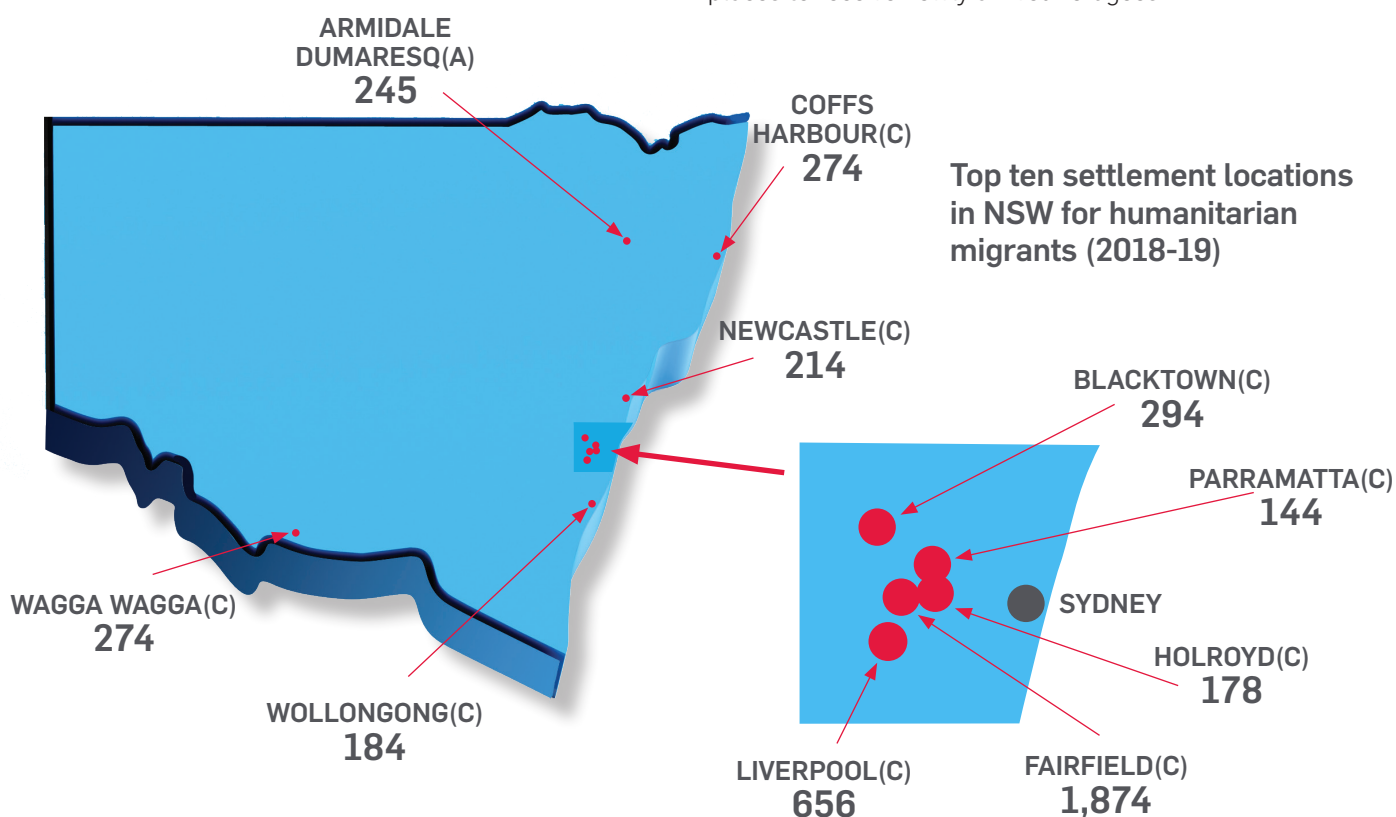
Marie Saliba from CORE Community Services is the coordinator of the Fairfield City Settlement Action Plan. She said the plan reflects a grassroots approach to resettlement.

"Really, it's about contributing to better settlement outcomes and help deliver these services to the 6000 plus refugees that have recently resettled in the Fairfield region. It's also about building the capacity of refugees."

Saliba said that the action plan reflects the depth of local knowledge and the experience of services that have been successfully settling refugees for a long time.

"We're working with service delivery organisations with decades of experience and I think the settlement action plan is a testament to that hard work because it's an effort across government... local, state and national. It also involves grassroots organisations, and that is critical. Grassroots approach to resettlement is important."

Atem Atem, Community Project Officer at Fairfield City Council, believes Fairfield is one of the best equipped places to receive newly arrived refugees.



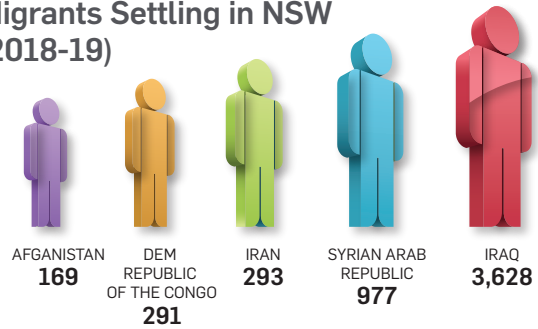


20 x3 photos above: Coffee With A Cop – Fairfield.
Courtesy of NSW Police.

"Fairfield has received migrant and refugees who have been relocated for a long time and the services as a result have been built and developed over time which meet the need of those who are newly arrived."

Atem said Fairfield's cultural diversity, and the fact the city it is home to many former refugees, makes it an attractive settlement location, especially for those coming from Syria and Iraq.

Top 5 Countries of Birth for Humanitarian Migrants Settling in NSW (2018-19)



"Fairfield is attractive for many refugees and migrants because of the cultural aspect. People look like them, people speak like them and eat similar foods to them, so it's about that familiarity. People understand what it means to be a humanitarian entrant so when they see them on the street, they know about their lived experience and they know their needs and wants."

Atem said local initiatives like Coffee With A Cop are important ways of breaking down barriers between refugees and authorities. Now in its fifth year, Coffee With A Cop is the brainchild of recently retired Fairfield Police Commander Peter Lennon. The initiative brings local residents together with local police officers to talk informally about a range of issues, small and large, from complaints of noise disruptions, parking and housing issues to domestic violence and cultural tensions.

"Humanitarian entrants by definition are people who have been persecuted by the state and sometimes that means by police and this fear and trauma is generational. When people come here, that doesn't disappear. People come here vulnerable because of language and they have fear. But things can be done like Coffee With A Cop that can help in shifting a view," Atem said.

ATTITUDES TO IMMIGRATION AND CULTURAL DIVERSITY

Reflections on the findings of the 2019 Mapping Social Cohesion survey

Measuring social cohesion

Mapping Social Cohesion is a major national survey of public opinion on social cohesion, immigration and population issues conducted each year by Professor Andrew Markus of Monash University for the Scanlon Foundation Research Institute in partnership with the Australian Multicultural Foundation.

In 2019, the Scanlon Foundation conducted its twelfth annual survey. Across those twelve years, the Scanlon surveys show stability, even though there is some evidence of decline in some indicators.

Drawing on the Mapping Social Cohesion survey data, the Scanlon Monash Index (SMI) measures attitudes within the five domains of belonging, worth, social justice, political participation, and acceptance/rejection.

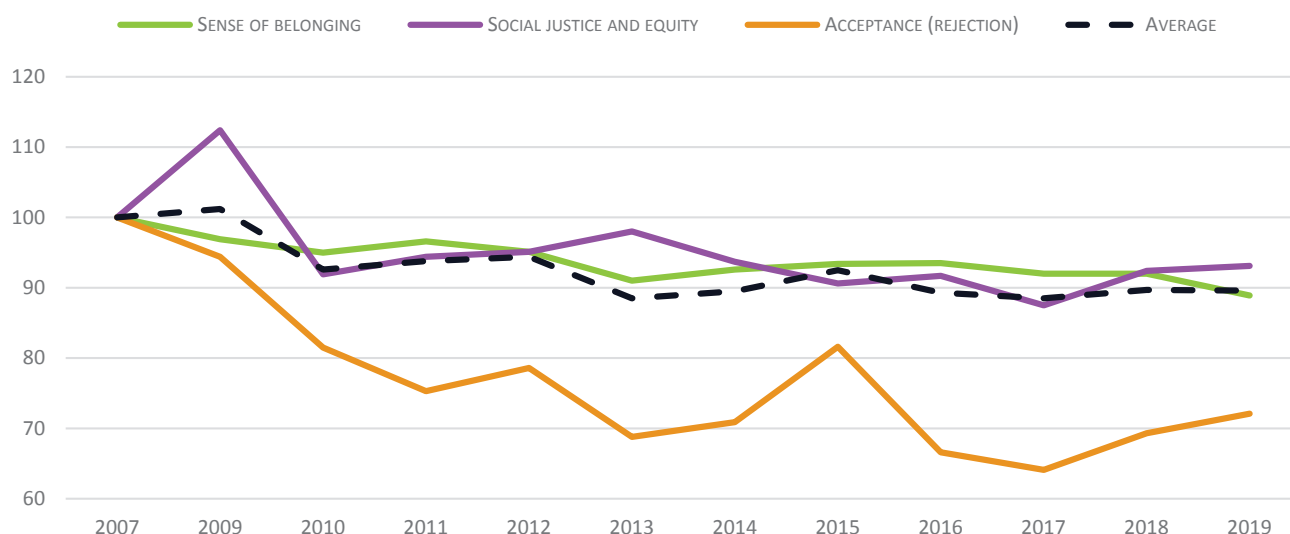
The benchmark 2007 survey set the overall Index at 100.0 points. In 2019 it sat at 89.6, with the domains of belonging and worth both registered at the lowest levels recorded.



12. The survey findings were published in December 2019 on the Scanlon Foundation Research Institute website: scanloninstitute.org.au/report2019. All findings, statistics and graphs use or referred to in this section of the Community Relations Report are sourced from this publicly available report. Reflections and commentary on the Scanlon findings are those of Multicultural NSW.



Figure: The Scanlon-Monash Index (SMI) of Social Cohesion, average and selected domains, 2007-19 (RDD)



Mapping Social Cohesion survey methodology

Since they started in 2007, the Mapping Social Cohesion surveys have been administered by telephone using Random Digital Dialling (RDD), which has yielded an annual national sample of 1,500. In addition to telephone surveying, the Scanlon Foundation has experimented with online surveys was administered on the Social Research Centre's Life in Australia™ (LinA) probability-based panel. The LinA panel, Australia's first national probability-based online panel, was established by the Social Research Centre in 2016. It is the most methodologically rigorous online panel in Australia. The LinA panel achieves a larger national sample, in excess of 2,000.

Different modes of surveying, interviewer administered or self-completed, can produce different results. An online questionnaire completed in private on a computer can provide conditions under which a respondent feels greater freedom to disclose honest opinions on socially sensitive or controversial issues, such as attitudes to ethnic or religious groups and issues related to immigration.

From Professor Andrew Markus, Monash University, scanloninstitute.org.au/report2019

This section reflects upon the findings from Scanlon's 2019 Mapping Social Cohesion survey. As the Scanlon survey canvasses a wide range of issues relating to social cohesion, this section discusses findings that provide an insight into social cohesion as affected by cultural diversity. In particular, we focus on attitudes towards immigration and multiculturalism, experiences of discrimination based on race and ethnicity and attitudes towards faith groups.

The findings from the national survey point to trends and concerns which can inform state level policy and program responses.

Successful multiculturalism is a two-way process

The Scanlon Foundation's research confirms that the vast majority of people in Australia – consistently at or above 80% of those surveyed over the past twelve years – agree that multiculturalism is good for

Australia. In 2019, the telephone survey response was 85%, consistent with the past three years.

This is a positive finding and an important reminder when we consider that multiculturalism is often singled out for criticism in some of the more polarising public debates in Australia. As Professor Markus noted, "it is unusual to find such a high level positive response to any question that deals with a government policy that has been a subject of controversy".

Young people are in strongest agreement with the view that multiculturalism is good for society, according to the research. Perhaps this reflects the lived experienced of young people who have grown up with cultural diversity as a normal part of their everyday lives. Of course, we want to ensure that all generations can benefit from, and feel they are a part of, the success story of multiculturalism in New South Wales.

The Scanlon research also provides an insight into what most Australians mean by 'multiculturalism'.

Table: 'Multiculturalism has been good for Australia', 2013-19 RDD (percentage, RDD)

Response	2013	2014	2015	2016	2017	2018	2019
Strongly agree	32	37	43	41	41	44	41
Agree	52	48	42	42	44	42	44
Sub-total agree	84	85	86	83	85	85	85
Neither agree nor disagree	3	4	2	3	2	2	4*
Disagree	8	6	7	7	7	6	5
Strongly disagree	3	4	4	5	5	6	6
Sub-total disagree	11	10	11	12	12	12	11
N (unweighted)	1,200	1,526	1,501	1,500	2,236	1,500	1,500

Multiculturalism is not radical pluralism, where different groups maintain their distinct cultural identities independently of each other; nor is it assimilation, where migrants are expected to relinquish their cultural heritage and take on a new, homogenous culture.

Rather, the form of multiculturalism that most Australians support is one defined by a two-way process of integration, where new arrivals embrace a common commitment to Australia, its laws and its interests, while Australian culture is enriched by the diversity of experience that migration brings.

One challenging finding from the Scanlon research is a high level of agreement with the proposition that "too many immigrants are not adopting Australian values". Nationally, 67% of respondents indicated agreement.

The survey did not define 'Australian values', although we can assume that respondents had a sense of what this question meant to them, even if it likely meant different things for different people.

Table: Views on immigrant integration, selected question 2019 (percentage, RDD and LinA)

	'Too many immigrants are not adopting Australian values'	
	RDD	LinA
Strongly agree	30	32
Agree	27	35
Sub-total agree	57	67
Neither agree/ disagree	4	1
Disagree	25	26
Strongly disagree	9	5
Sub-total disagree	34	31
Don't know/ decline	5	1

It is by no means possible to conclude from this survey result that the two-way integration model of multiculturalism is failing. Concerns about integration have always accompanied successive waves of immigration, however in the longer term, these concerns tend to dissipate as migrant communities do integrate with the Australian community. Nevertheless, perceptions of immigrants – including perceptions of newer immigrants held by older generations of migrants – remains an important issue in promoting community harmony in New South Wales.

Benefits and challenges of immigration

Attitudes towards immigration can provide some insight into how comfortable people are with cultural diversity. However, it is important to recognise that people's views about immigration can also be influenced by factors unrelated to cultural diversity.

The Scanlon research finds that a large majority of respondents reject the idea of a discriminatory immigration policy – in other words, there is very little desire to reinstate something like the White Australia Policy.

Scanlon does, however, record some concerns that current levels of immigration are too high. These concerns do not appear to be driven primarily by economic concerns: only a minority agree with the statement that "immigrants take jobs away". This suggests that Australians generally understand the economic benefits of immigration.

The survey, however, does indicate levels of concern about the impact of immigration on quality of life. 70% of respondents in 2019 expressed concern about the impact of immigration on overcrowding in cities.

Responses about immigration and overcrowding are unlikely to distinguish between permanent and temporary migration. The number of temporary migrants present in Sydney on any given day of the year (for work, study, or simply visiting) far exceeds the number of migrants settling permanently in this State in any given year. A better understanding of the benefits of temporary migration could help allay some of the concerns about immigration and overcrowding.

Table: Concerns about immigration, selected questions, (i) all respondents, (ii) those who consider the immigration intake 'too high', (iii) those who consider the immigration intake 'about right' or 'too low', 2018 and 2019 (percentage, LinA)

Question and response : LinA	All respondents	
	2018	2019
Concern at 'impact of immigration on overcrowding of Australian cities' – 'a great deal', 'somewhat'	65	70
'Immigrants take jobs away' – 'strongly agree', 'agree'	34	35
'Immigrants are generally good for the Australian economy' – 'strongly disagree', 'disagree'	25	23
'Immigrants improve Australian society by bringing new ideas and cultures' – 'strongly disagree', 'disagree'	23	20
N (unweighted)	2,260	2,033

It is also important to note that, when the Scanlon survey asks respondents to identify the most important issue facing Australia today, immigration does not rank as the highest priority issue for most people. The economy, the environment, and social issues all ranked as higher priorities in the 2019 survey.

Racial discrimination

In 2019, Scanlon recorded that 19% of respondents reported experiencing discrimination based on race, ethnicity or religion nationally.

People from non-English speaking backgrounds have consistently reported the highest rates of discrimination. In 2019, 29% of respondents from non-English speaking backgrounds reported having experienced discrimination.

These rates of racism and discrimination present challenges for social cohesion. Many discrete programs and organisations are actively committed to addressing this problem. But these findings call for leadership, not only from community activists, but from public and private sector leaders as well.

Beyond simply celebrating cultural diversity and harmony, coordinated strategies need to better understand the problem, support impacted people, improve reporting mechanisms, empower bystanders to speak up and take safe action and better educate communities about the value of cultural diversity. This will send a clear public message that the people of New South Wales stand united against racism and discrimination in all its forms.

Attitudes towards Muslims

For several years now, the Scanlon surveys have found high levels of negative sentiment directed towards Muslim Australians.

In telephone interviews, negative attitude towards Christians, Buddhists and Hindus has been in the relatively low range of 4%-6%. Negative attitude towards Muslims has been at an average of 24%.

When the same question is asked in online surveys, negative attitude towards Muslims is even higher. In 2019, the national online survey found negative attitude towards Muslims at 41%.

These findings have led the Scanlon Foundation to conclude that:

"The level of negative sentiment towards those of the Muslim faith is a factor of significance in contemporary Australian society."

Table: Reported experience of discrimination by birthplace. 2013-19 (percentage, RDD)

Birthplace	2013	2014	2015	2016	2017	2018	2019	Average
Australia	16	16	12	17	15	17	17	15.7
English-speaking background	16	11	11	19	21	20	11	15.6
Non-English-speaking background	28	29	22	26	34	25	29	27.6

Scanlon confirms what many community members and leaders have reported in relation to anti-Muslim sentiment in New South Wales. There is more work to do to reduce misunderstanding and foster positive engagement between Muslims and other Australians.

The Scanlon surveys were conducted between July and August 2019 – only a matter of months after the terror attack on Muslims undertaking prayer in their place of worship in Christchurch, New Zealand, on 15 March 2019.

Table: 'Is your personal attitude positive, negative or neutral towards ...?', Response: 'Very negative' and 'somewhat negative'. 2017-19 (percentage, RDD and LinA)

FAITH GROUP	RDD			LinA		
	2017	2018	2019	2017	2018	2019
Christians	6	5	4	12	12	14
Buddhists	4	3	4	6	7	6
Hindus	n/a	n/a	6	n/a	n/a	10
Muslims	25	23	21	41	39	40

This was the most lethal terrorist attack ever committed by an Australian, and it was perpetrated by someone who was born and raised in New South Wales. We witnessed an outpouring of sympathy for Christchurch victims and genuine expressions of solidarity with Muslim Australian communities across the state for weeks and months after the attack.

While there is only a small number of individuals in New South Wales who support the violent extremist views and actions of the Christchurch attacker, Christchurch should stand as a solemn reminder of where fear and hatred can lead.

"The level of negative sentiment towards those of the Muslim faith is a factor of significance in contemporary Australian society."

We all need to stand up and stand united for our peaceful and harmonious way of life.

The following case studies demonstrate just two of the important measures the NSW Government has implemented, in partnership with communities, to tackle fear and hate in our community.

CASE STUDY 4

A 'FIRST-OF-ITS-KIND' PROGRAM FOR SOCIAL COHESION

The Multicultural NSW Community Partnership Action (COMPACT) Program has been independently evaluated as a 'first-of-its-kind' program that has made significant progress towards its objectives of building social cohesion and community resilience over a relatively short period of time.

The COMPACT Program aims to inspire and empower young people to stand up and stand united as champions for community harmony against fear, hate and division.

Completed in November 2018 by Urbis Pty Ltd, the COMPACT evaluation shows that in its first two years:

- COMPACT reached over 20,000 young people in its first two years, involving over 130 schools as well as youth and community centres.
- Two-thirds of surveyed participants indicated that they have developed a greater level of acceptance and respect for others.
- 59% of participants reported a greater potential to positively influence their community's future.

COMPACT also contributes to improved engagement in learning and greater community participation. Importantly, participants formed relationships and deep social connections with others outside their usual social context.

COMPACT facilitated stronger engagement between government and community organisations and increased capacity among community organisations to respond to threats to community harmony. For example, COMPACT Alliance partners mobilised to support communities and young people after the Christchurch attack on 15 March 2019. COMPACT partners immediately reached out to young Muslims and non-Muslims to help them understand and cope with the tragedy. They distributed trauma-informed advice and facilitated de-briefing sessions for frontline youth practitioners. They came together in acts of interfaith solidarity and supported each other through this challenging time.

The COMPACT Program evaluation is now available online at the Multicultural NSW website.

66%



Agree they now have a greater appreciation for different perspectives and ways of life
(participant post-survey)

59%



Agree they have the potential to positively influence their community's future
(sentiment analysis)



<https://multicultural.nsw.gov.au/COMPACT>

CASE STUDY 5

KEEPING NSW SAFE

In June 2018, the NSW Government introduced legislation to strengthen penalties against people who threaten or incite violence based on race, religion, sexual orientation, gender identity or intersex or HIV/AIDS status. *The Crimes Amendment (Publicly Threatening and Inciting Violence) Act 2018* received assent on 26 June 2018 and commenced on 13 August 2018.

This legislation introduced a new offence in the *Crimes Act 1900*, carrying a maximum penalty of three years imprisonment and a fine of \$11,000.

The legislation replaced Section 20D of the *Anti Discrimination Act 1977* (offence of serious racial vilification, punishable by a maximum sentence of six months in prison), as this provision had proved ineffective in punishing people who had encouraged acts of violence.

The new law comes after a concerted campaign by a coalition of 31 community groups and leaders to strengthen laws tackling racially or religiously motivated incitement to violence. The Keep NSW Safe Coalition was spearheaded by Vic Alhadeff, Chief Executive Officer of the NSW Jewish Board of Deputies. Alhadeff said it was critical that the grassroots campaign involved a diverse range of faith and cultural groups:

"It made all the difference because it meant I could do media and say I'm speaking today on behalf of hundreds of thousands of residents of New South Wales. This is not a Jewish issue, this is a whole of society issue. Overwhelmingly, the response from media was positive."

Alhadeff said the imperative now is ensuring the community is aware of the new laws and what it means for those who break it.

"There is movement happening to generate awareness about this law. People need to know that it's there if they see or, God forbid experience stuff, there is a law to protect you and a place to go."

ISSUES IMPACTING ON COMMUNITY HARMONY

2019 Report from the NSW Community Resilience and Response Plan (COMPLAN) Committee

The NSW Community Resilience and Response Plan (COMPLAN) aims to maintain and promote community harmony, build community resilience, and better equip the State to prevent, limit, withstand, respond to, and recover from situations that threaten community harmony in New South Wales.

COMPLAN is established pursuant to Section 13f of the *Multicultural NSW Act 2000*, which authorises Multicultural NSW to provide a single coordination point for integrated responses to issues associated with cultural diversity. COMPLAN draws together agency capabilities and details a coordinated, whole-of-government approach to preventing and managing risks to community harmony identified by NSW agencies through any of their community engagement activities and social cohesion programs.

The COMPLAN Committee, chaired by Multicultural NSW, is a senior officers group comprised of representatives from the Department of Education, Department of Communities and Justice, NSW Police Force, NSW Health, Anti-Discrimination Board of NSW, Local Government NSW and Multicultural NSW.

The COMPLAN Committee is responsible for the oversight and implementation of COMPLAN across the four plan phases of Preparedness, Prevention, Response and Recovery.

Working under the Preparedness and Prevention phases of the plan, the COMPLAN Committee came together for quarterly meetings throughout 2019 to identify, assess and monitor issues that might affect community harmony.

In March 2019, Multicultural NSW activated COMPLAN in its Response and Recovery phases in response to the devastating terrorist attack in Christchurch, New Zealand.

The Committee's activities for 2019¹³ are summarised in what follows.

Responding to hate and racial violence

Throughout 2019, the COMPLAN Committee continued to monitor and share information about hate-based behaviour in the community, including incidents of anti-Semitism and Islamophobia. The Committee explored opportunities to raise community awareness of legal, civil and social means of addressing hate.

The Committee heard from guest speaker Vic Alhadeff, Chief Executive Officer of the NSW Jewish Board of Deputies, about the role of the Keep NSW Safe Coalition in advocating for the introduction of the *Crimes Amendment (Publicly Threatening and Inciting Violence) Act 2018*. The law creates a new criminal offence of threatening or inciting violence on the ground of race, religion, sexual orientation, gender identity or intersex or HIV/AIDS status. The Department of Communities and Justice, in partnership with Legal Aid NSW, worked with community stakeholders and COMPLAN Committee members from the Anti-Discrimination Board of NSW, NSW Police Force and Multicultural NSW on the development of a community awareness campaign on the new law.

Multicultural NSW presented to the COMPLAN Committee on its Remove Hate from the Debate campaign (removehatefromthedebate.com). Officially launched in June 2019 at the Facebook head office in Sydney, the campaign is a partnership between Multicultural NSW, digital industry partners and the campaign's 'fearless ambassadors'. The campaign encourages young people to 'flip the script' on online hate with the help of the Remove Hate from the Debate website resources and practical advice on how to stay safe online.

Following the tragic violent death of a young man in Ingleburn in May 2019, the NSW Police Force and

13. As the COMPLAN Committee reports on a calendar year basis, some of the activities reported here fall outside of the 2018-19 reporting year for the Community Relations Report.

Multicultural NSW briefed the COMPLAN Committee on joint community and government efforts to address youth violence within Pacific Islander communities.

Supporting communities impacted by overseas conflict and unrest

COMPLAN recognises that community harmony in New South Wales may be affected by local, state, national or international incidents, situations, or events.

In 2019, the COMPLAN Committee discussed and monitored the potential impact on local communities of the civil unrest in Hong Kong, the naming dispute over 'Macedonia', and other international developments. Community-led protests revealed the depth of sentiment within some communities on certain global issues. However, the COMPLAN Committee recognises the rights of law-abiding citizens to peaceful protest and did not identify any serious threat to community harmony in New South Wales in relation to these developments.

2019 also saw heightened media interest in the issue of foreign interference. Recognising the risk that this issue may present for community relations in New South Wales, the COMPLAN Committee met with senior Australian Government agency representatives to discuss approaches to countering foreign interference while maintaining social cohesion and community harmony locally.

Tragically, in 2019 we witnessed a series of devastating terrorist attacks around the world, including attacks on mosques in Christchurch, New Zealand, churches in Sri Lanka, and synagogues in the United States of America. These were all callous attacks on innocent people in their places of worship. Knowing that communities in New South Wales were deeply affected by these tragedies, the COMPLAN Committee provided a mechanism for NSW agencies to share information and resources to support communities through these difficult times.

Supporting communities after Christchurch

In March 2019, following the devastating terrorist attack in Christchurch, New Zealand, Multicultural NSW activated COMPLAN in its Response and Recovery phases.

Recognising that the Christchurch attack would have immediate and longer term impacts on communities in New South Wales, the COMPLAN Committee came together to coordinate responses, collate resources and share information among NSW Government agencies working to support local communities.

Member agencies shared advice about the impacts of Christchurch on clients and communities and detailed agency efforts to support communities. Examples of responses shared with the Committee include the following:

- In the afternoon immediately following the attack in Christchurch, the Premier of New South Wales attended a Friday prayer vigil at Lakemba mosque, standing in solidarity with the Muslim community alongside multi-faith religious leaders and in bi-partisan support with the Opposition Leader and Parliamentary colleagues.
- The Commissioner of Police delivered a joint media briefing with senior Australian Imams the next day and the NSW Police Force engaged closely with the community in the following days and weeks.
- NSW Government lit the sails of the Opera House with the silver fern in a show of sympathy and love for our New Zealand cousins (only one month later, the Opera House sails were lit again with the colours of the Sri Lankan flag after yet another horrific attack on innocent people undertaking peaceful prayer in their place of worship).
- The NSW Government provided direct assistance in the form of advice and services to our counterparts in New Zealand where needed.
- The NSW Department of Premier and Cabinet convened an extraordinary meeting of the NSW State Counter Terrorism Committee to consider the immediate responses and assistance to New Zealand, as well as what more needed to be done to understand the nature and prevalence of far-right extremism in New South Wales.
- The NSW Government provided a briefing to all NSW public schools, expressing support for Muslim communities and issuing advice on how to support students and staff, and how to talk about the tragedy with young people. School principals were referred to a support document titled Strengthening Community Harmony.

- Local Government NSW shared information on managing spontaneous memorial sites with its council network.
- Multicultural NSW – working together with the members of the COMPACT Alliance, Religious Communities Forum and other community partners – mobilised in support of the Muslim community. Working with its partners at the Australian Red Cross and the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), Multicultural NSW disseminated information, advice and referral points to support communities after the collective trauma of Christchurch. Multicultural NSW facilitated trauma-informed de-briefing sessions with community partners who were working at the coalface in supporting young people and communities in the wake of the attack. In the weeks and months following Christchurch,

Multicultural NSW worked with local community champions to promote social cohesion in Grafton, the regional NSW town that suffered from the unfortunate circumstance of being the home of the Christchurch attacker.

The COMPLAN Committee de-briefed on its response to Christchurch and, learning from this experience, reviewed COMPLAN arrangements to ensure they continue to meet plan objectives to promote community harmony and build community resilience into the future.



After Christchurch: Mauri and Muslim communities coming together in solidarity at Lakemba mosque. *Photo courtesy of LMA.*

CASE STUDY 6

SUPPORTING COMMUNITIES AFTER CHRISTCHURCH, SRI LANKA, PITTSBURGH

New South Wales is a peaceful, harmonious multicultural society. Being a multicultural society means we are connected to the world. This connection brings all kinds of benefits to this State. It also means that, when conflict and strife occur overseas, there are communities here in New South Wales who will be hurting.

Tragically, in 2019 we witnessed a series of devastating terrorist attacks on mosques in Christchurch, New Zealand, churches in Sri Lanka, and synagogues in the United States of America.

In a moving demonstration of community resilience, we witnessed communities in New South Wales coming together across cultural and religious differences to support each other during these difficult times.

Communities came together for vigil prayers across New South Wales in a display of cross-cultural and interfaith solidarity.

High school students from Maori and Pacifica backgrounds performed songs of peace on the steps of Sydney's Lakemba mosque.

The Jewish community of New South Wales launched a crowdfunding campaign and presented a cheque for \$70,000 to the Muslim community of Christchurch.

The sails of the Opera House were lit with the silver fern in a show of sympathy and love for our New Zealand cousins, and then again with the colours of the Sri Lankan flag after yet another horrific attack on innocent people undertaking peaceful prayer in their place of worship.

These were callous attacks on innocent people in synagogues, churches and mosques: terrorism clearly has no regard for anyone of genuine faith.

The message from New South Wales was clear: however hard extremists will try to divide us, the people of New South Wales will stand united.



GOOD PRACTICE IN MULTICULTURAL POLICY AND SERVICE DELIVERY

Putting the Multicultural Principles into Practice

The NSW Government is committed to quality customer service. In a culturally diverse society, that means ensuring that government programs and services are available and appropriate to everyone – irrespective of their cultural, linguistic or religious heritage.

This section of the Community Relations Report provides an insight into how designated agencies in New South Wales are putting the Multicultural Principles into practice with the aim of achieving both equity and efficacy in government service delivery.

The Multicultural Principles are the policy of the State

The Multicultural NSW Act 2000 establishes the Multicultural Principles as the policy of the State. All public authorities are required to observe the Multicultural Principles in the conduct of their affairs. They are also required to report to Multicultural NSW, and in their agency Annual Reports, on progress under the Multicultural Policies and Services Program (MPSP).

THE MULTICULTURAL PRINCIPLES

Share democratic values, governed by the rule of law, and promote a unified commitment to Australia.



Accept and value the fact that New South Wales is a culturally, linguistically and religiously diverse society.



Respect our democratic freedoms to practice our cultural and religious traditions and speak our languages, within an Australian legal and institutional framework where English is the common language.



Ensure NSW government programs and services, as well as opportunities to participate in public life, are accessible by everyone irrespective of their cultural, linguistic or religious heritage.

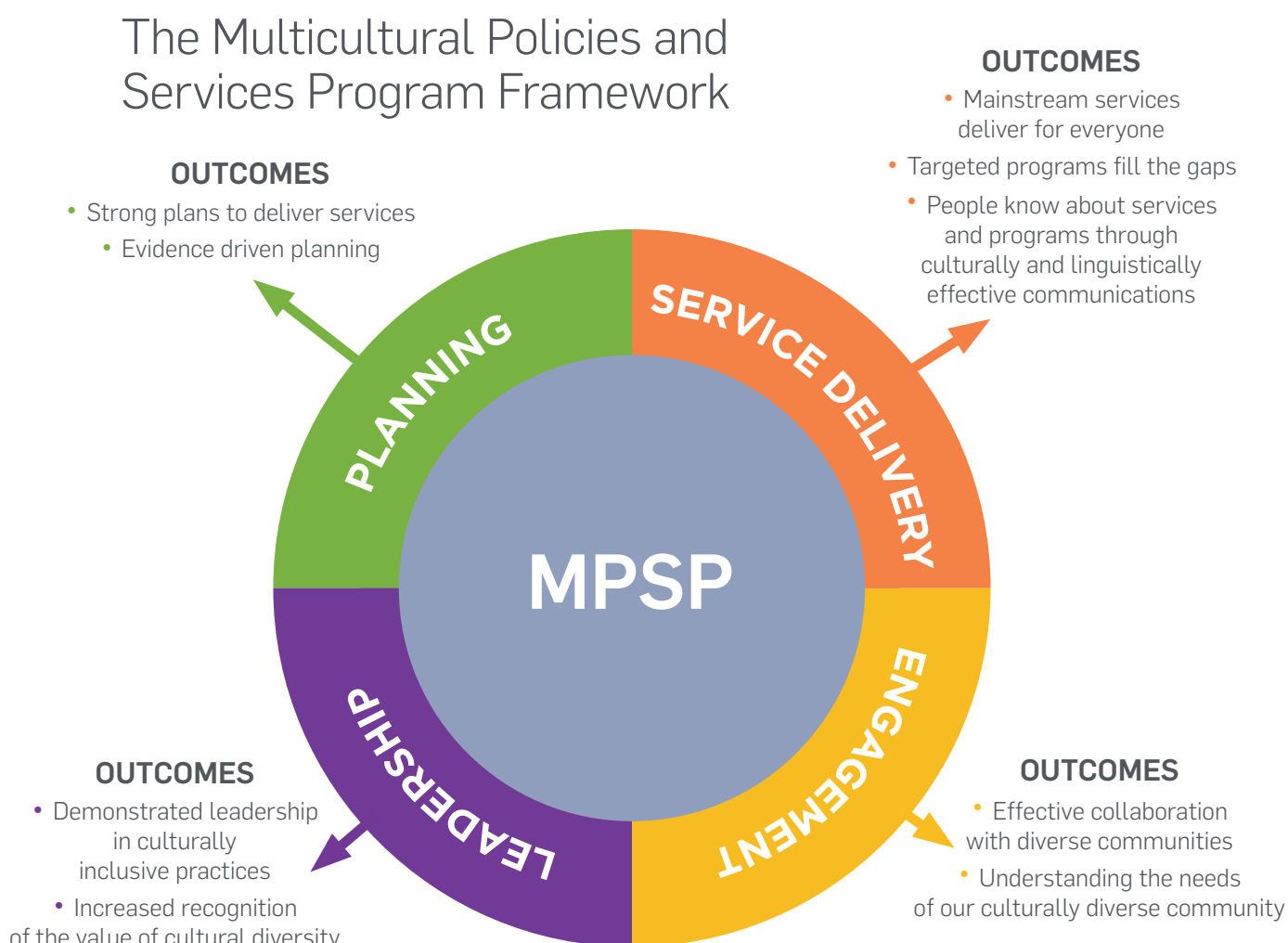


Promote and maximise the value of cultural diversity for the social and economic benefit of New South Wales.

Paraphrased from the
Multicultural NSW Act 2000

The MPSP is a whole-of-government mechanism designed to assist agencies in planning and improving performance in the delivery of government services in a culturally diverse society. In other words, the MPSP aims to build the cultural competence of the NSW Government.

Under the MPSP, all government agencies must develop a Multicultural Plan with agreed outcomes. The MPSP framework consists of four Focus Areas, with nine outcomes tailored to the business needs and context of the reporting agency:



Cultivating Cultural Competence

The MPSP is more than a reporting and assessment framework. Under the MPSP, Multicultural NSW supports good practice in multicultural policy and service delivery by convening the **Multicultural Coordinators' Forum**, a Community of Practice that brings together multicultural practitioners from across government to share expertise and experience, learn from challenges and jointly develop solutions.

A new **MPSP Toolkit** being developed in consultation with the Multicultural Coordinators' Forum will provide resources on good practice in cultural diversity in the

areas of staff development and support, cultural and linguistic competence, use of interpreters, emerging technology use and other areas.

The **Cultural Competency Program (CCP)** has been rolled out to many NSW Government agencies as well as commercial and not for profit organisations. CCP provides online training courses and resources designed to cost effectively train large numbers of agency staff in the areas of cultural competence, diversity and inclusion. The CCP's Cultural Atlas provides useful information to assist agencies in planning and understanding the communities they serve. CCP is a collaboration between Multicultural NSW, SBS and International Education Services (IES).

Designated MPSP agencies (DMAs)

Designated MPSP agencies (DMAs) are NSW Government agencies that are recognised for their role in delivering essential policies and services for our culturally diverse community. DMAs must update their Multicultural Plans every two or three years and report accordingly.

DMAs* reporting to Multicultural NSW for 2018-19 were:

- **(former) Department of Justice**
- **Fire and Rescue NSW**
- **NSW Police**
- **NSW Rural Fire Service**

Multicultural NSW assessed all four of the reporting DMAs for 2018-19 as meeting the standards across the four MPSP Focus Areas. The four reporting agencies also provided examples of initiatives that demonstrate a commitment to good multicultural practice. The next section highlights some of these examples of good practice, with a focus on leadership and accountability and the effective use of data to inform multicultural service planning.

NEW MULTICULTURAL PLANS

Multicultural NSW congratulates NSW Health, TAFE NSW, and Transport for NSW on the release of their new Multicultural Plans.



NSW Plan for Healthy Culturally and Linguistically Diverse Communities 2019-2023



TAFE NSW Multicultural Plan: 2020-2022



Roads and Maritime Services Diversity and Inclusion Plan 2020

We look forward to reviewing progress against these new Multicultural Plans in future editions of the Community Relations Report.

*(*due to machinery of government changes in 2019, services included in the 2018-19 MPSP report from the Department of Justice will be reporting through the new Department of Communities and Justice. The NSW Department of Industry and Service NSW, were also due to report as DMAs in 2018-19, however, due to machinery of government changes in 2019, the newly formed agencies will develop new Multicultural Plans.)*

EFFECTIVE USE OF DATA AND KNOWLEDGE MANAGEMENT TO IMPROVE SERVICE PLANNING AND ACCOUNTABILITY

The need for multicultural policies and services to be informed by more robust data collection and analysis is one of the recurring topics of discussion among practitioners at the Multicultural Coordinators Forum. Agencies can only deliver their services effectively if they understand the diversity of the community and clientele they serve.

Embedding effective cultural diversity data and knowledge management into core agency systems is a challenge for many practitioners.

More effective data collection and analysis would better inform service planning and provide a more robust measure for MPSP reporting.

Below we have selected some highlights from the DMA reports received for 2018-19 that indicate promising developments in knowledge management when it comes to cultural diversity.

NSW POLICE FORCE ENVIRONMENTAL SCANNING

The NSW Police Force is researching evidence-based trends and developments in the external operating environment to improve community-based policing in our culturally diverse community.

The NSW Police Force Environmental Scanning Team produces annual and quarterly key trend reports as well as special feature reports relating to cultural, linguistic and religious diversity and social cohesion. The reports include information on population growth and change, population ageing, data on refugee and humanitarian settlement and language needs, and social cohesion.

According to the NSW Police Force, these reports have had a tangible influence on service-wide, regional and local planning activities. Based on information and insights gained from environmental scanning, diversity mapping and community input, programs and initiatives were tailored to specific populations.

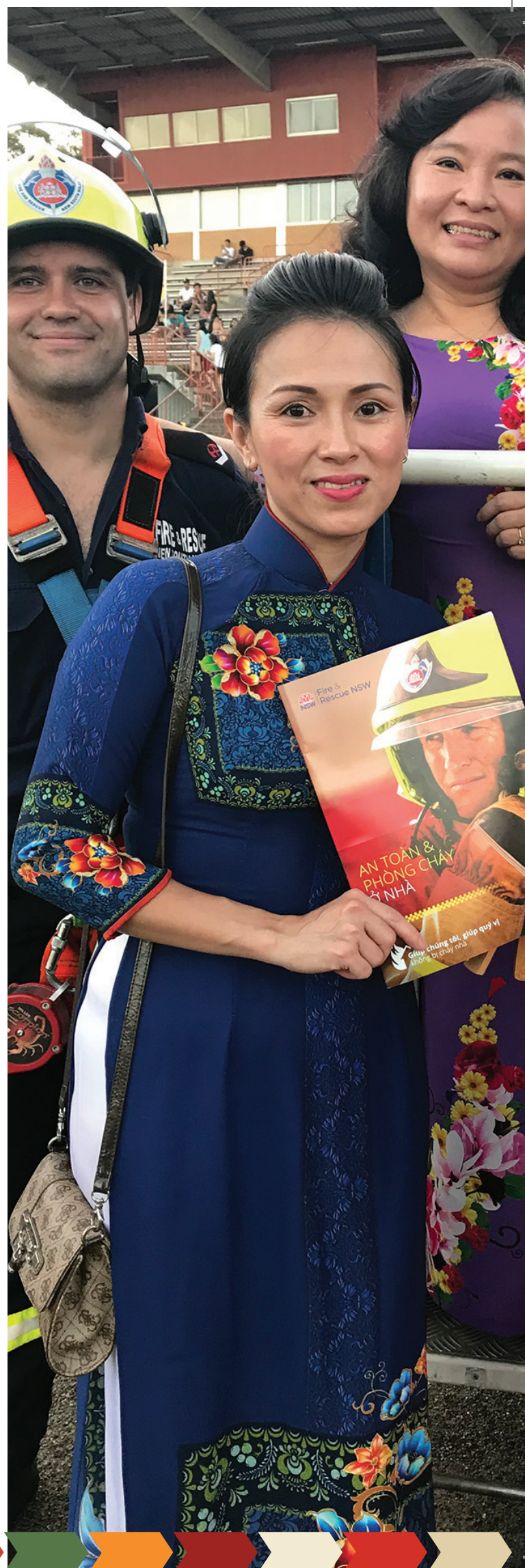
Environmental scanning has helped Police Area Commands and Districts to collaborate better with local multicultural services, cultural community organisations, businesses, educational institutions, government, non-government and community-based agencies, religious leaders, ethnic media, settlement services and councils. It has informed the development of initiatives to strengthen the capacity of diverse communities to report crime, support victims of crime and increase confidence in police.



FIRE AND RESCUE NSW COMMUNITY RISK PROFILES

Fire and Rescue NSW has developed an online community risk profiling tool and local community profiles to assist stations and zones to develop culturally and linguistically appropriate strategies and activities for groups 'at risk' of fire hazards or other dangers.

The data is used to identify trends and issues relevant to culture and language, including causes of incidents and issues relevant to reporting and non-reporting. The tool provides information on community demographics, contact lists for community leaders, organisations and media outlets working with diverse communities. Data analysis has helped to improve the cultural and linguistic appropriateness and effectiveness of response strategies. It has also led Fire and Rescue NSW to engage more proactively with communities in Fairfield, Parramatta and Blacktown regarding home fire safety and prevention strategies.



NSW RURAL FIRE SERVICE MOSAIC DATA PROFILES AND REFUGEE RESILIENCE RESEARCH

The NSW Rural Fire Service (NSW RFS) has invested in MOSAIC data profiles to better understand the social demographics that might influence community behaviour around fire risk and preparedness. The data has been used to develop a Social Vulnerability Index tool which the NSW RFS uses in operational and preparedness contexts to better understand and engage communities before, during and after fire events and other natural disasters.

NSW RFS also partnered in a collaborative research project, *Resilient Together: Engaging the knowledge and capacities of refugees for a disaster-resilient Illawarra*. The project was led by the University of Wollongong in partnership with Wollongong City Council, NSW RFS Illawarra District, Illawarra Multicultural Services, Multicultural Communities Council of Illawarra, Strategic Community Assistance to Refugee Families (SCARF) and community members. Research participants included former refugees from Burma, Congo, Iran, Iraq, Liberia, Syria and Uganda who have been living in the Illawarra from anywhere between six months to 15 years.

The research revealed that people from refugee backgrounds do not have ready access to local hazard and risk information. Several participants reported being caught unaware by bushfires, flash flooding, hail, heavy rain, lightning and strong winds during their first year of living in the Illawarra. The research also found that people from refugee backgrounds do not receive timely and culturally and linguistically relevant information and training on issues of personal safety and home preparedness.

In response to the needs identified in the research, the project produced the new *Co-Learning Disaster Resilience Toolkit: A person-centric approach to engaging with refugee narratives and practices of safety*. The toolkit is designed for caseworkers in humanitarian settlement and multicultural services and community outreach staff in local emergency services and councils.

The research project was funded by the NSW Office of Emergency Management under the Community Resilience Innovation Program (CRIP).



CASE STUDY 7

NEW CROP OF INTERPRETERS TO MEET LANGUAGE DEMANDS

In a highly linguistically diverse society, interpreters play a critical role in ensuring that government programs and services are accessible to everyone.

People with limited or no English language skills have the same rights as everyone else to essential government and non-government services including health, education and justice. Effective use of interpreters is therefore critical, not only to effective service delivery, but also to the maintenance of basic human rights.

Community feedback, supported by the frontline experiences of key stakeholders in the language services industry, has identified a critical skills shortage of qualified and experienced interpreters in several languages and within specific regions across metropolitan Sydney and regional New South Wales.

With an increasing focus on regional settlement under Australia's Humanitarian Program, parts of regional New South Wales are experiencing a rapid increase in linguistic diversity. Unless the problem is addressed soon, a lack of qualified interpreters in new and emerging languages will have a negative impact on settlement outcomes for newly arrived refugees in the regions.

After seeking advice from the Commonwealth Department of Human Services and TIS National, and after analysing our own records, Multicultural NSW has identified current critical skills shortages in qualified interpreters in the following 35 languages:

Assyrian, Burmese, Chinese-Chiu Chow, Creole, Croatian, Dinka, Fijian Hindi, Greek, Igbo, Italian, Khmer, Kinyarwanda, Kirundi, Krio, Kurdish-Kurmanji, Lao, Macedonian, Malay, Maltese, Oromo, Portuguese, S'Gaw Karen/Karenni, Samoan, Serbian, Somali, Spanish, Swahili, Telegu, Tetum, Thai, Tigrinya, Tongan, Turkish, Twi, Urdu and Uyghur.

This list is by no means exhaustive. Importantly, the languages identified are those spoken by both emerging and established communities. The availability of interpreters in more established communities has been impacted by an ageing interpreter workforce and

the departure of many interpreters from the industry due to retirement. The urgent need for interpreters in new and emerging communities reflects recent settlement patterns as well as the lack of availability of interpreter training programs accessible to these communities.

In late 2018, the NSW Government launched a new interpreter scholarship program to address the problem. The program awards scholarships to individuals to study professional interpreting in targeted languages.

Successful graduates are supported to obtain certification from the National Accreditation Authority for Translators and Interpreters (NAATI) and are provided opportunities to work on the Multicultural NSW language services panel. Graduates are also provided with longer term mentoring and access to further professional development programs.

The scholarship program was piloted in 2019 with two Sydney metropolitan programs and one in Coffs Harbour. The pilot produced 39 new interpreters for New South Wales and has informed the design of the program's future roll-out.

In its early stages, the program will target training for interpreters in new and emerging languages but will include some more established languages that are becoming difficult to service with interpreters.

LEADERSHIP AND ACCOUNTABILITY

Under the *Multicultural NSW Act 2000*, it is the duty of the heads of all NSW public authorities to ensure their agencies observe and implement the Multicultural Principles.

While responsibility rests at the top, with Secretaries, Commissioners and Chief Executives, effective leadership in cultural diversity also means embedding the Multicultural Principles into every aspect of an agency's business – and not just in specialised diversity units, where multicultural practitioners can sometimes struggle to gain agency-wide traction for their work.

Effective leadership also recognises and realises the potential of a culturally and linguistically diverse workforce in delivering better outcomes for our culturally diverse community.

Below are some highlights from the four DMA reports received for 2018-19 that point to better practice in cultural diversity leadership and accountability.

JUSTICE MULTICULTURAL PLANNING AND DIVERSITY SERVICES

The Department of Justice* represents a large cluster of agencies delivering essential services to the community. The Department's Multicultural Plan 2015-2018, approved by the Secretary, assigned responsibility for actions to 14 different areas of the cluster.

Agency-specific strategies, such as *Juvenile Justice NSW's Youth Justice Multicultural Strategies – Shine A Light on Culture*, are mapped to the MPSP Framework and actions under the Department's Multicultural Plan. Implementation of the Department's Multicultural Plan is overseen by a Multicultural Steering Committee, chaired by the Deputy Secretary, Justice Strategy and Policy, and including senior representatives and practitioners from across the Department.

The Manager, Diversity Services, is the Department's 'Multicultural Planning Coordinator' and the Diversity

Services team works directly with the Executive to track progress on the Multicultural Plan.

Diversity Services facilitates the Multicultural Advisory Council as a forum for cluster agencies to be guided by communities themselves in developing multicultural programs.

Diversity Services also works with the Human Resources team to support a Cultural Diversity Network of staff and practitioners from across the cluster.

Cluster agencies are also investing in the cultural diversity and cultural competence of their staff. For example, Juvenile Justice NSW has designated a 'Multicultural Champion' to promote the value of cultural diversity within the organisation, while the NSW Trustee and Guardian has developed a 'People and Culture Plan' to help build and support a culturally diverse workforce that better reflects the community it serves.

Meanwhile, 1,218 Correctional Services staff completed 'Working with Culture and Diversity' training in 2018-19 – a 34% increase in staff who undertook the same course in the previous year.

FIRE AND RESCUE NSW RECRUITMENT CAMPAIGN

The Fire and Rescue NSW (FRNSW) Equity, Diversity and Inclusion Strategic Framework identifies cultural diversity as a priority and forms the basis of the FRNSW MPSP Forward Plan.

FRNSW Area Commanders and Zone Commanders are responsible and accountable for the implementation of MPSP measures. These leaders also serve as spokespeople promoting cultural diversity and inclusive practice at local fire station and Zone levels.

Recognising that the Fire and Rescue NSW workforce should reflect the cultural diversity of the community it serves, a recruitment campaign for permanent firefighters launched in 2018 adopted new strategies to attract candidates from diverse backgrounds. For example, the recruitment campaign was supported by strategic media communications to reach candidates from diverse backgrounds, and the recruitment process provided opportunities for candidates to showcase their background and skills from overseas. The campaign resulted in an increase in the level of cultural diversity in the field of successful candidates compared to previous recruitment campaigns.



NSW PUBLIC SECTOR - CULTURAL DIVERSITY SNAPSHOT

The NSW Government's *Workforce Profile Report*, produced annually by the Public Service Commission, provides an important insight into the cultural diversity of the NSW public sector.

The NSW public sector is the largest employer in Australia and employs more people now than at any time since 1999. The employee headcount in 2019 was 407,999, and 9.8% of all people employed in New South Wales are employed in the NSW public sector.

It was estimated that 18.3% of the public sector's non-casual workforce in 2019 identified as people who first spoke a language other than English (LOTE), compared to 18.1% in 2018. Nearly half (43.2%) of all employees in this diversity group also identified as being from a racial, ethnic or ethno-religious minority group.

The proportion of employees in the sector who identified as being from a racial, ethnic or ethno-religious minority group slightly increased from an estimated 12.4% of the total non-casual workforce in 2018 to 12.6% in 2019. The Transport Service experienced the largest increase in representation of this group, growing 1.9 percentage point from 14.1% in 2018 to 16.0% in 2019.

Figure: People who first spoke a language other than English as a child (estimate), representation time series, 2010–2019¹

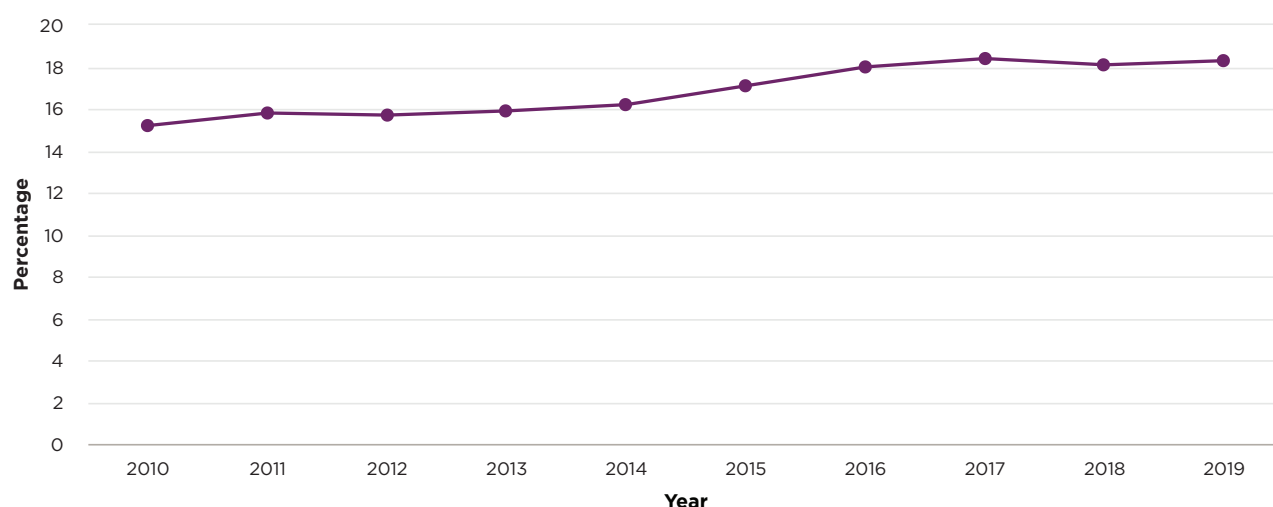
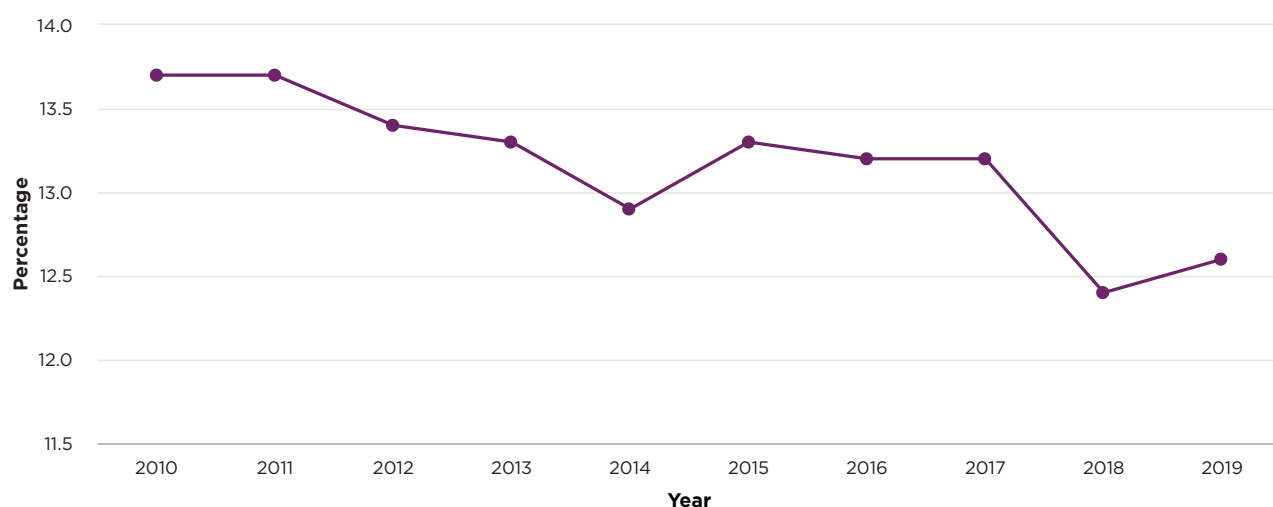


Figure: People from racial, ethnic or ethno-religious minority groups (estimate), representation time series, 2010–2019¹



1. Read the Workforce Profile Report 2019 at <https://www.psc.nsw.gov.au/reports---data/workforce-profile/workforce-profile-reports/workforce-profile-report-2019>

NSW POLICE FORCE CORPORATE AND REGIONAL SPONSORS FOR CULTURAL DIVERSITY

The Commissioner of Police is ultimately responsible for the MPSP within the NSW Police Force. The NSW Police Force Corporate Spokesperson for Cultural Diversity is a senior member of the NSW Police Force who is chosen to represent the Commissioner of Police internally and externally on corporate matters that impact on police and communities with respect to cultural, linguistic and religious diversity.

The Corporate Spokesperson, currently Assistant Commissioner Peter Thurtell, is supported by Regional Sponsors for Cultural Diversity and the Cultural Diversity Team.

The key responsibilities of the Corporate Sponsor for Cultural Diversity include:

- overseeing and monitoring the development of NSW Police Force policy and practice in the area of cultural diversity
- overseeing internal activities (including chairing committees) on cultural diversity
- representing the NSW Police Force on the Commissioner's Police Multicultural Advisory Council (PMAC).

Commands and regions report quarterly, and the NSW Police Force Corporate and Regional Sponsors for Cultural Diversity report bi-annually, through the Command Performance Assessment System (COMPASS) system on the multicultural strategies they have completed.

An updated COMPASS template saw the reporting level rise from around 40% in 2017-18, to 70% in July 2018, to 90% by December 2018. These reports have provided a rich source of data on the range and volume of local and regional activities to service our multicultural community.



CASE STUDY 8

SPOTLIGHT ON LEADERSHIP

Fairfield Commander Detective Superintendent Peter Lennon retires after 40 years of service

This year, Multicultural NSW recognises the leadership and significant contribution of one of the NSW Police Force's true champions for cultural diversity, recently retired Fairfield Police Area Commander, Detective Superintendent Peter Lennon.

After 40 years of esteemed service, retiring Detective Superintendent Peter Lennon was honoured in July 2019 with a mounted parade through the centre of Fairfield. Commissioner of Police Michael Fuller and senior police officers from across the state joined the local Fairfield community, which came out to honour its well-respected local Commander.

Peter Lennon joined NSW Police in 1979, undertaking general duties as a probationary constable at Central station. In 1985 he became a detective and transferred into the Homicide Squad where he remained for a decade. Between 1999-2000, he worked within the Olympic Security Command Centre and in 2005 was appointed Commander of the APEC 2007 police security command. He was awarded the Australian Police Medal in 2007.

After leading commands in Marrickville and Campsie, Detective Superintendent Lennon took command in Fairfield in 2009. His contribution to the community of Fairfield since that time cannot be underestimated. Peter Lennon genuinely understood the importance of breaking down barriers and building trust between police and the local community.

Inspired by an example he saw in the United States during a study tour, Peter Lennon started Fairfield's Coffee with a Cop in 2012. Coffee with a Cop is a monthly community engagement initiative that brings police and local residents together for casual conversations about a range of issues ranging from local noise disruptions to building community cohesion. Coffee with a Cop has since expanded as a state-wide initiative.

When asked by his local newspaper the Fairfield City Champion to nominate a highlight from his 40-year career, Peter Lennon's response was simple: "helping people".

Multicultural NSW acknowledges Peter Lennon's special commitment to ensuring that new arrivals feel comfortable and safe with police. Peter built strong relationships with settlement service providers, community organisations and government agencies, and he wanted to ensure that everyone considered new arrivals in Fairfield when developing settlement policies and programs.

Peter was a committed member of the Joint Partnership Working Group chaired by Professor Peter Shergold, NSW Coordinator for Refugee Settlement. He was also a active Multicultural NSW Regional Advisory Council member.

Peter's jovial, responsive and approachable presence around the table at key settlement meetings will be sorely missed in the sector.



Retired Detective Superintendent Peter Lennon.

Image courtesy of NSW Police.

