



THE STATE OF COMMUNITY RELATIONS IN NSW

HARMONY IN ACTION

NEW SOUTH WALES GOVERNMENT
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THE STATE OF COMMUNITY RELATIONS IN NSW 2015-2016

SUBMISSION LETTER



It is a pleasure to submit the 2015-2016 report on the state of community relations in NSW for presentation by the Minister for Multiculturalism to the Parliament of New South Wales.

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

A handwritten signature in black ink, appearing to read 'Hakan Harman', with a horizontal line underneath.

Hakan Harman
Chief Executive Officer
28 February 2017

FOREWORD FROM THE CEO

Welcome to the twenty-first annual NSW State of Community Relations Report.

Ethnic Affairs 1996 was prepared as a model report in 1997 by the Ethnic Affairs Commission of NSW (EAC). This marked the twentieth anniversary of the establishment of the EAC, a landmark year for ethnic affairs in NSW.

In 2017, with four decades of experience behind us, Multicultural NSW continues the legacy of its predecessors, the EAC and the Community Relations Commission (CRC), to build and maintain a cohesive and harmonious multicultural society which enriches the lives of all the people of our state.

Over the last two years and into 2017, complex domestic and international factors have continued to influence public perceptions and attitudes. These perceptions and attitudes impact social cohesion and harmony, which in turn shapes the priorities, public policies and agenda of the NSW Government.

Guided by our *Strategic Plan 2014-2017: Harmony in Action*, which was developed through a substantial review of the CRC, Multicultural NSW is continuing to transform its operations and community engagement activities. Collaborative, innovative and proactive approaches to social cohesion and building community resilience have been, and continue to be, our focus.

This report examines the state of community relations in NSW in 2015-16. It provides an overview of the major activities of Multicultural NSW in responding to identified challenges, and reviews the outcomes of the plans and programs put in place by public authorities to contribute to social harmony across this diverse state.

The need to be vigilant in our defence of multiculturalism and community harmony is reinforced by the findings of the NSW-specific analysis based on the Scanlon Monash Index of Social Cohesion (SMI), which measures social cohesion, and which is included in the Community Relations Report for the first time this year.

Under Australia's Migration Program, 189,770 people arrived in Australia during 2015-16. NSW was the top state for intended residence (32.5%) with Victoria second (25%). A large percentage of new arrivals came to Australia from India (21.2%), China (15.3%) and the United Kingdom (10%). The *Skill* stream accounted for almost 68% of total arrivals under the Program, while the *Family* stream accounted for 30%.

International events in 2015-16 drove massive movements of people around the world. By 2016, the UNHCR identified 65.3 million people as forcibly displaced worldwide, with 21.3 million of them refugees². 4.9 million refugees fled Syria alone, with staggering impacts for neighbouring countries and many refugees chancing treacherous seas to reach Europe.

Australia's Humanitarian Program saw 17,555 visas granted nationally, with NSW taking a large share of these entrants. The NSW Government was the first to commit to assist the Commonwealth Government to settle the additional 12,000 refugees fleeing the humanitarian crisis in Syria and Iraq, as well as all other refugees who arrive in NSW, to build a new life.

In response, the NSW Government has also introduced a range of initiatives through an unprecedented additional allocation of \$146 million in funding to improve outcomes for humanitarian entrants. The appointment of Professor Peter Shergold as Coordinator General for Refugee Resettlement, supported by a proactive NSW Government Immigration and Settlement Planning Committee and a newly established cross-sectoral forum, the Joint Partnership Working Group, has led to significant progress. Ensuring momentum is maintained in settlement coordination will be an ongoing priority for Multicultural NSW and the Department of Premier and Cabinet in 2017.

Building social cohesion is made more difficult when both ISIS-inspired extremism, linked to the ongoing conflicts in Iraq and Syria, and reactive racist rhetoric lead to an "Us versus Them" mindset. Actively building resilience to extremist views will continue to be a focus area for Multicultural NSW.

Of all the programs we deliver, in the last two years, I am especially proud of Multicultural NSW's \$8 million, four-year COMPACT program. A commitment by the NSW Government, this program supports an alliance of community partners who share a commitment to Australia's peaceful and harmonious way of life. COMPACT stands for Community Partnership Action, and aims to inspire young Australians from all communities to stand up and stand united against extremist hate, fear and division.

FOREWORD FROM THE CEO

Our COMPACT partners aim to engage directly with over 55,000 young people over the life of the program. They are grass-roots organisations working on the streets, on the sporting field, in the gym, in family homes, in schools and online, engaging young people wherever they are and building community resilience. Partners and examples of positive and innovative initiatives can be found in page 28.

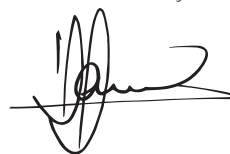
Amongst other highlights has been the establishment of 12 new Multicultural NSW Regional Advisory Councils (replacing our previous 10), with five in metropolitan Sydney and seven in regional NSW. This enabled us to identify local challenges by region and adds to our knowledge base and allows us to better prioritise our engagement efforts through our place-based regional networks.

The Multicultural NSW Language Services Industry Forum, is helping to guarantee the sustainability of language services as a valued profession.

Section 3 of this report provides an overview of the NSW Multicultural Policy and Services Program, as well as summaries of the reports provided by NSW Government agencies. The many innovative approaches to bringing the multicultural principles of NSW to life described in this report demonstrate the unique essence of multiculturalism in this state. We are appreciative of the diligence and commitment of our public sector leaders to embracing the multicultural principles in guiding the activities of their agencies and departments.

Some examples of how our agencies are taking a diversity lens to the delivery of their services and programs can be found in pages 39-52. Readers are encouraged to peruse the detailed reports of designated agencies reporting to us this year at www.multicultural.nsw.gov.au.

I commend this report as a valuable summary of the many initiatives led by the NSW Government in our collective pursuit to ensure that the people of NSW, whatever their linguistic, religious or ancestral backgrounds, can become true and engaged members of the community.



Hakan Harman
Chief Executive Officer

PERSPECTIVE OF THE MULTICULTURAL NSW ADVISORY BOARD

The Multicultural NSW Advisory Board is established by the *Multicultural NSW Act 2000* (the Act). We advise and assist the NSW Government and support Multicultural NSW in achieving the objectives and functions articulated in the Act. One of our functions is to review and provide advice for this, the annual Multicultural NSW Report on the State of Community Relations in NSW.

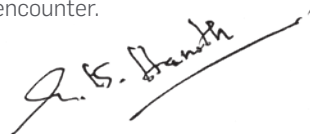
Our work is reflected in a strategic blueprint, a work plan and a set of guidelines for both ourselves as an Advisory Board and for our Regional Advisory Councils (RACs). Multicultural NSW's *Strategic Plan 2014-2017: Harmony in Action* and *Community Engagement Strategy* are key documents guiding the activities of the Advisory Board and the advice that we provide.

In 2015-16, Advisory Board members chaired 12 RACs and were actively engaged in Multicultural NSW activities, including the COMPACT Alliance Symposium, Ideation NSW, and the Federation of Ethnic Communities' Councils of Australia (FECCA) biennial conference. By leveraging our networks and collaborating with other organisations in the community, we continue to advocate for community harmony, social cohesion and building resilience.

Each year, the Advisory Board establishes a sub-committee charged with reviewing applications for the Multicultural NSW Grants Program. This program invests in community projects, activities and partnerships that build community engagement, foster harmony and celebrate cultural diversity. Our sub-committee works closely with senior staff at Multicultural NSW to review proposals and provide recommendations through the Chief Executive Officer to the Minister for Multiculturalism. In 2015-16, over 400 grant applications were reviewed by our sub-committee.

We also actively support broader community engagement initiatives by representing Multicultural NSW at community events, festivals and other government and non-government forums. These include judging panels, boards and other advisory councils looking to ensure a diversity lens is incorporated into their activities and that they are compliant with the multicultural principles which, as set out in the Act, are a policy of our state.

We take this opportunity to express our thanks to all the stakeholders who are positively engaged in continuing to safeguard and strengthen social cohesion in NSW. We are honoured to have been able to contribute to Multicultural NSW's manifold achievements over the past year, and we look forward to continuing to do so in the coming year of evolving challenges that our community of communities will encounter.



Dr G.K. Harinath OAM

Chairperson of the Multicultural NSW
Advisory Board

Members of the Advisory Board as at 31 December 2016

Peter El Khouri

Cathy Guo

Hakan Harman (CEO)

Professor Sandra Hale

Kyung Il (Kenneth) Hong

Professor Andrew Jakubowicz

David Knoll AM

Dai Le

Cav. Felice Montrone OAM

Margaret Piper AM

Devpaal Singh

Steve Widders

YEAR IN REVIEW

The global community and individual nations continue to face significant pressures with the potential to impact community relations in NSW.

Australia as a whole, and NSW in particular, is well-placed to demonstrate resilience to extremism; but it is only through ongoing vigilance and effective programs that community divisions can be minimised.

External and internal pressures, including the rise of extremist political movements, terrorism, unprecedented migration across the world and socio-economic disparity, have presented challenges to community relations in Australia during 2015-16. A number of publications in 2015-16 examined these impacts.

The 2016 *Mapping Social Cohesion Report* (Scanlon Foundation with Monash University and the Australian Multicultural Foundation) found a slight increase nationally in the number of Australians experiencing feelings of discrimination. Similarly, the Executive Council of Australian Jewry's (ECAJ) *Annual Report on Antisemitism in Australia 2016* detailed a small increase in anti-Semitic incidents overall, with a notable increase in physical assaults and vandalism despite a decrease in verbal abuse and harassment³.

While these concerning trends in community attitudes should prompt reflection on the part of policy makers, it is, however, important to observe **that the generally positive attitude of Australians towards multiculturalism and migration has not fundamentally altered in the last year.**

Successive surveys conducted by the Scanlon Foundation and its partners since 2007 show that most Australians (approximately 66%) agree or strongly agree that 'accepting migrants from different countries makes Australia stronger'⁴. The *Australia@2015* survey found that in 2015, 86% of respondents agreed or strongly agreed that 'multiculturalism has been good for Australia'⁵.

This broad acceptance and positive view of the value of diversity were reflected in a number of other studies in 2015-16 which focused on attitudes within Australian industry. Price Waterhouse Cooper's *18th Annual Global CEO Survey: A marketplace without boundaries?* showed that 92% of Australian CEOs believe that diversity in the

workforce enhances business performance⁶. This is well above the global average of 85%. Similarly, 86% of Australian CEOs reported having a talent diversity strategy in place in their organisations, compared to 64% globally. It should be noted, however, that details of such strategies are not publicly available and as yet there is no common standard by which the contribution of ethnic and religious diversity to business performance can be measured.

The KPMG report *ASX Corporate Governance Council Principles and Recommendations on Diversity*, which analysed the diversity statistics disclosed by Australian companies in 2015, found an increase in the number of companies with a diversity policy that recognises diversity beyond gender, such as diversity of ethnicity, age or religion. The report suggests that with diversity policies in place, ASX listed organisations will be able to address and implement measurable objectives to support diversity in a broader sense⁷.

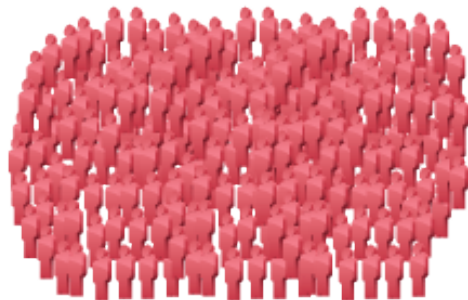
Overall, the research tells us that Australians remain largely positive about the benefits of multiculturalism in society and the workplace, and that we are committed as a nation to social cohesion. At the same time, global trends and some indicators closer to home remind us that it is important not to become complacent in this commitment, but to remain attentive and responsive to shifts in the tone of community relations in the future.

In NSW, complex domestic and international factors in 2015-16 undoubtedly impacted on public perceptions and attitudes, and therefore on social cohesion and harmony. This in turn shaped the priorities, public policies and agenda of the NSW Government. This report examines the state of social cohesion of NSW in 2015-16 and reviews the outcomes of those plans and programs which have aimed to contribute to social harmony across this diverse state.

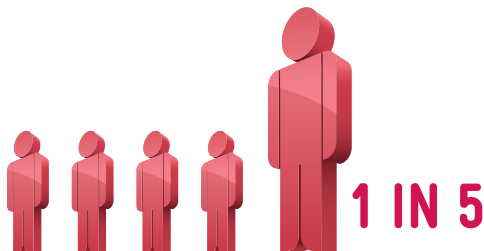
PART
1

STATE OF PLAY IN NSW

WHO WE ARE IN NSW*



People from 225 birthplaces have made NSW their home.



1 in 5 speak a language other than English at home.

74%

Job participation rate of skilled and family migrants

RELIGION

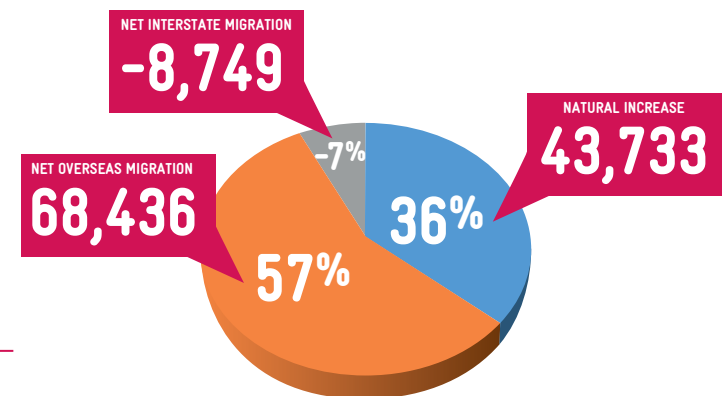
64.5% Christianity
17.9% No religion
3.2% Islam
2.9% Buddhism
1.7% Hinduism
0.6% Judaism
7.7% Did not state their religion

1.35 MILLION

migrants welcomed by NSW in the last 40 years.



fastest growing languages with more than 5000 speakers are Nepali, Mayalyalam, Gujarati, Punjabi and Telugu.



Sources of Population Growth in NSW (2015)

- As of June 2016, the population of NSW was 7.7 million an increase of 1.4% from previous year. (Source: ABS Australian Demographic Statistics, Jun 2016, released 15 December 2016, accessible here).
- In 2015 Net Overseas Migration (57%) continued to be the main source of population growth in NSW followed by Natural Increase (36%).

Migration continues to be at the forefront of increasing the cultural diversity of NSW.

(Source: ABS Australian Demographic Statistics, Jun 2016, released 15 December 2016, accessible here).

The People of NSW, Statistics from 2011 Census, Vol 1.

*At the time of this Report, the results of the 2016 Census has not been released.

WHO WE ARE IN NSW

Ancestry

The largest changes in the reported ancestries of the New South Wales population between 2006 and 2011 were:

- English (+250,452 persons)
- Irish (+82,028 persons)
- Australian (-158,631 persons)
- Scottish (+78,683 persons).

Overseas born population

Overall, 25.7% of the New South Wales population was born overseas, and 18.6% were from a non-English speaking background, compared with 24.8% and 16.4% respectively for the Australian total population.

The largest non-English speaking country of birth in New South Wales was China, where 2.3% of the population, or 156,089 people, were born.

Changes in overseas born population (2006 and 2011) in NSW

The largest changes in countries of birth for the New South Wales population between 2006 and 2011, were for those born in:

- China (+42,074 persons)
- Philippines (+12,800 persons)
- India (+38,459 persons)
- Nepal (+12,189 persons).

Year of arrival in NSW

Overall, 65.1% of the New South Wales overseas born population arrived before 2001, and 19.2% arrived during or after 2006, compared with 62.8% and 21.7% respectively for the Australian total population.

Language spoken at home in NSW

Between 2006 and 2011, the number of New South Wales people who spoke a language other than English at home increased by 239,737 or 18.2%, and the number of people who spoke English only increased by 166,671 or 3.4%.

The largest changes in spoken languages for the New South Wales population between 2006 and 2011 were for those speaking:

- Mandarin (+39,172 persons)
- Hindi (+14,679 persons)
- Arabic (+19,288 persons)
- Nepali (+12,919 persons).

Proficiency in English

In the New South Wales, 271,686 people who were able to speak another language in 2011, reported difficulty speaking English.

The most significant changes in the proficiency in English in this area between 2006 and 2011 were in those speaking:

- Another language, and English well or very well (+212,117 persons)
- English only (+166,652 persons)
- Another language, and English not well or not at all (+30,498 persons).

Religion

In 2011, the single largest religious community in New South Wales was Western (Roman) Catholic comprising of 1,869,499 (27%) individuals.

The largest changes in the religious affiliations of the New South Wales population between 2006 and 2011 were for those who nominated:

- Western (Roman) Catholic (+55,902 persons)
- Islam (+50,609 persons)
- Anglican (-46,578 persons)
- Hinduism (+46,001 persons).

WHO WE ARE IN NSW

Community Profiles

The Multicultural NSW online Community Profiles portal provides a helpful resource for communities and policy makers and informs the agency's briefings and consultations.

This easy-to-use facility gives the latest census data on ancestry, birthplace, language and religion of 200 NSW communities in our culturally diverse state. It provides valuable information to the NSW public, promoting a greater awareness and understanding of the significant growth of cultural diversity in Australian society.

Settlement information is included for main ancestries and the portal will be updated with the most recent 2016 ABS census data once it is released progressively in 2017. Addition of this data will provide an accurate comparison of the ABS census data from 2006, 2011 and 2016, making the Multicultural NSW Community Profiles tool an indispensable data source.

Availability of comparative data will greatly assist scholars, researchers, policy makers, settlement service providers and the government and private sector in research, advice, event briefings and directing services where they are needed the most.

The portal presents information in an intuitive format to ensure that all users can navigate and understand the figures easily, based on Australia Bureau of Statistics census data.

Migration Program Statistics (Source for this section: DIBP 2015-16 Migration Program Report to 30 June 2016, [accessible here](#))

The states/territories that attracted the largest number of migrants were:

- New South Wales with an outcome of 61,742 (32.5 per cent)
- Victoria with 47,516 (25.0 per cent)
- Western Australia with 22,488 (11.9 per cent)
- Queensland with 21,860 (11.5 per cent).

State of Intended Residence

New South Wales was the largest state of intended residence with an outcome of 32.5 per cent of the total 2015–16 migration program. This is an increase compared to 30.0 per cent in 2014–15. Victoria was the second largest state of intended residence with an outcome of 25.0 per cent, Western Australia was the third largest with an outcome of 11.9 per cent and Queensland was the fourth largest with an outcome of 11.5 per cent of the total 2015–16 migration program.



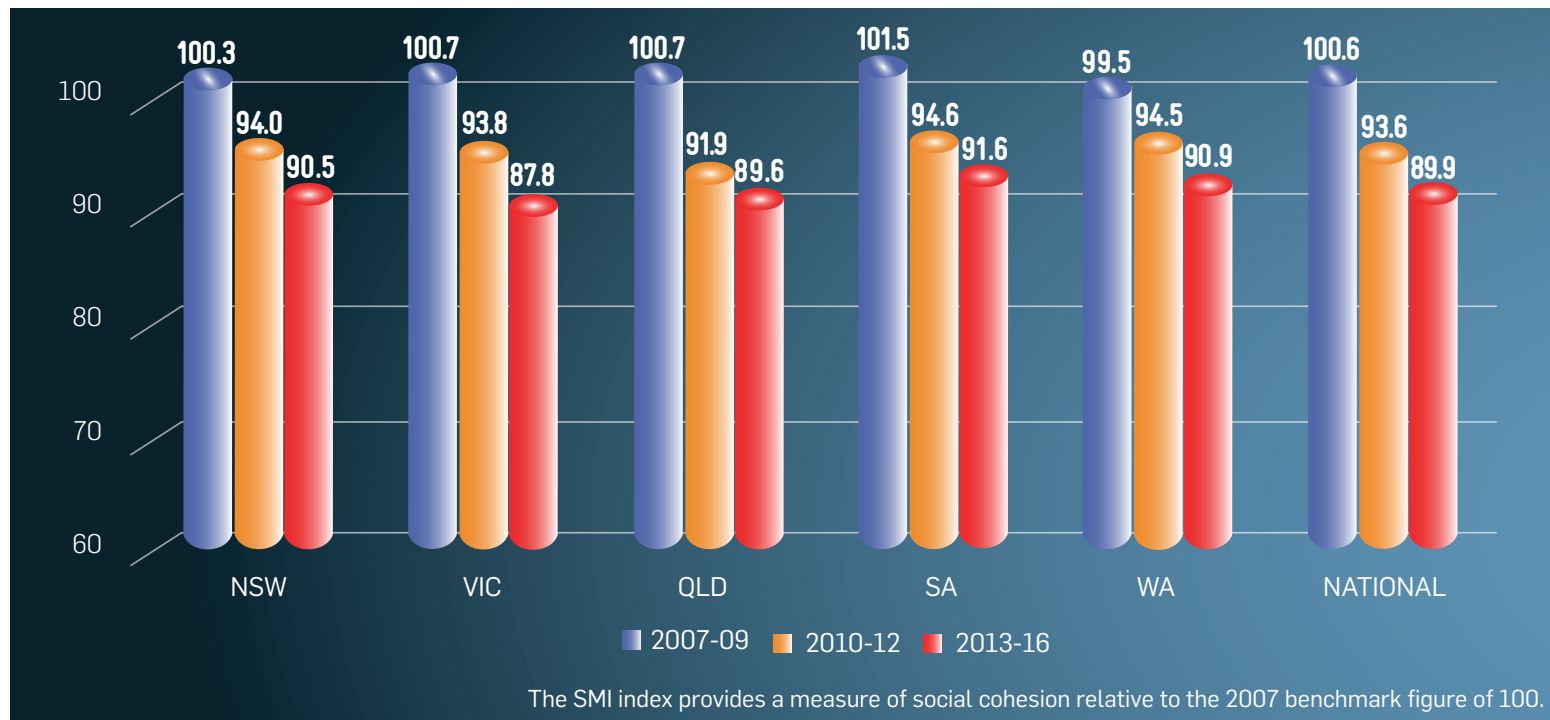
SOCIAL COHESION IN NSW

This section of the Report is based on materials prepared for Multicultural NSW by Professor Andrew Markus, Pratt Foundation Research Professor in the School of Historical, International and Philosophical Studies of Monash University and Fellow of the Academy of the Social Sciences in Australia. Our analysis provides a comparison of mainland states only. Please note that some caution should be exercised when considering the survey data in this section due to factors such as sample size and that not all questions are asked in each survey.

Each year, the Scanlon Foundation undertakes a national survey which provides us with a snapshot of social cohesion, including recent trends and developments in community attitudes towards immigration and multiculturalism. Every new survey builds our understanding of patterns of change in Australian opinion. Since 2007, over 5,000 respondents have been interviewed in NSW, providing a solid sample base that allows us to analyse the results for our state, and measure differences between NSW, other states and Australia more broadly.

A key feature of the surveys is the Scanlon Monash Index of Social Cohesion (SMI). Unfortunately, all states have recorded a fall in the SMI over recent years, with NSW dropping by 9.8 points since 2007.

Figure 1: SMI by mainland state, 2007-2016



SOCIAL COHESION IN NSW

The SMI measures social cohesion across five areas: *sense of belonging, sense of worth, social justice and equity, political participation, and acceptance/rejection*.

The largest fall has been in the domain of *acceptance/rejection* which measures experience of discrimination, attitudes towards minorities and newcomers.

NSW has dropped 21.6 index points in the area of acceptance/rejection, below the drop in the national figure of 25.3 index points. In 2015-16, the SMI for NSW (72.2) is below that of Victoria (76.2).

Table 1: SMI, domain of acceptance/rejection, by state, 2007-2016*

	NSW	VIC	QLD	SA	WA	NATIONAL
2007-09	93.8	106.1	88.5	110.3	91.7	96.9
2010-12	77.5	88.4	67.9	94.0	72.0	78.4
2013-16	72.2	76.2	65.9	71.3	71.2	71.6

*This index measures:

1. Reported experience of discrimination
2. Sense of pessimism about the future
3. Views around the level of government assistance to communities to maintain their customs and traditions
4. Extent to which accepting immigrants from many different countries makes Australia stronger.



SOCIAL COHESION IN NSW

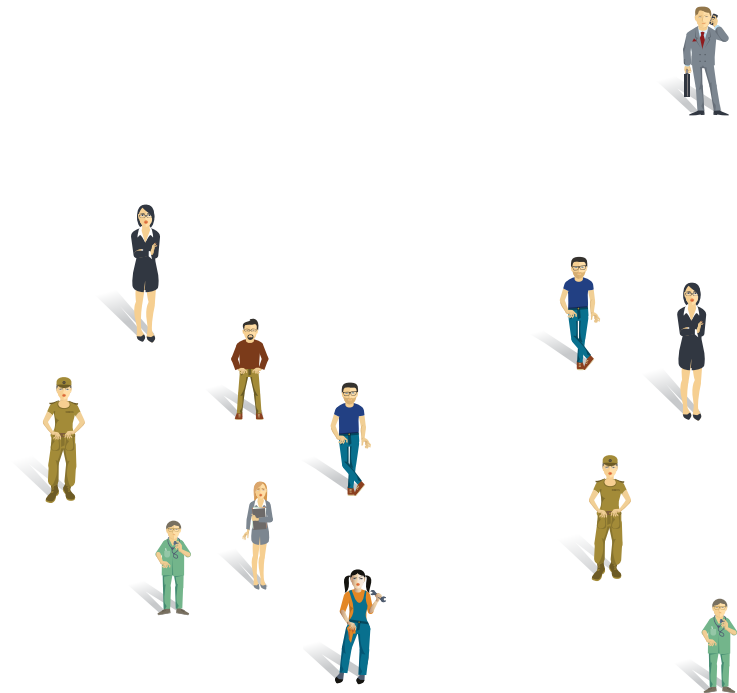
Experience of discrimination

Another measure of acceptance/rejection is the level of personal discrimination experienced by people from diverse backgrounds. The survey asks: 'Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?'

One in five Australians was the target of discrimination in 2016, a significant increase from the 9% reported in 2007. NSW remains at the national average of 20%. In contrast, Victoria recorded a major increase from 13% in 2015 to 25% in 2016.

Table 2: 'Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?' Response: 'Yes'

	NSW	VIC	QLD	SA	WA	National
2010	18%	10%	15%	6%	16%	14%
2011	15%	12%	17%	14%	9%	14%
2012	10%	10%	13%	9%	22%	12%
2013	20%	23%	17%	14%	22%	19%
2014	20%	15%	19%	10%	21%	17%
2015	13%	13%	19%	10%	16%	14%
2016	20%	25%	19%	14%	18%	20%
2010-16	15%	13%	15%	10%	16%	14%



SOCIAL COHESION IN NSW

Multiculturalism

Other questions in the survey look at attitudes towards multiculturalism and cultural diversity. Since 2013, when the question was first asked, a large majority of respondents have agreed that 'multiculturalism has been good for Australia'. In 2016, however, there was a fall in agreement in NSW although the moderated result between 2013 and 2016 still shows a strong 84% in NSW agreeing that Multiculturalism has been good for Australia. There is a notable difference between states when we look at 'strong agreement': the average for NSW is 39%, below Victoria at 43% but above other mainland states.

Table 3: 'Multiculturalism has been good for Australia.'
Response: 'strongly agree' or 'agree'

	NSW	VIC	QLD	SA	WA	National
2013	86%	83%	85%	86%	79%	84%
2014	83%	89%	79%	88%	87%	85%
2015	87%	89%	83%	85%	83%	86%
2016	79%	89%	82%	89%	82%	83%
2013-2016	84%	88%	82%	87%	83%	85%

Table 4: 'Multiculturalism has been good for Australia.'
Response: 'strongly agree'

	NSW	VIC	QLD	SA	WA	National
2013	37%	37%	21%	32%	29%	32%
2014	34%	43%	34%	34%	40%	37%
2015	43%	53%	40%	36%	35%	43%
2016	41%	37%	45%	46%	49%	41%
2013-2016	39%	43%	35%	37%	38%	38%

SOCIAL COHESION IN NSW

Attitudes towards Muslims

Australian attitudes towards Muslims is an issue covered frequently in the media. The Scanlon surveys show that negative sentiment towards Muslims in NSW has been within the range 24%-30% since 2010, with an average of 27% compared to the national average of 24%.

At the same time, the number of people who take a negative attitude toward immigration has increased, and negative feelings towards those of the Muslim faith in particular remains high, both across Australia and in NSW.

Table 5: 'Is your personal attitude positive, negative or neutral towards Muslims?' 'Very negative' or 'somewhat negative'

	NSW	VIC	QLD	SA	WA	National
2010	24%	16%	31%	22%	29%	23%
2011	29%	16%	27%	32%	31%	25%
2012	30%	16%	26%	25%	23%	24%
2014	28%	20%	27%	29%	27%	25%
2015	23%	16%	29%	27%	21%	22%
2016	29%	18%	29%	20%	28%	25%
2010-2016	27%	17%	28%	26%	27%	24%



REGIONAL NSW

The nature of cultural diversity in NSW differs markedly between our big, international cities and regional areas.

Each regional community in NSW is unique and faces unique challenges in relation to social cohesion and community harmony. The lived experience of communities in the Riverina, for example, will differ substantially to those in far northern NSW.

The key to effectively understanding the issues specific to each community is building and maintaining strong local relationships with stakeholders from a range of sectors. Multicultural NSW's Regional Advisory Councils (RACs) provide a formal mechanism to bring government and the community together to discuss local issues and opportunities, and to promote the active participation of members of the community as central to identifying challenges and developing solutions.

2015-16 was a time of significant growth in Multicultural NSW's regional outreach as 12 new RACs, including five in metropolitan areas and seven in regional areas, were established. This transformation of our regional engagement mechanisms was informed by extensive consultation with state and local government, non-government bodies, community members and our place-based networks. RAC members with knowledge of their regions, substantial experience working in cross-cultural environments, and a commitment to the multicultural principles of NSW are now working with Multicultural NSW to identify priority concerns in their local areas, and to develop relevant and realistic solutions.

Our observations confirm that there is widespread community support for diversity and inclusion in regional NSW. Many communities have expressed compassion and support for refugees and new entrants settling in their areas, and view settlement as an opportunity to attract new skills and development to their regions. This in turn promotes positive outcomes for new arrivals; positive community attitudes toward diversity have been shown to influence newcomers' feelings of belonging and increase their likelihood of settling in a community long-term.



Regional Advisory Councils (RACs)



Regional Advisory Councils (RACs) Metro

REGIONAL NSW

Challenges across regional communities identified through our RACs have been varied, and are informing individual work plans for each RAC. Some of the commonly-identified priorities for RACs in 2015-16 are described below:

- **Experiences of racism and discrimination** impacting on people's lives and wellbeing, compounded by negative media portrayals of specific cultural and religious groups and resulting in heightened feelings of fear and mistrust within communities.
- **Discrimination influencing the ability to find employment**, one of the highest priorities for new migrants settling in any community. Despite their eagerness to work and the skills and experience they bring, many new arrivals face multiple barriers to securing a job. These barriers include difficulties with recognition of overseas qualifications, a lack of suitable jobs, and a lack of targeted, culturally-competent employment support services. The need to protect migrant workers from labour exploitation has also been raised as a serious concern through many RACs.
- Another major concern for many regional communities has been **limitations around the provision of English language classes**. This may be due to high costs, inflexible eligibility criteria, insufficient quantity of classes, or a lack of targeted English classes for specific purposes (such as employment). English language proficiency is a major determinant of the successful settlement of migrants and refugees. In addition to enhancing the participation of new arrivals in mainstream Australian society, language proficiency promotes social inclusiveness within a community, enables people to learn more deeply about their new environment, and leads to increased access to essential government and community services.
- On the more positive side, **coordination and collaboration amongst service providers, government, industry and community** has emerged as having a positive impact on community harmony and social cohesion. Wherever possible, Multicultural NSW seeks to encourage collaboration and shared learning. In some parts of regional NSW, this has included facilitating meetings between neighbouring councils to discuss local challenges, share initiatives and explore opportunities for inter-council collaboration. In other regions, systemic issues related to service coordination and access for new arrivals have been tackled by bringing together workers from communities and government to exchange ideas and collectively explore solutions.

Guided by the community priorities identified through our regional engagement, Multicultural NSW will continue to connect with stakeholders across NSW to better understand their concerns, strengths and resources, and facilitate opportunities to work collaboratively.

As we develop our next strategic plan, we will be looking at possibilities to expand longitudinal surveys of Australia. This will help to support our place-based approach and to further develop the Community Profiles which support our RACs at the local level.

SETTLEMENT AND MIGRATION

2015-16 saw large numbers of displaced people on the move throughout the world. In particular, the humanitarian crises in Syria and Iraq continued to escalate, affecting increasingly large civilian populations and driving many to flee their homes in search of safety.

Beyond Syria and Iraq, conflicts on every scale continued to rage around the globe. By 2016, 65.3 million people around the world were identified by UNHCR as 'persons of concern', with 15.1 million of these considered refugees, and more than four million originating from Syria⁸.

By September 2015, the numbers of refugees, asylum seekers and migrants attempting to reach Europe hit record highs, with 160,000 people arriving in Europe in the month of September 2015 alone⁹.

It was clear that a global humanitarian response was needed in order to alleviate the suffering of those fleeing war and persecution. Within this context, Australia put up its hand to help those in need by offering to settle an additional 12,000 people affected by the conflicts in Syria and Iraq.

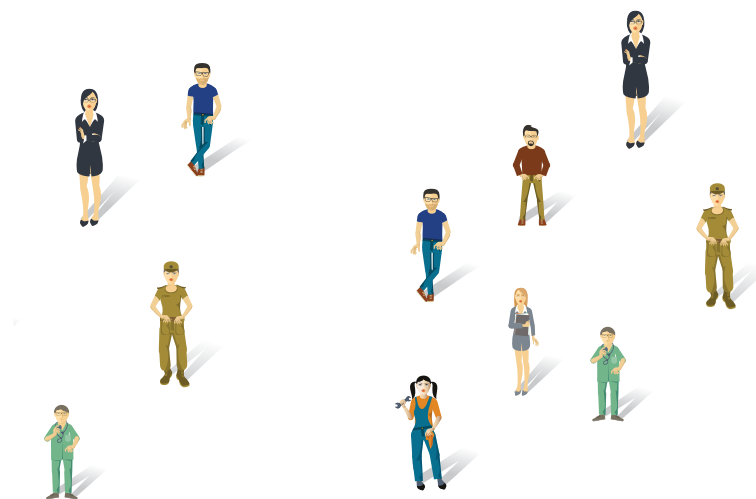
Migration Trends and Developments

In 2015-16, the main source countries of the 189,770 people arriving in Australia under the migration program were India (21.2%), China (15.3%) and the United Kingdom (10.0 %). Throughout 2015-16, NSW remained the top state of intended residence for those arriving through Australia's Migration Program, with 32.5% nominating NSW as their intended home, an increase from 30% in 2014-15¹⁰.

Australia's Migration Program consists of the *Skill*, *Family* and *Special Eligibility* streams. That NSW continues to be a popular and highly sought-after place to call home is also shown through statistics relating to skilled migration. In 2015-16, NSW put forward 4,000 candidates for the Skilled Nominated visa¹¹.

In 2015-16, the Humanitarian Program saw 17,555 visas granted nationally, including 15,552 under the offshore stream, and 2,003 under the onshore component¹².

In 2015-16, the Humanitarian Program was a particular focus for the NSW Government. The top five source countries for people arriving in NSW under this Program were Iraq, Syria, Afghanistan, Myanmar and Iran¹³.



SETTLEMENT AND MIGRATION

Increased Syrian and Iraqi Cohort, and NSW Government Response

On 9 September 2015, the Prime Minister announced that Australia would take in an additional 12,000 people who were affected by the conflicts in Syria and Iraq. The NSW Premier responded by stating that NSW would be willing to assist those fleeing war and persecution in Syria and Iraq. Although prime responsibility for settlement lies with the Commonwealth Government, the NSW Government is responsible for ensuring that all essential state services, including in the areas of health, education, vocational training, and transport, are well equipped and responsive to the needs of new arrivals.

In September 2015, the NSW Premier appointed Professor Peter Shergold as Coordinator General for Refugee Resettlement to spearhead NSW's response to the additional intake. The Department of Premier and Cabinet (DPC) established a team to help support the work of Professor Shergold, with assistance from Multicultural NSW.

Professor Shergold was committed to build a whole-of-community response to the arrival of the additional intake. Since his appointment, Professor Shergold's focus has broadened to ensure that NSW is responsive to the needs of all humanitarian arrivals, not simply the additional intake from Syria and Iraq. To support this, a Joint Partnership Working Group (JPWG) was established comprising of representatives of key settlement sector organisations and government departments. The NSW Government Immigration and Settlement Planning Committee (GISPC), a senior governance body comprising NSW, Commonwealth and local government officials, as well as settlement sector representatives, was also integral to ensuring that all key senior staff were part of decision-making processes. The GISPC is co-chaired by Multicultural NSW and DPC.

To galvanise the goodwill of people within the community who wanted to put up their hands to help, the NSW Government launched the *'I Can Help'* website, which connected volunteers with Humanitarian Settlement Service providers in their area.



Figure 2: 'I Can Help' website

SETTLEMENT AND MIGRATION

Supporting Refugees to Rebuild Their Lives in NSW

One of the key achievements in 2015-16 was the allocation of an additional \$146 million in funding over four years to improve outcomes for humanitarian entrants through a focus on education and health, improving employment opportunities and community cohesion, and encouraging participation. Budget submissions for this funding were co-developed by the JPWG.

The NSW Government introduced new initiatives in the form of a Peer Mentoring Program and a Refugee Employment Support Program (RESP) to build the capacity of new arrivals through connecting them to employment that supports their aspirations for the future. The NSW Premier also announced a commitment to employ 100 refugees within the NSW Public Sector.

Figure 3 below shows the breakdown of this additional funding.

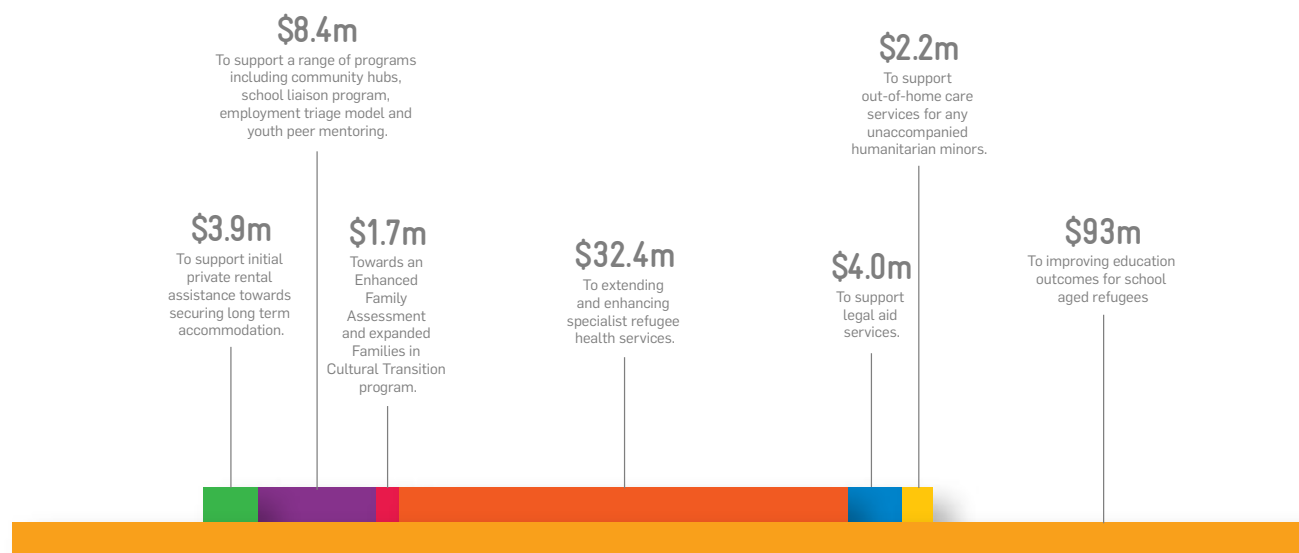


Figure 3: 2016-17 NSW Budget additional funding breakdown

MULTICULTURAL NSW – TARGETED INITIATIVES

As part of our goal to build and maintain a harmonious society, Multicultural NSW closely monitors and responds to all relevant trends and developments, including changes in social attitudes to cultural diversity, patterns of settlement and migration, and the issues and concerns of regional communities.

During 2015-16 our programs and initiatives were targeted to actively strengthening social cohesion in NSW by increasing participation and access for people from diverse backgrounds, facilitating partnerships and connectivity in our diverse communities, and building community resilience.

MULTICULTURAL NSW – TARGETED INITIATIVES

Religious Leaders Forum

The Multicultural NSW Religious Leaders Forum encourages open dialogue between religious leaders and the NSW Government, connects people of diverse faiths, and creates a two-way information exchange that keeps government and communities up to date.

The Forum was initially established in November 2014, just one month before the Martin Place siege – an event that had the potential to create great division between faith communities in NSW. Through the Forum, Multicultural NSW worked with community and religious leaders to promote a message of peace and solidarity and to show that different religious communities can work together to keep the community safe.

In 2015-16 the Religious Leaders Forum has continued to meet and demonstrate its potential for joint action on matters of shared concern. For example, Forum members contributed to a statutory review of the *Coroners Act 2009*, advising the government on cultural and religious sensitivities that the proposal may have raised. Religious leaders also used the Forum to openly discuss how they could stand united in the face of adversity, and to express concerns about the disconnect between different generations in their communities and congregations.

Young People

Young people play a significant role in building social cohesion and harmony in our state. Multicultural NSW's engagement with youth from diverse backgrounds for over a decade has shown us the capacity of young people to be a positive influence in their communities when supported with the right skills, resources and opportunities.

Multicultural Youth Network

The Multicultural Youth Network (MYN) is a forum of young leaders from diverse cultural backgrounds, working collaboratively to promote the value of cultural diversity and to foster acceptance and respect. Led by Multicultural NSW Youth Advisory Board members, the MYN promotes these ideas by organising youth networking evenings held in different localities.

In October 2015, the MYN, in partnership with the NSW Council for Pacific Communities, held a youth networking evening in Minto. The purpose of the event was to promote greater understanding between the growing and diverse cultural groups in the area. The event attracted 80 young people and their families who were able to learn about each other's cultures through food and the arts.

Members of the MYN were also given opportunities throughout the year for skills development and training, such as facilitator training for the Ideation NSW event and invitations to attend the Institute of Public Administration Australia (IPAA) NSW's CEO and Young Professionals Breakfast at The West in Sydney in May 2016.



MULTICULTURAL NSW – TARGETED INITIATIVES

IDEATION NSW

Ideation is an annual youth initiative bringing together school-aged delegates to explore and celebrate what it means to live in culturally diverse communities. Delegates build greater awareness of other cultures, develop cross-cultural respect, and develop team-building and leadership skills that they can share with their schools and local communities.

The Ideation 2015 theme was *I Choose to Be...* The event was held at the Powerhouse Museum in Ultimo with more than 200 students from across NSW attending. Young participants generated an impressive range of ideas to address many of the challenges of living in a diverse society, and highlighted the danger of labelling and stereotyping in our communities. As facilitators and organisers, members of the MYN were instrumental in the success of this event.

NSW Council for Pacific Communities Campaign

The Pacific Youth initiative *#FistsDown* campaign is a youth-led social media strategy designed to stem youth violence. In early 2016, Multicultural NSW recognised the need to respond to escalating youth violence in Western Sydney linked to issues of youth disengagement, schooling, career pathways, parenting, families and religion. In March 2016, Multicultural NSW brought relevant organisations together with the community to discuss these issues and work together to find a way forward. It was at this meeting that the *#FistsDown* campaign was proposed by young people from the NSW Council for Pacific Communities.

Multicultural NSW hosted the project's Talanoa (a gathering to tell stories), where young people and youth workers explored the issues and planned their approach to de-escalating violence in their communities. Crucially, youth who were involved in violent incidents were also engaged in this process. This has led to the designation of Youth Ambassadors for the campaign.

Local Government

Local councils play a key role in working at the grassroots level of government to make decisions and coordinate services to support the wellbeing of local communities.

There have been significant changes in the landscape of local government in NSW in 2016. With the announcement of major local government reforms by the NSW Government, new councils have been established with the goal of ensuring that communities have stronger and more efficient local representation.

Multicultural NSW will continue to build rapport with frontline workers from state and local governments through active participation on the Local Government Multicultural Network and by exploring further opportunities for collaboration and joint initiatives in 2017.



MULTICULTURAL NSW – TARGETED INITIATIVES

Grants Programs

A range of grant programs with the objective to enhance community capacity across the government and non-government sectors in NSW are available to communities and organisations. Promotion of social cohesion and community harmony is a priority for all levels of government and, increasingly, to 'all sections of society'.

For Multicultural NSW, the success of multiculturalism in Australia owes much to the lived experience of our cultural diversity as a core component of our Australian identity. It is therefore pleasing to see the level of importance placed on diversity and inclusion across the spectrum of our sporting codes, big business, major professional firms, and non-government organisations, all of which are demonstrating genuine commitment to working with all levels of government to safeguard our multicultural way of life – it is in our collective interest to continue to do so.

The Multicultural NSW Grants Program is a vital part of this ecosystem. By investing in projects, activities and partnerships to foster community engagement, promote community harmony, build social cohesion, and celebrate cultural diversity as an asset of our state, we establish priority areas for our Grants to respond to our observations of the state of community relations in our state.

In 2015-16, funding under the Multicultural NSW Grants Program focused on a number of priority areas:

- Assist to combat racism and build networks and relationships between culturally diverse communities including projects to build relationships between Aboriginal and multicultural communities
- Supporting intergenerational understanding in culturally diverse communities

- Building interfaith and intercultural understanding in culturally diverse communities
- Providing holders of SHEV (Safe Haven Enterprise Visas) and TPV (Temporary Protection Visas) with pathways into employment and community participation
- Helping to identify and address barriers faced by culturally diverse youth, including those based on race and other grounds protected under the *Anti-Discrimination Act 1977*
- Facilitating and promoting the innovative use of social media to address issues pertaining to harmony and social cohesion
- Addressing needs identified using the Community Profiles tool across the state
- Support established communities
- Support the development of Interpreting and Translating capacity for new and emerging communities
- Employ community workers to work with multicultural groups across NSW
- Support new arrivals, including refugees and humanitarian entrants, and disadvantaged young people, to participate in sport and/or community activities.

Details of the grants awarded in 2015-16 can be found in the Multicultural NSW Annual Report 2015-16.

UNITY GRANTS — In 2015/16 the following Priority Areas were addressed.

13

GRANTS



assisted to combat racism and build networks and relationships between culturally diverse communities including projects to build relationships between Aboriginal and multicultural communities.

5

GRANTS



assisted SHEV (Safe Haven Entrant Visas) and TPV (Temporary Protection Visa) holders pathways into employment and community participation.

13

GRANTS



supported building intergenerational understanding in culturally diverse communities.

6

GRANTS



helped to identify and address barriers faced by culturally diverse youth including barriers based on race and other grounds protected under the Anti-Discrimination Act 1977.

12

GRANTS



were issued to build interfaith and intercultural understanding in culturally diverse communities.

6

GRANTS



actively facilitated and promoted the innovative use of social media to address issues pertaining to harmony and social cohesion.

SUPPORT GRANTS

9



GRANTS

were provided for projects that addressed a need identified using the Community Profiles tool across the State.

21



GRANTS

were used for employment of community workers to work with multicultural groups.

21



GRANTS

supported established communities, one of these grants was specifically aimed at preventing child abuse through educational and parenting workshops for parents of diverse backgrounds.

5



GRANTS

supported the development of Interpreting and Translating capacity for new and emerging communities.

CELEBRATION GRANTS

Over 74 events were held during 2015-16, with an estimated 455,000 people attending various festivals and events to celebrate cultural diversity in NSW.

PARTNERSHIP GRANTS

Partnership Grants enable Multicultural NSW to fund projects that build social cohesion and community harmony which are expected to make a significant contribution and have demonstrable outcomes for NSW. Two examples of projects funded under this program are:

Multicultural Women's Hub

Many women migrants face difficulties such as isolation, limited language capacity, and lack of knowledge of and access to mainstream services, all of which hinders their ability to participate in Australian society.

The Multicultural Women's Hub was established after a series of consultations with women's groups, service providers and stakeholders who work with culturally, linguistically and religiously diverse (CALD) women. The Hub, run by Information and Culture Exchange (ICE), provides opportunities to strengthen the abilities and skills of CALD women to allow them to participate in the economic and social life of Australia. The Hub supports women in developing skills through creative based learning, training, technology and employment opportunities. Activities and programs focus on four key areas: social enterprise development, employment, training and capacity building, and community connection.

The project started in December 2015 and has:

- Engaged CALD women through community consultations
- Delivered free skills development workshops for CALD women
- Established a social enterprise group for CALD women with business skills
- Partnered with other organisations (e.g. TAFE NSW) to provide training, mentoring and other skill development opportunities to CALD women.

The Hub operates from various locations including Westmead, Granville and Auburn, and is in the process of developing an online portal to enable women to access programs from their homes.

SkillME

Employment and economic wellbeing have consistently ranked as among the most important issues for recent immigrants to NSW. The 2016 Scanlon survey reports that the proportion of Skilled-Independent visa holders who have difficulty finding a job is more than double that of 457 visa holders who have work arranged before they come to Australia.

In response to this, the SkillME project aims to help skilled migrants to find suitable employment. The project, funded through a Multicultural NSW Partnership Grant and administered by Metro Assist, helped 318 clients in 2015-16 through case work, training and re-training in technical skills and job seeking skills, skill qualification recognition, placements of internship and placements of employment. The project engages employers to provide industry training as well as work experience.

As at 30 June 2016, 40 of the total 318 SkillME clients had found employment, 51 had finished or were about to finish their work experience, and 83 had finished or were engaged in industry specific or employment skills training.

Sayid's story: Sayid*, is a refugee from Syria who arrived in Sydney in November 2015. He has a bachelor's degree and experience in maritime transport and technology. He first enrolled in SkillME's Skilled Migrant Development Program in June 2016 and successfully obtained a paid internship with a multinational company. Unfortunately, not long into the job, Sayid felt he was unprepared and found the experience daunting. He quit the internship and started attending SkillME's Certificate II in Warehouse Operation training. He felt more comfortable in this training and with his peers. After he completed the training and obtained his forklift license, Sayid successfully secured a one-month work experience arrangement with Fantastic Furniture through SkillME's partner MTC Australia. During the work experience, he enrolled in SkillME's Certificate III Driving Operations and Heavy Rigid (HR) vehicle license training. He successfully passed his assessment and got his HR license in November. In the meantime, he was offered a full time job at Fantastic Furniture's warehouse in Chullora.

"I'm really happy with this outcome. SkillME gave me so many opportunities. I have my Australian qualifications, forklift ticket and HR license now. Now that I have a full time job, when my wife comes (to Australia), we don't have to rely on Centrelink."

MULTICULTURAL NSW – TARGETED INITIATIVES

Community Resilience Programs

We recognise that, whatever may be taking place in the complex world we live in, solutions start at home. It starts with local communities working together, supporting each other, and building on the strengths of our culturally diverse success story.

Our programs are built on the notion that “resilience” means proactively building and maintaining strong, secure, responsive and aware community networks that can be mobilised to respond to challenges and threats to community harmony, resolve conflict, and actively promote social cohesion.

This sense of resilience operates across the full continuum of risk mitigation to support community preparedness, prevention, response and recovery.

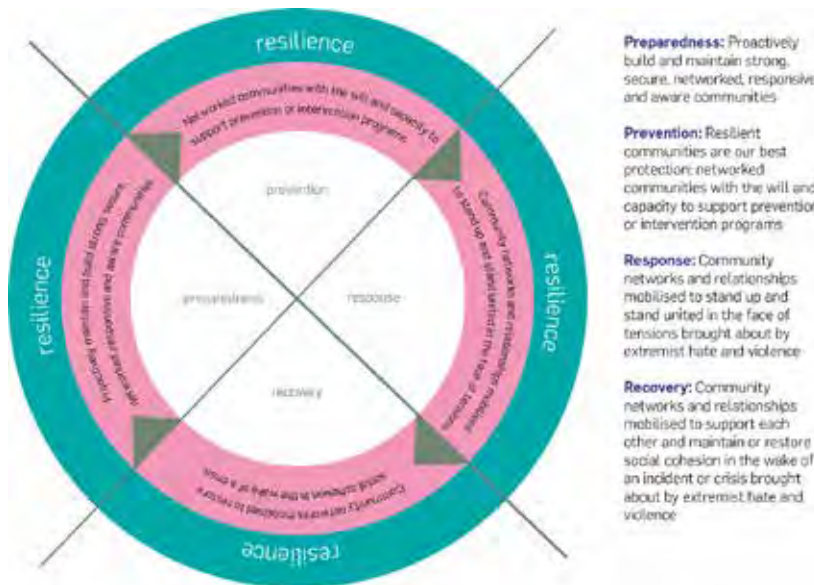


Figure 4: A whole-of-society resilience based model for social cohesion risk management.

International events such as war, shifting geo-political environments, and the increasing visibility of far-right groups are all phenomena that have direct and lasting impacts on local communities and social cohesion in NSW. Multicultural NSW is especially concerned by the threat posed to social cohesion and community harmony by rising levels of fear, hate and division linked to a heightened national and international security environment.

The rise of ISIS-inspired extremism, linked to the ongoing conflicts in Syria and Iraq, has given fuel to reactive hate-based rhetoric and far right-wing extremist groups in Australia. Both sides of this extremist divide share the same destructive “Us versus Them” mindset that undermines social cohesion and that demands a concerted, collective response from government and community partners.

Multicultural NSW's Community Resilience Programs address the divisive social impacts of extremist hate and violence and the psychological and social impacts of overseas conflicts on local communities. While the impacts of global events on local communities can be significant, Multicultural NSW works from the premise that it is communities themselves that will lead the way in offering positive, meaningful solutions.

COMPACT

The \$8 million Multicultural NSW COMPACT (*Community Partnership Action*) program supports an alliance of 36 community organisations that share a commitment to Australia's peaceful, harmonious multicultural way of life. COMPACT is the single biggest program in our organisation's 40-year history and was designed after an extensive community consultation process and academic research into international best practice. The COMPACT Alliance promotes the wisdom that together we can tackle the “Us vs Them” rhetoric that extremists deploy to attack our social cohesion and community harmony, whether this is generated domestically or by overseas conflicts and events. The Alliance is a forum for sharing experiences, learning from one another, and collectively designing strategies to respond to issues as they emerge.

MULTICULTURAL NSW – TARGETED INITIATIVES

The COMPACT partners are all expert practitioners in their various fields of youth engagement. 14 individual COMPACT projects have been selected and funded on the basis that they address identified priority issues impacting on social cohesion.



Young Humanitarians Project

Recognising the potential impact of current overseas conflicts on local communities, the Australian Red Cross is working in partnership with the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) and the Multicultural Youth Affairs Network on the Young Humanitarians Project. This COMPACT project is designed to channel the passions of young people into positive, constructive initiatives for change at the local and global levels. This program is all about harnessing the power of humanity through voluntary service and humanitarian action, with the aim of helping young people and their communities to better understand, cope with, and respond to violent conflict and humanitarian crises. The ultimate aim of the project is to build community resilience and social cohesion through education, skill building, leadership training and voluntary service.

Community Action for Preventing Extremism (CAPE) NSW

CAPE NSW is a COMPACT project that targets the rise of far-right extremism in Australia. The project is a unique six-way partnership between national anti-racism charity All Together Now, Youth Action, Western Sydney University, Macquarie University, Google and Facebook. CAPE NSW will work directly with young people at risk of engaging in far-right extremism, enhance the community's capacity to respond to extremist, racially or religiously motivated messages, and develop youth peer-to-peer networks that provide alternative forms of social interaction and identity to those offered by extremists. CAPE staff will cultivate social media users' critical thinking, correct misinformation and promote positive messages regarding social cohesion, and engage in moderating the project's online forum.

Examples of other COMPACT projects include:

- Police Citizens Youth Clubs working with local communities to break down the barriers that prevent young people from engaging in their communities
- Red Cross working in partnership with the State Emergency Services, the Multicultural Youth Affairs Network and STARTTS to help young people better understand and respond to violent conflict, and to channel their passions into constructive humanitarian projects
- United Muslim Women's Association working to counter extremist narratives and provide young people with alternative, practical, positive options for influencing change
- Specialists from All Together Now working directly with young people at risk of engaging in far-right extremism, and enhancing the community's capacity to respond to hateful messages
- Youth Off The Streets delivering youth outreach services, and the Bankstown Youth Development Service providing creative outlets for young people to express their passions in non-violent ways through storytelling and digital media, and
- Sydney Youth Connect and the Lebanese Muslim Association creating forums for young Australian Muslims to come together to discuss the complex issues facing the world today, giving them real opportunities to contribute as Australian citizens.

MULTICULTURAL NSW – TARGETED INITIATIVES

The Point Magazine

The Point Magazine is a monthly online publication that has established a national profile as a trusted and accessible source of information, news and current affairs relating to violent extremism and its impacts on communities in Australia. In December 2016, The Point Magazine reached a milestone of 66,000 readers and 145,000 page views. The publication addressed a range of issues, with a particular focus on challenging extremist narratives, investigating the domestic impacts of the Syria and Iraq conflicts on local communities, and addressing the divisive social impacts of violent extremism in Australia.

The Point Magazine draws on the expertise and opinions of young people, community and religious leaders, governments, the media, and academics from across Australia, facilitating dialogue and informed debate across these groups. As a resource for students, researchers and journalists, it provides insights that help raise the standard of the national conversation about violent extremism in Australia.

The magazine has continued to grow its reputation for credibility and fair coverage. In a media environment dominated by tabloid reporting, The Point Magazine is a community-focussed alternative that gives young people and community leaders a voice to address sensitive issues in a balanced, non-sensationalised way. It is a community engagement tool that engenders trust in communities by offering them a platform to speak, and to be heard.



MULTICULTURAL NSW – TARGETED INITIATIVES

Language Services

Interpreting and translating services are essential to ensure that people with limited or no English language skills have access to education, justice, health and other services. Multicultural NSW is one of the main NSW Government providers of language services.

Interpreting

Most of our interpreting services are delivered within the NSW justice system to courts and the NSW Police. These agencies require language services that can address complex issues in a high-stakes environment. Multicultural NSW has developed specialist legal interpreting services to meet this need, and provides the highest accredited interpreter service to guarantee access to justice.

An important initiative implemented in 2015-16 was the funding of training for Multicultural NSW interpreters in relation to domestic violence and sexual assault.

The objectives of the training were to:

- Increase understanding of the prevalence, dynamics and impacts of domestic violence and sexual assault, particularly in the migrant and refugee context
- Discuss common beliefs and attitudes towards people who experience domestic violence and sexual assault and how this impacts on them and their access to services
- Build knowledge of the legal context of domestic violence and sexual assault
- Identify the challenges and supports available for interpreters in providing services for people who have experienced domestic violence or sexual assault, and develop strategies to address these challenges.

During 2015-16, Multicultural NSW provided NSW Police with interpreters to participate in diversity training programs for operational officers, including domestic violence, youth and custody managers. The diversity training program was designed to help officers to work with interpreters in a policing context.

Community Relations Report 2015-16

Translations

Through our successful Service NSW partnership consumers now are able to lodge translation requests for personal documents at any of the 50-plus Service NSW shopfronts across the state. For the public, this means:

- Improved customer support
- Administrative savings
- Greater online service delivery
- Access to the State-wide Service NSW network.

Telephone Interpreting

Multicultural NSW interpreting services are delivered mainly on a face to face basis. However, this is expensive and inefficient for some users of the service, particularly in regional areas. In recognition of the need for Multicultural NSW to provide a wide range of modes of delivery for interpreting services, the NSW Government provided \$1 million to establish a telephone interpreting service. A state-of-the-art automated Interactive Voice Response (IVR) system is being developed to deliver on-demand telephone interpreting.

Up to 1,000 additional interpreters will be engaged to help resource and service this new system, which is anticipated to go live in the second half of 2017.



MULTICULTURAL NSW – TARGETED INITIATIVES

Language Services Industry Development and Sustainability

In June 2016 we established the Multicultural NSW Language Services Forum, a consultative body of key stakeholders in the language services industry.

Members include government and commercial language service providers, educational institutions, language services users, and interpreter and translator representative bodies.

The objectives of the forum are to:

- Seek industry and sector advice on issues impacting the industry
- Promote the exchange of information between industry stakeholders and government
- Generate ideas, strategies and actions that contribute to the sustainability of the industry in NSW, including improvements in the quality and supply of interpreters and translators
- Share information on existing programs, best practice and new initiatives
- Foster relationships within the NSW language services industry.

A supply of accredited and qualified interpreters and translators is critical to ensuring essential service delivery to people with limited or no English language skills and thereby supporting ongoing social cohesion. A key aim of Multicultural NSW Language Services is to establish a joint industry-government strategy to guarantee the sustainability of language services as an industry and a valued profession.

Challenges in the Language Services Industry

Some of the challenges facing the industry and impacting, or likely to impact, social cohesion, have been identified through our Forum and through our own data collation. These include:

- Unmet demand for interpreters in certain languages
- Short supply of interpreters to support new and emerging communities
- A shrinking supply of interpreters for more traditional languages such as Greek and Italian as many qualified interpreters age and leave the profession
- Changes to the vocational education system leading to significantly reduced number of training courses being offered in interpreting and translating.

These challenges will inform our future directions in development of whole of government languages policy, as well as delivery of front line services to address identified gaps and to effectively promote and build partnerships across whole of society to embed these principles as general principles for all Australians within NSW.



MULTICULTURAL NSW – TARGETED INITIATIVES

Cultural Competence

Many of the challenges we face start and end with the need for better understanding of difference and the attributes that unite us as humans. Cultural competency is an essential ingredient in the protection of our socially cohesive and harmonious multicultural communities.

With this in mind, Multicultural NSW has worked with SBS and International Education Services to develop an online cultural competence program to support government departments and agencies, commercial businesses and non-government agencies to work with and service diverse communities by building capability among their staff around cultural diversity and inclusion.

The program:

- Promotes social cohesion through fostering a better understanding of diverse cultures
- Enables organisations to better service diverse communities
- Supports a competitive advantage for Australian businesses operating in an increasingly diverse local and global market.



A joint venture between Multicultural NSW, SBS and International Education Services launched in late 2016

Community Language Allowance Scheme (CLAS)

The NSW Government's Community Language Allowance Scheme (CLAS) is a program designed to help provide efficient and effective language assistance to consumers during simple interactions with agencies. CLAS draws on the language skills of agency employees to provide on-the-spot assistance for simple matters like answering customer enquiries, providing directions and making appointments. Qualified CLAS employees are remunerated by their department or agency. CLAS helps customers get the right information in their language, and provides opportunity for staff to use their language skills within the workplace.

During 2015-16, CLAS was comprehensively reviewed with the aim of ensuring that the scheme will continue to provide high quality outcomes for consumers of government services. Multicultural NSW has engaged the National Accreditation Authority for Translating and Interpreting (NAATI) to deliver its language proficiency testing to establish eligibility for CLAS.

NAATI is a national standards organisation responsible for setting, maintaining and promoting high professional standards for practitioners who wish to work as translators and interpreters in Australia. It maintains a credentialing system for over 200 languages and supports an extensive system of professional testing and assessment.

Under this partnership, NAATI will schedule all CLAS examinations, provide examiners, and liaise with the employees and employers. Engaging the national language accreditation body to deliver testing is a clear indication of Multicultural NSW's commitment to ensuring that the highest quality bilingual workers are supporting NSW Government customers.



MULTICULTURAL POLICIES AND SERVICES PROGRAM – NSW GOVERNMENT SECTOR PERFORMANCE

THE MULTICULTURAL POLICIES AND SERVICES PROGRAM

Under the Act, it is the responsibility of the Chief Executive Officer of every NSW public authority to ensure that the multicultural principles are implemented within their agencies. NSW Government agencies are expected to provide high quality services to all the people of NSW, including people from culturally and linguistically diverse backgrounds. The multicultural principles provide a clear policy statement about the importance of equitable and respectful NSW government service delivery to our diverse community.

The Act also underscores the central importance of our rule of law, public institutions, democratic framework and the English language as the foundational structures upon which all policy-making and service delivery should be based in NSW. Multicultural NSW is the lead NSW Government agency to ensure that the multicultural principles of the Act are incorporated in the development of NSW Government services, policies and programs.

MULTICULTURAL PRINCIPLES

The Multicultural NSW Act 2000:

- (a) promotes the equal rights and responsibilities of all the people of New South Wales within a cohesive and multicultural society in which:
 - (i) individuals share a commitment to New South Wales and to Australia, and
 - (ii) diversity is regarded as a strength and an asset, and
 - (iii) English is the common language, and
- (b) recognises and values the different linguistic, religious and ancestral backgrounds of the people of New South Wales.

The multicultural principles, as set out in the Act, are as follows:

- (a) all individuals in New South Wales, irrespective of their linguistic, religious and ancestral backgrounds, should demonstrate a unified commitment to Australia, its interests and future,
- (b) all individuals in New South Wales should recognise the importance of shared values governed by the rule of law within a democratic framework,
- (c) the people of New South Wales are of different linguistic, religious and ancestral backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious and ancestral heritage,
- (d) all individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language,
- (e) all individuals in New South Wales should have the greatest possible opportunity to:
 - (i) contribute to, and participate in, all aspects of public life in which they may legally participate, and
 - (ii) make use of, and participate in, relevant activities and programs provided or administered by the Government of New South Wales.

THE MULTICULTURAL POLICIES AND SERVICES PROGRAM

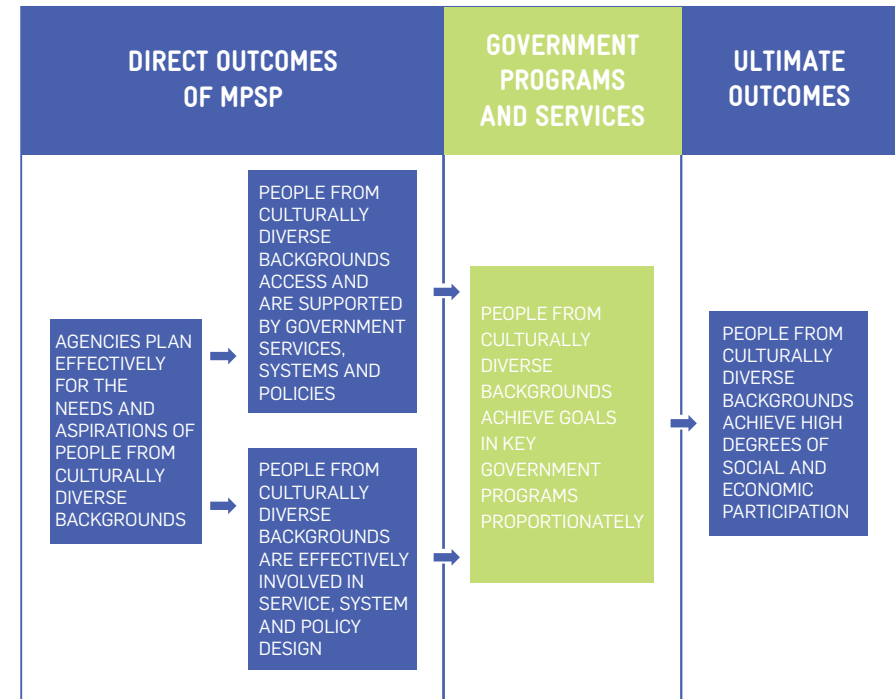
The Multicultural Policies and Services Program (MPSP) provides us with the connections, evidence and insights to examine the impact of policy and programs on diverse cultural communities. The MPSP, led by Multicultural NSW, assists agencies to implement the multicultural principles and to report against their accountabilities in this area.

Under the MPSP, all agencies must maintain a multicultural plan and report on it regularly through the Annual Report of their agency or department. In addition, some agencies are required to prepare comprehensive multicultural plans and report on the implementation of these, and must provide their reports to Multicultural NSW.

The embedding of multicultural policies and services aims to ensure that the people of NSW, whatever their linguistic, religious or ancestral backgrounds, can become true and engaged members of the community. The ultimate objective of the MPSP is for people from culturally diverse communities to achieve high levels of social and economic participation.

The MPSP Framework directs agencies to centre their planning on four Focus Areas:

- **Service Delivery** – ensuring that people from diverse cultural backgrounds receive high quality services that meet their needs
- **Planning** – better planning, including using data to plan services and policies
- **Leadership** – ensuring that all leaders value diversity and strive to support diversity in its various forms
- **Engagement** – ensuring that agencies have effective processes for engaging with people from culturally diverse communities to inform service and policy design and to provide mechanisms for feedback.



THE POLICY OBJECTIVE OF THE MPSP

(Diagram from *Multicultural Policies and Services Program* booklet.)

THE MULTICULTURAL POLICIES AND SERVICES PROGRAM

There are nine Outcomes through which agencies can tailor their MPSP goals, relevant to their organisational context and business activities. With its core emphasis on service delivery, planning, leadership and engagement, the MPSP will continue to provide a strong, flexible and multi-directional means of responding to our increasingly diverse society.

Focus Areas	Outcome	What the outcome means
Service delivery	Mainstream services deliver for everyone	Overall goals for people in NSW are achieved proportionately for people from culturally diverse backgrounds
	Targeted programs fill the gaps	Agency develops and implements targeted programs to address specific needs or mainstream services adequately serve the needs of people from culturally diverse backgrounds
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions	Agency communicates effectively with culturally diverse client groups, including using multiple communication channels
Planning	Strong plans to deliver services	All plans and organisational processes include effective consideration of culturally diverse communities (corporate, business and strategic plans) and there are specific multicultural plans for key issues
	Evidence driven planning	Agency collates and analyses data about culturally diverse communities and uses evidence in planning services and designing systems and policies
Leadership	Demonstrated leadership in culturally inclusive practices	Senior management leads and is accountable for building a culture that promotes diversity All staff demonstrate skills in culturally inclusive practices
	Increased recognition of the value of cultural diversity	Agency leads by example in fostering respect for culturally diverse client groups and maintaining community support for diversity
Engagement	Collaboration with diverse communities	People and communities from culturally diverse backgrounds have meaningful input into policies and systems through a range of mechanisms that are appropriate for each agency, which could include co-design, working in partnership and effective consultation
	Understanding the needs of people from diverse backgrounds	Agency systematically seeks and captures feedback, has advisory mechanisms and effectively monitors the needs of culturally diverse client groups; Agency analyses and uses that data intelligently

THE MPSP FRAMEWORK (Diagram from *Multicultural Policies and Services Program* booklet.)

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Multicultural NSW uses the term 'Designated MPSP Agency' (DMA) to refer to an agency that provides important functions to the culturally diverse community of NSW.

As part of the MPSP, each DMA is required to develop a comprehensive multicultural plan and to submit a detailed report to Multicultural NSW outlining progress on implementation of that plan every two or three years. This includes identifying multicultural priorities for the next reporting period.

The following DMAs reported in 2016:

- NSW Department of Education
- NSW Department of Justice
- Fire and Rescue NSW
- NSW Department of Industry
- NSW Ministry of Health
- NSW Police Force
- NSW Rural and Fire Service
- Service NSW.

Multicultural NSW assesses agency MPSP reports against their multicultural plan using a 'level scale' which rates performance as *Minimum Expectation*, *Sound* or *Best Practice*. This allows Multicultural NSW to assist in developing programs for, and assess the effectiveness of, public authorities in observing the multicultural principles in the conduct of their business.

2016 AGENCY REPORTS

NSW Department of Education

The NSW Department of Education serves the community by leading the provision of world-class primary and secondary education in NSW public schools. The Department regulates preschool and long day care providers and works to advance the wellbeing of Aboriginal people in NSW. The Secretary's Multicultural Education Advisory Group continues to provide strategic advice on the education and training needs of culturally diverse communities.

The Department's detailed report outlines its progress in meeting the needs of culturally diverse school communities against targets identified in its *Multicultural Plan*. The report maps activity undertaken in the 2015 and 2016 calendar years which is aligned with their agency's strategic priorities and with the MPSP Focus Areas and Outcomes.

Multicultural NSW assessed the Department's overall performance in implementing and observing multicultural principles, based on its report, as *Sound*.

The report demonstrates a proactive approach to developing teaching staff and leaders skilled in delivering high quality, culturally responsive educational programs and services for students and community members. A range of Department advisory mechanisms exist to ensure effective consultation in relation to education provisions for culturally diverse communities. Individual schools use a range of general and targeted strategies to engage their communities in local planning and decision-making processes.

During 2015-2016, over 5,100 teachers and staff in NSW public schools participated in professional learning programs. This included programs to assist teachers in meeting the specific needs of students from language backgrounds other than English (LBOTE), and programs promoting culturally-inclusive teaching and learning and community harmony. LBOTE students are students who speak a language other than English at home and/or have a parent or carer who speaks a language other than English at home.

Levelling the Playing Field

In 2016, Wagga Wagga High School implemented *Levelling the Playing Field*, a professional learning program designed to build the skills of teachers in engaging English as an Additional Language or Dialect (EAL/D) students in mainstream classrooms. Teachers were assisted to design and implement teaching strategies to respond to the learning strengths and needs of students from diverse backgrounds and to differentiate teaching activities to meet the needs of students across a wide range of English language abilities. Teachers reported an improved understanding of EAL/D pedagogy in the context of their school communities and an increase in participation in professional learning to improve teaching practices for EAL/D students.

Gunganbu – Gardens for Belonging

Gunganbu – Gardens for Belonging is a fusion of theatre performances designed to include refugee students as a part of an Orara High School Arts Project. *Gunganbu* is derived from *Gumbaynggirr*, the local Indigenous word for belonging to a special place. The school performances were designed to explore the special places of belonging for refugee, Indigenous and other student groups within the school. The setting of *Gunganbu* is designed to demonstrate and foster respect for the traditional understanding of custodianship by staging a performance on Gumbaynggirr country. Students from refugee backgrounds are able to explore and interpret their own gardens of cultural origin within this respectful framework. Indigenous and other cultural performances come together to create a shared and meaningful educational experience for students and the community.

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NSW Government schools provide EAL/D education to assist students to develop their English language proficiency. This includes additional support for newly arrived and refugee students.

A key priority for the Department in 2015-2016 was to enhance provision of resources and support for refugee students. This was in response to increasing numbers of refugee students and families settling in NSW, including refugees from Syria and Iraq. In 2015, 8,261 refugee students enrolled in NSW Government schools. As at September 2016, there had been 7,956 refugee student enrolments. Targeted programs to support the settlement of refugee and asylum seeker students, and to improve their social and economic outcomes, included English language support, the Refugee Support Strategy, vocational education, counselling support, community partnerships, the Beginning School Well program, monitoring and homework support, professional support, resources for schools, and research.

The Department reported that around one third of students in public schools are currently from language backgrounds other than English (LBOTE), while more than 40% of enrolments in preschools are LBOTE students. In 2016, 260,599 LBOTE students enrolled in NSW Government schools. This represents an increase of around 4% from 2015.

Schools across the state implemented a variety of strategies to engage parents and carers in student learning. This included specific strategies for increasing the involvement of parents and carers of EAL/D and refugee students.

The Department reports that it is committed to providing high quality education which responds to the needs of school communities.

Ready Set Go 4 Kindy! is a transition-to-school program at Hilltop Road Public School that aims to provide a positive experience and an understanding of what is school like in Australia for newly arrived families. The school has an enrolment of 740 students and 70% of these come from culturally diverse backgrounds. The program assists families from diverse cultural backgrounds, providing a strong foundation to enter school life for children, promoting a smooth transition into school, and building important relationships and connections with and between children, the school, parents and grandparents. The program has increased the engagement of culturally diverse families in school activities and supported children and their parents and carers to develop a sense of belonging and a deeper connection to school life. Parents have provided feedback that they feel supported, respected and are willing to participate in further workshops to support their children's education.

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NSW Department of Justice

The NSW Department of Justice launched its *Multicultural Plan 2015-2018*, the first plan that incorporates actions from Corrective Services NSW and Juvenile Justice. The Plan was endorsed by the Secretary in December 2014. In 2015, the Department established a new Multicultural Steering Committee to oversee the implementation of the Plan, chaired by the Deputy Secretary Justice Strategy & Policy, which comprised senior representatives and practitioners from areas across the Department who are responsible for actions in the Plan. Actions in the Plan are included as part of the Department's business planning cycle, and consideration of issues for multicultural communities, targeted programs and analysis of client bases are a regular feature of planning discussions. The Department's MPSP Report outlines the Plan's outcomes for 2013-16.

Based on their report, Multicultural NSW assessed the Department's overall performance in implementing and observing multicultural principles as *Sound*.

Of particular note is the Department's staffing approach. In July 2015, the Department launched the Workforce Diversity Program 2015-2016, which includes new initiatives aimed at improving attraction and recruitment rates for people from diverse backgrounds. The Liquor, Gaming and Emergency Management Division of the Department has agreed to participate in the intake of Syrian/Iraqi refugees as part of its restructure. Strategic Human Resources is continuing to monitor and analyse recruitment application and success rates to ensure that diverse groups are not disadvantaged by new methods of recruitment assessments. The Workforce Diversity Program includes a specific action to analyse and report on the impact of new recruitment assessment methodologies on diverse groups and identify any barriers for these groups.

In 2015-16, the Department's divisions continued to deliver cultural awareness training to operational staff as part of induction and operational training programs. The report also indicated that a project has been launched to assess what other diversity-related training is being conducted across the Department, with the aim of creating diversity related e-learning modules accessible to all staff across the Department to address any identified gaps.

In addition, the Department reported that it is building potential through partnerships. Between 2013 and 2016, staff from Corrective Services NSW (CSNSW) participated in the Department's engagement forums with multicultural communities. Relevant business units in CSNSW also engaged with local agencies and undertook interagency liaison with the Police Multicultural Consultative Committee and NSW Health.

CSNSW established a community engagement forum with Muslim leaders to engage religious and community leaders and groups to improve faith-based services in custody, address issues of radicalisation and provide post-release support for Muslim offenders. CSNSW also sponsored the seminar *Beyond Punishment: Muslim Experiences of the NSW Correctional System* as a result of the forum. The seminar highlighted key issues including the need to appoint additional Muslim chaplains, access to relevant Islamic literature, access to Friday prayer, fasting during Ramadan and transitional services for Muslim inmates. As a result, CSNSW purchased Islamic literature for Muslim inmates in custody, increased the number of Muslim Imams appointed as chaplains in correctional centres to four, and improved inmate access to Friday prayers.



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CSNSW Client Service Officers continue to work with other government agencies and community-based organisations to provide support to Arabic, Pacific Islander and Vietnamese offenders in the community.

The *Get It In Black & White* social marketing campaign delivered by the NSW Trustee & Guardian demonstrated the agency's commitment to reaching multicultural communities through its communications. The campaign educates the community on the importance of having a Will, Powers of Attorney and Enduring Guardianship documents in place. The NSW Trustee & Guardian commissioned interviews with key opinion leaders (KOLs) across the six language groups in NSW – Arabic, Cantonese, Mandarin, Italian, Greek and Vietnamese. All KOLs were of the strong opinion that planning ahead awareness, education and intervention were much needed within their communities. The campaign factsheet *Planning Ahead: Tools for your Future Legal, Financial and Health Decisions* was appraised as extremely useful, and it was agreed that in-language versions of the factsheet should be disseminated through community organisations and by relevant government agencies. The factsheet was translated into the top 13 languages spoken in NSW for people aged 45 years and older (based on the 2011 Census). Translated documents were amended as required to respond to cultural nuances. The *Get It In Black & White* campaign was considered highly effective and likely to resonate strongly with community members across the state.

The Strategic Communications Unit provides ongoing communications services to all parts of the Department. The Unit regularly liaises with internal stakeholders through a range of forums to identify stakeholder needs in targeting multicultural communities. The Unit supports stakeholders by assisting areas of the Department to produce content and collateral and to identify appropriate channels for distribution.



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Fire and Rescue NSW

The Fire and Rescue NSW (FRNSW) *Forward Plan 2014-2017* reflects the Multicultural Planning Framework and aligns the agency's core goals as set out in the *FRNSW Corporate Plan 2014-2017*.

These are:

1. Focus on prevention and increase the community's preparedness for and resilience to hazards, emergencies and disasters
2. Attract, recruit and develop a diverse, skilled and adaptable workforce
3. Continue to improve service delivery and develop capabilities to meet community needs.

Based on its report, Multicultural NSW assessed FRNSW's overall performance in implementing and observing multicultural principles as *Sound*.

FRNSW acknowledges and values the changing composition of the communities it services. These changes have the potential to increase exposure of the community to emergencies and disasters, and to significantly increase vulnerability. FRNSW recognises the need to make changes in service delivery to respond to these demographic trends.

FRNSW undertakes engagement with the diverse NSW community to listen to community needs and ensure its services are responsive and meaningful. FRNSW has established a range of effective partnerships with government, non-government agencies and community groups to promote good prevention and preparedness practices.

FRNSW's success in working with culturally diverse community and key agencies is demonstrated by:

- Reductions in the number of deaths and injuries from accidental structure fires
- Stronger community awareness and acknowledgement of the risks of fire and other emergency incidents
- The success of new recruitment strategies aimed at increasing the number of people from culturally and linguistically diverse backgrounds as permanent and retained firefighters
- The satisfaction of the community with the agency's emergency prevention and response performance
- The percentage of households in NSW with operational photoelectric smoke alarms
- On-going evaluation and enhancement of existing community safety programs
- Enhanced community participation and member support provided to Community Fire Units
- Comprehensive community engagement activities by crews, particularly at permanent fire stations
- Station Commanders provided with access to media training and awareness tools to engage with all sections of the community.

Of particular note is FRNSW's Best Practice performance in the Planning Outcomes of *Strong Plans to Deliver Services and Evidence Based Planning*. FRNSW uses a sophisticated approach to data collection and analysis to better understand where incidents occur and who is affected by them. For example, The Fire Injury Risk Model (FIRM) identifies the areas of NSW, and the lifestyles of the residents, where incidents are most likely to occur and targets preventative campaigns to those areas to reduce incidents and associated injuries and fatalities.

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FRNSW identifies people of culturally and linguistically diverse backgrounds as 'at risk'. These people are further delineated into the following four key lifestyles:

- Large extended families and home sharing young adults from various cultures from outer suburbs and cities
- Culturally diverse workers and students living in outer suburbs with easy access to universities and CBD areas
- Extended families and home sharers of diverse backgrounds living within easy access of major cities
- Educated, singles living on lower incomes in proximity of universities.



FRNSW has developed key partnerships with service providers across NSW who continue to be conduits for their local communities in providing Home Fire Safety information, working smoke alarms, information on how to call triple zero (000) and on FRNSW's role and activities as an emergency service.

FRNSW demonstrated sound performance in its Fire Safety Campaigns (2014), Winter Safety Campaign (2015) and Working Smoke Alarm Awareness Campaign (2015/16) by using data tools to map its audience by language and high risk locations. Within its budget scope, the top four languages targeted for the campaigns were Arabic, Vietnamese, Cantonese and Mandarin. FRNSW's media strategy has closely aligned its creative designs and the media consumption habits of its target audience. For example, in 2014, FRNSW utilised specific print press to help reach its audiences; however, with declining audiences, the agency opted to utilise specific radio substitutions.

FRNSW actively participates in promoting Harmony Day annually as one of its strategies to engage with the culturally diverse community. Harmony Day provides the opportunity for FRNSW to promote its Fire Safety campaigns throughout the community and leverage organisational networks to promote better understanding of how to be 'Home Fire Safe'.

The Multicultural Council of Wagga Wagga has been instrumental in working with FRNSW to build the capacity of local new and emerging communities to install working smoke alarms in their homes and businesses, to know how to call triple zero (000) in an emergency, and to participate in the Firefighters Perspectives exercise. FRNSW also delivered live extinguisher training, stove pot training and breathing apparatus training, working in partnership with FRNSW retained fire fighters.

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NSW Department of Industry

The NSW Department of Industry, Skills and Regional Development (known as the NSW Department of Industry) was established 1 July 2015 to lead the State Government's contribution to making NSW a fertile place to invest and to produce goods and services, thereby creating jobs and opportunities for NSW citizens.

The NSW Department of Industry's *Multicultural Plan – Progress Report* demonstrates the implementation of a number of strategies to ensure that all people, including those from different cultural, religious and language backgrounds, have equal access to the services provided by the Department. The Department provided a number of examples to support its Focus Area Outcomes. Based on the report, Multicultural NSW assessed the Department's overall performance in implementing and observing multicultural principles as *Sound*.

As part of the *Service Delivery* Focus Area, the Department continues to provide advice and support on Smart and Skilled and vocational education and training to CALD community groups. The Department has partnered with a number of CALD groups and training organisations to fund training for their clients, including migrant job seekers. In 2015-16, 15.7% (18,719) of Smart and Skilled commencing students spoke a language other than English at home, as did 9.1% (5,162) of Adult and Community Education commencing students. Sixteen percent (7,201) of commencing apprentices and trainees in NSW in 2015-16 were not born in Australia, and 15% (7,048) indicated that English was not spoken at home.

In 2015-16, the Department delivered the NSW State Nominated Business and Skilled Migration program, which attracts business people, entrepreneurs, investors and skilled migrants to the state. In 2015-16, NSW business and investor migrants who were nominated created 55 new full time jobs and proposed to create a further 682 new jobs.

Of particular note are the Department's community engagement strategies. During 2015-16, over 4,000 people from CALD communities participated in a range of activities, including 220 fishing workshops, presentations and community events. The Department continues to provide multilingual information on a range of fisheries and water safety issues, including multilingual signage; brochures and website information; direct translation services; and targeted use of multicultural print and electronic media. During 2015-16, over 100 multilingual fisheries signs on fish and shellfish consumption were installed or maintained in Sydney Harbour, Parramatta River and their tributaries. The Department also distributed over 20,000 multilingual brochures, industry factsheets and DVDs on topics including fishing safety, biosecurity threats, and food safety.

Internally, the Department has continued to work to identify and support the linguistic and intercultural skills needed within its client-facing positions to ensure that business needs are serviced by appropriate human resourcing. Specific training needs are being integrated into staff personal development plans, online training modules in multicultural awareness training and information on equity policies are now also included for new and existing staff. As part of a broad range of accommodation improvements undertaken in metropolitan and regional office locations, multi-purpose rooms are now available to service the private religious observation requirements of staff and visitors.

The Department will be working with Multicultural NSW to develop the NSW Department of Industry Multicultural Plan 2017-19 to ensure that over the next planning period, multicultural policies and services are embedded within core business operations.

During 2015-16, over 4,000 people from CALD communities participated in a range of activities, including 220 fishing workshops, presentations and community events.

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NSW Ministry of Health

The *2016 NSW Health MPSP Report* collates information from across the NSW health system. The report highlights achievements in relation to the *Policy and Implementation Plan for Healthy and Diverse Communities* (the Plan) and includes data on services provided to culturally and linguistically diverse communities. The Plan outlines NSW Health's commitment to support equitable access to health services for people from culturally and linguistically diverse populations. Priorities under the Plan have included improving data collection and analysis on culturally and linguistically diverse clients/patients, improving access to interpreters, providing cultural competency training and education for health staff, and delivering successful communication campaigns and initiatives to support key messages statewide.

For 2015-16, NSW Health reported on its progress and achievements in the areas of *Key Performance Indicators and the Results of Evaluations and Services for Humanitarian Entrants*.

Based on the report, Multicultural NSW assessed NSW Health's overall performance in implementing and observing multicultural principles as *Sound*.

All Local Health Districts (LHDs), Speciality Health Networks (SHNs), Pillars, statewide services and Ministry branches contributed to NSW Health's MPSP report for 2015-16. Multicultural health staff across the NSW health system drive local planning and work within their organisations to deliver initiatives to improve service provision to CALD populations. Staff employed as part of the Department's Multicultural Statewide Services focus on work that addresses issues that affect CALD populations across the state, including problem gambling, mental health,

HIV/AIDS and Hepatitis C, women's health, female genital mutilation and refugee health. In addition, the Multicultural Health Communication Service is a statewide service that provides translated resources and manages communication strategies and campaigns targeted at CALD populations.

Of particular note is NSW Health's performance in the Planning Outcome of *Evidence Driven Planning*. The Department reported that the development and implementation of key performance indicators for multicultural health has been a focus across many parts of the NSW Health system. LHDs reported ongoing progress in developing, implementing and evaluating the achievements of multicultural health initiatives. Progress has been made on measuring engagement and participation in screening services by CALD populations.

Services for humanitarian entrants

The *NSW Refugee Health Plan 2011-2016* is the statewide plan for improving the health and wellbeing of refugees and people with refugee-like experiences who have settled in NSW. The Plan seeks to ensure the delivery of safe, high-quality services to humanitarian entrants through both refugee-specific health services and accessible, culturally and linguistically competent mainstream health services.

Refugee Health Service Translation Tool for Appointments

In 2015-16 NSW Health focussed on developing appropriate care and referral pathways for refugees to support improved access to mainstream services. Implementation of projects across relevant LHDs, such as the Refugee Health Service Translation Tool for Appointments and the further roll out of the Refugee Health Nurse Program, has contributed to achieving progress in this area.

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For example, a major improvement has been made with BreastScreen data regarding the collection and reporting of the screening rates of different cultural groups. This is enabling NSW Health to target communities that do not access screening or have low screening rates.

LHDs are also in the process of reviewing key data fields (e.g. 'Preferred Language' and 'Interpreter Required') in their Electronic Medical Record (eMR) applications, with the aim to make these fields mandatory within record systems. This data, when analysed and compared with Health Care Interpreter Service (HCIS) usage reports, will improve reporting to assist with enhanced service provision, planning and development.

NSW Health's leadership in promoting diversity is demonstrated in its culturally inclusive human resources practices. NSW Health services continue to address workforce development needs as a key indicator of their capacity to meeting the needs of CALD populations. This capacity is built through increasing the cultural competency of health staff and providing access to relevant resources and training.

The Department indicated that this will also be supported in the future by improved data collection and capability when tailoring health services to meet the needs of diverse populations. For example, Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) has been providing training in Cultural Competence in Working with People from Refugee Backgrounds to service providers. Illawarra Shoalhaven LHD training sessions have included modules on Cultural Competency and Use of Interpreters, and Sydney LHD has developed an accredited Cultural Competency course for staff completing the Certificate III in Health Service Assistance which is also available to all health workers.

Research Study: Exploring the Experiences of Registered Nurses from Refugee Backgrounds

This research will explore the experiences of Registered Nurses (RNs) from refugee backgrounds working in the health system in Australia. The study will inform the development of support programs for RNs from refugee backgrounds. It will also inform the development of guidelines for health service management and educators to assist RNs, as well as aspiring RNs, to enter the Australian health system.

Western Sydney Local Health District Refugee Information and Orientation Program

The Western Sydney Local health District (LHD) Refugee Information and Orientation Program was developed and implemented at Blacktown Hospital, and later implemented in Westmead and Auburn hospitals, with more than 150 people participating in the program in 2015-16. The program is based on a partnership between the Western Sydney LHD, the NSW Refugee Health Service, and Intensive English Centres from Evans and Holroyd High Schools. It aims to support refugee families to learn about the health care system in Australia and local health services, and to ease the anxiety they might feel when coming into an unfamiliar clinical environment.

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NSW Police Force

The NSW Police Force works to preserve harmony within the community and to provide equitable and respectful policing services. In 2015-16 the NSW Police Force continued to operate under the *NSW Police Force Priorities for Working in a Culturally Linguistically and Religiously Diverse Society and Multicultural Policies and Services Forward Plan 2011-2014 until 2016*.

The NSW Police Force embeds multicultural principles in the Plan's priority areas of:

- Targeted programs to reduce and prevent crime
- Working with victims, witnesses, offenders and communities from diverse cultural, linguistic and religious backgrounds
- Community consultation and participation
- Staff capacity building and support
- Operational planning and capacity
- Leadership and accountability.

The *NSW Police Force Multicultural Policies and Services Program Implementation Report 2013-16* reports on achievements against these priority areas. The report demonstrates the continued engagement of the NSW Police Force with culturally diverse communities, and its work in partnership with these communities to reduce crime and the fear of crime. The report states that in the face of the rise in global tensions, coupled with complex vulnerabilities, police are continuing to work towards ensuring the safety and security of the community, with a particular focus on youth, older people and victims of crime. Challenges posed by the threat of radicalisation, extremist ideologies, and issues of identity and belonging, sit alongside broader challenges including cultural adjustment, social isolation, unemployment and personal safety.

Based on the report, Multicultural NSW assessed the NSW Police Force overall performance in implementing and observing multicultural principles as *Sound*.

The report highlights the progress of the NSW Police Force in a number of areas during 2015-16.

The NSW Police Force developed and implemented guidelines to complement the NSW Charter of Victims' Rights, and to address the needs of victims and their families from CALD backgrounds. The Victims of Crime factsheets were published in 16 languages, including Easy English, to support people with limited literacy skills and those for whom English is not their first language. The factsheets were also made available as vodcasts.

During this period the NSW Police Force has also placed a strong emphasis on the safety and wellbeing of international students, which links directly to the NSW state priority of improving government services. The Corporate Sponsor for International Students is a role that has been established to work in partnership with educational institutions, local councils and the Consular Corps to address the safety needs of the increasing number and increasing diversity of international students.

In 2015 there were 645,185 international students enrolled in institutions across Australia (an increase of 190,000 from 2011). NSW continues to host approximately 40% of the total international student population Australia-wide. The work of this portfolio has demonstrated the benefits of community engagement, interagency collaboration and trust building, and the direct impact these approaches have in reducing crime and fear of crime, and enhancing safety.

Examples of the achievements made under this portfolio include the annual International Students Beach Soccer Tournament and the Commissioner's XI versus International Students cricket match; strong social media engagement; and the strengthening of partnerships with universities and Consulates.

In partnership with the Australian Human Rights Commission, the NSW Police Force hosted the first National Forum on Diversity Training in Policing. Representatives from Australian jurisdictions came together to begin a process of identifying and benchmarking precisely what comprises diversity training in policing. The outcomes and recommendations of this Forum are contained in the report.

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The NSW Police Force acknowledges that their greatest strength is their workforce. The NSW Police Force developed the Workforce Equity & Diversity Strategic Plan 2012-16 to ensure that corporate and business plans demonstrate that the organisation values the diverse backgrounds of its people and is able to access and make use of their diverse skills and experience. Strategies to improve the recruitment, retention and development of employees of both sworn and unsworn employees from CALD backgrounds remain a priority for the NSW Police Force. Improvements have been made to the quality and quantity of workforce CALD data to inform planning for the increased employment, retention and participation of CALD employees.

Multicultural NSW commends the NSW Police Force for a number of its activities, in partnership with communities and agencies, designed to strengthen the community's capacity to help police reduce crime. The alignment of the organisation's multicultural plan with the *NSW Police Force Corporate Plan 2012-16* and the *Workforce Equity & Diversity Strategic Plan 2012-16* is vital to achieving enhanced service provision for multicultural communities. The *NSW Police Corporate Plan 2012-16* made explicit reference to the CALD needs of staff, and outlined a consolidated approach to meeting the safety and policing information needs of CALD communities, refugees, humanitarian entrants and asylum seekers.



2016 AGENCY REPORTS

NSW Rural Fire Service

The NSW Rural Fire Service (NSW RFS) is the lead combat agency for bush fires in NSW. Working closely with other agencies, NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms, which occur within rural fire districts.

The *NSW RFS Multicultural Plan 2014-17 Progress Report* provides detailed information on progress against the *NSW RFS Multicultural Plan* (the Plan). The Report is current at 30 June 2016, which is two years into the three year implementation of the plan.

The Report demonstrates compliance with the multicultural principles. Based on this, Multicultural NSW assessed NSW RFS's overall performance in implementing and observing multicultural principles as *Sound*.

Overall, NSW RFS is on track to achieving 29 of its 35 planned strategies within the Plan. In order to monitor and oversee the Plan, NSW RFS established a Steering Committee. The Committee has been particularly useful as a mechanism to share support and information, which has contributed to the agency's progress on several initiatives.

The NSW RFS reported on its achievements during 2015-16, which included:

Progress made in developing a diversity profile of the volunteer membership as a basis for future workforce planning:

In 2012, the NSW RFS changed its membership application process to offer all new volunteer members the option to complete a personal diversity profile including ethnic background, languages spoken, and disability. Almost 18% of its 73,126 volunteer members have completed a diversity profile as part of their membership record. Over time, this percentage is expected to grow and provide NSW RFS with the ability to conduct detailed workforce analysis at both local and state levels.

Investment in the diversity skills of community engagement practitioners:

Every two years NSW RFS hosts the Australian Community Engagement and Fire Awareness Conference, which is designed to bring together community engagement practitioners from the NSW RFS and other emergency services. The conference provides opportunities for practitioners to share knowledge, experiences and best practice in engaging the community to improve safety and build community resilience.

In 2016, presentations featured case studies on projects such as the *Many Cultures One Community* collaboration in Griffith, and the *Natural Disasters Resilience Strategy* for the culturally diverse communities in the Hunter and Central Coast. Translated factsheets were also distributed to delegates as part of a Multicultural Engagement Toolkit.

Partnerships with community and non-government organisations:

NSW RFS participated in two key projects in collaboration and partnership with local community organisations and emergency services agencies.

- NSW RFS partnered with Australian Red Cross to deliver the Many Cultures One Community pilot project. The project aimed to increase the emergency preparedness, response and recovery knowledge of the culturally diverse communities in the Griffith area.
- NSW RFS (The Lakes Team) partnered with Northern Settlement Services and NSW State Emergency Services to develop the Natural Disasters Resilience Strategy for the culturally diverse communities in the Hunter and Central Coast, including a training program and toolkit of resources launched in June 2016. The resources include an Evacuation Advice Card for emergency services and other agencies to use as a tool when evacuating culturally diverse communities, particularly those who do not speak English well or at all. The NSW RFS Lakes Team has provided copies of the Card to all local brigades.

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NSW Rural Fire Service (continued)

Requirements for further work in capturing and using the language skills of the NSW RFS workforce, and in providing cultural awareness training to staff and volunteers, have been identified by the Steering Committee. Ongoing challenges exist in reaching culturally diverse communities during emergencies with appropriate warnings and information, and in supporting diversity within the agency's decentralised and largely volunteer workforce.

Service NSW

Service NSW was established in 2013 to make it easier for all NSW residents and businesses to connect with the NSW Government. The *Service NSW Multicultural Plan 2014-17* (the Plan) outlines the agency's commitment to delivering products and services to a culturally and linguistically diverse NSW.

Service NSW believes that its staff is the most important asset in the design, implementation and achievement of the Plan. Employee diversity is key to better understanding and communication both internally and externally, to build and improve the way the NSW Government provides for and transacts with the NSW community. Service NSW is uniquely placed to understand and support the enhancement of accessibility for all NSW citizens.

Based on its report, Multicultural NSW assessed Service NSW's overall performance in implementing and observing multicultural principles as *Minimum Expectation*. While this is Service NSW's first report, the information provided was limited to addressing some but not all of the MPSP Focus Areas and Outcomes. Multicultural NSW appreciates that, as a new entity, Service NSW is in the early stages of development.

Service NSW reported that its key objective is to ensure that the agency appropriately reflects and incorporates the diversity of the community that it services in its business. In order to be able to consider and respond to the issues facing the culturally diverse community, Service NSW will work on implementing and further developing

Strategic priorities for the final year of the Plan include identifying appropriate suppliers who can deliver cultural awareness training to its members, and working with culturally diverse communities to promote the *Fires Near Me* and the *My Fire Plan* apps when these are released.

cultural awareness and competency training for its staff, and will undertake to collect data on the culturally diverse groups it services in a more systematic way. Service NSW will also endeavour to review its policies, programs, community interactions and service delivery to ensure that these are effective and accessible for culturally and linguistically diverse communities.

Service NSW reported that:

- Staff speak at least 18 languages to assist customers
- Service NSW's Customer Flow Management system offers six languages to assist customers in their visits to service centres
- Introductory information and direction to translator services is available in eight languages on the Service NSW website
- Customised communications in diverse languages are used, where appropriate, to provide local customers with the latest information on how to access government services
- Compliance training offered to staff includes provision of culturally sensitive examples of customer service to broaden staff awareness
- Service NSW continues to engage in a range of community programs and activities at the local level.

APPENDIX 1 – ANNUAL REPORT COMPLIANCE

Under annual reporting legislation, all NSW Departments, Statutory Bodies and State Owned Corporations are required to provide information in their annual reports on implementation of their Multicultural Policies and Services Plans (MPSPs).

Under schedule 1 of the *Annual Reports (Departments) Regulation 2015*, Departments are required to include:

A statement setting out the key multicultural strategies proposed by the Department for the following year and the progress in implementing the Department's multicultural policies and services plan and information as to the multicultural policies and services plans of anybody reporting to the Department.

A similar regulation applies to Statutory Bodies.

Clause 14 of the *Annual Reports (Departments) Regulation 2015*, and clause 18 of *Annual Reports (Statutory Bodies) Regulation 2015* give small Departments and small Statutory Bodies the choice to report prescribed information relating to their MPSPs in their annual reports on a triennial basis. Small Departments and Statutory Bodies may report on these matters more frequently if they wish. A small Department or Statutory Body is one which employed less than 200 Full Time Equivalent (FTE) staff on the last day of the reporting year (Treasury Circular NSWTC 15-18).

All agencies are required to provide Multicultural NSW with extracts from their Annual Reports so it may assess compliance with these requirements.

The level of compliance of each agency is reported on the following pages.

APPENDIX 1 – ANNUAL REPORT COMPLIANCE

Compliant

The following agencies met the requirements of the Regulation:

Art Gallery of NSW Trust	Hunter Water Corporation	Southern Cross University
Ausgrid	icare	State Insurance Regulatory Authority
Australian Museum Trust	Independent Commission Against Corruption	Sydney Olympic Park Authority
Boards of Studies, Teaching and Education Standards NSW	Independent Pricing and Regulatory Tribunal	Sydney Opera House Trust
Botanic Gardens & Centennial Parklands	Independent Transport Safety Regulator	Sydney Water
Charles Sturt University	Legal Aid Commission of New South Wales	TAFE NSW
Chief Investigator of the Office of Transport	Library Council of NSW	The Audit Office of NSW
Crown Solicitor's Office	Macquarie University	The Treasury
Department of Education	Ministry of Health	Transport for NSW
Department of Family and Community Services	Multicultural NSW	Trustees of the Museums of Applied Arts and Sciences
Department of Finance, Services and Innovation	NSW Architects Registration Board	UrbanGrowth NSW
Department of Industry, Skills and Regional Development	NSW Ombudsman	University of Newcastle
Department of Justice	NSW Police Force	University of New England
Department of Planning and Environment	NSW Rural Fire Service	University of Sydney
Department of Premier and Cabinet	Office of Environment and Heritage	University of Technology Sydney
Endeavour Energy	Office of Sport	University of Wollongong
Essential Energy	Office of the Director of Public Prosecutions	Venues NSW
Fire and Rescue NSW	Office of the NSW State Emergency Services	Veterinary Practitioners Board
Forestry Corporation	Port Authority of New South Wales	Water NSW
	Roads and Maritime Services	Western Sydney University.
	Service NSW	

APPENDIX 1 – ANNUAL REPORT COMPLIANCE

Agencies reporting through other agencies

The following agencies reported on multicultural implementation through their Principal Departments:

Aboriginal Housing Office	Natural Resources Commission	Sydney Ferries
Building Insurers Guarantee Corporation (from 2015, under icare as the Home Builders Compensation Fund)	NSW Land and Housing Corporation	Sydney Harbour Foreshores (encompassed by Property NSW)
Building Professionals Board	NSW Self Insurance Corporation	Sydney Living Museums (Historical Houses Trust)
Environment Protection Authority	NSW Skills Board	Sydney Metro
Environmental Trust	NSW Trains	Sydney Trains
Fair Trading Administration Corporation	NSW Treasury Corporation	Taronga Conservation Society Australia
Government Property NSW (encompassed by Property NSW)	NSW Trustee and Guardian	Teacher Housing Authority of New South Wales (encompassed by Property NSW)
Jenolan Caves Trust	Parramatta Park Trust	Trustees of the Parliamentary Contribution Superannuation Fund
Legal Profession Admission Board	Property NSW	Veterans' Affairs
Liability Management Ministerial Corporation	Rail Corporation NSW	Waste Assets Management Corporation (encompassed by Property NSW)
Liquor and Gaming NSW	Sporting Injuries Compensation Authority	Wild Dog Destruction Board.
Local Land Services	State Rail Authority Residual Holding Corporation	
Luna Park Reserve Trust	State Sporting Venues Authority	
	State Transit Authority of New South Wales	

Non-compliant

Infrastructure NSW and the University of New South Wales did not report prescribed information relating to the MPSP in their annual reports.

APPENDIX 1 – ANNUAL REPORT COMPLIANCE

Small agencies reporting in 2017

Chinese Medicine Council of New South Wales

Chiropractic Council of New South Wales

Dental Council of New South Wales

Health Care Complaints Commission

Information and Privacy Commission

Medical Council of New South Wales

Medical Radiation Practice of New South Wales

Mental Health Commission

Natural Resources Commission

New South Wales Electoral Commission

NSW Institute of Psychiatry

NSW Institute of Sport

Nursing and Midwifery Council of New South Wales

Occupational Therapy Council of New South Wales

Optometry Council of New South Wales

Pharmacy Council of New South Wales

Physiotherapy Council of New South Wales

Podiatry Council of New South Wales

Psychology Council of New South Wales

Footnotes

² <http://www.unhcr.org/en-au/figures-at-a-glance.html>

³ *Report on Antisemitism in Australia 2016, 1 October 2015-30 September 2016*, Executive Council of Australian Jewry Inc, Julie Nathan, 2016.

⁴ *Scanlon Monash Index, 2007-2016*, Professor Andrew Markus, 2016.

⁵ *Australians Today – The Australia@2015 Scanlon Foundation Survey*, Professor Andrew Markus, 2016.

⁶ *18th Annual Global CEO Survey – A marketplace without boundaries- Australian report and analysis*, PwC, 2015.

⁷ *ASX Corporate Governance Council Principles and Recommendations on Diversity – Analysis of disclosures for financial years ended between 1 January 2015 and 31 December 2015*, KPMG, 2016.

⁸ http://www.unrefugees.org.au/media/4142563/australia_for_unhcr_annual_report_2015.pdf p10.

⁹ *Ibid* p 9.

¹⁰ <https://www.border.gov.au/ReportsandPublications/Documents/statistics/2015-16-migration-program-report.pdf> p5.

¹¹ *Ibid*.

¹² <http://www.industry.nsw.gov.au/live-and-work-in-nsw/visas-and-immigration/skilled-nominated-migration-190>.

¹³ <https://www.border.gov.au/ReportsandPublications/Documents/annual-reports/part-3-2015-16.pdf> p70.

¹⁴ DSS Settlement Data accessed 11 December 2016.