# COMMUNITY RELATIONS REPORT 2013

ADVANCING MULTICULTURALISM IN NSW









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Vic Alhadeff - Chair.

30th April 2014

Dear Premier and Minister

I have pleasure in submitting the Community Relations Report 2013 for presentation to Parliament.

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

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

Yours sincerely

Vic Alhadeff

Chair

Community Relations Commission for a Multicultural NSW

# MEMBERS OF THE COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW

As at 31 December 2013

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

# PART TIME COMMISSIONERS

**Cav Felice Montrone OAM**Deputy Chairperson

Mr Michael Christodoulou AM

Dr G K Harinath OAM

Ms Ozlem Huseyin

Ms Amna Karra-Hassan

Mr David Knoll AM

Ms Dai Le

**Mr Tony Pang** 

**Mr George Pappas** 

Ms Angelique Ristwej

Mr Lalli Sethuram

Dr Eman Sharobeem

Ms Adol Takpiny



(Left) Vic Alhadeff - Chair. (Right) Hakan Harman - Chief Executive Officer.

# **FOREWORD**

As the recently-appointed Chair and Chief Executive Officer of the Community Relations Commission for a Multicultural NSW (CRC), we are pleased to submit this report to Parliament documenting 'the state of community relations in NSW'.

The unambiguous message which emerges from this report, appropriately titled *Advancing Multiculturalism in NSW*, is that NSW continues to benefit increasingly from its wealth of cultural diversity. An integral aspect of this reality is the NSW Government's support for multiculturalism and the CRC; it provides the necessary leadership to develop culturally appropriate services.

The report showcases the commendable efforts of diverse communities to celebrate their cultural heritage while connecting with each other as part of mainstream Australia. It also acknowledges the contribution of individuals and organisations in making NSW an outstanding multicultural success story.

Yet it is an evolving story, with complacency the principal enemy, as well as occasional outbursts of intolerance and bigotry. Each year, NSW settles over 70 000 people from a range of countries, most arriving with their families as skilled immigrants, as part of a Commonwealth immigration policy designed to supplement our country's ageing workforce and address skills shortages. About 7000 are recognised as refugees, having waited in transit camps, with the attendant hardship this entails.

As a country of immigrants and refugees, it is in all our interests to draw on our shared experiences to build a harmonious and democratic society, with human rights at its core. The principles of multiculturalism enshrine these values in law and in practice, and inspire us to build on the legacy of the recently-retired long-term Chair and CEO of the CRC in promoting community harmony.

In taking up our respective roles, we are profoundly aware that over the past three decades and as the nation's first independent multicultural authority, the CRC has achieved a great deal in advancing multiculturalism in NSW.

In 2013, the NSW Police Force demonstrated the highest level of achievement under the Multicultural Policy and Services Program, and we have experienced first-hand, the extent to which it takes its obligations seriously and recognises diversity as core business. It models accountable and culturally sensitive policing and understands fully that the task is never complete and that frontline officers require continuing leadership and practical support. This report highlights the achievements of the NSW Police Force as one of many agencies to have developed an effective multicultural program.

One of our primary roles is to facilitate dialogue, understanding and respect across the spectrum of our cultural diversity. Recent events in Blacktown are an example of how we work with community leaders, the police and local services to reduce potential community tensions, facilitate positive intercultural relationships and generate vital community-building.

We are inordinately proud and honoured to have taken up the leadership of this great organisation and are committed to advancing the multicultural project which is NSW.

One of our primary tasks is to review our operations and develop a new corporate plan in consultation with our stakeholders - this while working hard to take our community engagement to a new level.

We look forward to working with all of you in advancing multicultural policy and intercultural harmony throughout NSW. This report gives you an overview of the extraordinary breadth of that policy and harmony – a solid foundation on which we intend to build.

Vic Alhadeff

Chair

Hakan Harman Chief Executive Officer

# **About the Community Relations Commission**

The Community Relations Commission for a Multicultural NSW (CRC) promotes community harmony and social cohesion. It is the lead agency for implementing the policy and legislative framework to support multiculturalism in NSW.

advancing multicultural NSW through



NSW was the first state in Australia and the second in the world to introduce a deliberate policy that welcomes cultural and linguistic diversity as a social and economic advantage.

Formerly the Ethnic Affairs Commission, the CRC was created on 13 March 2001 with the proclamation of the Community Relations Commission and Principles of Multiculturalism Act 2000 (The CRC Act).

As an independent statutory authority, the CRC has successfully advised Government on the state of community relations within multicultural NSW.

Through its engagement with diverse communities, public sector agencies, non-government service providers, and the private sector, the CRC is the central point for raising and resolving issues that affect community harmony and social cohesion.

The CRC is now led by a full time Chief Executive Officer who is overseen by the Minister and a Board of part-time Commissioners who are appointed by the Governor of New South Wales on the recommendation of the Minister.

The CRC has 75 full time equivalent positions and approximately 630 casual employees who provide interpreting and translation services.

#### **OUR MANDATE**

Our mandate is derived from the *Principles* of *Multiculturalism* within the context of an Australian legal and institutional framework, where English is the common language.

The principles are based on Australian citizenship, with the expression 'citizenship' not limited to formal Australian citizenship, but referring to the rights and responsibilities of all people within our multicultural society.

The CRC is for all the people of NSW.

#### PRINCIPLES OF MULTICULTURALISM

The CRC Act sets out six principles that guide the CRC's work and the multicultural policy of NSW. In essence, these principles commit us to:

- 1. accepting that we are diverse and that people from diverse communities are free to maintain their own linguistic, religious, racial and ethnic heritage
- 2. sharing democratic values, governed by the rule of law
- 3. creating opportunities for all people to participate in all aspects of public life
- 4. respecting and providing for different cultures, languages and religions, with English recognised as the common language
- 5. providing the greatest possible access to Government programs and services
- 6. promoting and maximising the value of our diverse cultural and linguistic heritage to develop NSW.

# **OUR ROLE**

- 1. We advise on government policy and programs.
- 2. We consult and engage with diverse communities.
- 3. We build community capacity through partnerships with all sectors.
- 4. We speak over 100 languages and provide a suite of interpreting and translation services.
- 5. We celebrate multicultural achievements and promote the benefits of our cultural and linguistic diversity.

#### **OUR ACTIONS**

# We advise on government policy and programs The CRC Is the key source of advice on multicultural policy:

 We participate, review and advise on the development of major policies and programs that affect access to government services.

Through representation, engagement, collaboration, monitoring and evaluation, the CRC identifies the multicultural dimension of all important policy initiatives.

 We assess and assist public sector agencies to meet their obligations through the Multicultural Policies and Services Program (MPSP).

Our annual report to Parliament, the *Community Relations Report*, highlights, celebrates and assesses the achievements of public sector agencies and sets future directions.

# 2. We consult and engage with diverse communities

The CRC connects with issues facing diverse communities. From access to services for refugees to potential cultural or religious conflicts, the CRC facilitates communication and links with government services.

Through our 10 Regional Advisory Councils, made up of government and community representatives, the CRC has continuous feedback on the priorities across NSW and in particular regions and towns with high migrant populations.

We promote discussion and connection via networks and forums including consultation on specific issues, the Multicultural Youth Network and through online media.

The CRC has a strong network of contacts within the NSW community and has detailed profiles on the settlement and various dimensions of each community. Effective proactive and reactive consultations are a key activity of the CRC to maintain social cohesion and community harmony.

# 3. We build community capacity

The CRC administers the Multicultural Advantage Grants program to foster multiculturalism, including partnership projects, sponsorship and community inclusion grants.

Grants are designed to foster intercultural communication, harmony, inclusion, collaboration and to celebrate multiculturalism. From ongoing partnerships to one off projects and events, the grants program builds community capacity and social cohesion.

The CRC forges partnerships with community, public and private sector organisations to enable equal participation to promote the benefits of multiculturalism in NSW.

#### 4. We speak your language

As a major provider of translation and interpreter services in over 100 languages and dialects, the CRC offers front line services and in-depth knowledge of the language needs of our multicultural NSW.

The CRC supports linguistic diversity through:

- leading language policy and implementation in the public sector
- providing a comprehensive translation and interpreter service in a fee for service, contestable marketplace
- ongoing policy advice on language education through support of universities and the National Accreditation Authority for Translators and Interpreters and the profession as a whole.

We provide value added services within our Language Services through:

- EmailLink: a cost effective link to an extensive network of organisations and individuals throughout the State as a strategic communications channel
- MediaLink: with timely reports in English of items that appear in the ethnic press across Australia, provided as a subscription service
- Video Conference Interpreting: effective alternate delivery of interpreting across the State, with two video conference facilities located in Sydney
- Community Language Allowance Scheme (CLAS):
   The CRC administers language proficiency testing for CLAS which recognises public sector staff with bi-lingual capacities who assist their agencies communication with clients.

# 5. We celebrate multicultural achievements

Each year, the NSW multicultural calendar is full with events that celebrate the cultural diversity of our State and recognise the achievements of many dedicated individuals who contribute to advancing our multicultural society.

The CRC directly supports community harmony and inter-cultural engagements through major events and awards, including the Premier's Harmony Dinner, the Premier's Multicultural Media Awards, the National Multicultural Marketing Awards, the NSW Human Rights Awards, and extensive sponsorship of cultural celebrations throughout the year.

The Premier's Multicultural Community Medals honour the work of individuals, organisations and business that promote and contribute to community service, community cohesion, cultural exchange and enhanced economic relations in the state of NSW.

The Multicultural Honour Roll is a permanent public record of the exemplary contribution by people of our multicultural society.

Other Awards supported include the Dorothea Mackellar Memorial Society, CRC Poetry Award, the NSW Premier's Translation Prize, and the Sydney Film Festival short film award.

# Multicultural NSW

The following data is from the Australian Bureau of Statistics (ABS) Census 2011, unless otherwise stated<sup>1</sup>.

# **Birthplace**

- 26 per cent of the NSW population were born overseas.
- People in NSW were born in 225 countries and speak 213 languages.
- 19 per cent of the population were born in a country where English is *not* the main language spoken.
- The five fastest growing communities (by overseas birthplace) are from Bhutan, Nepal, the Democratic Republic of Congo, Mongolia and Rwanda.
- The top five local government areas by highest proportion of overseas born population are Auburn (57%), Strathfield (53%), Burwood (53%), Fairfield (53%) and Canterbury (48%).

#### Ancestry

- 19 per cent of the NSW population born in Australia had at least one parent who was born overseas.
- The five most common ancestries for people born in Australia and living in NSW are Chinese, Italian, Lebanese, Greek and Vietnamese.<sup>2</sup>

# Religion

• The top five religious affiliations in NSW are Christianity, no religion, Islam, Buddhism and Hinduism.

# Language and English proficiency

- 23 per cent of people in NSW speak a language other than English at home.
- Four per cent of people in NSW speak English 'not well' or 'not at all'.

- The five fastest growing languages<sup>3</sup> are Nepali, Malayalam, Gujarati, Punjabi and Telugu.
- The top ten languages other than English spoken at home are Arabic, Mandarin, Cantonese, Vietnamese, Greek, Italian, Spanish, Hindi, Korean and Tagalog.

# **Employment**

- In 2011, the participation rates of skilled and family migrants were 74 per cent, compared with 66 per cent for the general population.
- In August 2011, the national unemployment rate was 5 per cent.
- In NSW, the highest unemployment rates by countries of birth<sup>4</sup> is Sudan (22%), Afghanistan (16%), Iraq (15%), Iran (12%) Pakistan & Syria (11%), Samoa, Vietnam & China (10%) (excludes SARs and Taiwan).<sup>5</sup>

# Participation in voluntary activities

 People born in the United States of America, Canada, Zambia, Kenya and Papua New Guinea have the highest levels of participation in voluntary activities.

#### Multiculturalism and belonging 6

- 84 per cent of people think that multiculturalism has been good for Australia.
- People who have recently arrived in Australia say that what they like about Australia is the lifestyle, the standard of living, freedom, peace and democracy.

#### Discrimination

 19 per cent of people in Australia experienced discrimination based on ethnicity, skin colour or religion in 2013. This is almost double the proportion from the previous year.

<sup>&</sup>lt;sup>1</sup> All percentages are rounded.

<sup>&</sup>lt;sup>2</sup> This excludes 'Australian, English, Irish and Scottish'. It includes only those whose both parents were born overseas.

<sup>&</sup>lt;sup>3</sup> With more than 5000 speakers.

<sup>&</sup>lt;sup>4</sup> Workforce greater than 2000 people.

<sup>&</sup>lt;sup>5</sup> SARs: The Special Administrative Regions of the People's Republic of China are autonomous territories that fall within the sovereignty of the People's Republic of China, yet do not form part of Mainland China. These include Hong Kong and Macau.

<sup>&</sup>lt;sup>6</sup> Markus, A., Mapping Social Cohesion, The Scanlon Foundation Surveys National Report 2013. [ONLINE] Available at: http://scanlonfoundation.org.au/docs/2013 SocC report final.pdf [Accessed 24 March 2014]

# **INTRODUCTION**

Under section 14 of the Community Relations Commission and Principles of Multiculturalism Act 2000, the CRC is required to report on the state of community relations and assess the effectiveness of public authorities in observing the Principles of Multiculturalism in conducting their affairs.

The Community Relations Report 2013, *Advancing Multiculturalism in NSW*, is divided into four sections, which together cover the breadth of the CRC's activities, as well as its legislated roles and responsibilities during 2013.

Section 1 Developments and directions gives an overview of key policies and community relations and sets out future directions.

Section 2 Implementing the Principles of Multiculturalism showcases key events and projects in 2012-13 by NSW Government agencies and local councils. These demonstrate initiatives and partnerships that promote the Principles of Multiculturalism.

Section 3 Multicultural Policies and Services Program Performance 2012-13 examines the effectiveness of public authorities in observing the Principles of Multiculturalism. This section details Multicultural Policies and Services Program Performance 2012-13 and compliance with the requirements of annual reporting legislation and regulations. It also details the work of the CRC in assisting and working with agencies on their programs.

Section 4 Awards for outstanding contributions to multiculturalism showcases awards that recognised and celebrated the contributions made by people from diverse communities to the social, cultural and economic life of New South Wales.

The Community Relations Report is an important public document. It celebrates our diversity and holds the Government accountable for our responsibilities to implement the Principles of Multiculturalism in our policies and services.

This report is also a resource, including in one document the relevant legislative and policy framework and high level data which informs multiculturalism on the ground.



# **Developments** and Directions

# **OUTLINE**

Each year, the CRC reports on the critical multicultural policy developments in NSW and the most significant community relations issues affecting cultural diversity.

This section begins with an overview, setting out the broad context of the CRC's work and addresses three broad themes:

- develops multicultural policy
- engages with the community
- celebrates multiculturalism.

# **OVERVIEW**

2013 was an extremely active year for the CRC and for the diverse community it serves. Globally, conflicts in the Middle East and in Africa continue to impact on migrant communities in Australia and have led to concerns about tensions between ethnic groups and the threat of terrorist acts in Australia.

Despite international conflicts involving some New South Wales citizens, there were no violent demonstrations, riots or terrorist attacks. Compared with the rest of the world, Australia is a haven of democratic freedom and a model of a harmonious multicultural society.

#### STRONG SUPPORT FOR MULTICULTURALISM

The 2013 research report from the Scanlon Foundation: *Mapping Social Cohesion*<sup>1</sup> confirms the CRC's experience that there continues to be a high degree of support for multiculturalism – at 84 per cent across the country among those surveyed.

We identify as a country of immigrants; it is becoming a part of the Australian identity. The vast majority of people surveyed by the Scanlon Foundation believe multiculturalism 'benefits economic development' and 'strengthens the Australian way of life'.

This strong support for multiculturalism is reflected in bipartisan support at a state and national level. In 2013, the Commonwealth concluded two inquiries into multiculturalism and access and equity, which reaffirmed this support and strengthened Commonwealth policy and programs. This has included establishing a system of planning and accountability for multiculturalism for Commonwealth government departments, modelled on the NSW Multicultural Policy and Services Program.

The CRC, through the Minister for Citizenship and Communities, made extensive submissions to these enquiries and was pleased to see such positive outcomes. At the time of writing, it is not clear if these commitments and resources will be maintained under the current Australian Government.

There is also bipartisan support for our current level of immigration, at about 200,000 permanent new arrivals per year, including around 20,000 humanitarian entrants. Successive governments see this level as necessary to deal with Australia's ageing population and skill shortages in a number of highly important areas to the economy. Many of these new entrants come to NSW, although a proportion move on to other states.

Forty-five per cent of Australians were either born overseas or have a parent who was born overseas. As Dr Tim Soutphommasane, the Australian Human Rights Commission's new Race Discrimination Commissioner, stated, 'with this level of annual migration, positive multicultural policies backed up by anti-discrimination laws are necessary as we continue to build our multicultural society.'

The other side of the picture is that 19 per cent of migrants experience racism, according to the Scanlon Foundation's report, and this has steadily increased over the past four years.

Only three per cent rate Australians as 'kind, warm and friendly' in the survey. A particular concern for NSW is that racism has doubled from 10 per cent in 2012. Unsurprisingly, those from non-English speaking backgrounds feel the most discriminated against.

The Australian Human Rights Commission also reports a 59 per cent increase in complaints about racial discrimination in the year 2012-13 compared to the previous year. The NSW Anti Discrimination Board had 800 enquiries about race discrimination and dealt with 196 complaints during that time.

These figures could be the result of greater knowledge and a sense of empowerment to make a complaint. But the increase in perception about discrimination suggests that there is a degree of community disharmony, perhaps generated by a small minority with strident views, which needs to be continually countered with positive messages and intercultural engagement.

Around 18 per cent of the population surveyed believed asylum seekers who come by boat should be allowed permanent residency, while 34.5 per cent believed in the policy of 'turning back the boats'.

Forty-two per cent believed that the number of immigrants accepted into Australia is too high and a large minority rated border protection as their number one concern, above unemployment and climate change.

While NSW continues to experience an overall decline in rates of crime, fear of crime continues to be a major concern for many people.

Media reports about forced marriage, gang violence, religiously motivated violence, and racially profiled gang rape raise fears about the role of 'culture' or 'religion' in criminal behaviour.

The Principles of Multiculturalism leave no room for interpretation: No individual and no cultural or religious practice is above the law in this State. The reality is that almost all migrants accept this as one of the benefits of living in a safe, democratic society that upholds human rights and the rule of law.

Only a small number of extremists oppose this view. It is the role of all communities, with the help of the CRC and other key government agencies, to ensure that they have no credibility in Australian society and cultures, and that ethnicities and religions are not stigmatised by a vocal and newsworthy minority.

# Progress on the Multicultural Advantage Action Plan (MAAP)

At a state level, the community development and preventionist strategies of the NSW Government have contributed to harmonious community relations.

A key achievement for the NSW Government was implementing its *Multicultural Advantage Action Plan* (MAAP). A stocktake of the promised actions showed that almost all were completed or ongoing.

This included establishing a series of events to mark Multicultural March and implementing reforms to improve the Multicultural Policies and Services Program (see Section 3.)

Progress on many of the initiatives contained in the MAAP are detailed in this section.

# Change of leadership

For the CRC, the most significant event was the change in leadership. After almost 25 years, Stepan Kerkyasharian retired in January as Chairperson and CEO.

According to Premier Barry O'Farrell: 'Like a good machine, the Community Relations Commission under Stepan Kerkyasharian's leadership has worked quietly away to ensure that we're not only a culturally diverse community, we're a tolerant community.' He said that Dr Kerkyasharian showed that tolerance and community harmony need to be worked on, and should not be taken for granted.

Dr Kerkyasharian was farewelled by a number of community groups, including at a dinner hosted by the Pakistani community in the presence of the Pakistani Consul General, Mr Abdul Aziz. The guests included politicians, community leaders, religious leaders and media representatives.

Premier Barry O'Farrell hosted a farewell reception for Dr Kerkyasharian at Parliament House attended by former Premier Nick Greiner, former Premier Barry Unsworth, and the current Minister for Citizenship and Communities Victor Dominello. Leader of the Opposition John Robertson was also present along with former Ministers Michael Photios and Virginia Judge, and two former Deputy Chairs of the Ethnic Affairs Commission. Susan Bures and Ross Tzannes.

In December 2013, the Premier and the Minister announced that the chairperson's role would be split between a Chairperson and a Chief Executive Officer. The new Chairperson, Vic Alhadeff, is well recognised for his contribution to multiculturalism and human rights over the past 27 years. Originally from Zimbabwe, he has worked as editor of the Australian Jewish News and is the CEO of the NSW Jewish Board of Deputies. His number one priority is community engagement, especially connecting with young people.

Hakan Harman was appointed as the CEO and brings with him extensive public sector experience, most recently as the Chief Financial Officer of the State Library of NSW. The son of Turkish immigrants, who arrived in Sydney in 1977, he has first-hand experience of growing up as a migrant in Australia and is passionate about continuing to build on our cultural diversity. Hakan commenced his career in the Banking sector, has worked in senior management roles in the private sector and since 2002, as a Senior Executive in the NSW Public Sector, including as the former Operations Director at the CRC.



(From left to right) Victor Dominello, Minister for Citizenship and Communities, Hakan Harman, CRC Chief Executive Officer, Vic Alhadeff, CRC Chair and outgoing Chairperson and CEO, Stepan Kerkyasharian, at the Premier's press conference announcing the new CRC leadership (photo by Jason Koh).

# **POLICY ENGAGEMENT**

# SUCCESSES AND CHALLENGES FOR MULTICULTURAL SERVICE DELIVERY

A core policy focus of the CRC is multicultural policy and programs in the public sector. Section 3 of this report provides a detailed account of how the CRC is working with government agencies to develop and implement a systematic approach to meeting the needs of their diverse clients and customers.

The NSW Police Force stands out as a model of a fully integrated multicultural program, championed at the highest level with accountability with resources embedded throughout the organisation. Other departments, including NSW Health, Family and Community Services, and Transport for NSW, continue to demonstrate solid commitments to multiculturally responsive services.

In 2013, the CRC further reviewed the Multicultural Policies and Services Program to achieve a better balance between assessment and advice. The main change is that reporting requirements have been reduced to a three-year cycle for most agencies. The CRC has also identified more agencies with significant service obligations to develop MPSP plans and report on progress.

All agencies are still required to report on the MPSP in their annual reports to Parliament.

This reform is already having an impact on the ability of the CRC to advise and assist agencies in their multicultural planning, including regular and consistent contact and participation in their advisory bodies.

Our work with government agencies has also highlighted the enormous challenges of keeping diversity on the agenda in the face of major restructures and reductions in dedicated resources. The move to local decision making in schools, for example, has meant the loss of coordinating roles in providing specialist assistance in classes such as English as a second language.

The transition to the National Disability Insurance Scheme (NDIS) has been fast-tracked across the country. The NDIS offers the chance for people with disabilities to have better control over their lives, but only if their specific needs are adequately addressed in their individual care packages. The CRC is concerned that cultural and linguistic diversity is low on the NDIS agenda.

The considerable achievements of Ageing, Disability and Home Care reported in the 2012 Community Relations Report were predicated on a structure which will no longer exist by 2018 as the nongovernment sector takes over service provision. It is not only ADHC which will be affected, but all government agencies that currently have legal obligations to provide translation and interpreting services and culturally appropriate services as part of implementing the Principles of Multiculturalism.

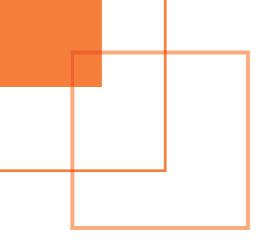
This trend to move service provision to the non-government and private sector extends across the Department of Family and Community Services. Its new MPSP plan, due in 2014, is an opportunity to look closely at how non-government providers should be expected to meet multicultural service obligations.

#### **POLICY PRIORITIES**

There is always more to be done and the biggest challenge for the CRC is choosing what *not* to do. Almost every issue has a multicultural dimension and the policy agenda at the State and Commonwealth level has been fast paced and far reaching. Typically, the CRC focuses on policy issues which are not the primary responsibility of any other government agency in NSW or where there is no other body championing the issues, but they are particularly relevant to migrants and new arrivals.

The current key policy issues on the CRC's policy agenda include:

- human trafficking, slavery and exploitation in all its forms including forced marriage
- recognition of qualifications and the employment of migrants with skills
- the (in)adequacy of data on migration, ethnicity, religion and languages spoken in determining allocation of resources, including input into Australian Bureau of Statistics' review processes to enhance the quality of data available to policy makers
- settlement of refugees and asylum seekers in NSW and the impact of federal policies on access to state services
- study of languages, and the interface between informal and formal study of community languages
- managing the domestic implications of overseas conflicts and empowering communities to counter violent extremism in all its forms.



# **POLICY ENGAGEMENT**

# HUMAN TRAFFICKING AND SLAVERY HAS MANY FACES

At the end of 2013, the CRC concluded its wideranging Inquiry into the exploitation of people through trafficking, in all its forms, and furnished a report to the Minister with 15 recommendations for change.

The CRC is authorised under s.13 (1) (c) of the Community Relations Commission and Principles of Multiculturalism Act 2000 to research or investigate and report to the Minister on any matter relating to its objectives that the CRC considers appropriate or that the Minister refers to the CRC for research or investigation and report (The Act 2000).

The key findings were that NSW needs to develop its own policy and service response, in line with a human rights framework, work with the Commonwealth and contribute to the development of Commonwealth and State coordinated efforts.

The CRC Inquiry noted that exploitation can occur before trafficked people leave their home country, in transit, at the point of arrival in Australia (or any other country), in the early days of migration settlement or at any time post-arrival, especially when individuals experience financial, social or psychological difficulties. Additionally, the Inquiry observes that slavery and slavery-like practices such as forced labour and forced marriage are conditions of exploitation where immigration or citizenship status may be irrelevant.

Through its call for submissions and public consultations, the Inquiry found differences in perception about where the government and the community should focus their attention, and the level of emphasis and prioritisation on the different forms of human trafficking and slavery. The focus of the media is typically on exploitation of women in the sex industry, in particular Asian women migrants working in brothels. In contrast, the Inquiry heard from community groups and service providers that exploitation more frequently occurs in family homes and businesses.

The Inquiry found that seeking help can be fraught with complexity for the trafficked and enslaved person. A lack of knowledge of Australian law and the legal system, of what constitutes exploitation and of the support services available, may be barriers to seeking and accessing help. A sense of duty to their spouse and family, shame, the fear of reprisal, fear of deportation and of government officials, loss of livelihood, language and cultural differences may also stop a trafficked or enslaved person from seeking support.

The results of the inquiry were grouped under five key findings:

- 1. strengthen the NSW response
- 2. undertake legal and policy reform
- 3. improve outcomes for trafficked people
- 4. enhance knowledge and awareness
- 5. the need for more research.

The Inquiry identified a number of areas for attention from the NSW Government along the whole spectrum of issues, from education, prevention, service delivery, investigation and enforcement.

A first important step is for the NSW Government to coordinate its services and enhance its effort to educate the community and support those who have been trafficked. The Government is currently considering its response.

# FOCUS ON SKILLS: THE MINISTERIAL ROUNDTABLE ON WORKPLACE DIVERSITY

This Roundtable brings together high-level representation from industry, the public sector, the not-for-profit sector and academics to look at ways to leverage the advantages of cultural and linguistic diversity in New South Wales.

The Roundtable met twice in 2013 and determined to look at opportunities to foster skills recognition and better employment outcomes for skilled migrants in the state.

The CRC provides secretariat support to the Roundtable. In August 2013, it produced a paper which found strong employment outcomes for most groups of skilled migrants, with some evidence that certain groups require additional assistance. The spouses of skilled stream migrants, and family or humanitarian visa entrants whose skills and qualifications have not been recognised pre-migration to Australia, are particularly affected.

The CRC continues to work with the Department of Trade & Investment NSW to address the employment barriers for skilled migrants and engage at the Commonwealth level.

The CRC conducted research with settlement services which work with migrants in the first five years of settlement in Australia. These services identified English language proficiency, employer resistance and lack of local work experience as real barriers to these groups in finding work in Australia, representing wastage to the Australian and NSW economy.

By the end of 2013, the CRC had strengthened its links at the Commonwealth and state level to enhance outcomes for skilled migrants. The priorities for the next year are to establish interagency cooperation, increase support and improve access to information and pathways for skilled migrants.

# CONSULTATION ON COMMONWEALTH FUNDED EMPLOYMENT SERVICES

Early in 2013, the Commonwealth embarked on an extensive review of employment services, in the lead-up to negotiating new multibillion contracts with service providers due to expire in 2015.

The CRC made extensive recommendations to make employment services more responsive to the needs of new migrants seeking employment. The submission argued that employment services should have specific performance indicators as part of their contracts with government which show their services are accessible to ethnic communities, especially new arrivals. In preparing the submission, the CRC consulted with the Regional Advisory Councils and encouraged direct submissions from the community.

The research for this submission was useful to the Roundtable on Workplace Diversity in confirming the gaps in services for people with more complex needs, such as gaining recognition for overseas qualifications and experience or English as a second language. However, the outcome of the consultation has not been released.

#### MORE AND BETTER STATISTICS ON MIGRANTS

A challenge for the Workplace Diversity Roundtable was the poor data available to track outcomes for skilled migrants. While it was evident that most skilled migrants were employed, it was not at all clear that they secured jobs commensurate with their skills and experience. The pressure to find any job can lead migrants to accept work that doesn't use their skills and they can become stuck as their unused skills become outdated.

Thanks to a careful data-matching project between the (now) Department for Immigration and Border Protection and the Australian Bureau of Statistics (ABS) Census, it will be possible to track outcomes for skilled migrants across a whole range of indicators, including employment. Through its networks, the CRC has promoted the availability of this data and will use it to inform its policy advice to the Roundtable on Workplace Diversity and its representation on the Commonwealth Skilled Migrants Senior Officers' Group.

# COUNTING CULTURAL DIVERSITY IN THE CENSUS

The ABS conducted a wide consultation on specific questions to be included in the 2016 Census. This was a standard review of questions related to the country of birth of parents, Australian citizenship and ancestry. The CRC coordinated with our counterparts in other jurisdictions and put together a joint submission which was unanimous in our support for retaining all these questions.

Of particular concern was the potential impact of removing the ancestry question. While the parents' country of birth may be the same as ancestry, for many refugees this does not hold true. Ancestry can also be relevant for many generations in some cultures and not so much in others. We argued that taken together, the questions are critical to understanding our cultural diversity.

# IMMIGRATION AND SETTLEMENT POLICY AND PLANNING

The CRC continued to call for a national, high-level policy response and coordination to immigration and planning policy. However, the new federal Government has not reinstated the Select Council on Immigration and Settlement and is proceeding with the previous proposal to monitor the National Settlement Planning Framework through a senior officials' group. The framework is a high-level document without binding initiatives or specific actions.

While calling for a higher level structure, the CRC welcomed the move to commence the Senior Officials Settlement Outcomes Group (SOSOG).

# NSW Government Immigration and Settlement Planning Committee (GISPC)

Within NSW, the Department of Premier and Cabinet and the CRC have reviewed the terms of reference of the GISPC ensuring high-level representation from relevant agencies. This was in line with a NSW Audit Office recommendation to make the Committee more effective.

The Committee's role is to monitor and respond strategically to migrant settlement issues in NSW. It provides a forum for NSW Government agencies, in consultation with the Commonwealth and local government, to collaborate on planning and coordinating government services for migrants and asylum seekers in NSW. The Committee also acts as a conduit for Commonwealth consultations with NSW Government agencies on immigration and settlement issues.

The Committee will foster a coordinated, whole-of-government approach to immigration and settlement in NSW. The membership comprises executive level representation from NSW government agencies with senior representation from Commonwealth agencies and the non government organisations that provide settlement services invited to participate.

# Asylum Seeker and Refugee Working Party

This Working Party met five times in 2013 and provides a vital link between Government agencies and settlement services. Significant issues discussed during the year include access to housing, access to transport concessions, education enrolments, and the impact of changes in Commonwealth asylum seeker policies.

Policies and community views on asylum seekers who arrive by boat have become harsher over some years and this direction is set to continue.

The Working Party is aiming to establish stronger links with NSW Government services and proposes to work closely with the reconstituted NSW Government Immigration and Settlement Planning Committee (NSW GISPC) which is due to reconvene in early 2014.

#### MAINTAINING OUR LINGUISTIC DIVERSITY

The CRC has long supported community language schools and advocated for the need to maintain our linguistic diversity as an important cultural asset.

# Review of language education in NSW

Late in 2013, the Board of Studies NSW undertook a review of language education.

The CRC recommended that the Board work closely with us to develop strategies to promote the preservation and benefits of language studies to students, and families of students, from non-English speaking backgrounds. It will also provide a CRC representative on the proposed NSW Languages Advisory Panel.

Overall, the CRC recommends that a more coherent government-wide effort is required which encompasses activities, such as new curriculum frameworks and promotion, that encourage the benefits of studying languages to students at primary, secondary and tertiary levels. While Australians do not have the same advantage of being able to easily travel to neighbouring countries which speak different languages, as in Europe for example, we do have a rich heritage of migration, and we should encourage language maintenance and acquisition.

# OTHER POLICY ISSUES

The CRC has also responded to numerous requests for input to inquiries and reviews and used its network to encourage broader participation from the community.

# INQUIRY INTO RACIAL VILIFICATION LAW IN NSW

The CRC submitted a response to a Government inquiry into racial vilification law in NSW. The Standing Committee on Law and Justice Inquiry focused on the effectiveness of section 20D of the *Anti-Discrimination Act 1977* as there have been no prosecutions under this provision.

Section 20D relates to the offence of serious racial vilification and requires proof 'beyond a reasonable doubt' for prosecution. Penalties of up to \$5500 and six months' jail apply.

It has not been possible to prosecute under Section 20D as offenders must be found guilty of inciting hatred, serious contempt, or severe ridicule of a person or group by threatening physical harm to them or their property.

Many of the issues the CRC addressed in its submissions were either fully or partly accepted in the Committee's recommendations. However, the recommendations focus primarily on processes related to the application of the Act, rather than simplifying definitions within the Act. The CRC is now part of an interdepartmental working group to develop the Government's response.

#### **PLANNING**

The CRC responded to a White Paper released in April 2013 and later to a draft bill which proposed wide-ranging reforms to planning in NSW.

The stated aims were to make NSW planning systems more strategic, community-based, streamlined and depoliticised to improve infrastructure, jobs and housing. It promised to promote economic growth and productivity, greater community input into the planning process, better decision making, a more transparent system, and less delay and red tape.

Key recommendations in the CRC's submission include the need for strategies to engage people from culturally, linguistically and religiously diverse communities to achieve equitable outcomes, such as in the planning process for places of worship, cemeteries, crematoria and public spaces. The CRC also requested that local councils include culturally, linguistically and religiously specific criteria in their charters.

At the time of writing the Bill was still in draft form.

#### **NSW CEMETERIES AND CREMATORIA BILL 2013**

The NSW Cemeteries and Crematoria Exposure Draft Bill 2013 was released in late August 2013 for public comment.

The CRC recommended that perpetual burial rights, approval and supervision of exhumations and reburials and penalties for offences in cemeteries should be adequately addressed in the context of cultural and religious diversity. The amendments made to the legislation were for cemetery operators to recognise and adhere to religious and cultural requirements.

The Summary Offences Act 1988 will also be amended to bring desecration offences related to memorials and places of interment into alignment with desecration offences related to war memorials and other protected places. These may also be prosecuted under other criminal laws, including the Crimes Act 1900 and the Racial Discrimination Act 1977.

# REFORMS TO THE FEMALE GENITAL MUTILATION (FGM) OFFENCE PROVISIONS IN NSW

The CRC is working with other government agencies to help bring an end to female genital mutilation as a practice in NSW and will assist women and girls affected by, or at risk of FGM, to access services and support as determined by its legislative framework.

The CRC supported an increase in the maximum penalty from seven to 15 years' imprisonment for FGM offences in NSW and the introduction of a separate 'removal offence' of seven years' imprisonment, regardless of the age of the complainant.

The changes to the FGM legislation are due to be accompanied by a targeted and culturally sensitive education campaign in the appropriate community languages.

# ENGAGING WITH THE COMMUNITY

Throughout 2013, the CRC continued to build community connections, broker communication between different cultural and religious groups and consult with relevant groups over a wide range of issues.

The CRC embarked on a series of targeted community consultations to ensure that issues are identified and to work with the community to respond to them positively.

Consultations were held in Bankstown, Leichhardt, St Johns Park, Marrickville, Hornsby, Harris Park, Greenacre, Mount Druitt, St Marys, Petersham and Auburn. Further consultations are scheduled for 2014.

Communities welcomed these opportunities to identify their key issues and to offer feedback on how the CRC could work with them more closely. Sometimes the issues raised were specific to particular communities, but many of the following key concerns were common across culture, ethnicity and religion.

# Ageing

Many different cultural and linguistic communities have a high proportion of ageing people. This places pressure on younger family members to support and care for their ageing parents, and has led to a rise in culturally appropriate care facilities. The CRC has a good relationship with Ageing, Disability and Home Care (ADHC), within the Department of Family and Community Services.

# **Engaging young people**

Some communities are concerned about young people becoming increasingly involved in drugs, crime, cross-cultural conflict, and other forms of anti-social behaviour. There is also concern that young people are not engaging with their cultural heritage and language and that this is impacting their sense of identity.

#### Retaining volunteers

The engagement and retention of volunteers is often a difficult task that affects a broad range of communities. The CRC recognises the value of volunteers and contributes to consultations undertaken by the Office of Communities, in the development of their Volunteering Strategy.

#### **Employment**

Employment continues to be a major issue for many migrants, particularly new refugee and humanitarian arrivals. Lack of employment opportunities in some geographical areas can have broad and long-term negative economic and social impacts.

The consultations confirmed that there is very little funding or support from mainstream employment services, which often don't acknowledge language and cultural complexities. Limited literacy in one's own language and English also creates barriers to employment and participation.

International students and skilled migrants can also experience substantial employment issues leading to under-employment and exploitation. The CRC worked extensively with government agencies, community leaders and employment experts through a variety of mechanisms, including Regional Advisory Councils, international student forums, the NSW Police Force and the Ministerial Roundtable on Workplace Diversity, to address employment issues.

# Domestic and family violence

Domestic and family violence issues were raised through consultations with a broad range of communities and in other forums such as the CRC Settlement Services Coalition. In particular, it is reported that violence is occurring in the newer communities and among provisional and temporary visa holders, such as partners and temporary business entrants.

Some of the reasons for the violence are reportedly due to poor levels of employment, family economic circumstances, language barriers, culture shock, the inability to cope with a new environment, depression and generational issues.

The CRC works with a range of organisations that provide support to people experiencing domestic and family violence and recognises this is an area that requires increased attention.

#### Mental health

The consultations underlined that many refugees have experienced trauma prior to their arrival in Australia. These experiences can manifest in a number of ways and have devastating consequences for individuals and families seeking a better life in a new country. The CRC is linking with the newly established Mental Health Commission to develop a multiculturally inclusive Strategic Plan.

# **Government funding**

Changes in government funding criteria have resulted in a focus on achieving quantifiable outcomes. However, consultations emphasised that many meaningful outcomes are longer term and often difficult to measure. Services are finding it challenging to deliver relevant programs and at the same time, satisfy funding criteria. It was reported that in some cases, people with needs cannot access services because they are no longer eligible under new guidelines.

Different communities require support at various stages of the settlement process. While more established communities require funding to maintain links between community members and other services, those arriving in Australia on skilled, family reunion, partner and students visa categories also need support to settle.

# **Opportunities**

More opportunities should be created for agencies to learn from each other. New and emerging communities are experiencing what established groups have gone through.

Established communities like the Greeks and Filipinos may offer assistance in managing community organisations, fundraising and writing funding applications, and at the same time, learn about each other's cultures. Organisations are assisted to create these opportunities through the CRC's Community Inclusion Grants programs.

# **Connecting with Local municipalities**

The CRC's meeting in Broken Hill in May 2013 highlighted the importance of our multicultural heritage.

A further meeting held at Holroyd City Council, attended by Minister Dominello provided the opportunity to meet with local multicultural leaders and showcased the efforts of Holroyd High school in helping its largely refugee and diverse student population gain a quality education.

In 2014, the CRC will continue to connect with regional and greater Sydney through local councils and community organisations.

# ONGOING CONSULTATIONS WITH THE MUSLIM COMMUNITY

A particular focus has been on supporting and building connections with the Muslim community. Negative attitudes towards the Muslim community post 9/11 expressed to the Federal Inquiry into Multiculturalism, and perhaps some backlash from the 2012 Hyde Park protests, provide the context for this focus.

The Minister's Muslim Australian Reference Group continued to meet quarterly and provided a forum for continuing dialogue among Muslim religious leaders.

At the request of the Minister, the CRC also convened a number of roundtables with Muslim women to discuss their specific issues and consider forming a more ongoing structure for consultation.

The purpose of these consultative processes is to recognise the diversity within religions based on ethnicities, language and sects. The government was looking for ways to seek their views and ensure adequate representation.

In July 2013, the CRC organised the Minister's Iftar dinner for representatives of Australian mainstream media and Islamic community members. The dinner was an opportunity for informal discussions on the broad subject of reporting on the Islamic community in the mainstream press.

The issues identified in the community consultations highlighted the need for continuing strong links between the CRC, key government agencies and community groups. Many issues such as employment, violence and labour exploitation and trafficking are already high on the CRC's policy agenda.

At the same time, community engagement is a resource-intensive process and expectations are higher than can be delivered by a small agency and part-time commissioners. The CRC's planning process in 2014 will prioritise issues and address ways to maintain ongoing dialogue, including through social media.

Communities also highlighted the important role of the CRC in building community capacity such as through the grants program. While some groups indicated that without CRC funding they would not have survived, others stated that the process was complex and lacked enough transparency. In response, the CRC has planned a series of information sessions and is reviewing how the program operates.

# MULTICULTURAL YOUTH NETWORK DEVELOPS NEW STRATEGIES

As identified in our community consultations, encouraging youth participation and engagement is a major priority. Established in 2005, the Multicultural Youth Network (MYN) is a collective of young leaders committed to building a bright future for multiculturalism in Australia.

MYN's role is to work together to promote the positive value of cultural diversity and to foster acceptance and respect of this diversity. Convened by Youth Commissioners, MYN meets regularly and advises the CRC on youth issues.

In 2013, MYN again ran the annual Youth Leaders' Day and a Networking Evening, two highly successful events which helped to give young people from diverse backgrounds a voice with decision makers.

The theme of the day was 'Participate and Contribute' and workshops empowered youth delegates to apply their leadership skills. Students from high schools around the State heard about examples of excellent community programs that they could draw inspiration from and take back to their own communities.

The CRC used the forum as an opportunity for young people to have input on the review of the ongoing relevance of the CRC for Children and Young People. Feedback confirmed the need for continued advocacy, especially for children and young people who otherwise don't have a voice.

#### **NAVAL FLEET REVIEW**

The CRC was approached to assist the Royal Australian Navy (RAN) to engage ethnic communities for the International Fleet Review held from 3-11 October 2013, to celebrate the centenary of the Australian Navy.

The 2013 International Fleet Review was a highprofile international event and Australian Navy's signature commemoration. The review brought together over 40 warships and 17 tall ships representing 20 nations. Approximately 8,500 international sailors took part in the event.

The Minister for Citizenship and Communities hosted the International Fleet Review briefing with the Director of the International Fleet Review on 19 August 2013. Consuls-General and members of the ethnic media were provided with a briefing kit on the day by the Royal Australian Navy.

The MYN also reviewed its operations in 2013 and now has a stronger focus on social media and representation of young people from across regional NSW.

# PROMOTING OPEN DISCUSSION

A key to community cohesion is open discussion on all issues. The CRC ran its annual symposium on the theme Pathways to Participation... what are they and are they working?

Approximately 228 delegates and workshop presenters, representing 132 different community organisations, ethnic and religious groups, settlement service providers, ethnic media agencies, local councils and NSW government agencies participated in this opportunity to share strategies and discuss ideas.

Also represented were Commissioners and community representatives from eight of the CRC's Regional Advisory Councils.

The CRC continued with its series of forums promoting free discussion on controversial topics. In 2013, the CRC held a forum posing the question *Is Sydney More Racist than Melbourne?* 



Fireworks on Sydney harbour celebrating the International Fleet Review 2013.

# WORKING WITH ETHNIC COMMUNITIES COUNCILS

The CRC holds consultation meetings every six months with the Ethnic Communities Councils of New South Wales, Illawarra, Newcastle & Hunter Region and Wagga Wagga. The most recent meeting was held on 4 November 2013 in Sydney.

The ECC receives significant grants from the CRC and the meeting provides an opportunity to collaborate to benefit our diverse multicultural community. Issues on the agenda include funding, events and participation in Multicultural March.

#### MULTICULTURALISM IN A TROUBLED WORLD

Our proud tradition of multiculturalism in NSW is an expression of our State's commitment to freedom, peace, prosperity and democratic values. These values have attracted people from all over the world to make their home in this State.

This state of harmony is influenced by both local and global factors. Global affairs and events can impact on local communities, and can adversely affect the way communities relate to each other here in Australia. Over the years, the CRC has supported a range of local communities affected by different international events and crises.

Over the past year, conflicts in the Middle East – the crisis in Egypt, the ongoing bloodshed in Syria, political upheaval in Turkey, or the recurring problems of Israel and Palestine – have had real implications for local Australian communities.

The CRC's role is to listen to the concerns of communities, to make a space for productive dialogue, to maintain lines of communication between communities and government, and to send a clear message about the success, benefits and future of a peaceful multicultural Australia.

One example was a September 2013 forum organised by the CRC, where members from Egyptian communities discussed the local impact of the Egyptian conflict. Australians with Egyptian heritage were concerned about the plight of family and friends there. The forum brought together young people from different backgrounds within the local Egyptian community to develop closer links between the groups and to plan joint activities.

In late 2013, we witnessed the arrests of Sydney residents for their role in recruiting individuals to fight in Syria. The CRC is deeply concerned that young Australians might be exploited by violent extremist recruiters to die for a cause in a foreign war.

The law is clear on this point: it is illegal under Australian Federal law for any Australian, including dual citizens, to fight, provide funding, provide training or supply weapons to any side of the Syrian conflict.

Our message is that violence is not tolerated as a means of settling differences between groups in Australia – it is criminal and does not accord with Australia's inclusive society.

# EMPOWERING COMMUNITIES TO COUNTER VIOLENT EXTREMISM IN ALL ITS FORMS

Violent extremism can take on different political, ideological, and religious forms. Extremists can be found on the fringes of all communities.

Violent extremism is more than a matter of law enforcement. The presence of violent extremism in our society undermines community harmony by increasing levels of fear, distrust and hatred between people. Violent extremist rhetoric reinforces a divisive 'us versus them' concept and thrives on community tensions.

The CRC works closely with NSW and Australian government agencies to help address the domestic implications of international conflicts. The CRC is funded under the *National Framework to Counter Violent Extremism* to implement a number of initiatives which seek to inform and empower communities in their efforts to counter the influence of violent extremism.

In 2013, the CRC received Australian Government funding to publish *The Point Magazine* – a community-based, youth-focused, monthly digital publication which aims to attract globally aware and politically active readers in multicultural Australia.

The CRC's goal is to engage and inform readers across a range of news and current affairs topics, including local and international politics, religion, society and culture and technology. In particular, we are keen to explore the impact of international events on local communities. *The Point Magazine* provides informed and balanced coverage of the issue of Australians fighting in Syria, including local impacts on community harmony, since its first edition in July 2013.

# **EVENTS AND AWARDS**

Events and awards remain a prominent focus and play an important role in highlighting the enormous contribution of many individuals and organisations to advancing our multicultural society. Many of the events organised by the CRC involve the presentation of awards, medals and other honours.

#### **NEW HUMAN RIGHTS AWARD**

Section 4 outlines the awards and celebrations in more detail. A particular highlight for 2013 was the presentation of the Human Rights Award. This award pays tribute to an Australian citizen or permanent resident who has made lasting and meaningful contributions to the advancement of human rights.

Through the award, the NSW Government makes a definite statement that NSW is grateful for, and supports the tireless efforts of human rights activists in promoting human rights for all.

The award was established in memory of the Swedish diplomat Raoul Wallenberg who saved tens of thousands of lives during the Holocaust in World War II.

The award recipient is presented with a specially struck medal and a \$5,000 cash prize. The recipient

becomes the NSW Human Rights Ambassador for 12 months and has the opportunity to perform roles related to the advancement of human rights on behalf of the NSW Government such as speaking at events, schools and conferences.

Mr Andrew Penfold was awarded the winner of the 2013 honour for the role he plays in making education accessible to vast numbers of Aboriginal youth.

# **FUTURE DIRECTIONS**

# **ESTABLISH A BASELINE AND CORPORATE PLAN**

A major priority for 2014 is to review the functions of the CRC and establish a baseline for measuring our effectiveness. The new Chairperson and CEO of the CRC commenced their appointment early in 2014 and immediately initiated a review and planning process to produce a new corporate plan to guide our activity.

The CRC is a small authority with a large remit set out in the *Principles of Multiculturalism* to foster community harmony and cohesion. There are numerous calls on its time, ranging from attending community events, participating as multicultural experts on government and other committees, responding to major reviews of policy and legislation and hosting overseas delegations. At the same time, for the CRC to advise the government on multicultural issues in the community, it must be strongly connected, visible and accessible.



Indian dance performance at the Premier's Harmony Dinner 2013.

# **MULTICULTURAL MARCH**

In 2012, Premier Barry O'Farrell formally designated the month of March as Multicultural March. A number of high-profile celebrations of the state's diversity are brought together under this banner.

Two major events, The Premier's Multicultural Media Awards and the Premier's Harmony Dinner, bookend the multicultural month of March.

An initiative of Multicultural March is the development of the website <a href="www.multiculturalnsw.com.au">www.multiculturalnsw.com.au</a>. The website provides details of the Premier's Multicultural Media Awards, the Premier's Harmony Dinner, and lists events organised by local government authorities during March to coincide with Harmony Day celebrations.

The challenge for the CRC is to prioritise but also to leave scope to respond to unpredictable new priorities which may change from day to day.

# MORE COMMUNITY ENGAGEMENT

A continuing priority for 2014 is to engage more closely with the community. The new Chairperson and CEO are working closely with the Community Engagement Team to 'get out and about', focusing on communities with the least resources and the most pressing issues.

# CONNECTING MORE WITH YOUNG PEOPLE

The Multicultural Youth Network's new strategic plan provides the vehicle for the CRC to build on its various forums and initiatives to connect with young people.

The future of our multicultural society relies on young people, both in connecting with their own cultural heritage and reaching out to others from different cultures. Linking our networks into the review of the CRC for Children and Young People showed the potential for joining with others to consult with and involve young people. This will continue in 2014.

# **WORKING WITH GOVERNMENT AGENCIES**

An equally important focus is working with government agencies to develop and implement culturally sensitive and appropriate policy and services programs.

Our role through the Multicultural Policies and Services Program (MPSP) is to facilitate agencies to act in the interests of their diverse clients. Our concern is that devolution to local decision making and outsourcing will dilute the systemic approach that some agencies have taken to their multicultural programs.

The CRC will continue to monitor and raise issues with the relevant agencies as needed and work collaboratively to find solutions. Section 3 reviews the progress of the MPSP.

#### **REVIEW OF LANGUAGE SERVICES**

A significant corporate priority is to review language services, looking at the way the CRC's team of interpreters and translators are used within the court system and wider community.

#### **WOMEN'S POLICY**

An important priority for 2014 is to add value to Commonwealth and State initiatives which promote the human rights of women and girls.

The recent changes to law on female genital mutilation, forced marriage and the increased focus on stopping domestic violence all have a multicultural dimension. The CRC is collaborating at all levels to reach those most vulnerable to violence and coercion and enable them to exercise their legal rights to live their lives as equals.

#### A FOCUS ON SKILLED MIGRANTS

Through the Ministerial Roundtable on Workplace Diversity, the CRC will continue its efforts to recognise and fully utilise the skills and experience migrants offer NSW.

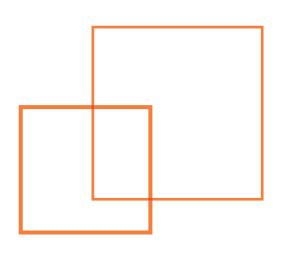
This includes bringing together part of government with a role in creating effective pathways to employment. It requires partnering with nongovernment organisations and the private sector to address barriers to skilled employment, including recognition of overseas qualifications and gaining local experience.

# CONNECTING AND COLLABORATING

These priorities reflect the overall direction of the CRC to strengthen our connections at all levels. The independence of the CRC as a public authority gives it the capacity to speak out when needed and advocate for multiculturalism. But to be effective requires continuing to connect and collaborate, to build partnerships and participate in government and community policy processes. This sums up the CRC's approach for the future.

i Markus, A., Mapping Social cohesion, The Scanlon Foundation Surveys National Report 2013. [ONLINE] Available at: http://www.scanlonfoundation.org.au/docs/2013 SocC report fina1.pdf [Accessed 24 March 2014]

ii Soutphommasane, T., Dignity and vigilance: Defending Australia's multicultural miracle. Australian Human Rights Commission. 2014.



# Highlights from NSW Government Agencies and Local Councils

NSW Government agencies and local councils continue to observe the principles of multiculturalism, as required in section 3 of the Community Relations Commission and Principles of Multiculturalism Act 2000.

This section highlights the significant contribution that public authorities make to support migrants and their families to participate fully in our community.

In 2013, the CRC asked government agencies and councils to highlight three priorities. These reflect the CRC's role to measure our State's response to multiculturalism. These priorities will continue for 2014:

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

This section details activities under these priorities. Naturally, many activities address more than one priority. Equally, agencies and councils conduct programs to meet the needs of their communities and client groups, many of which may not easily fit within these priorities. Some of these diverse activities are collected in a fourth section.

# 1. KEY PERFORMANCE INDICATORS AND THE RESULTS OF EVALUATIONS

Many government agencies and local councils have good track records of delivering services and programs that address the needs of New South Wales' diverse community. The question the CRC poses is whether the programs, policies and activities are effective. How do we know? How do we make them more effective? Key Performance Indicators (KPIs), data analysis and thorough evaluations help agencies answer these questions.

#### **AUBURN CITY COUNCIL**

#### **Regents Park Community Hub**

More than 30 local community organisations gathered at the Regents Park Community Hub to celebrate the contributions of voluntary community organisations working there. The Mayor, Councillor Ned Attie, addressed the gathering, highlighting the value of volunteering and the impact on the wider community leading to social cohesion, increased collaboration and improved community well-being.

Through the Office of Communities, a part-time worker was employed to support and assist the voluntary community organisations based at the Regents Park Community Hub.

The Auburn local government area is home to many small, emerging and refugee communities. These communities experience high levels of disadvantage because of what they have been through before arriving in Australia. These communities often do not use services and can be hard for mainstream services to reach.

One of Auburn's strengths is the many voluntary organisations representing these small and emerging communities. **Auburn City Council** identified that many of these organisations, with negligible resources or funding, provide essential services and support to newly arrived communities, including:

- literacy classes
- · sporting activities
- · community events
- welfare assistance.

Auburn City Council converted an under-used women's rest centre at Regents Park into a 'Community Hub', which is a shared office and meeting space. This was in response to requests from organisations for more affordable and accessible community facilities which can support their work.

The Community Hub provides shared access for more than 20 small, voluntary community organisations. It helps to resource local volunteer organisations because it reduces their overheads and other costs and makes it easier for local groups to do their community support work in their local area.

The Community Hub helps in four important ways:

Develops effective community services and cultural programs for 'hard-to-reach' communities – Volunteers at the hub deliver career workshops for young people and newly arrived migrants, drama workshops, English conversation classes, culturally appropriate welfare services, health education and social activities for isolated women. Community Hub members also receive support from TAFE Outreach, who are based at the centre.



City of Sydney International Student Leadership and Ambassador program 2013-2014 group photo (Photo supplied by City of Sydney).

Builds leadership and supports organisation growth and development - Members of the Community Hub can access training on operating a community centre and managing community organisations and share their expertise and experience with each other. The space means small voluntary organisations can better administer and manage their organisation, as well as hold meetings and consultations and provide a place for community members seeking help and support.

Facilitates collaboration and partnerships – By sharing the same physical space, small groups have the opportunity to collaborate with each other on common issues. Working together increases their funding opportunities and lets groups share their skills with each other. The 'users group', responsible for day-to-day management of the site, also encourages a collaborative approach.

Builds social capital and a sense of belonging for newly arrived communities – The Community Hub assists developing relationships between members of Auburn's diverse community.

Organisations representing communities from Iraq, Somalia, Sudan, Liberia, Sierra Leone, Sri Lanka, Burma, the Philippines, Afghanistan and the Pacific Islands are all hub members.

#### **BURWOOD COUNCIL**

#### Festival of Families

Burwood Council hosted the Festival of Families in Burwood Park in April 2013. This was a community event, targeting culturally and linguistically diverse families with children aged 0-12 years of age. Three thousand families participated in activities and enjoyed children's entertainment. Forty stall-holders from not-for-profit services and government agencies were present so that families could discover and make contact with local services in the fields of early childhood health, education, parenting and family support, and disability.

In evaluating the festival, Burwood Council found that many people who attended were new to services, like the Metro Migrant Resource Centre and Inner West Connect which work directly with new migrant families.

#### **CITY OF SYDNEY**

# Connect Sydney Community Capacity Building Training program

City of Sydney understands well that when the community runs its own organisations, and runs them well, they provide better services to clients.

The Connect Sydney program develops community organisations which provide services to the local community. Free training sessions increase their long-term viability and capacity to deliver effective services to their clients and communities.

People working and volunteering with these organisations use the opportunity to create and expand their professional and community networks and nurture ideas in collaboration.

Training includes writing grant submissions, financial management, strategic planning, designing project reports and evaluation procedures, good governance and cultural intelligence. *Connect Sydney* delivered 10 training sessions this year and more than 300 people attended.

City of Sydney evaluated the program itself and received favourable feedback from participants. The next step will be to see what effect the participants in the workshops and training sessions have in supporting their organisations to deliver better services to clients.



Regents Park Community Hub - Community Harmony event May 2013.

#### **AUBURN CITY COUNCIL**

# Auburn City Council reaches out in the park

In April, **Auburn City Council** launched the *Berala Park Reach Program* in York Park, Berala. Auburn City Council developed the program to address the lack of community services in the suburb of Berala, where more than 55 per cent of residents were born overseas.

The Berala Park Reach Program provides families with new opportunities to participate in community life and learn more about services and support available in their local area.

The program provides a soft entry into preventative community and health services with monthly activities including:

- · health and fitness programs for adults
- games for children and the whole family
- pre-school story time in the park
- · activities for young people
- information on health and community services and programs.

All members of the community are welcome and all activities are free.

More than 2000 residents have been involved so far and Auburn City Council has worked with many partner agencies including the Salvation Army Auburn, Auburn Community Health Centre, Berala Public School P&C Association, Ageing, Disability and Home Care, WentWest, Auburn North Schools as Communities Project, Barnardos, Auburn Diversity Services and the Auburn Library Service to ensure the program's success.

The council has extensively evaluated the program with both project partners and program participants to ensure that the program remains relevant, engaging and sustainable. The results of evaluations have directed specific activities delivered under the program, services and partners and ongoing promotion to new arrivals and members of the community.

#### SUTHERLAND SHIRE COUNCIL

# Who Are We? Creating Cultural Inclusion

**Sutherland Shire Council** provides development initiatives for community service providers under its Sector Development Program.

This year, the council ran a program called *Who Are We? Creating Cultural Inclusion*, for 25 local agencies and businesses. The training was delivered in partnership with St George Migrant Resource Centre and Gymea Community Aid & Information Service.

The session was in response to findings from the council's annual consultation with local organisations, community members and businesses who identified this as a need.

# LAKE MACQUARIE CITY COUNCIL Harmony Day Evaluation

Lake Macquarie City Council evaluated its 2012 Harmony Day celebrations to drive changes to its 2013 Harmony Day celebrations.

This year, the organising committee focused the celebrations on:

- cultural performances music, song, storytelling, and dance
- food sampling from a range of cultural traditions
   Aboriginal, Afghani, Congolese, Ethiopian,
   Filipino, Russian, Sudanese, and Thai
- arts and crafts from different heritages Aboriginal, Indian, Russian
- · Kenyan cultural games.

Lake Macquarie City Council planned the day in partnership with Northern Settlement Services Inc, Multicultural Neighbourhood Centre Inc, Ethnic Communities Council, New Horizons, Department of Education – Hunter Equity Unit, Navitas English, North Lake Macquarie Uniting Church – The Willows, Hunter Institute of TAFE, Department Human Services – Centrelink, University of Newcastle and Hunter New England (HNE) Health – Community Options Program in Lake Macquarie.

A free bus service and the involvement of four local primary schools (Jewels, Floraville, and Rathmines Public Schools and St Benedict's Edgeworth Primary School) gave the whole community a chance to be involved.

#### **CANCER INSTITUTE NSW**

# Using data to target communities

A Pap test can save a woman's life by picking up changes to cells before cervical cancer develops. However, women from culturally and linguistically diverse backgrounds are less likely to have regular Pap tests. The **Cancer Institute NSW** conducted its first cervical screening campaign targeting women from the Arabic-speaking, Chinese and Vietnamese communities in 2013.

It consulted with community members and health professionals before developing tailored messages for posters, radio and print advertisements in each language. The Cancer Institute used traditional community media channels, community organisations and ethno-specific medical associations to get the message into the community.

Using census data to identify the suburbs where women who speak Arabic, Cantonese, Mandarin and Vietnamese live, the Cancer Institute mailed information about the campaign and the relevant in-language materials directly to doctors' surgeries in these areas.

The Cancer Institute is currently evaluating the effectiveness of this targeted intervention. Pathology forms do not collect ethnicity data, which means it is difficult to gather hard evidence to show that the number of women from these communities having a Pap test has increased. Nonetheless, the Cancer Institute will compare the total number of women in the identified areas that had Pap tests 12 months ago compared with today, following the communication campaign.



# MULTICULTURAL HEALTH COMMUNICATION SERVICE

# **CALD Turkey**

The NSW Multicultural Health Communication Service (MHCS) has always recognised a need to target multicultural smokers. Though data about levels of smoking in multicultural communities is not comprehensive, anecdotal evidence clearly indicated that all multicultural communities smoked as much as the rest of the population, and for some communities the prevalence was considerably higher.

In 2006, MHCS, in conjunction with the Cancer Institute NSW and Quitline NSW, started a project to investigate ways of providing multilingual information to culturally and linguistically diverse communities. It used an advisory and call-back service similar to that already available to English speakers.

Using available prevalence data, ABS data and community consultations, MHCS identified Arabic, Chinese and Vietnamese as the languages to concentrate on. At the time, the NSW smoking average was around 18 per cent. Lebanese-born males reported a 40 per cent smoking rate, the Vietnamese community reported a smoking rate of 35 per cent and Chinese males 40 years and over reported 20 per cent.

While female Chinese and female Vietnamese reported 2.7 per cent and 5.8 per cent smoking rates, respectively, Arabic women reported a smoking rate of 15 per cent.

Today, calls are answered in-language and the service has been fully integrated into the NSW Quitline.

Prior to setting up lines in 2006/7, Quitline NSW reported an average of 20 inbound calls per year in languages other than English requiring assistance from interpreting services.

Today, the data show an average of 590 inbound calls per year to the Multilingual Quitlines.

(Link to 'CALD Turkey,' a tri-annual newsletter for CALD Tobacco Cessation Community Workers <a href="http://www.mhcs.health.nsw.gov.au/media-centre/newsletter/cald-turkey">http://www.mhcs.health.nsw.gov.au/media-centre/newsletter/cald-turkey</a>)

# Measuring the web

The Multicultural Health Communication Service established its website in 1997. The resources it houses are easily updated and checked for relevance and can be downloaded by anyone. It hosts a vast amount of information.

MHCS has made significant efforts to increase traffic to its website over the past five years. As a result, hits on the website have reached almost 6.5 million per year.

Today the site is well respected and is used by health workers, clinicians and multicultural communities. It has been awarded the Telstra Australia Internet Award.

MHCS uses several key performance indicators to measure and improve its website's performance including new contacts, users, number of downloads and the level of client satisfaction. It also hosts a stakeholders' forum to provide feedback on the website and its content.



World No Tobacco Day Promotional Banner, Cabramatta Freedom Plaza.

# NEPEAN BLUE MOUNTAINS LOCAL HEALTH DISTRICT

# **CALD Peri-natal Photography Project**

Research done at Westmead (*Having a Baby in Australia*, Fiona Luckhurst, SWAHS 2010) shows that women who fear giving birth because they do not understand the processes and procedures are much more likely to have to undergo a caesarean section, which carries inherent medical risks.

Nepean Blue Mountains Local Health District used photography and patient interviews to track the experiences of mothers from diverse backgrounds interacting with Nepean Blue Mountains Local Health District facilities during their pregnancy and delivery over nine months. Eight women from different cultural backgrounds (Sri Lanka, Egypt, South Sudan, India, Korea and Vietnam) participated in the study.

# The project:

- provided quality feedback on service delivery
- improved understanding and relationships between Multicultural Health and project partners through joint work
- improved the understanding of the patient journey to CALD communities through peer learning and project exhibition and report
- mapped the experience of CALD women using antenatal and postnatal services.

Overall, the project aimed to minimise health risks for women through quality feedback on service delivery and strategies to improve the patient journey.

The findings highlighted the need for procedures which ensure women from diverse backgrounds:

- receive language-specific information about hospital processes and systems
- are provided with interpreters
- are informed about childbirth education programs
- are encouraged to communicate cultura expectations.



Aquel, from the CALD Peri-natal Photography Project.



Three generations: CALD Peri-natal Photography Project.

# BUREAU OF HEALTH INFORMATION NSW Patient Survey Program -Interpreter Service

The NSW Patient Survey Program gathers information from patients across NSW about their experience with services in hospitals and other healthcare facilities. The **Bureau of Health Information** sends surveys to a random selection of people who have recently received care in the NSW health system.

This year, the Bureau of Health Information commenced surveys of the following patient groups:

- adults admitted to hospitals
- · people attending emergency departments.

Surveys for 2014 will include:

- children and young people admitted to hospitals
- · people attending outpatient clinics
- maternity patients and patients of small (rural) facilities.

The Bureau engages the Health Care Interpreter Service (HCIS) to assist patients to complete the survey in their language.

An information sheet in 24 languages is included in the mailout of the surveys. These languages were selected based upon analysis of:

- information from previous patient surveys, with input from the NSW Ministry of Health and survey partner Ipsos Social Research Institute
- · Australian Bureau of Statistics data
- advice provided by the Multicultural Health Units of the Hunter New England and South Eastern Sydney Local Health Districts.

Mailing of the Adult Admitted Patient Survey (AAPS) began in June 2013. As at January 2014, there had been 54 calls to the HCIS for assistance to complete the survey. Interpreting services were requested for 14 different languages.

The Bureau of Health Information, working with Ipsos Social Research Institute, manages the survey program on behalf of NSW Ministry of Health and Local Health Districts.



Domestic Violence Routine Screening Forum: Launch of Translations.

# NSW KIDS AND FAMILIES & THE NSW HEALTH EDUCATION CENTRE AGAINST VIOLENCE

# Domestic Violence Routine Screening - Z card

The NSW Health Education Centre Against Violence (ECAV) launched its *Domestic Violence Routine*Screening (DVRS) Z card in 12 languages this year.

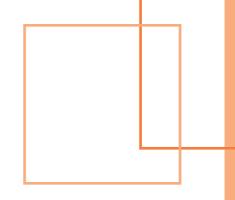
ECAV is the specialised NSW Health service providing training, professional and community resources and development in response to domestic and family violence, among other issues.

Domestic and family violence occurs across all socio-economic groups, cultures and religions. Children exposed to domestic violence are at risk of suffering serious physical or psychological harm.

NSW Health provides universal health services to the community through hospitals and community health services. People affected by domestic violence use the health system for a range of health issues that may be directly attributable to the violence, or exacerbated by a history of or living with domestic violence.

The provision of universal health services supports all families, as well as vulnerable families, and can have a role in prevention.

NSW Health conducts Domestic Violence Routine Screening (DVRS) in vulnerable populations such as maternity, child and family health services, mental health and drug and alcohol services. NSW Health staff can better identify and respond to domestic violence by providing an immediate crisis response and early intervention to children exposed to domestic violence.



The DVRS Z-card is simple, visual and contains practical information to help women experiencing violence. Providing women with DVRS Z-Cards in their first language means routine screening is more effective. NSW Health has translated Z-Cards into 12 community languages, including emerging languages, and has plans for more.

The cards complement the role played by the interpreter and can be shared by the woman with others later. The translated Z-Card also provides additional information and support to women who hold spouse visas.

ECAV launched Z-cards in 12 community languages at the DVRS Forum in April. The card is today available in the following languages:

- Arabic
- Serbiar
- Chinese
- Comali
- Dari
- Snanish
- Hindi
- Tamil
- Korean
- Turkish
- Samoar
- Vietnamese

ECAV will produce translations in more languages and is discussing which will be the most useful with the NSW Refugee Health Service.

ECAV is also delivering training to health workers, interpreters and people working in the field. This training includes interpreting for people who:

- experience domestic violence
- experience sexual assault
- experience violence against women in culturally and linguistically diverse communities
- undergo violence against women in refugee communities

ECAV has a range of materials in various languages. Visit <u>www.ecav.health.nsw.gov.au</u>.

# AGEING, DISABILITY AND HOME CARE Cultural Competency Scoping Project

In the lead-up to implementing the National Disability Insurance Scheme, Ageing, Disability and Home Care (ADHC) is building the capacity of the disability sector to provide responsive services to a diverse community.

ADHC has completed an extensive three-stage Cultural Competency Scoping Project across ADHC and its funded sector. The scoping has highlighted:

- best practice
- strategies for building diversity competencies and capabilities
- staff understanding and development needs.

Stage 1 was based upon the *Cultural Competency Organisational Survey 2012*, designed for ADHC regions and relevant directorates, seeking macrolevel information about current and planned levels of cultural competency activity.

Stage 2 used the *Cultural Competency Staff Survey* 2012, which gathered information about individual ADHC staff knowledge, experiences and needs in relation to cultural competency.

Stage 3 involved a series of regional forums for ADHC-funded services and peak organisations, followed by regional workshops, which for the first time, brought together ADHC and funded sector staff and peak organisations to discuss future directions.

ADHC's consultations with the sector highlighted a commitment to cultural competency, support that is person-centred, individualised and flexible, and a willingness to work together to enhance cultural competency. Existing strengths in cultural competency need to be supported with a holistic, sector-wide approach to create a culture of cultural competency.

The final report was completed in June and contains detailed information about the scoping process, a literature review and project findings. The report proposes a model for cultural competency to inform ADHC's future development of a Cultural Competency Strategy for ADHC and funded sector staff. http://www.adhc.nsw.gov.au/ data/assets/file/0004/274018/CC Scoping Final Report Sep2013.pdf

ADHC reports that this project was instrumental in setting key directions for delivering flexible and sustainable, culturally competent practice in an evolving disability services system.

#### **HOUSING NSW**

#### Overcrowding

In 2011, according to the Census, 34 per cent of people experiencing homelessness in NSW lived in severely overcrowded dwellings. Housing NSW reports that this group has increased by 60 per cent since 2006 and now represents a large proportion of the homeless population in NSW. People who had arrived in Australia within the past five years accounted for 64 per cent of the increase in people residing in severely overcrowded dwellings in NSW. The majority of these new arrivals were from Asian or European countries.

HNSW has investigated this issue further to better understand the demographic profile of people who live in severely overcrowded conditions. HNSW consulted service providers who assist the target groups to understand the causes and implications of severe overcrowding and improve policy and practice interventions for these groups.

The CRC looks forward to seeing the results of this study and, more importantly, the service response.

# DEPARTMENT OF EDUCATION AND COMMUNITIES - OFFICE OF EDUCATION

# A more reliable instrument for identifying English language proficiency

A trial of the new English as an Additional Language or Dialect (EAL/D) Learning Progression instrument in NSW schools has demonstrated strong reliability and validity for identifying students' English language proficiency.

The instrument identifies and prioritises EAL/D needs for resource allocation at the school level, across NSW and potentially Australia-wide. Teachers were able to make more discerning judgements about each student than is possible with the current NSW ESL phase tool, and found the new instrument easy to use.

The new school funding model, under the National Plan for School Improvement, includes a loading for students with limited English language proficiency. However, there is currently no nationally consistent measure of English language proficiency available as the basis for the distribution of this funding.

The NSW Department of Education and Communities (DEC) is preparing a cost-benefit analysis for a national trial of the EAL/D instrument for the Standing Council on School Education and Early Childhood (SCSEEC). <a href="http://www.cese.nsw.gov.au/images/stories/PDF/CESE-Learning-Curve-4-EAL-D-Final-2013-7-29(2).pdf">http://www.cese.nsw.gov.au/images/stories/PDF/CESE-Learning-Curve-4-EAL-D-Final-2013-7-29(2).pdf</a>

# 2. PATHWAYS BETWEEN GOVERNMENT AGENCIES

# **HORNSBY SHIRE COUNCIL**

# Be Safe Be Prepared, Information session for the Cantonese-speaking community

Hornsby Shire Council partnered with the Cherrybrook Chinese Community Association for its *Be Safe Be Prepared* crime prevention program. The program was delivered in Cantonese and feedback from the participants was very positive. The NSW Police Force and the NSW Office of Fair Trading presented tips on personal safety, how to avoid scams, and how to report a crime.

The session presented people who would normally be socially isolated due to language and cultural barriers, with community safety information about their rights and responsibilities. They were also able to strengthen their links and build trust with local government through the involvement of Hornsby Council's staff. The program was funded by the Federal Attorney-General's Department.



Be Safe Be Prepared, Information session for the Cantonese-speaking community.

# AGEING, DISABILITY AND HOME CARE Bankstown Auburn Community Radio projectraising awareness in partnership

ADHC worked on a new program for **Bankstown Auburn Community Radio**. Following the success of a 2012 program developed with Creating Links Cooperative Ltd, Chester Hill Neighbourhood Centre, South West Sydney Child and Family Interagency and Parentline, ADHC asked the families of children with disability and people with disabilities to talk about their experiences of mainstream and community services.

Community members provided advice in English, Arabic, Vietnamese and Cantonese for those in similar situations, advising how to overcome barriers and about a range of support groups.

The project has enabled ADHC to strengthen its networks and partnerships with local services and community members, and has increased staff capacity for using new media.

Through this initiative, ADHC is increasing its reach into ethnic communities and making the most use of the initial investment by promoting the available podcasts of the segments for re-use.

The investment in this project recognises the power of individual stories to reach and encourage others in the community.

# DEPARTMENT OF PRIMARY INDUSTRIES Skills for Chinese vegetable farmers

Two groups of Chinese vegetable farmers undertook a Certificate IV in Production, with 18 people graduating at the Tocal College Graduation Ceremony in March.

After surveying the farmers' training needs and what they wanted to get out of the course, the **Department of Primary Industries** formed a partnership with Sydney Landcare to deliver training in the Botany/Rockdale region of Sydney.

Training for the farmers in this location focused on soil management, sampling and use of ameliorants to improve soil health.

The second group of farmers were from the Dural/Hills District. The training allowed these farmers to make connections with other service providers in their region, including Hills Shire Council, District Weed Officers and the Community Migrant Resource Centre.

Farmers learned new skills in a range of subjects, from machinery maintenance and energy efficiency to workplace health and safety and general horticultural production. These farmers today meet regularly to socialise and develop new skills together.

# DEPARTMENT OF EDUCATION AND COMMUNITIES - PUBLIC SCHOOLS NSW Ready for Work at Goulburn High

Year 9, 11 and 12 students studying English as a Second Language (ESL) at Goulburn High School participated in the *Ready, Arrive, Work* (RAW) program. The program, developed by JobQuest in conjunction with **the Department of Education and Communities**, prepares newly arrived students from refugee backgrounds for employment in Australia.

The program gives students practical advice on how to find and apply for jobs and develops their interview skills. Students also create their own résumés. Students visited the Canberra Careers Expo for information on the different pathways within their fields of interest and received advice on courses available at university and TAFE.

An ESL Teacher at Goulburn High School identified a number of positive outcomes for the students who participated in RAW, including:

- making important links with local community organisations and employers
- producing professional-looking résumés
- learning how to write a covering letter
- · learning about employability skills and teamwork
- using English to communicate with a wide range of people
- deepening their understanding of Australian culture and workplace contexts.

'As an educational course', the teacher said, 'RAW embodies the resourcefulness that external agencies and schools can muster when they work together in partnership to enhance student outcomes in creative and meaningful ways. I've already seen positive results with some students demonstrating the skills and confidence to apply for jobs. Some have already secured employment with organisations we visited on the day.'



ESL students at Goulburn High School received advice on job seeking.

## DEPARTMENT OF EDUCATION AND COMMUNITIES - TAFE NSW

#### TAFE NSW - Hunter Institute - Pathways to Employment - Maria's Farm Veggie

Maria's Farm Veggie, a \$65 million hydroponic tomato farm planned for Fullerton Cove, north of Newcastle, contacted **Penola House** (Newcastle refugee support) for help with finding employees for the company's development. Penola House identified a number of refugees who had been in Australia for less than three years and were looking for work. Before starting work, they developed their 'foundation skills'.

The program developed the skills and knowledge of a group of recently arrived refugees from the Democratic Republic of Congo, Burundi, Rwanda, Ethiopia, Liberia and a student from Tibet.

Penola House worked with Newcastle TAFE, English for Speakers of Other Languages section and Maria's Farm Veggie management to develop a training program. Students were referred to Newcastle TAFE through the Department of Industry's Skills for Education and Employment (SEE) program as well as the Department of Human Services (Centrelink) and Job Services Australia (JSA) providers.

Students enrolled in Certificate I in Access to Work and Training which provided them with a range of learning opportunities including:

- basic numeracy skills
- · communication in the workplace
- résumé and job interview preparation
- work health and safety training leading to the attainment of a White Card
- fitness training
- · money management
- First Aid training
- forklift training
- practical experience building a vegetable garden at Penola House (using funds gained from a Newcastle TAFE Student Association Grant).



Students constructed vegetable gardens at Penola House using funds gained from a Newcastle TAFE Student Association grant.

Twenty students enrolled in the program. Four withdrew for personal reasons. The others all experienced degrees of success in the workforce as a direct result of the program. For instance:

- thirteen students planned to apply for further training with TAFE NSW or other regional registered training organisations
- three students went on to employment
- sixteen students registered with employment placement services and hoped to gain either part-time or full-time jobs
- sixteen students confirmed that the program had provided them with particular benefits including:
  - the ability to work on construction sites with a White Card
  - extra skills leading to greater employability e.g. First Aid certificate
  - improved numeracy skills to better understand casual rates of pay and Australian taxation
  - improved job-seeking skills
  - improved fitness levels.

The evaluation of the program showed that it worked because of the close working partnership between the employer, the trainer and employment services to design a motivating, hands-on program that met all their needs, especially those of employers and the students.

## 3. SERVICES FOR HUMANITARIAN ENTRANTS

# DEPARTMENT OF EDUCATION AND COMMUNITIES - PUBLIC SCHOOLS NSW Refugee Action Support in the Riverina

The Refugee Action Support (RAS) program operated in NSW government primary and secondary schools, including in Albury and Wagga Wagga this year. The program helps refugee students:

- improve their English language and literacy skills
- participate at school and improve performance in various subjects.

The Australian Literacy and Numeracy Foundation, Charles Sturt University and the NSW Department of Education and Communities work together in the RAS program.

Pre-service teachers, students from speech pathology, social work and a range of other courses at Charles Sturt University mentor refugee students. The mentors are trained by the Australian Literacy and Numeracy Foundation and then help refugee students with their learning and development.

A Year 9 student at Murray High School participated in the RAS program having arrived in Australia from Nepal 12 months ago. The Nepalese school that he had attended was significantly different to his new school surroundings. 'It was made of bamboo and plastic', he said. 'The floor was dirt and we had to sit on a mat which we brought from home. When we got into Year 6, we got a desk.'

Tutors Grace, Elise, Emily, Kirsty and Naylan helped this student with his English language learning and homework assignments. 'I have enjoyed working with the tutors because they're fun and friendly people', he said.

RAS operates for six weeks over two semesters. Tutors help students develop their linguistic skills, achieve syllabus outcomes and better engage in their schooling.

The positive outcomes generated for students in RAS saw the number of schools participating in the program in Riverina nearly double from 2012 to 2013. This year, participating schools included Albury Public School, Hume Public School, Lavington East Public School, Mount Austin Public School, Murray High School, Turvey Park Public School and Wagga Wagga High School.

#### SUTHERLAND SHIRE COUNCIL

#### I ♥ Sutherland Shire

The *I* ♥ Sutherland Shire film was launched on Harmony Day. In partnership with Gymea Community Aid and Information Services and Inner South West Community Development Organisation, Sutherland Shire Council developed a cultural awareness campaign which celebrated the local cultural diversity and provided cultural education though a variety of media.

Using social media (Facebook, YouTube, Twitter and an email campaign through the Sutherland Shire Multicultural Network) the project spread key messages of cultural awareness, inclusion and harmony and built on the *I* ♥ *Sutherland Shire* film and accompanying educational resources.

The film provides community organisations in the area with stories of residents from diverse backgrounds. It draws out the myriad reasons people come to Australia, as well as the particular difficulties people face as humanitarian entrants.

Watch the film at: <a href="http://www.youtube.com/watch?v=kftFqrAQ5Tg&list=PLtZzlrdITiFnYo3v">http://www.youtube.com/watch?v=kftFqrAQ5Tg&list=PLtZzlrdITiFnYo3v</a> <a href="mailto:a8eTSCoeEslOR\_4jL&index=2">a8eTSCoeEslOR\_4jL&index=2</a>

The project partners are capitalising on the film's success. They will provide multimedia educational resources for schools and community organisations. The *Everyone Comes from Somewhere* resource will include a series of peoples' stories and activities and links which promote local community service providers. The project plan includes an evaluation mechanism.

#### **AUBURN CITY COUNCIL**

#### Journeys to Auburn

Auburn City Council produced a video documentary, *Journeys to Auburn*, to celebrate Refugee Week. The film offers an insight into the lives, experiences, and dreams of four refugees whose journeys to Auburn began in Iraq, Afghanistan, Sierra Leone and Sudan.

They tell their story of being a refugee in Australia in their own words, providing an insight into their lives and individual journeys including their arrival and settlement in Australia.

The stories are very different. Two teenage Afghan girlfriends vow to make a difference to refugee women's lives; Ghassan explains why he has become a local environmentalist; Beatrice from Sierra Leone describes how to adapt to a new culture; and when Santino fled from Sudan, he makes it clear it was a journey from persecution to peace.

In addition to these four featured stories, 20 other community members also provide insight into their journeys from Vietnam, Pakistan, Afghanistan and Burma.

The individuals chosen for the documentary had already received recognition in Auburn City Council's Citizen of the Year awards because of their inspirational leadership within the local community. They all share the common experience of arriving in Australia as refugees, travelling from Asia, the Middle East and Africa to make Auburn their home. Despite their personal trauma, the video clearly shows that they see their future as living in harmony in Auburn and being active contributors to Australia's future.

The work that went into creating *Journeys to Aubum* generated mutual understanding between diverse sections of the Auburn community. People told their stories and were listened to with respect. It was a project of social inclusion and intercultural dialogue. The use of interpreters and subtitles meant a group of Afghan men were able to tell their stories and express themselves in their own words.

Another dimension of the project was the *Immersed* multi-media exhibition, featuring commissioned photographic portraits by a local photographer and the *Journeys to Auburn* documentary. The exhibition contained natural portraits of the people featured in the video, who were photographed in their home environments. *Immersed* ran for two months at local art space the Peacock Gallery, promoting the film and providing another way for people to engage with the video's individuals and their stories.

Journeys to Auburn, is a resource freely available to everyone via YouTube (See the film here: <a href="https://www.youtube.com/watch?v=n3qK4sptrsE">https://www.youtube.com/watch?v=n3qK4sptrsE</a>), which acknowledges the positive and ongoing contribution that refugees make to our local community and to Australia. Two hundred copies of Journeys to Auburn were distributed throughout Sydney and shown in a range of settings.

The video is also available locally and continues to be shown regularly. It is a valuable educational tool, particularly for communities outside Auburn and for school groups coming to Western Sydney.



Photo by George Voulgaropoulos.

#### **COMMUNITY SERVICES**

#### African sessional workers

The African Sessional Workers Program has just recruited 10 new African workers and is training them on child protection issues, including identifying and responding to risk of harm.

The African Sessional Workers Program is funded by NSW Community Services and delivered by the Community Migrant Resource Centre in Parramatta. It recruits and trains workers from African communities, who provide cultural and language support for Community Services caseworkers working with African families.

Child protection caseworkers report that these sessional workers are invaluable in helping them to communicate and engage with African families, make accurate safety assessments and provide appropriate services.

The African Sessional Workers Program currently has 18 sessional workers covering 24 languages, from the refugee communities from Burundi, Congo, Ethiopia, Liberia, Rwanda, Sierra Leone, Somalia, South Sudan and North Sudan.

In 2012-2013 the service provided services to workers on 227 occasions, supporting 82 families who included 532 individuals.



(Left to right) African Sessional Workers Annajuster Zahinda, Florence Abera and Musa Mohamed.

#### **COMMUNITY SERVICES**

## African Learning Circle model shared with Western Australia

For several years, **NSW Community Services** has run the African Learning Circle in Western Sydney as a forum for Community Services managers and African communities to learn from each other and work together to provide better services for African families.

In November 2012, members of the multicultural services team travelled to Perth, Western Australia, to share their experience with a forum of African community members and child protection and settlement workers.

African community members in Perth talked about their needs and concerns, which were remarkably similar to those of Sydney's African communities with whom we first worked in 2005.

These concerns included:

- a lack of understanding and trust in the child protection system
- confusion about parenting and discipline practices in Australia
- caseworkers not having enough cultural understanding
- the WA child protection agency placing African children with non-African foster carers.

WA child protection has already adapted the NSW *Multicultural Information Session* package on child protection and parenting practices. It plans for its child protection workers to provide information sessions for African community groups using this package.

The forum in Western Sydney is now called the *Communities Learning Circle*, and is expanding to involve other recently arrived refugee communities.

#### **LEGAL AID NSW**

#### Better access to legal services for migrants

A collaboration between Legal Aid NSW and Settlement Services International (SSI) has connected people from culturally and linguistically diverse backgrounds to accessible legal services.

The new network of services involves lawyers from the family law and civil law practices of Legal Aid NSW providing legal advice and education workshops about the Australian legal system to clients at eight Migrant Resource Centres across Sydney, the Central Coast, and Wollongong.

The collaboration between Legal Aid NSW and SSI responds to a report by the Family Law Council of Australia, which found that the welfare of people from multicultural backgrounds suffered in the long term if they failed to address legal issues at an early stage.

Legal Aid NSW also expanded its immigration advice services by offering regular legal advice clinics in South West Sydney, Fairfield, and Bankstown. Legal Aid NSW established the first immigration outreach services in southwestern Sydney in September 2012.

Advice clinics were established at Liverpool, Fairfield and Bankstown as part of a wider program of civil and family law outreach services to communities, in partnership with Settlement Services International. Clinics are conducted at Liverpool MRC and at Fairfield and Bankstown at the Legal Aid NSW offices, with referrals from caseworkers at the local migrant resource centres.

Legal Aid NSW recently expanded immigration outreach services to western Sydney. It now conducts clinics at SydWest Migrant Resource Centre in Blacktown and Auburn Diversity Services Inc.

The most common issues include:

- refugees and humanitarian entrants who wish to sponsor their family members from overseas or are having problems with applications already lodged
- women (usually) who have been sponsored by Australian citizen husbands and whose relationships break down due to family violence
- issues about carer and other family visas
- onshore asylum seekers wishing to apply for refugee status.

Immigration outreach lawyers also provide legal education on immigration issues to community workers as well as community members, often in conjunction with the family law service.



Ruth Pilkinton, the Manager of our Family Law Early Intervention Unit, with staff from the Liverpool Migrant Resource Centre.

#### **NSW HEALTH**

#### Refugee Health Nurse Program

The Refugee Health Nurse Program provides health assessments and screening tests to newly arrived refugees and links individuals and families to general practitioners and the NSW Health system. Newly arrived people have a single point of access to the health system and health information.

All those screened are referred to local General Practitioners. Settlement workers help refugees to attend GPs, who are provided a summary letter and copy of pathology. Referrals might also be made to other services, including Early Childhood Centres for children under five, public dental clinics, women's health services, mental health services including Service for Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), and paediatric clinics.

The program operates from 11 clinic locations across Sydney, and saw 1963 clients between October 2012 (when the program became operational) and 30 June 2013.

The NSW Refugee Health Plan 2011-2016 identified nurse-led health assessments for newly arrived refugees as a best-practice model. The NSW Refugee Health Service (RHS) received funding in 2012-13 to implement the Refugee Health Nurse Program (RHNP), with responsibility for providing clinical services across metropolitan Sydney and supervision and program leadership across NSW. Several rural and regional Local Health Districts also received funding through this program to support their own health assessment programs.

In Sydney, RHS nurses conduct clinics at the Liverpool base and in various Community Health Centres across metropolitan Sydney, based on initial settlement locations of new arrivals.

Key partner services in implementing the RHNP include Local Health Districts (LHDs), STARTTS, Medicare Locals, the Asylum Seekers Centre (ASC), Humanitarian Settlement Services and Health Care Interpreter Services.



Georginah - Refugee Health Nurse.



Supporting Humanitarian Entrants with a Disability Forum. Photo supplied by Department of Attorney General and Justice.

# AGEING, DISABILITY & HOMECARE (ADHC) Supporting Humanitarian Entrants with a Disability Forum

In May 2013, ADHC and the NSW Refugee Health Service co-hosted the Supporting Humanitarian Entrants with a Disability Forum.

In the past couple of years, there was a small but significant increase in the number of refugees arriving with disabilities because they are no longer screened out of the humanitarian program. This means that the disability and refugee settlement sectors need to develop closer ties and understanding.

The forum addressed this gap by developing partnerships between government agencies, settlement services, and the disability sector. These partnerships are now the basis for ongoing liaison and strategic planning, which will improve access for people with a disability in the humanitarian arrivals community.

The forum also developed awareness of the needs of refugees with a disabilities and their families who have survived war-related trauma.

The forum was attended by staff from Commonwealth and NSW Government agencies and the disability and refugee settlement sectors.

## DEPARTMENT OF ATTORNEY-GENERAL AND JUSTICE

#### **Justice System Information Day**

The Department of Attorney-General and Justice ran a Justice System Information Day for non-government organisation settlement workers in June. The idea was to enhance workers' understanding of the NSW justice system and provide them with valuable resources for their clients.

A group of settlement workers also spent a day in Parramatta getting a close look at NSW justice cluster services so that they could better assist their clients. Thirty settlement workers saw presentations from Justice cluster agencies, including the Anti-Discrimination Board, Corrective Services NSW, NSW Juvenile Justice, Local Courts, the Registry of Births Deaths and Marriages, Victims' Services, LawAccess NSW, the NSW Police Force, and the Community Relations Unit speak on the role of Justices of the Peace.

#### FAIRFIELD CITY COUNCIL

#### **Engaging Families with Young Children**

The southwest Sydney community is remarkably diverse and presents many complexities for service delivery.

Child and family service providers reported to Fairfield City Council that they needed support to engage their clients in a culturally competent manner. Service providers particularly wanted to understand the needs of refugee communities, small emerging communities and Aboriginal and Torres Strait Islander communities.

Fairfield City Council worked with the Families NSW Facilitation Project at Sector Connect in Mt Annan and staff from the Department of Family and Community Services – Community Services to hold a Family Engagement Forum in March. One hundred and nineteen people from Bankstown, Fairfield and Liverpool local government areas attended.

The Forum provided participants with an understanding of:

- countries from which refugees are coming to Australia
- why refugees from these countries are forced to leave their homelands
- experiences they have before reaching Australia
- visa categories for entering the country
- the impact of the above on the kind of support they require
- the impact of trauma and marginalisation on Aboriginal communities and on their engagement with services.

Service providers were guided to consider how best to engage families with young children.

To reinforce and deepen the learning from the forum, a workshop was delivered three months later on Developing Culturally Competent and Responsive Services – with a total of 35 participants in two sessions.

#### AUBURN CITY COUNCIL

#### **Health Week and Expo**

Auburn City Council has a poor record compared to the rest of Sydney and NSW for a number of chronic disease and risk factors, including type two diabetes, high cholesterol, hypertensive diseases and physical inactivity. Without considerable intervention, these poor health outcomes are likely to increase.

Auburn City Health Week was a new initiative implemented by Council in May. The initiative targeted improved health and wellbeing of local residents and improved community access to healthcare providers, local health and fitness programs and health information.

Auburn City Health Week included:

- a variety of health talks in Arabic, Turkish, Korean, and English
- a community leaders healthy breakfast to encourage community leaders to promote a clear health message to their communities
- · healthy eating talks and cooking programs
- community walking and cycling events
- fitness sessions.

The Auburn City Health Expo was a highlight of the week. Held at the Auburn Centre for Community, it attracted more than 200 local residents. The Expo provided an opportunity for local residents to:

- visit health information stalls
- receive personalised health checks and assessments
- receive cervical cancer screening by Family Planning NSW
- participate in fitness sessions and demonstrations
- take shuttle bus tours to the Auburn Community Health Centre and the BreastScreen Sunflower Clinic at Auburn Hospital, where there were free mammograms every 15 minutes for women aged 50-69.

This increased focus on improving health outcomes has led to more than 1200 local residents signing up to the council's Auburn Healthy Communities Initiative. They are already reporting excellent health benefits and lifestyle changes.

In evaluating the program, the elements which made Health Week successful included:

- delivering programs and information sessions through a local, everyday setting familiar to community members
- making programs free and easy to access
- using initiatives such as Come and Try events to encourage participation by familiarising people with programs
- valuing the role community leaders play in guiding their communities and garnering leaders' support to promote healthy messages
- developing partnerships and collaborating with key agencies such as Breast Screening NSW and Family Planning to deliver programs that help communities overcome a reluctance in using health services. This included organising specific times for women's language groups to attend BreastScreening or setting up a temporary screening program in a community centre, rather than a hospital or clinic.

These strategies continue to be incorporated in the community development practices. Many partnerships and programs will continue to be incorporated into community events held throughout the year, as well as Auburn City Council's regular Lifelong Learning program which is delivered in all suburbs across the LGA.

The successes of the program and opportunities for ongoing implementation of some of the strategies were the focus of a community presentation *Sharing the Learning* delivered to more than 20 community organisations in December 2013.

#### Somali Forum, Community Profile and Directory

Most of the Somali community has been settled in Australia for more than five years. The Auburn Somali Community Capacity Building project is funded by the **CRC**. This project:

- strengthens the community infrastructure of the Somali community in the Auburn LGA
- develops and resources Somali community organisations to ensure that they are strong, sustainable and work together.

In 2013, Auburn City Council delivered the Connecting with Service Providers: A Forum for the Somali community to connect government agencies, local service providers and Somali community organisations. The forum enabled Somali community organisations to network with mainstream service providers and to express their role in community service provision to the Somali community.

This was the perfect opportunity to launch the Somali Community Profile and Somali Community Directory which the Council developed in consultation with Somali community organisations.

The profile (www.auburn.nsw.gov.au/somali) provides key information about Somalia, Somali settlement in Australia, demographic data on the local Somali population and key considerations for working with the Somali community.

The directory helps mainstream service providers work with the Somali community. All of these activities have culminated in the Somali Partnership Action Plan 2013-14.

Auburn City Council also consulted with Somali young people to develop the Auburn Youth Strategy 2013 - 2016 and to help the design of and programming for the new PCYC Youth and Recreation Centre in Lidcombe.

#### Somali Community Language School

The Somali Community Language School was established in Auburn in June. It runs weekly during school terms. An average of ten Somali children aged between five and eight regularly attend. The program is run by parents and volunteers from the Somali Community Welfare Association with support from Council.

A key focus of the weekly meetings is to get parents involved and encouraging them to take on active roles in planning the lessons and activities.

Lifelong Learning Program - scholarship for humanitarian entrants and asylum seekers

**Auburn City Council** also introduced the *Lifelong Learning Scholarship Program* which provides free access to a range of recreation and lifelong learning programs for humanitarian entrants and asylum seekers residing within the Auburn local government area.

Case workers from local settlement support programs assist clients to enrol in programs such as yoga, art workshops and healthy lifestyle programs, which enable them to meet other people and engage in activities.

#### **BANKSTOWN CITY COUNCIL**

#### Youth StepUp Facilitators guide

Youth StepUp focuses on providing a cultural bridge into the Australian labour market, equipping refugee and migrant youths with the tools they need to find their way in this sometimes complicated system.

The primary aim is to strengthen 'soft skills' in young job seekers and increase their opportunities to attain and maintain employment.

Bankstown City Council, in partnership with MTC Australia, the Department of Human Services – Centrelink, NSW Education & Communities State Training Services, Bankstown Multicultural Youth Services, Greenacre Area Community Centre and Melkite Catholic Welfare Association, has been working on employment initiatives for young people in Bankstown for more than two years.

Youth StepUp has produced the Youth StepUp Facilitators Guide and workbooks to:

- help simplify the Australian labour market
- cover aspects of cultural awareness, introductory presentation skills, résumé writing and interview skills.

The workshops are interactive and contain opportunities for role playing and mock interviews. They work from the principle that a young person's cultural skills and understanding are assets.

Youth StepUp is currently developing smartphone apps designed for refugee and migrant youth. The apps will have several components including:

- a résumé builder
- an industry-specific creator of cover letters
- useful links
- videos (highlighting useful interview tips)
- a gallery
- Let's Interview (where users can record their own interview answers and have playback options)
- games.

Youth StepUp aims to launch these apps in April 2014.

#### WOLLONGONG CITY COUNCIL

#### Refugee Traineeship

Wollongong City Council introduced three traineeships at the Wollongong Botanic Gardens specifically targeting residents from refugee backgrounds. The traineeship is a 12-month program with vocational modules delivered by a local training organisation. Wollongong City Council has provided the trainees with support for résumés and interviews and provided information about suitable local job opportunities.

Council was concerned to increase access and opportunity for disadvantaged community groups with high levels of unemployment. There were another six traineeships run concurrently with the refugee trainees. Three traineeships targeted young people from disadvantaged backgrounds and three are for people with disabilities. The new traineeship program follows a similar model for Aboriginal trainees, which has been in place for a number of years.

# 4. WORKING WITH OUR COMMUNITY - HERE AND OVERSEAS

The CRC received reports from many councils and agencies. We present here some of the many activities that have taken place during the year.

#### **COMMUNITY SERVICES**

#### First NGO Multicultural Foster Care Service

The first non-government Multicultural Foster Care Service has been funded and opened in NSW.

Settlement Services International (SSI) is a statewide and independent not-for-profit organisation committed to ensuring that refugees, humanitarian entrants and other migrants in NSW are supported and resourced to fulfil their potential as members of the Australian community. In consultation with Community Services, SSI has developed its service capacity and has been accredited as a foster care provider.

SSI received contracts to manage foster care for up to 50 children in the Sydney and Hunter/Central Coast districts. SSI will focus on culturally diverse children and their carers, starting with children from Vietnamese and African backgrounds, who have now transferred to the Multicultural Foster Care Service. SSI has recruited caseworkers who speak Arabic or Vietnamese with cross-cultural skills.

The NSW Minister for Community Services opened the Multicultural Foster Care Service at an event with carers, children and community members in July. A speech and personal account by a Vietnamese carer was translated into English by her caseworker.

Through this new service, more people from migrant and refugee communities will become foster carers, and children in foster care will develop a positive cultural identity, which will help them greatly in their adult lives.

As NSW Community Services is moving foster care services to the non-government sector, a key strategy is to build the capacity of mainstream and multicultural NGOs to provide care services for our multicultural children.

SSI has expertise and community networks to provide casework that is appropriate for children and families from migrant and refugee backgrounds. It applies these skills to the recruitment of bilingual caseworkers and foster carers from migrant communities, carer training in community languages, cultural maintenance of children in care and appropriate casework practice. SSI will develop and share their good foster care practice skills with mainstream foster care organisations.

## NGO trainer training - culturally reflective casework practice

The Department of Community Services has provided training on culturally reflective casework practice to NGO trainers and managers. This training package builds non government organisation caseworkers' skills in working with migrant and refugee clients and was adapted from training provided to Community Services caseworkers. The training was delivered in two sessions to 28 NGO trainers and managers who will share their new skills with caseworkers in their services.

Organisations in the Metro West Multicultural Advisory Council suggested the training. It was delivered by the Association of Children's Welfare Agencies (ACWA), Western Sydney Community Forum and other agencies in partnership.

ACWA will build the culturally reflective casework training into its calendar for all NGOs. Participating agencies that can now provide this training directly for their own caseworkers include:

- Anglicare
- Benevolent Society
- · Barnardos, Catholic Care
- Marist Youth Care
- Mission Australia
- Relationships Australia
- Salvation Army
- Wesley Mission
- Granville Multicultural Neighbourhood Centre
- Inspire Community Services.

NSW Community Services is responsible for major funded support programs for children and families, and is transitioning foster care and early intervention casework services to funded agencies. Community Services is working with the NGO sector to build their capacity to provide these services, including services for culturally diverse clients.

#### TRANSPORT FOR NSW Travel for Diversity

South West Community Transport receives Home and Community Care (HACC) program funding to provide travel information to residents in southwest Sydney, a significant number of whom are people from culturally and linguistically diverse backgrounds.

The program provides information booklets about transport in five languages (Arabic, Chinese, Italian, Vietnamese and Spanish). The translations are funded through the NSW Community Transport Program.

The booklets provide information on local services and transport options including taxis, trains, buses, the TfNSW taxi subsidy scheme, community transport, travel training and community club courtesy buses. Initially, the translated booklets will be available in the Fairfield and Liverpool Local Government Areas.



Photo supplied by Transport for NSW.

#### INTERNATIONAL STUDENTS

## NSW Police Force vs. Latin American international students: community engagement through sport - beach soccer tournament

The NSW Police Force hosted a beach soccer day for Latin American international students on Coogee Beach. The main purpose was to build a positive working relationship with these students living in NSW.

The tournament attracted thousands of beachgoing spectators, as well as the local community. The NSW Police Force had a crime prevention stall providing information and advice for both students and the general public. There were also Latin American food stalls and plenty of entertainment for the community. SBS coverage before and after the event on Portuguese and Spanish radio and television was extremely favourable.

Following the beach soccer tournament, NSWPF established an Agreement of Cooperation with the Brazilian Consulate and the Brazilian Community Council of Australia (BRACCA). The agreement details how the NSW Police Force and these organisations work together to provide bilingual safety and wellbeing information to all Brazilian students before they come to Australia and after they have arrived.

The event was supported by Football Federation Australia, Randwick City Council, Jazzright, SBS, BRACCA, Horizon Theatre as well as consulates and embassies of Brazil, Chile, Colombia, Mexico, Peru and Venezuela.

#### **CITY OF SYDNEY**

#### International Student Leadership and Ambassador Program 2013

International students contribute significantly to the prosperity and liveability of Sydney. They face challenges including:

- few opportunities to get involved in the local community and learn about local culture
- social isolation and language barriers
- · fear for personal safety.

The City of Sydney has developed an International Student Leadership and Ambassador program to give international students the skills to become community ambassadors – people who strengthen engagement between international students and the local community. Students are working with the council to promote its events and develop initiatives to meet community needs.

Forty-one candidates were selected to participate in the program, representing 18 countries and 11 educational institutions based in the City of Sydney and surrounding areas. Participants in the program attended training in leadership, event and project management, communication, and cultural intelligence, and volunteered at a range of community events and projects during the year.

Following the training program, the ambassadors will work together to develop and implement community engagement projects for other international students. This will enhance their experiences and engagement with the local communities with the support from the City of Sydney.





#### **FIRE & RESCUE NSW**

NSW Fire and Rescue partnered with the Multicultural Council of Wagga Wagga so that local people could 'experience a day as a firefighter'. Participants learned to operate different types of extinguishers, fire blankets and did a simulated breathing apparatus exercise.

These community members will help FRNSW promote key fire safety messages in Wagga Wagga.



#### **Multicultural Business Advisory Panel**

The NSW Multicultural Business Advisory Panel (MBAP) advises the NSW Government on how best to make use of the State's cultural diversity, language skills and connections overseas to drive business growth in NSW.

Panel members have knowledge of cultural issues within the broader business environment and can create or maintain links into multicultural business networks. They act as a conduit between the NSW Government and multicultural business communities.

In May, a joint meeting between the Multicultural Business Advisory Panel and the Ethnic Communities Council started exploring opportunities for ethnic businesses to understand better the business advisory services that NSW Trade and Investment offers, and improve how they engage in global trade.

The 10 industry MBAP members who were appointed in 2011 concluded their terms this year. MBAP's future focus is concentrated on:

- · maximising the people-to-people links
- · using NSW's multicultural assets.

MBAP will be focusing its advisory effort on the existing program by NSW Trade and Investment, such as barriers to business, promoting migration and positive settlement, the visitor economy, international students and global talent hub, and small business services.

The MBAP now has 15 members to maximise the representation of established, as well as emerging multicultural communities and business groups in NSW. <a href="http://www.business.nsw.gov.au/doing-business-in-nsw/advisory-councils/nsw-multicultural-business-advisory-panel">http://www.business.nsw.gov.au/doing-business-in-nsw/advisory-councils/nsw-multicultural-business-advisory-panel</a>.



Firefighters for a day in Wagga Wagga.

#### **Engaging China**

NSW Trade & Investment piloted the China engagement training program in July. The pilot was aimed at helping Hunter and Central Coast businesses and organisations to target export and investment opportunities from China. The program will be evaluated and, potentially, rolled out in 2014 through other regional Trade & Investment offices across NSW.

#### **NSW HEALTH**

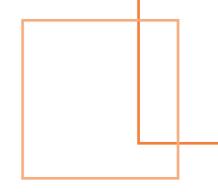
#### Health experts planning together

**NSW Health** held a statewide Multicultural Health Forum in Brighton-Le-Sands with the theme *Prioritising*, *Planning and Collaborating for 2014 and Beyond*.

The forum was a partnership between the Ministry of Health and the NSW Health Multicultural Health District Managers Forum. It brought together over 100 multicultural health staff from local health districts, pillars, statewide services, health networks, and representatives from the Ministry and CRC.

The forum focussed on NSW Health's multicultural health plan, setting goals for priority areas in the state plan, developing key performance indicators and group workshops on specific areas of interest to support collaborative thinking and work between health services.

Forum participants also had the opportunity to learn more about the role of the 'pillar' organisations in the health system.



#### **NSW POLICE FORCE**

## Take a Lead Community Volunteers Education Program

Flemington Local Area Command developed and implemented a Domestic and Family Violence (DFV) focused project aimed at identified multicultural community and religious leaders. The Command responds to approximately 130 DFV incidents each month, so the project addressed concerns about the prevalence of such incidents that had been raised by local communities.

The main objective of the project was to raise awareness of DFV by community and religious leaders, as they are often the first point of contact for victims. Community leaders would then be able to support and inform DFV victims about local support services and reinforce opposition to DFV within their community forums.

The project was partially sponsored by Auburn City Council, with TAFE NSW delivering four days of workshops to 18 community leaders from 10 cultural and linguistic backgrounds and three religions. These workshops increased leaders' capacity in the areas of conflict resolution and mediation, as well as their knowledge of police and legal processes about DFV.

All participants agreed to become Volunteer Domestic and Family Violence Community Support Persons to assist police and victims and offenders of domestic and family violence when crimes are reported to police.

#### DEPARTMENT OF PRIMARY INDUSTRIES Fishing and community engagement workshops, events and seminars

In 2013, over 1200 people, including overseas students and refugees, took part in fishing workshops and community fishing seminars. People from many cultures were represented, including Chinese, Vietnamese, Indonesian, Filipino, Malaysian, Burmese, Cambodian, Bangladeshi, African, Turkish, Ethiopian, Eritrean, Burundi, Afghanistani, Egyptian, Iranian, Polynesian, Samoan, Timorese, Maori and Easter Islander.

People learned about responsible fishing and conservation, fishing rules and regulations, as well as rigging, casting, baiting and, most importantly, fishing and water safety with an emphasis on rock fishing safety designed to prevent rock fishing tragedies, especially among non-English speaking fishers. Translated fisheries and water safety resource material was distributed at these workshops and seminars.

The NSW Department of Primary Industries carried out these activities in partnership with many organisations and community groups including:

- Recreational Fishing Alliance NSW
- NSW Surf Life Saving Australia
- Community Relations Commission for a Multicultural NSW
- Hills Holroyd Parramatta Migrant Resource Centre
- University of NSW Student Representative Council International
- Asian Women at Work
- Metro Migrant Resource Centre Marrickville
- Pei Ji Chinese Language School
- Senior Vietnamese Association
- Vietnamese Women's Association
- Marrickville West Primary School
- Illawarra Environmental Education Centre
- Warrawong Intensive English Centre
- Ageing, Disability and Home Care
- Office of Environment and Heritage
- Willoughby Council
- Manly Council
- · Koi Society of Australia
- Waverley Council
- Bondi Pavilion Cultural Services.

NSW DPI interacted with more than 12,000 people from non-English speaking backgrounds at various events.

#### ARTS NSW Environmental s

## Environmental scan on artists from diverse backgrounds

Arts NSW promotes a creative and diverse arts and cultural sector and increased access to arts and cultural activities. Its Arts Funding Program supports:

- artists
- · community participation
- nationally significant arts organisations and programs.

Arts NSW released a report on an environmental scan of artists and arts workers from diverse backgrounds and projects in NSW. It found that:

- Asian-Australian artists are key drivers of contemporary arts with an emerging generation of artists who have arrived as refugees from Africa, Afghanistan and Iran
- strategies and policies should work across art forms, be effective in metropolitan and regional areas and serve multiple generations of artists and cultural groups
- new policies and strategies will benefit future generation of artists from diverse backgrounds.

# DEPARTMENT OF EDUCATION AND COMMUNITIES - PUBLIC SCHOOLS NSW Multicultural Playwright Program

The Department of Education and Communities continued the Multicultural Playwright Program this year. This is a unique and highly motivational program that supports students from refugee and non-English speaking backgrounds. It has been bringing students from secondary schools across NSW together since 2011 to share stories and develop skills in literacy and drama.

Selected students from Years 7-12 participate in a series of workshops under the expert guidance of specialised tutors. They develop plays based on their own stories and personal experience. Students explored the values of family and community and learned to celebrate and build upon their unique circumstances.



The Multicultural Playwright Program has benefited more than 1500 students (Photo supplied by Department of Education and Communities).

Through sessions on story-telling, play building, script writing, characterisation, reflecting, evaluating and directing, students developed English literacy, expression and performance skills. The plays developed by the students addressed a broad range of issues of cultural diversity and were presented in a professional theatre to a public audience.

One student from Joseph Banks High School has experienced great success since participating in the program. After developing his own play exploring cultural stereotypes, he has been involved with a number of productions with the Sydney Theatre Company. This has included performing in the production *Look the Other Way*, which was directly influenced by his own work.

This student credits the Multicultural Playwright Program as the catalyst for his success. 'I simply wouldn't have had these amazing opportunities if it wasn't for the skills and experience I gained in the Multicultural Playwright Program,' he said. 'It gave me the freedom to create and perform a piece of my own and I met and worked with a lot of interesting people from really different backgrounds and stories which inspired me.'

Over the past three years, the Multicultural Playwright Program has engaged with more than 250 students and teachers. A further 1500 students and teachers are reported as having benefited from the program. In 2013, participating students came from a range of NSW government schools including Birrong Girls High School, Chester Hill High School, James Busby High School, Lurnea High School, Randwick Boys High School and Willoughby Girls High School.

#### WILLOUGHBY COUNCIL

#### Travel across cultures

More than 450 school-aged children attended the *Travel Across Cultures – Stamp Your Passport* event presented by **Willoughby Council** in partnership with 21 groups from 16 cultures. The children enjoyed a lot of new and challenging cultural activities including quizzes, crafts, musical instrument playing and calligraphy, while learning about people and their cultures from various parts of the world.

## SMALL BUSINESS COMMISSIONER Small Biz Connect

The Office of the Small Business Commissioner and the University of Western Sydney (UWS) started a three-year pilot focusing on the needs of small business owners from non-English speaking backgrounds. Small business owners and operators have access to translation services when using the Small Biz Connect advisors.

The Small Biz Connect program provides face-to-face support to small businesses across NSW, tailored to meet their particular local needs. Small Biz Connect services were delivered in Auburn, Baulkham Hills, Blacktown, Fairfield, Holroyd and Parramatta.

The next stage will discover how small businesses seek information to support their success.

#### **DUBBO COUNCIL**

#### **Dubbo Multicultural Festival**

This year's *Dubbo Multicultural Festival* was held in September at the Dubbo Regional Theatre and Convention Centre (DRTCC).

**Dubbo Council** reported the highest rate of community participation yet. The festival attracted people from Bathurst, Lightning Ridge and as far away as Sydney.

Shows, live bands, and dancing lions kept the crowd entertained throughout the day. Later in the evening, nearly 500 people attended the Multicultural Festival dinner and concert. Dinner guests enjoyed a smorgasbord of entertainment from many different cultures, the Chinese lion, belly dancers, kung fu, Filipino entertainment, Paul Mbenna and the Okapi band from the African community, to highlight a few.

#### Multicultural March - council participation

The CRC hosted a website promoting Multicultural March and providing a central place for all these events to advertise. More than a quarter of the local councils in NSW took advantage of this opportunity. <a href="http://www.multiculturalnsw.com.au/">http://www.multiculturalnsw.com.au/</a>

Many local councils also provide the CRC with accounts of their activities for Harmony Day in March each year. Some of these are outlined below.

#### **CAMDEN COUNCIL**

Camden Council's Cohesive Communities Group celebrated Harmony Day by screening a selection of short films and sharing a community supper, which was attended by more than 50 residents. After sharing a 'pot luck' supper, two former students from Mount Annan High School spoke of their families' journey from Armenia. The theme of family values and parents' expectations of their children inspired discussion as issues that are shared across cultures.

## CITY OF SYDNEY - LIVING IN HARMONY FESTIVAL

The City of Sydney's annual Living in Harmony Festival was held during March and April.

More than 85,500 people attended the 28 events which included art exhibitions, forums, performances, cultural workshops, and library events. A total of 472 volunteers and 45 community organisations and groups contributed their time to the festival's organisation and running.

#### **NORTH SYDNEY**

North Sydney Council celebrated Harmony Day with a living library event titled *My Journey*. Speakers from Afghanistan, Brazil and Japan shared their stories of what it took for them to leave their homeland for a new life in North Sydney, the challenges they faced and how they overcame them. One of the key features of the program was a professional workshop for the presenters which helped them to develop their story and practise their public speaking skills.

#### STRATHFIELD COUNCIL

Strathfield Council reported that Harmony Day was an unprecedented success with approximately 1000 residents from many communities participating in a local event.

#### **HORNSBY COUNCIL**

Hornsby Mall came alive with music, dance and markets for the *OneWorld Multicultural Festival*, the annual celebration of Harmony Day and cultural diversity in **Hornsby Shire**.

Festival-goers enjoyed traditional performances by Aboriginal, Indian, Korean, Chinese, and Spanish entertainers and many more multicultural group celebrations. Young families had fun with craft, plaster moulds, face painting and bungee tramps as well as storytime sessions held at the library.

Hornsby Shire Council has found that the OneWorld Festival is a great way for the Council to reach the shire's new migrants and provide information about the different services offered to assist migrants to settle in the area.

#### **Multicultural Street Festivals**

The CRC's Multicultural Street Festivals project has its roots in the then Ethnic Affairs Commission's Olympic 2000 Street Festivals Project, a project aimed at encouraging local communities to celebrate the Sydney 2000 Olympic Games by celebrating their cultural heritage.

Today, local councils participating in the program receive funding from the CRC to hold a street festival for three calendar years, on the proviso that the council continue to hold a festival for a further two years.

Wagga Wagga and Maitland councils received funding from the CRC in 2013. Tamworth Regional Council will be holding its first Street Festival in 2014.



The City banners proclaim Riverlights in Maitland.

Night markets at Maitland's Riverlights Festival.

#### **MAITLAND CITY COUNCIL - RIVERLIGHTS**

Maitland City Council held the second Riverlights Multicultural Festival in October.

In glorious weather, the festival was held in Maitland's Heritage Mall, High Street, along the Riverwalk and within connecting laneways. Riverlights continued the theme of activating the Hunter River with new activities happening on the water. Following the post-2012 decision to emphasise the night-time aspects of the event model as a major point of difference, the 2013 festival ran at the slightly later times of 4pm-11pm.

The event was heavily programmed with activities until 9pm, and for the final two hours people gathered for the Riverbank Cinema.

Nearly 6000 people attended. This crowd figure is up by 50 per cent on the inaugural event of 2012.

Riverlights has become a part of the community event fabric in Maitland in a far shorter time than originally expected. Council has recognised that its local multicultural groups have a strong desire to celebrate their culture, and how much the wider community has embraced the event.

The Riverlights concept draws heavily upon local multicultural networks, and the many participating groups collaborated to produce an engaging, fun, and vibrant atmosphere. Thirty-three volunteers from many multicultural communities, service providers and government agencies formed the Riverlights Committee and worked in the lead-up to the event. In 2013, many multicultural participants again attended in traditional ethnic dress, which contributed to the sense of colour and spectacle.

This year corporate sponsorship increased to \$4500, with a further \$3500 of in-kind value. This expanding income stream is further evidence of a growing local engagement of the Maitland business, cultural and general communities with the Riverlights Festival.



Brazilian Jocimar Oliviera wowed the crowd with his capoeira skills at the Riverlights Festival.



Feature lanterns at the multicultural event in Maitland.



Community African Foodstall (Photo by Hayley Hillis).

#### **WAGGA WAGGA**

#### FUSION13: An Explosion of Cultural Energy

The **City of Wagga Wagga** held the multicultural street festival *FUSION13*: *An Explosion of Cultural Energy* on Saturday 19 October, 2013 from 5pm-9pm.

FUSION brings many different cultures together and the 'us' in fusion was coloured in a different hue to emphasise 'us', as a collective of people celebrating diversity. The multicultural extravaganza was a success and the City of Wagga Wagga's Civic Centre Precinct came to life with sights, sounds, tastes and scents from around the globe.

The festival was held on a bright, sunny day and warm, balmy evening in the City of Wagga Wagga's Civic Centre Precinct and spilled over into the Victory Memorial Gardens (VMG). Over 30 volunteers registered to assist on the day.

As many as 10,000 people attended the event and the community's feedback was glowing.

Local businesses and community members hosted stalls with a cultural or arts theme. The project team drew people and community stallholders of various nationalities together.

Wagga Wagga City Council took a lead role in overseeing the event but *FUSION* partners contributed significantly. This year, 14 people from diverse backgrounds were trained in food handling, with participants drawn from India, Sri Lanka, Myanmar, West Africa and Southern Sudan. Riverina Community Centre trained the participants and was supported by the Multicultural Council of Wagga Wagga.

These community members hosted seven community food stalls on the day. The queues on the day to taste these foods were frequently over 10 metres deep.



Kachin Dancers with baskets (Photo by Hayley Hillis)



Tzu Chi Chinese Lion Dance (Photo by Hayley Hillis)

# Multicultural Policies and Services Program Performance 2012-13

#### **KEY RESULTS**

- Near full compliance by public sector agencies in reporting on key multicultural strategies in their Annual Reports
- The NSW Police Force significantly improved performance, with CRC assessing it at the highest level of MPSP achievement
- The CRC reduced MPSP reporting requirements for designated MPSP agencies, bringing multicultural reporting into line with longer term corporate planning cycles
- New designated MPSP agencies are on track to submit their plans to the CRC by June 2014.

This section provides details about the CRC's review of the *Multicultural Policies* and *Services Program* in the context of the Program's evolution over the years.

It then provides the details of the two agencies that reported against their Multicultural Plans in 2013: the NSW Police Force and the Department of Attorney General and Justice.

It provides an overview of the CRC's involvement with all NSW Government agencies this year and finally, summarises information provided by agencies against the year's reporting priorities.



#### **OVERVIEW**

Since its launch five years ago, the *Multicultural Policies and Services Program* (MPSP) is now accepted as a strategic tool in the NSW public sector.

The MPSP is the key for agencies on how to respond to clients from an ever-changing range of countries, languages and religions.

It is an integrated program, asking for strong corporate leadership which then flows into agency planning, resourcing and, ultimately, delivering cost-effective programs and services to clients.

It also guides agencies to regularly review their policy and programs, so they retain currency and responsiveness to clients.

In 2013, the CRC assessed the NSW Police Force (NSWPF) as demonstrating the highest level of multicultural achievement in NSW. It joins the division of Ageing, Disability and Home Care, which was last year assessed as the lead agency in the NSW government.

Led by the Police Commissioner, the NSWPF has continued to improve performance in this area. As a result, central, regional and Local Area Commands work together to share intelligence about diverse communities, and develop relationships about priority issues.

In 2013, the CRC consolidated the MPSP program, and

- reduced reporting requirements
- improved communication between multicultural planners in NSW agencies
- assisted and assessed designated MPSP agencies.

## REDUCED REPORTING AND MORE COLLABORATION

2013 was a significant year for changes to the *Multicultural Policies and Services Program* (MPSP). In consultation with NSW agencies, the CRC reviewed the program to achieve a better balance between reporting assessment and advice/assistance.

#### As a result:

- most agencies are required to report every three years instead of annually. NSW Health and the Department of Education and Communities (DEC) will report every two years
- new agencies are required to develop a multicultural plan and report on their services to clients and customers from diverse backgrounds
- the CRC has reallocated resources, placing a greater emphasis on assisting agencies
- there is a greater focus on networking and information sharing through the metropolitan and regional multicultural coordinators' forums.

The revised MPSP reporting arrangements allow the CRC to better balance its assessment function with its responsibility to assist agencies 'observe the principles of multiculturalism' (Community Relations Commission Act, 13g).

This assistance builds on strong working relationships with key staff in government agencies, including participating in agency steering committees and reference groups. It allows CRC staff to be aware of planning and implementation issues as they emerge and gain an in-depth knowledge of public sector policy and service issues to inform CRC advice to Government.



Table 1 shows the reporting cycle for the 'designated MPSP agencies', including new agencies. The Department of Education and the Ministry of Health report every two years. Together they make up over 60 per cent of all government employees and are experiencing significant change, which may impact on their capacity to deliver strong multicultural education and health outcomes.

TABLE 1. NEW DESIGNATED MPSP AGENCIES (DMAS) AND YEAR OF ASSESSMENT				
Year of assessment 2013	Year of assessment 2014	Year of assessment 2015	Year of assessment 2016	
Department of Attorney General and Justice (DAGJ)	Ministry of Health (every 2 years)	Div of Local Government (DPC)	Service NSW (DPC)*	
NSW Police Force	Transport for NSW	Department of Planning & Infrastructure (DPC)*	Department of Attorney General and Justice (DAGJ)	
	WorkCover (DFS)	Housing NSW (FACS)	Fire and Rescue NSW*	
	NSW Fair Trading (DFS)	Ageing, Disability & Homecare (FACS)	NSW Rural Fire Service*	
	Department of Education & Communities (every 2 years)	Community Services (FACS)	NSW Trade and Investment*	
	Office of Environment & Heritage (DPC)*	Office of Communities (DEC)*	NSW Police Force	
	Legal Aid		Ministry of Health (every 2 years)	
			Department of Education & Communities (every 2 years)	

<sup>\*</sup> New designated MPSP agencies, formerly known as key agencies. These agencies have additional reporting requirements, based on their significant relationship to the public.

The CRC designates key agencies based on their importance in delivering services and engaging with the multicultural community. They are required to consult with the CRC, develop detailed multicultural plans, and report on that plan to the CRC within the designated timeframe.

## HISTORY OF THE MULTICULTURAL POLICIES AND SERVICES PROGRAM

New South Wales leads the states in Australia and internationally in its model for multicultural governance.

Today, the *Multicultural Policies and Services Program* (MPSP) is a strategic tool for agencies to embed access and equity principles in their core business.

The MPSP continues to evolve as a measure of agency performance. Through the MPSP, agencies are continually adapting their services and programs in response to our changing demography.

The CRC advises agencies on how to:

- build community partnerships
- · work with new and emerging communities
- develop multicultural communication and engagement strategies.

The Community Relations Report is a report card on the MPSP program and shows the range of achievement across agencies in responding to its clients. The CRC reports on the state of community relations in New South Wales and the service response by government agencies to Parliament each year.

Since 1983, all NSW Government agencies have been required to have a multicultural plan (then known as an Ethnic Affairs Priorities Statement, or EAPS). Interpreting and translating services are a vital part of this service response, as are multilingual communication campaigns and the employment of bilingual staff to work with key communities.

In 2000, New South Wales was the first Australian state or territory to enshrine the Principles of Multiculturalism in law. Under the Community Relations Commission and Principles for Multiculturalism Act 2000, the heads of agencies were made accountable for implementing the Principles of Multiculturalism, expressed through the MPSP.

In 2006, the NSW Government Internal Government Red Tape Review conducted an internal review of unnecessary red tape imposed on NSW Government agencies, which included a review of the EAPS program. Its findings were generally favourable to EAPS, stating that '... on balance, the benefits of EAPS planning and reporting outweigh the costs'. It recommended an education campaign for agencies on the purpose of the program, and reducing reporting on EAPS to every three years for agencies with fewer than 200 staff.

In 2008, on the 25th anniversary of EAPS, the CRC commissioned a thorough review of the program to determine its relevance in a modern context. The report showed that EAPS was a strong, unique and resilient model for multicultural governance in the public sector. It recommended that the CRC more actively support the program through resources, agency networks, and online reporting.

The CRC launched its revitalised program in 2009 as the MPSP program. The program was developed and piloted in consultation with NSW agencies.

In 2012, accountability for reporting multicultural performance of NSW Government agencies was escalated. Premier's Memorandum (M2012-19) requires the Directors General of each of the nine Principal Departments to provide an account of the performance of every key agency within their cluster to the relevant Minister(s) within three months of receiving feedback from the CRC. See Appendix E.

This provides for the highest level of scrutiny of multicultural planning and service delivery by agencies.

# NSW PUBLIC SECTOR MULTICULTURAL POLICIES AND PROGRAM TIMELINE

**1977** - The NSW Government forms the NSW Ethnic Affairs Commission to review and write a report on access issues faced by people from non-English speaking backgrounds.

**1978** - The Ethnic Affairs Commission releases its review: called *Participation Report*.

**1979** - The Ethnic Affairs Commission of NSW is formally established under the *Ethnic Affairs Commission Act 1979*.

**1983** - The Premier establishes the Ethnic Affairs Policy Statement (EAPS) Program.

All NSW public sector agencies are required to develop an EAPS and submit it to the Ethnic Affairs Commission.

**1990** - The Ethnic Affairs Commission produces the Ethnic Affairs Policy Statement (EAPS) Strategic Plan. The Plan contains a set of EAPS goals and performance measures for the whole NSW government sector.

1993 - The Charter of Principles for a Culturally Diverse Society announced as State policy, and all NSW public sector agencies are required to prepare Statements of Intent on their implementation.

**1996** - NSW Government releases its review of ethnic affairs: the *Ethnic Affairs Action Plan 2000* The government's three key result areas are:

- · social justice
- community harmony
- · economic and cultural opportunity.

**1997** - Following the review, NSW Government proclaims the *Ethnic Affairs Commission Amendment Act.* The amendments:

- enshrine the four principles of cultural diversity in state law
- strengthen EAPS obligations on NSW public sector agencies
- enhance the powers and responsibilities of the Ethnic Affairs Commission.

The NSW Government re-introduces the Ethnic Affairs Priorities Statement (EAPS) Program.

The Ethnic Affairs Commission prepares the first *Ethnic Affairs Report* on the state of ethnic affairs and EAPS outcomes in New South Wales.

**1998** – The CRC introduces the EAPS Standards Framework, which benchmarks EAPS progress across the public sector in five activity areas:

- planning and evaluation
- · program and service delivery
- staffing
- communication
- funded services.

**2001** - The NSW Government enacts the Community Relations Commission and Principles of Multiculturalism Act 2000. The Community Relations Commission for a Multicultural New South Wales is created, with greater responsibility for oversight of EAPS.

**2006** - The Internal Government Red Tape Review examines the EAPS program finding that '... on balance, the benefits of EAPS planning and reporting outweigh the costs'. It recommends minimising reporting on EAPS to every three years for agencies with fewer than 200 staff.

**2008** - The University of NSW reviews the operation of EAPS to determine its relevance in a modern context. It finds EAPS to be a strong, unique and resilient model for multicultural governance in the public sector.

2009 - The Multicultural Policies and Services Program emerges from the EAPS review. The program has a greater emphasis on forward planning, corporate leadership and community engagement.

**2009** - The CRC establishes the Multicultural Coordinators' Forum in Sydney for senior planners and multicultural coordinators from NSW government agencies.

**2010** - The CRC launches the *Multicultural Planning Framework* to assist agencies developing multicultural plans.

**2011** - The CRC launches the MPSP Resource for Practitioners providing practical advice to government agencies about how they can achieve the outcomes of the Planning Framework.

**2011** - The CRC establishes regional forums in Wagga Wagga and Coffs Harbour to support better planning and communication between government agencies in these regions.

**2012** - Premier's Memorandum (M2012-19) requires the Directors General of all departments to provide an account of the performance of every key agency within their cluster to the relevant Minister(s) within three months of receiving feedback from the CRC.

**2013** - The CRC reviews the reporting requirements to a three-year cycle for designated multicultural agencies to achieve a better balance between its assessment and assistance functions.

## THE MULTICULTURAL COORDINATORS' FORUMS

The metropolitan Multicultural Coordinators' Forum was established in December 2009. Regional forums were created in 2011 in Wagga Wagga and Coffs Harbour. The meetings are attended by at least 25 senior planners and multicultural coordinators from many different government agencies.

These forums open up another line of communication between government agencies and encourage forward planning, consistency across agencies, and good multicultural practice.

Forum participation grew during the year, boosted by a series of excellent presentations inspiring lively debate and interagency collaboration out of session [see Appendix C for meeting details].

In Sydney, the Australian Bureau of Statistics presented on the *Australian Census and Migrants Integrated Dataset*, 2011 (ACMID). This dataset brings together Census data and information from the Department of Immigration and Border Protection's Settlement Database (SDB) for permanent migrants who arrived in Australian between 1 January 2000 and 9 August 2011. For the first time, planners are able to cross-classify a range of Census data items by a recent migrant's visa entry condition, giving a more detailed picture of settlement outcomes in Australia.

Legal Aid NSW, the NSW Police Force and Law Access NSW shared aspects of their work with forum members, and many other agency representatives shared information about programs and developments.

In Wagga Wagga, the Charles Sturt University's Institute of Professional Practice, Learning and Education gave a presentation on Out-of-school resources and practices facilitating African refugee students' educational success in Australian rural and regional settings.

The Australian Red Cross presented on its work with Asylum Seekers in the Murray Riverina, and the NSW Police Force spoke about programs to foster understanding between police officers and new migrants, particularly refugees and humanitarian entrants.

Asylum seekers were also high on the agenda at the Coffs Harbour Forum, where Settlement Services International, Anglicare and North Coast Area Health Service delivered a comprehensive overview of the services, programs and policies on the provision of support to humanitarian entrants and asylum seekers.

The CRC will continue to develop the forums as a vital source of information and means for collaboration. This includes establishing an online community of practice, and linking with non government agencies and the private sector.

#### WORKING WITH PUBLIC SECTOR AGENCIES

The decision to reduce reporting requirements will give large departments, such as NSW Health, the Department of Education and the NSW Police Force, some space to implement their programs and to engage across their agencies and with the CRC.

Each designated MPSP agency has a dedicated senior CRC contact who is their 'go-to person' for any issues related to their program. This portfolio approach is working well in providing continuity and greater insight into the varying contexts that agencies work within.

While the CRC has always assisted agencies in developing their programs, in 2013 the reduced reporting requirements have allowed us to be more proactive in working with agencies. All new agencies were contacted and offered assistance, which most chose to take up. The CRC also arranged on-site visits and was invited to present to, or attend, a number of steering committee meetings and other forums relevant to the MPSP.

This way of working has improved relationships and cooperation in a number of key agencies, including NSW Health and the Legal Aid Commission.

#### **NSW Health**

The CRC has fostered a closer working relationship with the NSW Ministry of Health. Late last year, the CRC facilitated the first statewide Multicultural Health Forum in more than a decade. This gathered together over 100 staff with responsibility for multicultural health from across the state to prioritise key performance indicators (KPIs) for the Ministry of Health's Multicultural Plan.

The CRC presented to the Central Coast Local Health District Multicultural Planning group to help contextualise its own, local Multicultural Plan in September 2013. The implementation of the Ministry of Health's MPSP Plan will be assessed on a two yearly basis, beginning in 2014

#### Key performance indicators

The Ministry of Health has also provided the CRC with a detailed report of the NSW Health system's activities. It has clearly focused on developing key performance indicators across all of the local health districts. While there are a range of themes emerging from KPIs, the most significant is increasing performance in the area of access to, and use of, interpreters. NSW Health's Statewide Plan, *Policy and Implementation Plan for Healthy Culturally Diverse Communities 2012-16*, has a number of strategies and benchmarks that address this issue.

#### **Partnerships**

NSW Health has also reported an array of partnerships with other NSW government agencies, federal and local governments and nongovernment organisations. It is clear that there are multiple pathways between government and non-government services for people from diverse cultural backgrounds.

#### Services for humanitarian entrants

NSW Health has developed the NSW Refugee Health Plan 2011-2016. This is a statewide plan for improving the health and well-being of refugees and people with refugee-like experiences who have settled in NSW.

The NSW Refugee Health Service (RHS) provides statewide leadership in the implementation of the Refugee Health Plan, including active participation and resourcing of the NSW Refugee Health Plan Implementation Group, a review of achievements within the first year, as well as the roll-out of the Refugee Health Nurse Program.

Find out more about the Refugee Health Nurse program on page 40 (in Highlights section).

#### Ageing, Disability and Home Care (ADHC) (FaCS)

ADHC continues to perform strongly under the *Multicultural Policies and Services Program.* 

ADHC spent several years developing a high level multicultural plan: *Valuing and Managing Diversity, Cultural Diversity Strategic Framework* (CDSF) 2010 – 2013. The implementation of the framework was recently evaluated by an independent consultant. The CRC invited an ADHC representative to present on the findings of the evaluation and to highlight the lessons learned.

Through an extensive consultation process, the plan has strong endorsement both within the organisation and with external stakeholders – including the Cultural Diversity Expert Advisory Group, an external advisory body with community and other government representatives, including the CRC.

ADHC generally performs well in its program and service response, as well as in its communication strategies. It has continued to consolidate its work in this area, with a greater emphasis on corporate planning and oversight, a better devolution of multicultural responsibilities into the business areas and ADHC regions, and a stronger feedback loop for the collection and analysis of client data, which feeds into planning.

ADHC continues to work through the policy reform process, which has seen a shift in the work of the agency towards a person-centred approach. This policy sees 'each person as complex in terms of needs, experiences and expectations' and responds to individual needs. For each service to be appropriate and effective, it needs to be delivered in a way that recognises the impact of culture, language, religion, age, gender, migration and settlement experience on individuals' health and wellbeing.

ADHC is working towards cultural competency within its staffing and training to ensure that staff can use interpreters and other language resources to communicate with clients.

The ADHC report will be assessed in 2015.

## Department of Attorney General and Justice (DAGJ)

The Department of Attorney General and Justice consists of the following designated MPSP agencies:

- the Attorney General's Division
- Corrective Services
- Juvenile Justice.

Whereas previously each large division within the Department had a Multicultural Plan specific to its area of responsibility, the Secretary has now instructed the agency to develop a whole-of-agency plan. Such a plan could create greater coordination and stronger implementation, across the Department.

The PAD team has provided regular advice over many years to the Multicultural Coordinator of the Department of Attorney General and Justice. See pages 79 - 82 for the detailed assessment of DAGIs MPSP.

The Department is developing a new multicultural forward plan for the whole agency.

#### **Community Services (FaCS)**

A CRC adviser attends the Multicultural Affairs Advisory Group on a quarterly basis and is regularly in contact with the Manager, Multicultural Services Unit. The CRC will continue to meet with key Community Services staff in early 2014 to discuss directions for the MPSP report, which is due for assessment in 2015.

The CRC was advised that FaCS will develop a wholeof-agency plan for Ageing, Disability and Home Care, Housing NSW and Community Services.

#### Department of Education and Communities (including public schools and TAFE NSW)

The CRC has met with the Multicultural Coordinator from the Department of Education (DEC) to discuss MPSP reporting.

The Multicultural Coordinator has been invited to make a presentation at a Multicultural Coordinators' Forum early in 2014.

The CRC Director, Policy and Community Relations represents the CRC on the Secretary's Advisory Group on Multicultural Education and Training.

The CRC wrote to the Secretary of DEC, commenting that the Accountability Framework for the new Resource Allocation Model includes monitoring and recording of multicultural and ESL education outcomes, and this feeds into biennial reporting for MPSP

The DEC Local Schools, Local Decision Making reforms have devolved decision making about English as a Second Language (ESL) teaching and other support to each individual school. The CRC has expressed concern about the loss of centralised and regional multicultural coordinators and other resources and the impact this will have at the school level. In regional schools in particular, the number of children impacted may not be seen as significant compared with other priorities. It is clearly significant to those children

Two-vearly MPSP report assessments will begin in 2014.

#### Department of Planning and Infrastructure

The Department of Planning and Infrastructure is a new designated MPSP agency (DMA). Following the CRC's letter to the Secretary, the CRC has contacted the department to identify who is responsible for carriage of the Multicultural Plan.

The department is due to provide the CRC with a comprehensive Multicultural Plan by 30 June 2014 and will be assessed against this in 2015.

#### **Division of Local Government**

The CRC is working closely with the Division of Local Government (DLG) to develop an online resource for local councils that will assist them in multicultural planning. MPSP responsibility within the division is not clear at the moment. DLG will be assessed against its plan in 2015.

#### Fire and Rescue NSW

This is a new DMA. CRC staff have met with the Multicultural Coordinator to clarify MPSP expectations and to assist the agency in the development of the plan. Fire and Rescue are required to deliver their multicultural plan by 30 June 2014. The CRC will assess progress in 2016.

#### Housing NSW (FaCS)

The CRC met with the principal and senior policy officers in the Resource Planning and Analysis Team in September 2013 to discuss MPSP reporting requirements. The Resource Planning and Analysis Team is currently responsible for HNSW's MPSP reporting as there is no dedicated Multicultural Coordinator.

Housing NSW's Multicultural Plan is current until 2014. The CRC has recommended that senior responsibilities be assigned for the plan, as well as improved processes for implementation. As mentioned above, the Department of Family and Community Services (FaCS) will develop a whole-of-agency plan for the divisions of Ageing, Disability and Home Care, Housing NSW and Community Services. The Housing NSW implementation report will be assessed in 2015.

#### Legal Aid NSW

Legal Aid NSW has a *Multicultural Action Plan* 2012 - 2013 (MAP). The plan includes general performance measures and timeframes and identifies responsible units within the organisation.

In October 2013, the CRC met with the senior executive of Legal Aid, who showcased a significant number of programs and services which address the needs of culturally diverse clients. This showed a sophisticated approach to targeting the needs of culturally and linguistically diverse clients, including new and emerging communities, which should be more widely shared and recognised.

Legal Aid's implementation report will be assessed against its MPSP Plan in 2014.

#### **NSW Fair Trading**

NSW Fair Trading is currently restructuring, with a number of staff and functions moving to Service NSW. Fair Trading has requested that it postpone developing a formal MPSP strategy until this functional realignment is complete.

The CRC has provided regular MPSP advice to the Multicultural Unit and continues to work closely with staff. In addition, the CRC has analysed the *ThinkSmart* community education strategy as a model of information dissemination that could be replicated for a range of other purposes.

The NSW Fair Trading report will be assessed against its Multicultural Plan in 2014.

#### **NSW Police Force**

The NSW Police Force continues to demonstrate its commitment to working within a culturally diverse community. Its multicultural plan, NSW Police Force Priorities for Working in a Culturally, Linguistically and Religiously Diverse Society for 2011 – 2014, is assessed within the highest level of the Multicultural Policies and Services Program.

See page 72 for the detailed assessment of the NSW Police Force MPSP.

The CRC has maintained close contact with the NSW Police Force, meeting with staff from operational programs on a number of occasions in 2013. The NSW Police Force was expecting to report in 2014, but following a late change, it has provided an implementation report for 2013.

The Senior Programs Officer, Cultural Diversity, presented on the NSW Police Force: MPSP Outcomes Reporting at the Multicultural Coordinators' Forum in October 2013. The presentation highlighted the challenges in developing and implementing a Multicultural Plan, as well as the successes.

#### **NSW Rural Fire Service**

Like Fire and Rescue NSW, this is a new DMA. Its first task is to develop a comprehensive Multicultural Plan. The CRC has met with the Multicultural Coordinator to clarify MPSP expectations. The NSW Rural Fire Service plan is due to the CRC by 30 June 2014. NSW Rural Fire Service will be assessed against its MPSP Plan in 2016.



#### **NSW Trade and Investment**

NSW Trade and Investment (T&I) is a new DMA. The CRC met with T&I in August to discuss the MPSP. As a result of a significant restructure in 2012-13, T&I could not identify which agencies within the cluster would report through T&I's Annual Report. Many agencies, including Destination NSW and the cultural institutions, are autonomous and report on their multicultural strategies through their own annual reports.

T&I advised it was waiting on the outcomes of the Public Service Commission review, which is determining measures and benchmarks for customer service. Once these are clarified, T&I may use these to develop strategies and measure progress in some service delivery areas. NSW Trade and Investment will be assessed against its Multicultural Plan in 2016.

#### Office of Communities

The CRC met with the Office of Communities (OC) in August 2013 to discuss reporting expectations. The OC is currently developing new business plans and has advised that it intends to embed strategies that address multicultural issues into regional action plans, performance plans and divisional plans. The OC has also advised that it is improving data collection and consistency across the agency in three main areas – sport and recreation, young people, and volunteering.

There is currently no internal MPSP reference group, or a cross-agency reference group. The CRC advised that the development of such a group would foster a more collaborative approach and the CRC would be prepared to sit on the group to provide multicultural expertise.

The Office of Communities is required to provide its Multicultural Plan by 30 June 2014 and will be assessed in 2015.

#### Office of Environment and Heritage

The Office of Environment and Heritage is a new DMA. Following the CRC's letter to the Chief Executive, CRC staff contacted the Office of Environment and Heritage to ascertain who is responsible for carriage of the Multicultural Plan.

The office is due to provide the CRC with a comprehensive Multicultural Plan by 30 June 2014 and will be assessed against the plan in the same year.

#### Service NSW

Service NSW is a new DMA. The CRC contacted the Multicultural Coordinator to offer support.

Service NSW is due to provide the CRC with a comprehensive Multicultural Plan by 30 June 2014 and will be assessed against the plan in 2016.

#### Transport for NSW (TfNSW)

The CRC has developed a close working relationship with TfNSW over the past 12 months, when it decided to develop a Multicultural Plan for all key transport agencies in its cluster. CRC staff spoke at and attended the TfNSW Multicultural Plan Steering Committee. TfNSW will be assessed against its plan in 2014.

#### WorkCover

WorkCover has a current Multicultural Plan, which was developed in consultation with the CRC. The WorkCover Multicultural Coordinator regularly attends the Multicultural Coordinators' Forums. The agency is due to report against the plan in 2014.

#### LEGISLATED MPSP REQUIREMENTS

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

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

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

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

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

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

The CRC fulfils this obligation by assessing:

- the compliance of all agencies against annual reporting obligations
- implementation progress of 'designated MPSP agencies' against their multicultural plan.

## MPSP REQUIREMENTS AT A GLANCE All agencies must:

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

#### Designated MPSP agencies are also required to:

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

#### ANNUAL REPORT COMPLIANCE

All agencies are required to report on their multicultural implementation in their annual report.

In 2013, all agencies which submitted reports were either fully or partially complaint.

Almost all agencies (67) were **fully compliant** with annual reporting requirements.

A further four agencies were **partially compliant** as they only reported on implementation of their multicultural plan in the reporting year, and not on their forward priorities.

Another 17 agencies were **not assessed** as they did not submit their annual report extract to the CRC.

The full list of agency compliance is at Appendix D.

Agencies with fewer than 200 employees are only required to report on multicultural implementation in their annual report every three years. However, a significant number report annually as a matter of course. Appendix D lists the small agencies which are due to report in 2014 or 2015.

#### THREE PRIORITIES: INFORMATION FROM ANNUAL REPORTS

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

Agencies were asked to focus on three priorities in this year's Annual Reports. These will remain constant for at least the next reporting year:

- key performance indicators and the results of evaluations
- pathways between government agencies for people from culturally and linguistically diverse backgrounds
- services for humanitarian entrants.

#### **Key performance indicators**

The CRC asked agencies to identify their key performance indicators and report on the results of their evaluations. This focus reflects the CRC's assessment that reports and plans tend to count *activities* rather than *outcomes*. While some agencies reported that they had evaluated programs, they tended not to include the results of the evaluations in their reports.

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

#### Pathways and partnerships

The CRC was aware that partnerships exist but tend to be under-reported. The CRC asked agencies to highlight their joint planning and partnerships with other agencies, as well as their links to federal and local government and the non-government sector.

#### Services for humanitarian entrants

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

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

The CRC is working with both non-government and government agencies to improve coordination and pathways.

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

Set out below are highlights from reports on these priorities.

#### 1. KPIS AND THE RESULTS OF EVALUATIONS

Corrective Services' Children and Families of Offenders Steering Committee commissioned a review of the Visitor Information Volunteer Scheme at the Metropolitan Remand and Reception Centre (MRRC). This was conducted by a group of social work students on placement with Corrective Services staff. The students interviewed visitors, PFA volunteers, MRRC management, and visits processing and gate staff. Responses were overwhelmingly positive.

The **Board of Studies** conducted a review of examination papers from an ESL perspective, in addition to the standard checks to ensure papers are accessible to all students.

Endeavour Energy reviewed customer documents on the website in 2011-12 and benchmarked customer services and information provided by other organisations. In the response, two important safety brochures were translated into community languages in the reporting year.

Ageing, Disability and Home Care conducted an external evaluation of the Cultural Diversity Strategic Framework. ADHC enhanced the collection and analysis of cultural diversity data.

Community Services reviewed the Multicultural Caseworker program and maintained 61 identified positions.

Housing NSW completed a review of HNSW translating and interpreting services to improve the quality of interpreter services provided to clients.

The Macquarie University Equity and Diversity Unit continued the comprehensive collection and analysis of culturally and linguistically diverse staff and student statistics to provide robust evidence to back recommendations on equity activities.

The Ministry of Health reported that to support culturally and linguistically diverse peoples' participation in the NSW Patient Survey Program, the Bureau of Health Information (BHI) engaged the services of the Multicultural Health Communication Service to translate information into 24 languages. The BHI also engaged the Health Care Interpreter Service to assist people to participate in the survey.

Sydney Water analysed its community welfare agency partners, reviewing geographic coverage, agency types, service gaps and specialist needs including health services, culturally and linguistically diverse customers, seniors and families. Sydney Water identified the top 10 LGAs with the highest percentage of culturally and linguistically diverse groups and then analysed the number of community welfare agencies servicing CALD groups in those areas, as well as the languages spoken.

#### 2. PATHWAYS BETWEEN AGENCIES

Juvenile Justice is contributing to the DAGJ Pacific Action Plan, responding to Pacific young offenders, which is driven by DAGJ in combination with other government agencies and the Pacific community.

Corrective Services partnered with Open Training and Learning Network to offer a language, literacy and numeracy program to offenders from CALD backgrounds.

The **Board of Studies** Inspector, Languages is a member of the NSW Community Languages Schools Board. The Board developed the website *Making Multicultural Australia for the 21st Century* in partnership with the Multicultural Programs Unit of the NSW Department of Education and Communities and the University of Technology Sydney.

The Department of Trade, Investment and Regional Infrastructure delivered horticulture training to Chinese vegetable farmers, allowing farmers to make connections with other service providers in their region including the local council, District Weed Officers and the Community Migrant Resource Centre. As a result of this training, the farmers are now meeting regularly for social events and other activities such as health education.

The Department also delivered workshops on fishing and community engagement to people with migrant backgrounds that were conducted in partnership with many organisations including the CRC, DADHC, Office of Environment & Heritage and local government.

Fire and Rescue NSW worked in partnership with local culturally and linguistically diverse service providers, community groups, councils and other community organisations to provide key fire safety information across the state.

Through its Participation and Community Engagement (PACE) program, Macquarie University developed partnerships with a range of government entities providing community services in a multicultural context.

The Ministry of Health reported that an e-learning DVD package has been developed in partnership with the Health Education and Training Institute. The package is designed to enhance knowledge and skills required by doctors, medical staff and allied health professionals to care for women and families affect by female genital mutilation.

Sydney Water partnered with 16 community welfare agencies that assist culturally and linguistically diverse groups in 2013-14.

**Transport for NSW** has partnered with the Australian Human Rights Commission supporting the national anti-racism strategy, *Racism, It Stops with Me.* 

University of Technology Sydney Health Economics Research and Evaluation staff members are collaborating with the South Eastern Sydney Local Health District to conduct a pilot economic evaluation of a health screening program for students at Intense English Centres (including newly arrived refugees and migrants).

### 3. SERVICES FOR HUMANITARIAN ENTRANTS

In 2012-13, the Diversity Services Unit of the Crime, Prevention and Community Programs Division of the **Department of Attorney General and Justice** conducted over 80 community legal education sessions for African, Iraqi and Pacific communities. The unit conducted its final Justice African Learning Circle in 2013. The unit's work with Iraqi communities now includes a monthly engagement process. In the coming year, Diversity Services will develop Iraqi-specific community legal education and capacity-building programs.

The Department of Trade, Investment and Regional Infrastructure organised volunteers from many backgrounds including Burmese, Middle Eastern and African communities to assist educating community fishers about laws, safety and community support.

Ageing, Disability and Home Care delivered the Supporting Humanitarian Entrants with a Disability Forum in partnership with the NSW Refugee Health Services.

The Community Services African Foster Carer Recruitment program trained people from an African background to be carers of fostered children from an African migrant background, and established an African carer support group. Community Services also funded the African Sessional Workers program.

The Multicultural Learning Circles built communications between Community Services and recently arrived refugee communities. Community Services held Multicultural Community Information sessions for refugee groups on child protection and effective parenting practices in Australia and provided information sessions on the child protection system to Commonwealth funded settlement and humanitarian service workers.

NSW Fair Trading, acting on behalf of all consumer protection agencies across Australia, has developed a new educational resource aimed at improving the awareness of consumer rights of humanitarian entrants and refugees.

Fire and Rescue NSW worked closely with the Northern Settlement Services in Newcastle, Armidale and Tamworth, and Anglicare in Coffs Harbour, to implement new strategies to engage new and emerging culturally and linguistically diverse communities in their local areas.

The Independent Commission Against Corruption updated its bilingual skills directory to include new staff skilled in Sinhala and Tamil.

Legal Aid NSW conducted a survey of staff in western Sydney to identify gaps in cultural competence required for working with African clients. It delivered cultural awareness training for staff working with clients from Afghanistan, Iran, Iraq and African countries through partnerships with migrant community workers.

Macquarie University offered equity scholarships to students from refugee backgrounds. Macquarie's LEAP Mentoring program actively involved volunteer student mentors to provide weekly support to high school students from refugee backgrounds.

The Ministry of Health reported that in the Hunter New England local health district (LHD), the Health Eduction Simbu Soccer Teams project targeted young men in the Newcastle African Soccer Club due to the risk associated with exposure to drug taking and alcohol abuse common among their age group. Members of the drug and alcohol and mental health teams attended the Friday night training sessions and provided information on mental health and drug and alcohol issues. The players have asked for more sessions.

The Mid North Coast LHD Coffs Harbour Refugee Health Clinic provides early health assessments for humanitarian entrants recently arrived in Coffs Harbour. In the Murrumbidgee LHD, the Refugee Health Assessment Services provides initial health assessments, pathology services, immunisations, health screening and treatment for newly arrived refugees.

The NSW Police Force lists newly arrived refugees and migrants as a priority for the coming reporting year. The NSW Police Force will also reach out to other groups at risk of victimisation, including older people, those with disabilities and asylum seekers in community detention or on bridging visas.

The NSW Migration Heritage Centre at the Powerhouse Museum hosted a multimedia exhibition Moving: Migration Memories in Modern Australia, which documents post-white Australia migration in video testimonies by former refugees and migrants.

Transport for NSW provided a minibus to provide free transport to students from CALD backgrounds, including refugees and humanitarian entrants, to a homework support class twice a week.

First-year students who identified as being current or past holders of a permanent humanitarian visa were invited to join a **University of Technology Sydney** mentoring program delivered by the Student Services Unit. In 2013, 14 experienced students were trained to be mentors, and six student mentees were matched with faculty-based mentors.

The University of Technology Sydney implemented a special admission scheme for refugee applicants who have no documentation of their qualifications due to their refugee experience.

#### **ASSESSING DESIGNATED AGENCY PERFORMANCE**

#### THE MULTICULTURAL PLANNING FRAMEWORK EXPLAINED

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

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

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

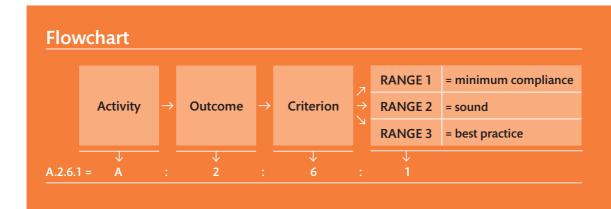
Each activity area builds on the former. Results from reports consistently show the most effective programs and services are based on solid data collection and analysis, community feedback and consultation and are implemented by a skilled, culturally aware workforce, led by supportive and accountable management.

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

As a result of the move to three-year reporting, only two agencies were required to submit their reports in 2013.

The Department of Attorney General and Justice reported for the three divisions that are designated MPSP agencies in their cluster. These are the Attorney General's Division, Corrective Services and Juvenile Justice.

As the third largest agency in NSW, the NSW Police Force has demonstrated best practice in multicultural implementation, and is rated within the highest level of the framework (range 3).



### NSW POLICE FORCE MPSP ASSESSMENT

#### **KEY ACHIEVEMENTS**

The NSW Police Force has:

- reached the highest level of achievement in 2013 under the MPSP program
- demonstrated executive leadership in engaging with the culturally diverse community, through the Police Commissioner and the Corporate Sponsor on Cultural Diversity (Deputy Commissioner Nick Kaldas APM)
- reviewed and developed the Police Multicultural Advisory Council (PMAC) as key advisory body to the Police Commissioner
- championed cultural diversity in regions, through Regional Cultural Diversity Sponsors
- continued to devolve responsibilities for multicultural planning and reporting into Local Area and Specialist Commands, led by Regional Sponsors for Cultural Diversity
- developed local MPSP Plans in all Local Area Commands with notable migrant and refugee populations
- extended the Multicultural Community Liaison Officers (MCLO) program
- developed corporate management systems which require reporting on cultural diversity issues, to support NSWPF executive decisionmaking and responsiveness
- developed new strategic plans in key areas, including International Students 2013- 2017 and a draft Business Plan for Refugee, Humanitarian Entrants and Asylum Seekers
- as part of an emerging priority focus on mental health, developed a special new component in the training package for police officers, with 285 front-line officers trained
- offered assistance and advice through the Bias Crimes Coordinator about bias-motivated crimes and incidents.

#### **NSW POLICE FORCE MPSP OVERVIEW**

The NSW Police Force (NSWPF) has demonstrated that its MPSP is fully integrated with community policing and crime prevention strategies. Its report shows that it is operating at the most advanced range 3 level in its multicultural program. The strong leadership in championing the program at the highest levels of the organisation is backed up by effective consultative and advisory structures, implementation processes and resources.

The CRC has a long-established and strong connection with the NSW Police Force in its front-line, as well as in its strategic role to build cohesive and harmonious community relations.

As a member of the Police Multicultural Advisory Council, the CRC has first-hand knowledge of the NSWPF's success and continuing efforts in developing an effective mechanism for strategic feedback and priority setting with the Police Commissioner and Deputy Commissioner.

The NSW Police Force is an active member of the CRC's Regional Advisory Councils, comprising community and government representatives addressing local community issues. This is a commitment of 40 meetings a year across NSW and has helped to identify and address community safety and harmony issues in particular regions.

The NSWPF also participates in the Multicultural Coordinators' Forums in Sydney, Wagga Wagga and Coffs Harbour. At the Sydney forum, participants were greatly impressed with a presentation on its program. NSW Police spoke about its considerable successes but were also candid about the areas that needed more attention. Multicultural coordinators from other agencies were particularly interested in the governance process and how the strong endorsement and championing 'from the top' gives the program the profile and the legitimacy it needs to achieve results.

The NSWPF's 2013 report shows that the program is continually evolving to respond to community safety and harmony issues, reaching out at the local area command, regional and central levels to develop positive relationships with diverse communities.



A notable achievement is that all LACs with significant migrant and refugee populations have developed local MPSP plans, and have Multicultural Liaison Officer positions. This is a significant achievement in making the MPSP relevant to the local community and providing opportunities for consultation and input.

Group photo of the Police Multicultural Advisory Council. Police Commissioner A. Scipione APM and Deputy Commissioner of Police N. Kaldas APM with the members of the Council.

#### LEADERSHIP AND PLANNING

The MPSP program recommends that multicultural goals be integrated into the overall corporate and business planning, as well as the review mechanisms of the agency.

#### Active involvement of senior management

The NSWPF has maintained a strong commitment to executive leadership, oversight and accountability for multicultural implementation across the organisation:

- Deputy Commissioner Nick Kaldas is a high-profile Corporate Sponsor for Cultural Diversity. The Corporate Sponsor represents the organisation at a senior level on cultural diversity issues and facilitates operational program and policy development.
- Each region has a Cultural Diversity Sponsor, selected from the ranks of Local Area Commander, to champion cultural diversity issues within the region.
- Regional Sponsors meet with the Corporate Sponsor twice a year to discuss strategic actions and issues of significant impact.
- The performance agreements of the Commissioner's Executive Team include key accountabilities to 'lead and promote management policies and practices that reflect and respect social and cultural diversity'.
- A Planning and Monitoring Committee oversees multicultural implementation, and reports to the Executive through the Corporate Sponsor.

### Review of Police Multicultural Advisory Council (PMAC)

In 2013, the NSWPF reformed and revitalised its PMAC. It now meets twice yearly and consists of 18 members appointed for a three-year term whose role is to:

- inform the NSW Police Force's approach and priorities to deliver culturally responsive services in NSW
- identify significant emerging issues capable of affecting relations between the NSW Police Force and non-Aboriginal communities from diverse cultural and linguistic backgrounds
- lead and facilitate partnerships between Police and non-Aboriginal communities from diverse cultural, religious and linguistic backgrounds that contribute to reducing crime and antisocial behaviour, the perception or the fear thereof
- facilitate open, direct and two-way communication between the NSW Police Force Executive and external stakeholders on identified issues relating to culturally responsive policing.

Part of the role of the PMAC is to hold consultations and discuss and advise the Commissioner and the Deputy Commissioner/Corporate Sponsor for Cultural Diversity on priorities.

One key priority was to link with the NSW Police Force Youth Strategy 2013-2017 and identify particular issues from a multicultural perspective. The Council held eight youth consultations with 250 young people and identified a range of issues relevant to young people.

Other issues identified by the PMAC and taken up were:

- safety of international students
- mental health
- · asylum seekers.

These remain ongoing priorities.

Further priority issues identified by the PMAC for 2014 are:

- emerging communities
- diversity training for staff
- · elder abuse in diverse communities
- domestic violence in the multicultural context
- · Australian individuals fighting in overseas conflicts.

### A new MPSP Planning and Monitoring Committee

The NSWPF has formed a new MPSP Planning and Monitoring Committee to oversee implementation. The Committee reports to the Executive through the Corporate Sponsor. Membership includes the Corporate Sponsor for Cultural Diversity, the Cultural Diversity Team and a broader team able to provide advice and support to develop and monitor the next MPSP plan.

### Fully integrated corporate planning and monitoring

A major strength of the NSW Police Force MPSP is that it is fully integrated in corporate planning and accountability.

The Corporate Plan for 2012–16 includes a priority relating to a respectful, equitable and diverse workforce, reflective of our community, and increased management of diversity. The plan established clear links between corporate priorities, multicultural outcomes, and operations, core business areas and Local Area Commands.

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

The NSW Police Force continues to:

- recognise cultural diversity as a factor in the service environment in corporate policy and frameworks
- maintain accountabilities between corporate priorities, multicultural outcomes, and operations/core business areas, and into Local Area Commands
- designate a member of Executive as Corporate Sponsor for Cultural Diversity, to champion cultural diversity issues in the organisation
- appoint Regional Sponsors to champion cultural diversity issues in the regions
- have cultural diversity as a high order planning issue within Executive decision-making, through the:
  - Command Management Framework, including risk assessment measures for policing in a culturally diverse society
  - Command Performance Accountability and Assessment System (COMPASS) monthly reports for Executive on implementation against State Plan, Corporate Plan and command business plan targets (including fields relating to cultural diversity) across the NSWPF

In 2013, the NSW Police Force further consolidated the flow of communication and responsibility from the corporate, to regional and local area level:

- The Corporate and Regional Sponsors for Cultural Diversity and the Operational Programs Command promoted MPSP priorities to LACs, supporting their inclusion in LAC Business Plans.
- Customer Service Duty Officers in LACs worked closely with Multicultural Liaison Officers and Crime Managers on local MPSP plans, to develop a strategic direction for community engagement in their LACs.
- A business plan was drafted addressing the safety and policing information needs of refugees, humanitarian entrants and asylum seekers.

#### Data and evidence to support the MPSP

Local Area Commands are required to report monthly to the executive on corporate performance through the Command Performance Accountability System (COMPASS). In 2013, police included a new reporting field in COMPASS on cultural and linguistic diversity. Key issues identified are discussed at police executive and regional forums.

Data collected includes:

- country of birth (COB) of offenders and persons of interest (POI), and COB of the mother and father of offenders and POIs within the Computerised Operational Policing System (COPS)
- COB of victims of personal crime (not mandatory)
- prejudice-related crimes within COPS, as an associated factor to the incident. Police can record whether they consider a crime to be motivated by prejudice on grounds including race or ethnicity, sexual preference, politics or religion

Intelligence Officers in LACs can use census data and crime data to identify changes in ethnicity, language, age and sex.

Trends in prejudice-related crime are brought to the attention of specialist units, and the Commissioner's Executive Team.

The NSWPF should consider designating data fields as mandatory, if they are essential to monitor the effectiveness of the MPSP.

### CONSULTATION, FEEDBACK AND COMMUNICATION

The NSW Police Force achievements against the Multicultural Planning Framework show that it has a wide range of strategies for staff and client input.

#### The NSWPF:

- uses staff expertise in development of local MPSP forward plans
- deploys Multicultural Community Liaison Officers in day-to-day operations and in the strategic response of specialist and business units
- offers assistance and advice through the Bias Crimes Coordinator about bias-motivated crimes/ incidents, organised hate groups, strategies to address bias crimes in schools and tertiary education and community-based incidents
- through the Community Contact Unit, engages with communities to promote and enhance resilience to extremist views, increases public understanding of counter-terrorism arrangements and ensures the Counter-Terrorism & Special Tactics Command hears community issues and concerns.

### A continuous client and community feedback loop

The report shows that the NSW Police Force consults with a wide range of culturally diverse community networks.

The NSWPF continues to:

- hold an extensive range of statewide, regional and local consultations
- participate on committees and inter-agency forums on crime, community safety and prevention, to ensure the design and evaluation of services is informed by community input
- participate in regional and local multicultural service networks, consultations convened by local councils, safety committees and diversity forums, including CRC Regional Advisory Councils
- build strong connections with community leaders in Local Area Commands.

During 2013, Operational Programs documented best practice in consultation on a *draft Policy Statement and Framework for Community Engagement*. The document guides all units in the police force about effective community engagement.

#### Client and community feedback

The NSWPF reports that it gives high priority to community engagement and partnerships.

In 2013, the NSWPF actively engaged with external agencies aiming to share ideas and discuss ways to improve the safety and wellbeing of international students.

LACs work closely with local Women Domestic Violence Court Advocacy Services to provide court support to the culturally and linguistically diverse women victims of domestic and family violence. MCLOs assist Police Domestic Violence Liaison Officers in helping victims of domestic violence.

#### Other examples from LACs:

- the Crime Management Unit in Holroyd LAC is actively engaged with Sudanese community leaders to discuss challenges and build a community support system within the LAC.
- the Green Valley and Liverpool LACs, Liverpool PCYC, Rotary and NRL invited all primary schools in the area to a sporting event on 14 March 2013. The aim was to improve relations between police and young people and cohesion among young people from culturally and linguistically diverse backgrounds. This is expected to become an annual event.
- Wollongong, Newcastle, Fairfield, St George LACs worked with NAVITAS English to provide information to staff and students in the first six months of settlement in Australia.
- Campsie LAC is involved in six Family Fun Days in partnership with the Lebanese Muslim Association, Riverwood Community Centre, Basketball Australia, Families For Children, GWS Giants, Metro MRC and the Australian National Sports Club.

The NSWPF works with CRC on committees and advisory bodies relating to migration, settlement, and the needs of international students.

At the local level, the NSWPF:

- convenes Community Safety Precinct Committees (CSPC)
- Youth Liaison Officers, School Liaison Police and Multicultural Community Liaison Officers work with schools to address issues affecting students
- works with MCLOs to establish partnerships with communities.

#### **Extensive communication strategies**

During 2013, Local Area Commands designed a range of communication strategies and information sessions, to increase community safety, reduce and prevent crime.

Some examples include:

- Holroyd LAC engaged with local Indian and Sudanese communities in promoting personal safety as well as safety of their property.
- Campsie LAC uses ethnic media to get information to local communities through the Korean Herald, Supravat Sydney, Voice of Islam Radio and Chinese Australia Support Services.
- Rosehill LAC produced the Students Guide to Parramatta which was distributed in the Parramatta LAC.
- Fairfield and Cabramatta LACs, with Fairfield City Council, Legal Aid, South West Sydney Legal Centre, Liverpool Fairfield Staying Home Leaving Violence Service, Bonnie Support Services, Fairfield Domestic Violence Committee and South West Sydney Women's Domestic Violence Court Advocacy Service developed a DVD called Family Matters.
- Parramatta LAC held information sessions for the Sudanese and Afghan communities on road safety, safe driving and personal safety.
- Cabramatta LAC ran crime prevention and safety seminars for Lao, Khmer, Vietnamese, Chinese community groups; newly arrived adult migrants at Navitas English Centre and at Intensive English Centres and high schools.
- Liverpool LAC, with NRMA sponsorship, produced a multilingual crime prevention calendar (in English, Arabic and Vietnamese) covering 12 topics which was distributed throughout the community.

The NSWPF developed three large-scale engagement strategies with international students:

- Commissioner's XI vs Indian High Commissioner's XI T20 cricket match and dinner held at the University of Sydney
- the NSWPF vs. Latin American International Students Beach Soccer Tournament at Coogee Beach
- an agreement of cooperation between the Brazilian Consulate, the Brazilian Council of Australia (BRACCA) and the NSW Police Force outlining a collaborative approach to the safety and wellbeing of Brazilian students in NSW. A pre-embarkation bilingual information kit, and a *Be Wise, Be Safe* campaign is also being developed.



Police with university students.

In 2013, the NSWPF used social media to communicate with culturally and linguistically diverse communities.

Weekly safety messages are posted and shared on the NSWPF International Students' Weibo (China's social networking site) and Facebook pages. Macquarie University students and Chinese speaking Multicultural Community Liaison Officers (MCLO) monitor all posts on the NSWPF Weibo page to identify messages which may pose risks to safety.

The NSWPF uses call centre technology for the Police Assistance line (PAL) and Crimestoppers as the first point of contact with the public when reporting crime. The CRC recommends that police monitor and review access by people from culturally and linguistically diverse backgrounds, particularly when an interpreter is required.

### ACCESS AND EQUITY IN PROGRAMS AND SERVICES

### Responsive mainstream and targeted programming

The NSWPF has developed a range of targeted programs, based on identified needs, supported by data and analysis, with input from staff and run in partnership with stakeholders.

The NSWPF reported on a number of programs in 2013 including:

- crime reduction and crime prevention measures, many developed by Local Area Commands and delivered in partnership with local services
- programs working with 'at risk' communities identified including newly arrived migrants and refugees, youth and international students



- specialised programs addressing, for example, bias-motivated crime, counter-terrorism, and measures to divert young people from the criminal justice system
- Police attendance at community events, neighbourhood watch groups and organised police station tours to build community capacity and trust.

At a corporate level, the NSWPF dedicated resources to ensure the safety and security of international students including:

- appointing a Detective Superintendent as Corporate Sponsor for the Safety of International Students and a Corporate Sponsor for Bias Crimes
- establishing a designated policy and programs position in Operational Programs, Cultural Diversity Team
- reappointing a Bias Crimes Coordinator to Operational Programs, to assess incidents involving international students as victims of crime for possible bias motivations.

LACs have developed programs to respond to the needs of local communities, including:

- the cross-command Police-Sudanese Youth project involving Rosehill, Parramatta and Blacktown LACs
- the Safe Home and Communities project involving Cabramatta and Fairfield LACs working closely with Fairfield City Council with police holding seminars on personal and residential safety for communities that speak Spanish, Chinese, Vietnamese, Timorese, Arabic and Khmer
- Community Drug Action Teams (CDAT) which see police in a number of LACs work with families, neighbours and friends affected by drugrelated illnesses, violence and crime
- the Newcastle LAC Crime Prevention Officer (CPO) and MCLO deepened relationships with the local Malaysian and Chinese communities
- visits to the police station for newly arrived students enrolled in TAFE in the Ku-ring-gai LAC.

### Interpreter services use as part of standard operating procedures

The NSW Police Code of Practice for CRIME – Custody, Rights, Investigation, Management, Evidence – and Procedures and the NSW Police Handbook enforce that police officers and staff must use professional accredited interpreters where necessary to communicate with members of the public.

The NSWPF has reported on a number of strategies to ensure that interpreters are used consistently across the agency, particularly within Local Area Commands.

#### REFLECTING THE COMMUNITY WE SERVE

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

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

#### Staffing reflects business needs

To effectively serve the diverse community, the NSWPF:

- developed a policy whereby designated positions require language and cultural diversity skills as an essential criterion
- identified where multicultural or ethno-specific skills are required within certain occupational categories, i.e. managers of multicultural programs and services
- developed recruitment and retention policies to deliver these skills to the agency.

#### Cultural and linguistic competence

The NSWPF reported that staff with relevant skills for communicating and working with ethnic communities are employed throughout the organisation:

- the Workplace Relations and Equity Unit (WREU) oversees Community Language Allowance Scheme (CLAS) policy and guidelines and the CLAS program
- CLAS is promoted throughout the LACs, and a list of CLAS recipients is accessible to all staff through Strategy and Knowledge Maps (an internal information database).
- the number of employees receiving CLAS increased from 128 employees to 140 staff, covering 26 languages
- an agency working party is developing strategies to address monitoring mechanisms for the appropriate usage of CLAS officers, as well as training needs.

### The Multicultural Community Liaison Officer (MCLO) Program

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

In 2013, the Multicultural Community Liaison Officers program expanded into three new LACs -Newcastle, St Marys and Eastern Beaches. There are now 33 full-time MCLOs operating from 25 Local Area Commands. Their work is supported by:

- a MCLO Handbook for Local Area Commands
- trialling meetings between MCLOs and Regional Cultural Diversity Sponsor, Region Commander, and Region Operations Managers
- MCLO State Coordination Meetings
- induction and intensive support for LACs that are new to the MCLO Program.

#### Staff development and support

The NSW Police Force aims to ensure:

- recruitment and retention of people from culturally diverse backgrounds
- improved monitoring and support during the early employment stages of new recruits and staff in receipt of CLAS
- diversity components are part of training, targeted at different levels of the organisation, including superintendents, inspectors, sergeants, Domestic Violence Liaison Officers, Crime Prevention Officers, Youth Liaison Officers, and the Human Resources Management Course.

The NSWPF Workplace Diversity Training (WDT) develops the skills and confidence of police officers to perform professionally in a diverse community. Training programs and professional development programs relating to cultural diversity include:

- new modules on diversity issues developed for new recruits, on topics including homelessness, disability and sexuality and gender diversity
- diversity training for all tutors and lecturers in new recruit training program at Charles Sturt University
- training for tutors in specialist commands on Delivering a diversity session in your specific course
- training on diversity skills in training programs such as human resources training, safe custody, detectives, liaison officer programs and Local Area Command training.
- senior managers and Crime Management Units in three LACs trained on working with their new Multicultural Community Liaison Officers.
- delivery of diversity sessions at external conferences on behalf of NSW Police Force.

The NSW Police Force Mental Health Intervention Team (MHIT) and the Transcultural Mental Health Centre (NSW Ministry of Health) developed training on transcultural mental health issues. This topic is now a permanent component of the MHIT training program and 285 front-line officers had participated at the time of reporting.

Identification of cultural diversity training needs are carried out through intelligence analysis, crime analysis and complaint management.

Education Development Officers and MCLOs organise cultural diversity training for probationary constables with the assistance of the Cultural DiversityTeam at least once a year.

# DEPARTMENT OF ATTORNEY GENERAL AND JUSTICE ASSESSMENT

#### **Key achievements**

The NSW Department of Attorney General and Justice reports:

- the continuing use of data and analysis to inform planning, program development and evaluation
- development of business plans which reference cultural diversity – the LawAccess NSW Business Plan includes business initiatives, targets and milestones from the Culturally Diverse Communities Access Plan and Disability Strategic Plan
- A strong commitment to access and equity, with a strategic approach to community education and engagement with the African, Iraqi and Pacific communities.

#### **OVERVIEW**

The Department of Attorney General and Justice (DAGJ) Multicultural Policies and Services Program (MPSP) report shows that it is working towards an integrated program across the department.

Its 2013 Report focuses on the Attorney General's Division (AGD) and provides a broad overview of its activities.

The CRC has continued to work with DAGJ and is aware of its strong commitment to access and equity, and its innovative programs and engagement strategies with culturally diverse communities. AGD, Juvenile Justice and Corrective Services regularly attend the Multicultural Coordinators' Forums.

#### LEADERSHIP AND PLANNING

The DAGJ *Culturally Diverse Communities' Access Plan 2009-2012* has expired, as have the multicultural plans of Corrective Services and Juvenile Justice.

The role of Diversity Services within DAGJ is to coordinate and evaluate implementation of the Access Plan across business centres including LawAccess, Victim's Services, Crime Prevention Division, Community Relations Unit and Local Courts.

This plan is evaluated annually and several performance indicators are reported to the executive through standard quarterly business reporting.

The Department of Attorney General and Justice Strategic Framework for 2013-14 includes access principles relating to client services, provision of information and community education, and meaningful engagement.

A number of business plans across the department reference cultural diversity, including:

- LawAccess NSW Business Plan includes business initiatives, targets and milestones from the Culturally Diverse Communities Access Plan and Disability Strategic Plan
- the LawAccess NSW Policy, Procedure and Service Standards Manual identifies culturally and linguistically diverse people as 'priority customers'
- the Justice and Pacific Communities Action Plan.

With a new Secretary of the Department and significant internal changes to bring the various parts of the department together, there is a new opportunity to develop strong executive leadership in developing and communicating a new plan.

#### **USE OF DATA**

DAGJ continues to report on a range of strategies where data and analysis are used to inform planning, program development and evaluation. This includes:

- data collected on country of birth and languages spoken by customers through the LawAccess NSW Customer Satisfaction Survey
- interpreter data and ABS data used by Business
  Centres to determine service provision and
  translation decisions. This resulted in the department
  extending the position of Iraqi Communities Liaison
  Officers for 12 months in the reporting period.
- review of Victims Services Data, to ensure that it profiles the characteristics and needs of culturally and linguistically diverse victims of crime.



Diversity Services Stall.

#### **CONSULTATION AND FEEDBACK**

The Department of Attorney General and Justice employs almost 15,000 staff across NSW including in the Attorney General's Division, Corrective Services and Juvenile Justice.

The Attorney General's Division (AGD) reports that 18 per cent of staff are from culturally and linguistically diverse backgrounds, with 17.5 per cent from non-English speaking backgrounds.

### Structures and processes for staff and community feedback

The Department has a Cultural Diversity Staff Network, which provides ideas on diversity issues to AGD management. The AGD also sponsors events encouraging staff from diverse cultural backgrounds to share information. This is considered in planning and policy development processes.

The LawAccess NSW Customer Satisfaction Survey collects data on customers' birthplace and language spoken at home. In 2013, 22.0 per cent of clients were born overseas, and of these, 31.4 per cent spoke a language other than English at home.

DAGJ reports that African, Pacific and Iraqi communities were a priority for community engagement in 2012-13.

In general, consultation has informed:

- the Justice and Pacific Communities Action Plan to inform service delivery and program decisions
- work with African communities to inform service delivery
- working with a range of multicultural groups on penalty notices and identity legislation, informing the justice policy.

Issues raised in consultations are brought to the attention of the executive where appropriate and to policy staff across the division.

DAGJ reported participation on CRC forums. Juvenile Justice, Corrective Services and managers attend the CRC's Multicultural Coordinators' Forum and events, and actively work with culturally and linguistically diverse communities through outreach visits to reach communities in both metropolitan and regional locations.

The Communications Unit provides advice to business centres about writing in plain English, accessible publishing formats, publishing for print and electronic formats in languages other than English.

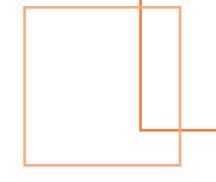
During 2012-13:

- DAGJ expanded the reach of National Law Week (May 2013) by holding additional 'Community Legal Information Days' in Parramatta, Campbelltown and Dubbo
- LawAccess NSW translated publications into 33 languages
- DAGJ held the Justice System Information Day for NGO settlement workers
- Court Services worked with Legal Aid NSW to translate legal factsheets into community languages. The Information for Defendants in AVO Matters factsheet was translated into 15 community languages.
- the Registry of Births Deaths and Marriages provided online information on the change of name process in Arabic, Spanish, Chinese, and Vietnamese.

As a result of the Department's Community Engagement program, DAGJ identified confusion about the role of Justices of the Peace (JPs), and published a fact sheet in 11 community languages.

The Department of Attorney General and Justice reported that the number of interpreter audiovisual link sessions between the CRC Language Services and courts had increased from 105 sessions in 2011-12 to 157 in 2012-13.

DAGJ has developed an internal resource to facilitate telephone referrals to JPs who speak a particular language other than English and is developing an improved online search to enable web-based searching for JPs by language spoken.



#### REFLECTING THE COMMUNITY WE SERVE

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

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

#### Opportunities to enhance cultural diversity

The business units of the Department of Attorney General and Justice serve many clients from culturally and linguistically diverse communities, with most located in the Sydney metropolitan area.

Eighteen per cent of staff in the Attorney General's Division are from culturally diverse backgrounds, and 17.5 per cent are from a non-English speaking background. They are located in the Sydney Metro region where the majority of culturally and linguistically diverse clients are located.

Victims Services have a more diverse staff, with 29 per cent of front-line staff from multicultural communities, and 26 per cent from a non-English speaking background.

Apart from the Iraqi Communities Liaison Officer, the department did not identify whether it recruits staff for their bilingual or multicultural expertise, or uses these skills in policy, program and service development. The new plan provides an opportunity to identify gaps and effective strategies for reflecting diversity and enhancing staff development and support.

#### Cultural and linguistic competence

One hundred and forty-three staff receive the Community Language Allowance Scheme (CLAS). Sixteen staff within Victims Services, covering 20 different languages, are able to assist clients from non-English speaking backgrounds.

DAGJ reports that cultural diversity issues and competencies are embedded into a range of development programs, from induction to leadership development.

In 2013, the department developed and piloted a new program called *Enhancing Cultural Capability for front-line staff*. This will be delivered in 2013 and 2014.

Victims Services held specialist staff training on working with victims of domestic violence from CALD communities.

Staff from culturally diverse backgrounds have career development opportunities and the Cultural Diversity Network mentors and provides access to conferences for its members.

### ACCESS AND EQUITY IN PROGRAMS AND SERVICES

#### Responsive mainstream and targeted programs

The Department of Attorney General and Justice reports that:

- eighty-six legal education and consultation sessions were offered to the African, Iraqi and Pacific communities in 2012-13. Participant satisfaction was reported at 98 per cent
- the replacement Iraqi Communities Liaison Officer commenced work in June 2013
- African elders and leaders were trained in the Justice African Learning Circle.

Victims Services has begun to implement its service delivery strategy to enhance service provision to people from multicultural communities. The Better Court Support Review identified gaps in court support services to CALD communities which are addressed in the strategy.

The Criminal Justice Intervention programs and services have a 'person-centred' approach, with cultural and/or religious requirements considered part of the structured assessment process. These include Forum Sentencing, DVICM, CREDIT, MERIT and Life on Track.

#### Interpreter services use

The report indicates that the use of interpreters increased across DAGJ from 12,325 in 2011-12 to 12,991 in 2012-13, but expenditure decreased by 2.6 per cent due to a more efficient allocation of resources.

In 2012-13, LawAccess NSW assisted 1162 customers with information and legal advice through the Telephone Interpreter Service (TIS) and seven customers via Australian Multilingual Services.

The NSW Courts work closely with the CRC and the Chief Magistrate's office to ensure client access to interpreters when required. In the Sydney metropolitan area, local courts use a block booking system when required.

Audio-visual link sessions between the CRC and courts have increased from 105 sessions in 2011-12 to 157 in 2012-13.

#### **Building links through partnerships**

The Crime Prevention and Community Justice Centres have partnerships with culturally and linguistically diverse communities to enhance services that address issues facing their clients.

DAGJ has implemented the *Justice Pacific Communities Action Plan*, which aims to improve services for Pacific communities and build capacity within the community about legal issues.

#### **Future plans**

The department has identified a number of strategies for 2013-14, principally being the development of a new Multicultural Plan for the whole department. The NSW Police Force provides a model for planning and implementation at all levels in the organisation, while TAFE NSW is an excellent recent model for integrated multicultural planning across different agencies.

#### **FUTURE MPSP PRIORITIES**

For the CRC:

- CRC Review
- assisting and assessing agencies
- collaboration and communication through the Multicultural Coordinators' Forums
- review of MPSP planning tools
- further streamline reporting requirements for small agencies and adapt planning tools to suit their needs.

For government agencies:

- report on the three priorities in their annual reports and highlights
- develop MPSPs in newly designated agencies by 30 June 2014
- submit implementation reports due in 2014
- participate and collaborate across the public sector and within their departments.

### CRC and Whole-of-Government Review of Language Services

A major priority is to contribute to the functional review of the CRC and the Whole-of-Government Review of Language Services. The effectiveness of the MPSP in assisting, assessing and reporting on appropriate multicultural service programs will be critical to these reviews. In particular, reporting requirements and language service obligations will be assessed for their continuing relevance and the CRC will consider changes needed to improve multicultural policy implementation in NSW.

#### Assisting and assessing agencies

Over the next year, the CRC will continue to assist and support designated MPSP agencies to develop and implement their plans. A priority will be to work with new agencies due to submit their plans by 30 June 2014.

With seven agencies due to report on their implementation plans by October 2014, the CRC's assessment task will be more intensive. The next Community Relations Report will feature reports from the Ministry of Health, the Department of Education and Communities and Transport for NSW. These large departments provide core services to the community. Assessing their impact on multiculturalism in NSW is critical to the CRC's reporting requirements under the Community Relations Commission and Principles of Multiculturalism Act 2000.

Smaller agencies due to report include WorkCover, Fair Trading (Department of Finance and Services), Office of Environment & Heritage (Department of Premier and Cabinet) and Legal Aid NSW.

### Collaboration and communication through the Multicultural Coordinators' Forums

Through its Sydney and regional Multicultural Coordinators' Forums, the CRC will continue to foster collaboration, benchmarking and information. We will explore options for online communication to develop the forums as an ongoing community of practice.

Agendas for the forums will be shaped around the three strategic priorities – performance measurement, pathways between agencies and services for humanitarian entrants. The meetings will feature presentations on agency programs and relevant policy and research developments such as the implementation of the National Disability Insurance Scheme.

#### Review of MPSP planning tools

In line with a greater focus on outcomes, the CRC will work with agencies to improve the effectiveness of planning and reporting tools. The MPSP is an evolving program, which needs to continually adapt to the changing operating environment. At the same, the fundamental features of the program will remain including:

- aligning the MPSP with the corporate planning cycle
- assigning executive leadership and accountability
- developing culturally and linguistically appropriate policies and services.

### Further streamline reporting requirements for small agencies

For this reporting year, the CRC has conducted a preliminary review of the agencies required to report on their MPSP in their annual reports. Around 150 agencies are listed under the Act and the list continues to change as agencies restructure to become part of larger departments. The CRC is aware that a small number of agencies with a limited public interface may have little scope for developing a multicultural plan, but they are required to show an awareness of the Principles of Multiculturalism as the policy of New South Wales.

At the same time, the review found that many agencies with fewer than 200 employees report on their programs annually, rather than every three years, as required. This suggests that the MPSP has relevance for smaller agencies, beyond their minimum reporting obligations.

The CRC has focused its limited resources on assisting and assessing agencies with a significant public interface. The review of planning MPSP tools will include examining how to better assist small agencies to develop and implement their programs.

# Awards for Outstanding Contributions to Multiculturalism

Over the years, various awards have recognised the extraordinary efforts of people from diverse cultural backgrounds who have dedicated their time to helping others enhance their lives in New South Wales.

Many people have worked to create acceptance of the cultural, linguistic and religious diversity that is becoming an integral aspect of our lives.

In 2012, the Government created more award categories, including medals and honour rolls, to better recognise the efforts of people who have made outstanding contributions to our multicultural society.

These new categories were inaugurated in 2013, together with the launch of the Premier's Multicultural Media Awards. From young refugees through to professionals and those who are no longer with us, NSW Government agencies and the Premier of NSW have recognised their efforts and honoured them.

This section highlights the award winners.



### **AWARD CATEGORIES**

1	Premier's Multicultural Awards		
	Multicultural Awards		
	Multicultural Media Awards		
	Multicultural Community Medals and Honour Rolls		
	NSW Human Rights Award		

- Community Relations Commission's National Multicultural Marketing Awards
- Awards for Literature

  Dorothea Mackellar Memorial Society/Community Relations Commission Poetry Award

Community Relations Commission/NSW Premier's Literary Awards

- Community Relations Commission Medal in Gold
- NSW Department of Education

  Minister's Award for Student Excellence in Community Languages

  Cohesive Community School Award

  Multicultural Perspectives Public Speaking Competition
- Women of the West Awards
- 7 NSW Family and Community Services

  Mary Dimech Multicultural Outstanding Achievement Awards
- 8 NSW Health
  NSW Premier's Award
  Fellowship Award
  NSW Multicultural Health Communication Awards
  Mental Health Matters Awards
- Local Government Refugee Awards
  Western Sydney Refugee Youth Awards
  Liverpool Refugee Week Awards



(Left to right) CRC Chair Stepan Kerkyasharian, Mr Simon Chan, Mr Jimmy Liu, Mr Kulbir Singh on behalf of Miss Jasmeem Kaur Malhotra, Mr Nasser Sedghi, Ms Josephine Lacey, New South Wales Premier Barry O'Farrell, Dr Amin Hady, Mr Anthony Mustaca, Mr Sudhir Warrier, Mrs Mona Goubran and Minister for Citizenship and Communities Victor Dominello (photo by Warren Duncan).

### 1. PREMIER'S MULTICULTURAL AWARDS

#### **MULTICULTURAL AWARDS**

The Premier's Multicultural Awards recognise people in New South Wales with an active and direct involvement in the community. The six categories are:

- Youth: the valuable role of a young person in promoting intercultural dialogue and cooperation
- Lifetime Community Service: the significant impact on the social or cultural wellbeing of the community
- Arts and Culture: the enhancement of cultural and artistic life in this State
- Regional Communities significant benefit to the economic, social and cultural wellbeing of a regional community
- Community or Interfaith Harmony: facilitating and promoting social cohesion, understanding and acceptance between members of differing cultures or faiths
- Economic Participation: outstanding success in fostering economic relations between this State and another country in any industry sector.

Nine outstanding leaders of ethnic communities in NSW were recognised in the inaugural Premier's Multicultural Awards. Premier Barry O'Farrell presented all winners with their awards at a ceremony at Parliament House in Sydney on 30 April 2013.

#### Youth

Miss Jasmeem Kaur Malhotra, for her outstanding service as a young adult in promoting multiculturalism to a variety of audiences.

#### Lifetime Community Service (two winners)

Ms Josephine Lacey OAM, for her dedicated service over 30 years to the promotion of interfaith and intercommunal harmony, and achievements in multiculturalism spanning social justice, anti-racism, women's and children's rights.

Mr Anthony Mustaca OAM, for his dedicated service over 40 years in providing support, assistance and promotion of numerous charities and community organisations.

#### **Arts and Culture**

Mr Simon Chan for his promotion, through a range of voluntary activities, of multiculturalism across communities and organisations.

#### **Regional Communities**

Mr Nasser Sedghi for his exceptional contribution to promote multiculturalism in Dubbo and as a founder of the Dubbo Multicultural Festival.

#### Community or Interfaith Harmony (two winners)

Mrs Mona Goubran for her voluntary service to assist migrants, the promotion of art, and her active involvement with community organisations.

**Dr Amin Hady**, Imam of the Zetland Mosque, for his exceptional commitment to the promotion of interfaith dialogue, harmony and community development.

#### **Economic Participation**

Mr Jimmy Liu, Chief Executive Officer, United World Enterprises, in recognition of his leadership of the company in promoting trade between nations, predominantly in the agriculture sector.

A special citation and award was given to Mr Sudhir Warrier, in recognition of his entrepreneurship as Chairman of the Australian Cruise Group for providing employment and learning opportunities to its multicultural staff.

#### **MULTICULTURAL MEDIA AWARDS**

The Multicultural Media Awards are conducted by the CRC and judged by an independent panel of academic and working media experts. The Awards recognise the valuable contribution that multicultural media play in our State by connecting people to their original language, culture and identity.

Some 300 guests attended the Multicultural Media Awards ceremony on 28 February 2013 representing a range of community groups, organisations, business leaders, consular staff, commissioners and former commissioners. Awards were announced in 11 categories across print, radio and online news media.

#### Best Radio Report of the Year

Joint winner: SBS Radio Hindi Program

Awarded to: Kumud Merani, Executive Producer

**Summary:** A survivor tells how his two Punjabi friends living in Brisbane drowned while swimming in Byron Bay during a carefree picnic, throwing light on the ocean's dangers for many new migrants or visitors and giving beach safety tips.

Joint winner: SBS Radio Hindi Program

Awarded to: Kumud Merani, Executive Producer

Summary: Amid allegations of Hindu girls in Pakistan's Sind province being kidnapped, forcibly converted to Islam and married off against their will, the program focuses on the case of 19-year-old Rinkle Kumari. Interviews place her story in the wider context of women's rights and political corruption.

#### Best News Report of the Year

Winner: Indian Link - Literature of Anguish

**Awarded to:** Rajni Anand Luthra, Editor-in-Chief, and Pawan Luthra, publisher

**Summary:** An ambitious four-part report on the first India-Australia Literature Forum in western Sydney. Writers of Indian and Aboriginal heritage reflect on their shared experiences, drawing parallels between struggles of Dalit and Aboriginal writers to make their voices heard.

#### Best Editorial/Commentary of the Year

Winner: El Telegraph

Awarded to: Remy Wehbe, General Manager

Summary: Writer Hani El Turk outlines police warnings about the illegal practice of female circumcision or genital mutilation in New South Wales, explaining that there is nothing in Islamic law that allows such practices. He details the health and psychological consequences of such surgery and exposes the dangers.

#### **Best Print Publication of the Year**

Winner: Zaman

Awarded to: Enes Cansever, Chief Editor

Summary: Zaman International Newspaper, the parent company of Zaman Australia, has been the only Turkish newspaper to win gold medals for five consecutive years from the American-based Society for News Design. Eye-catching layouts, good use of colour and photographs makes Zaman stand out from the competition.

#### Best Use of Online & Digital Media

Winner: Ang Kalatas Australia

Awarded to: Millie Marcial-Phillips, Publisher

Summary: Since its launch in 2010, Ang Kalatas (The Message) monthly newspaper has engaged its Filipino readers in Australia with news and features across digital platforms. The website features live streaming of national events, together with stories designed to engage and interest its target audience.

#### Best Online Publication of the Year

Winner: Indian Link

Awarded to: Rajni Anand Luthra, Editor-in-Chief

Summary: Launched in 1994, Indian Link now produces six print publications a month with a fortnightly e-paper emailed to 20,000 readers. In 2012 alone, the website had nearly 433,000 page views with 233,000 unique visitors, featuring news, opinion, entertainment news and leisure sections.

#### Best Image of the Year

Winner: Indian Link

Awarded to: Rajni Anand Luthra, Editor-in-Chief, and Pawan Luthra, Publisher

Summary: The photo below is by amateur photographer Mala Mehta. It was featured in a story on Sydney primary school children who learned about Indian culture through celebrating festivals, learning Hindi and songs and dances through *India Calling*, a Department of Education and Training program.



Indian Link (photo by Mala Mehta).

#### Best Article of the Year on Multiculturalism

Winner: SBS Radio Turkish Program and SBS Radio German Program

**Awarded to:** Tanju Yenisey, executive producer, and Oliver Heuthe, Senior Producer

Summary: Has multiculturalism failed? A special three-part joint report looks at the differing experiences of ethnic Turks in Germany and Australia, comparing the way they integrate. Two generations of Turks born in Germany were not given German citizenship, unlike in Australia.

#### Best Feature of the Year

Joint winner: Write About Me Awarded to: Naomi Tsvirko

Summary: The writer's grandmother lost her heart in Lebanon when her husband was bashed to death during the Lebanese civil war. Reflecting on her life, Naomi Tsvirko tells her personal story of love and loss in a small village, outlining her heroism when she saved hundreds in her village from militia.

Joint winner: El Telegraph

Awarded to: Antoine Kazzi, Editor-in-Chief

Summary: Behind the Riot examines the triggers for Sydney's Muslim riots in September 2012, talking to Islamic leaders from various factions who united in their condemnation of violent behaviour and appealed for peace as a platform to unite the community in supporting law and order.

#### Best Investigative Story of the Year

Winner: SBS World News Australia

Awarded to: Katrina Yu

Summary: An interview with Somali migrant Faduma Salah Musse, who explains what it's like to be a woman who has experienced female genital mutilation. Many women in Australia's African communities have undergone the surgery and Faduma explains how she was forced to have her daughters do the same.

#### Lifetime Contribution of the Year

Joint Winner: Anwar Harb, Editor-in-Chief, An Nahar

One of the joint founders in 1986 of the charitable Australian Lebanese Christian Federation, dedicated to helping Arabic-speakers to integrate and access Australian services such as health, local government, education and housing.

Based in Bankstown, the newspaper focuses on news from Arab nations and covers Australian current affairs. Anwar Harb is well respected for his charitable causes, including work to help the Maronite Sisters of the Holy Family. **Joint winner:** Simon Ko, Chief Executive Officer of Sing Tao Daily.

Having studied in the United States, Simon Ko began his career at a Hong Kong television station, before moving into advertising with the Hong Kong metro transport company. His service to Sing Tao Daily started in 1980, when he joined the Hong Kong head office as executive director. Joining the Sing Tao Daily in Sydney in 1998, he oversaw the newspaper's transformation into the largest Chinese-language newspaper in Australia. Simon Ko and his newspaper contribute significantly to charity work in Australian communities and overseas, particularly to disaster relief through the Red Cross.



(Left to right) Some winners of the inaugural Premier's Multicultural Media Awards – Tanju Yenisey, Millie Marcial-Phillips, Oliver Heuthe, Kumud Merani, Naomi Tsvirko, Antoine Kazzi, Simon Ko, Minister for Citizenship and Communities Victor Dominello, Anwar Harb, Katrina Yu, Rajni Anand Luthra (Photo by Warren Duncan).

#### MULTICULTURAL COMMUNITY MEDALS

The 2013 Premier's Multicultural Community Medals were presented at the annual Premier's Harmony Dinner on 10 April 2013. The event attracted more than 720 guests from a range of community groups, organisations, religious and business leaders, consular staff and public servants.

#### Multicultural Community Medal winners

Maha Krayem Abdo has helped women and families across many cultures, faiths and languages. Her pioneering work through the Muslim Women's Association has broken down barriers in multicultural dialogue and helped shape social welfare policies.



(Left to right) Ernie Friedlander, Jon Soemarjono, New South Wales Premier Barry O'Farrell, Maha Krayem Abdo, Hudson Chen and John Caputo (photo by Warren Duncan).

John Caputo's drive to help others has seen him launch many vital projects, serving with distinction in Italian community affairs and local government. His patronage ranges from charities serving children with disabilities to helping elderly people and those affected by natural disasters.

Hudson Chen's vision spreads beyond the Chinese community to benefit all Australians and victims of disasters worldwide. As a dedicated leader of the Australian Chinese Charity Foundation, he has built bridges with many local charities and helped promote Chinese culture.

Ernie Friedlander is a Holocaust survivor who has worked against discrimination and prejudice throughout his life. His commitment to Harmony Day has engaged students, teachers and families in recognising the benefits of multiculturalism and has won him widespread community support.

Jon Soemarjono is an inspiration and mentor to the Indonesian community. Since 1963, he has forged closer bonds with Australians, smoothing over tensions following the Bali bombings and energising multicultural celebrations with his strategic leadership, flair and drive.



Brazilian dancers at the Premier's Multicultural Awards (photo by Warren Duncan).

#### MULTICULTURAL HONOUR ROLL

The Multicultural Honour Roll is a permanent public record of the exemplary contribution made by people of our multicultural society.

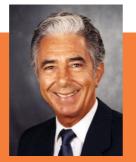
This posthumous inscription marks the legacy of those people who have made a lasting contribution to the community in New South Wales that extends beyond their lifetime.

At the annual Premier's Harmony Dinner, the Premier also announced new members of the Multicultural Honour Roll, which posthumously records the legacy of the inductees' exceptional multicultural service in New South Wales.



Ulla Bartels was a volunteer at the Fairfield Neighbourhood Centre who began teaching English to refugees from Indochina in 1978, drawing on her own experiences as a migrant from Germany. Ulla Bartels provided her students with information on a wide variety of settlement issues such as housing, employment, pensions, completing government forms and working full-time helping newly arrived families from her home in Carramar. She gradually enlisted more volunteers to help with the workload and eventually formed the South-East Asian Community Assistance Centre (SEACA). The organisation became the Cabramatta Community Centre, which today employs more than 150 staff.

Ulla Bartels passed away in July 1990



Born in Calabria, **Frank Calabro** was the first Italian-born member of the NSW Parliament in 1970. He helped develop Fairfield into one of the most diverse cities in Australia. Frank Calabro served as a councillor and mayor for more than a decade and helped new migrants from many ethnic backgrounds. In 1970, he was elected to the Legislative Council where he served with distinction for 18 years.

Knighted and appointed a Commander of the Republic of Italy in 1971, he was appointed a member of the Order of Australia (AM) in 2003. He will be remembered as a compassionate, hard worker who was dedicated to his community.

Frank Calabro passed away in January 2011.



Of Russian origin, **Bill Jegorow** and his family fled to Australia from a refugee camp in West Germany in 1951 when he was 16. In Sydney, he studied social welfare and law. Bill Jegorow was an alderman of Ashfield Council from 1959 to 1987 and a park in Haberfield was named in his bonour.

During the 70s and 80s, he was a member of the multicultural advisory bodies to Prime Ministers Malcolm Fraser and Bob Hawke and was the founding president of the Ethnic Communities'

He contributed to the establishment of the Federation of Ethnic Communities' Council of Australia (FECCA), representing the interests of Australians from culturally and linguistically diverse backgrounds and served as FECCA's Chairperson.

In 2004, he received the CRC Gold Medal. Until his last days, Bill Jegorow fought for the rights of immigrants at state and federal level and his exemplary service to multiculturalism has lasting results today.

Bill Jegorow passed away in April 2006.

#### **NSW HUMAN RIGHTS AWARD**

The annual NSW Human Rights Award was established in 2012 to pay tribute to a person who has made a lasting and meaningful contribution to the advancement of human rights. The Award was created in memory of the Swedish diplomat Raoul Wallenberg who saved tens of thousands of lives during the Holocaust.

The ceremony is held in August each year, in honour of his birthday

Mr Andrew Penfold was presented with the inaugural NSW Human Rights Award for 2013 on 22 August. The Award recognised his efforts in raising \$80 million over the past 10 years which has enabled more than 500 Aboriginal students to attend leading non-government schools.

Recipients are presented with a medal and a \$5,000 cash prize. They become the NSW Human Rights Ambassador for the following 12 months and have the opportunity to perform roles related to the advancement of human rights on behalf of the NSW Government such as speaking at events, schools and conferences.



(Left to right) Minister for Citizenship and Communities Victor Dominello, NSW Premier Barry O'Farrell and Mr Andrew Penfold, winner of the NSW Human Rights Award 2013 (photo by Warren Duncan).

# 2. THE COMMUNITY RELATIONS COMMISSION'S NATIONAL MULTICULTURAL MARKETING AWARDS



(Left to right) The Grand Award winner of the 2013 Multicultural Marketing Awards, Multicultural Director Universal McCann (UM) Thang Ngo is congratulated by Minister for Citizenship and Communities Victor Dominello and CRC Chair Stepan Kerkyasharian (photo by Warren Duncan).

These annual awards, which have been hosted continuously since 1990, encourage and reward the efforts of businesses and organisations that focus on the cultural diversity of Australia in their overall marketing strategies. Organisations recognised by the awards are regarded as leaders in the industry and role models in seizing business opportunities through inclusive marketing.

The winners of the 2013 National Multicultural Marketing Awards were announced at a special Gala Presentation Dinner on 7 November 2013.

The event formally acknowledged the finalists and winners of the National Multicultural Marketing Awards in each of the seven categories and presented a Grand Award to the most outstanding category winner. The evening attracted 380 guests including sponsors of the Awards, political leaders, consuls-general, business and community leaders, and representatives from the media.

The prestigious *Grand Award* was presented to **UM (Universal McCann)** in the Advertising and Communication Category for its successful antismoking advertising campaign. UM tackled the dangerous rates of smoking among Chinese men. The campaign was designed to impact on cultural

values important to the Chinese community, including health, family and financial management. Newspaper and magazine advertisements informed readers that 57 packets of cigarettes are equivalent to a return air ticket to China.

### Other winners of the 2013 National Multicultural Marketing Awards

The Commercial Big Business Award was granted to Westpac Bank for successfully targeting Chinese customers during the Lunar New Year, 2013. There were New Year red envelopes, invocations from the God of Wealth, customer banquets, lion dances and lucky gold coins. Mini morning tea ceremonies were held in selected branches to woo more customers.

The bank used more than 1000 Chinese-speaking staff and concentrated on 95 branches identified as having substantial numbers of customers of Chinese background. The bank claimed it had achieved 105 percent of its target for new business and achieved a 43 per cent increase in business from Chinese customers. It claimed the campaign not only achieved the targets, but greatly increased the bank's profile and engagement with the Chinese community.

The Commercial Small Business Award was won by Peter Gould Design, a small Sydney design company, which has established itself on the world stage with its creative use of Islamic motifs and Arabic calligraphy to promote understanding of Islamic content online.

The Technical Award was presented to the NSW Police Force for its use of social media in managing the overseas student safety crisis through a campaign on Facebook and the Chinese equivalent, Weibo.

The Export Award was presented to Brisbane-based Language Service Provider, 2M Language Services, winning the [yellow tail] Export Award for producing a series of security training videos in Pidgin English or Tok Pisin – the national language of Papua New Guinea.

The Community Award was won by the Italian Social Welfare Organisation of Wollongong for the documentary film series My Backyard, Your Backyard. The website series celebrates inspirational stories of Italian-Australian backyards.

The Government Award was presented to the Multicultural Health Service, Illawarra Shoalhaven Local Health District and the University of NSW for a creative campaign to encourage people from ethnic backgrounds to embrace organ and tissue donation.



#### 3. AWARDS FOR LITERATURE

The Dorothea Mackellar Memorial Society/Community Relations Commission Poetry Award is awarded for a poem that makes a contribution to multiculturalism. It is the largest poetry-writing competition for students in Australia. The Award is \$500 and a CRC silver medal. The competition is open to students throughout Australia from Kindergarten to Year 12.

The 2013 Dorothea Mackellar Poetry Award was presented to **Mele Fifita**, a 12-year-old from Griffith Public School, for her poem *Australia Fair*.

#### Australia Fair

How different are we in every way?
The way we eat and the things we do and say
The countries we come from and the monies we bring
Our new life in Australia was the most desired thing

What mattered the most was our heart and soul That helped us along in our brand new role We all came with different faiths and for different reasons And we were ready to start like a brand new season

We came with such diverse personalities And slowly we began to see new realities And soon our beauty and strength began to show And care and courage began to glow

Our new friends and neighbours started to listen And our hearts opened up and we began to glisten Acceptance was the key to our success And soon we began to speak about our prowess

Now we are here forever to stay
Each day we thank God as we pray
This new land gave us hope and grace
So different from our original place

This country gave us a place to share With all its beauty rich and rare We therefore join in to enjoy And to advance in Australia's beautiful fair

### COMMUNITY RELATIONS COMMISSION/NSW PREMIER'S LITERARY AWARDS



Tim Soutphommasane, winner of the CRC 2013 Literary Award, is congratulated by Stepan Kerkyasharian, CRC Chairperson.

Dr Tim Soutphommasane, a philosopher at the University of Sydney and now the Commonwealth Race Discrimination Commissioner, won the CRC prize of \$20,000 at the Premier's Literary Awards. His book Don't Go Back To Where You Came From: Why Multiculturalism Works is a timely examination of the significant value of migration and cultural diversity to Australia.

The judges found that the book not only showcases Australia as 'an international exemplar', but also reveals how transnational flows of people and ideas are rapidly changing the meaning of multiculturalism. Don't Go Back to Where You Came From was considered an honest, balanced enquiry, an engaged and enlightened survey of multiculturalism in practice.



Peter Boyle, winner of the 2013 Translation Award, is congratulated by Stepan Kerkyasharian, CRC Chairperson.

Mr Peter Boyle of Sydney was presented with the CRC Silver Medal and \$30,000 at the Premier's Literary Award. The Award intends to acknowledge the contribution made to literature by Australian translators. Peter Boyle's translations of French and Spanish poetry and well-known classics have been highly praised. His translation of works by Venezuelan writer Eugenio Montejo and Cuban writer José Kozer have been internationally recognised and praised.

The CRC jointly sponsors the translation award with PEN, the international writers' group.

# 4. COMMUNITY RELATIONS COMMISSION MEDAL IN GOLD 2013



The CRC gold medal.

Recipients of the CRC medal in gold for 2013 were Mr Fadel Benhima and Mr Amit Dasgupta.

Mr Fadel Benhima was awarded the gold medal for his extended service with the CRC and significant contribution to multicultural communities across regional New South Wales.

His Excellency Mr Amit Dasgupta, as Consul General for India in Sydney, played a pivotal role in resolving security issues of overseas students in 2009. He worked alongside the CRC, NSW Police, local government and the State Government to restore confidence to Indian students and to deal effectively with failed private colleges.

#### 5. DEPARTMENT OF EDUCATION AND COMMUNITIES

#### MINISTER'S AWARD FOR STUDENT EXCELLENCE IN COMMUNITY LANGUAGES



(Left to right) Front row: Julian Tyl, Mario Rymovskyy, Yuki Matsuura, Sara Hossain, Amy Clarke. Back row: Cynthia Zhuang, Tiago Martins, Mayura Khanthan, the Hon Marie Ficarra MLC, Ama Gunaratne, Ani Dilanchian (photo by John Domeney).

The NSW Department of Education and Communities administers the Community Languages Schools Program, which provides annual funding to community organisations to operate language classes outside mainstream school hours for school-aged children. Each year, Awards for Excellence are presented to students who have achieved high levels of excellence in their chosen language including language achievement, language proficiency and contribution to the community.

In 2013, 10 awards were granted to students studying Armenian, Bangla, Chinese, Japanese, Korean, Polish, Portuguese, Sinhala, Tamil and Ukrainian.

### RECIPIENTS OF THE 2013 MINISTER'S AWARDS FOR EXCELLENCE IN COMMUNITY LANGUAGES

EXCELLENCE IN COMMUNITY LANGUAGES							
Senior recipients:							
Name	Language	Community Language School					
Ani Dilanchian	Armenian	Armenian Hamazkain Armenian Educational and Cultural Society Regional Committee Inc					
Cynthia Zhuang	Chinese	Chinese Catholic Community Inc					
Tiago Martins	Portuguese	Portuguese Ethnic Schools Association of Australia Inc					
Ama Gunaratne	Sinhala	Sinhalese Cultural Forum of NSW Australia Inc					
Mayura Khanthan	Tamil	Tamil Study Centre Homebush Inc					
Junior recipients:							
Name	Language	Community Language School					
Amy Clarke	Korean	Australia Korean School Inc					
Sara Hossain	Bangla	Bangla Academy Australia Community Language School					
Yuki Matsuura	Japanese	NSW Japanese School Inc					
Julian Tyl	Polish	School of Sydney Inc					
Mario Rymovskyy	Ukrainian	St Andrew's Ukrainian Ethnic School					

#### THE MULTICULTURAL PERSPECTIVES PUBLIC SPEAKING COMPETITION

The competition aims to heighten the awareness of multicultural issues among public school students in New South Wales, while developing their interest and skills in public speaking. In its 18th year, the competition attracted nearly 2100 entries from all across the State. Each entrant wrote and presented a prepared and delivered an impromptu speech on multiculturalism.

The competition has two age divisions – one for Years 3 & 4 students and one for Years 5 & 6 students. In 2013, entries came from as far as Bangalow on the far north coast, Narooma on the south coast, and everywhere in between including Armidale, Cootamundra, Griffith and Orange. Winners proceeded to one of eight regional finals, and from there to the state finals.

The Years 3 & 4 state final winner was **Mia Francesconi** from Yowie Bay Public School in south Sydney. Her speech on her family's heritage and the impact of teasing in her father's early years was a standout:

My dad was only a toddler when he moved to Australia with his Aussie mum and Italian dad. When he was growing up he was so worried about fitting in that he refused to learn Italian and did all things that Aussie Sutherland Shire kids did... It was a real shame that not only our father but my sister and I lost some of our heritage because of the intolerance of the Australian culture.



Mia Francesconi from Yowie Bay Public School (photo by Mr Francesconi).



Luce Nielson from Alexandria Park Community School (photo by Elisabetta Magnani).

The Years 5 & 6 winner was **Luce Nielson** from Alexandria Park Community School Her speech, on the subject *The Same, But Different,* carefully explored the political and personal gulfs between Indigenous and non-Indigenous communities in Australia:

I live in a part of Sydney called La Perouse, which has been home to indigenous people for centuries. When I was younger, I had Aboriginal friends who lived on my street. I found it easy to play and talk to them, as with all my other friends. As years went by however, we slowly drifted apart, until we were too shy to talk to each other.

#### 6. WOMEN OF THE WEST AWARDS

In 2013, the 18 nominees of the *Women of the West Awards* came from a variety of backgrounds including education, health, local business, volunteering, environmental groups, government and non-government organisations.

Alison McLaren was the winner of the University of Western Sydney's Women of the West Award for 2013. She is described as a tireless advocate for Greater Western Sydney and a trail-blazer, driven by a strong sense of social justice.



Alison McLaren, winner of the 2013 Women of the West Award (Photo by Sally Tsoutas).

This former president of the Western Sydney Regional Organisation of Councils (WSROC) became the youngest Blue Mountains City Councillor when she was elected at the age of 23 in 2004. She was elected president of WSROC in 2008 and served until 2012 – making her the longest-serving organisation leader. Alison McLaren was a vocal advocate for better services for Greater Western Sydney, leading campaigns on issues as diverse as transport and infrastructure, population planning, urban planning, affordable housing, equity of health outcomes, environmental sustainability, and employment growth.

Taking out the Young Women of the West title in 2013 was Mariah Okeroa, a mentor in Te Huinga Waka Juniors Kapa Haka – a Maori cultural performance and language group in western Sydney.

Mariah Okeroa, a resident of North Parramatta, was nominated for her charitable work and advocacy for Maori and Pacific Islander young people as well as for her work on the NSW Youth Advisory Council (YAC) and the Young Offenders' Advisory Council (YOAC).



Mariah Okeroa, winner of the 2013 Young Women of the West Award (photo by Sally Tsoutas).

Highly Commended awards were presented to **Yvonne Keane**, President, Founder and CEO of the Hear the Children Early Intervention Centre and the Reach for the Rainbow Foundation and **Melissa Wolfshoerndl**, a volunteer for the Hawkesbury Community Outreach Services Inc.





(Left) Yvonne Keane (photo by Sally Tsoutas). (Right) Melissa Wolfshoerndl (photo by Sally Tsoutas).



A Commended award was presented to **Lucy Reggio**, President and Founder, Special Needs Ability Program Providers (SNAPP).

Lucy Reggio (photo by Sally Tsoutas).

### 7. NSW FAMILY AND COMMUNITY SERVICES

### MARY DIMECH MULTICULTURAL OUTSTANDING ACHIEVEMENT AWARDS

The Mary Dimech Multicultural Outstanding Achievement Awards, held each year on Harmony Day in March, recognise Community Services employees and teams who have provided excellent services for migrant and refugee communities. They are named in honour of the late Mary Dimech, Manager Multicultural Services, who was a strong advocate for migrants' human rights.

These awards recognise and promote examples of good practice with culturally diverse families, to highlight that positive multicultural practice is important to the organisation, and can be replicated by caseworkers across the agency.

The individual winner of the 2013 Multicultural Achievement Award was Josephine Maxwell, Casework Manager at Albury Community Services Centre (CSC). Josephine Maxwell has shown outstanding commitment to providing services for newly arrived migrant and refugee families, developing partnerships between government and non-government service providers, identifying service gaps and sharing knowledge so that caseworkers could provide culturally appropriate support. Josephine has actively promoted the Community Services' child protection role to new communities, connected communities to services, and participated in the Albury CSC project on supporting migrants (Disrupted Lives, Disrupted Families).



(Left to right) Metro West Multicultural Advisory Committee Chief Executive Maree Walk, Assistant Executive Director Myra Craig, Multicultural Caseworker Taf Mugadza, guest speaker Dr Melissa Kang, Caseworker Jinhwang Kim, Regional Director Lisa Charet, Senior Caseworker Blazenka Berak, Community Program Officer Ozen Karanlik and director Partnerships and Planning Peter Prants (Photo by Isabel Maximo).

The Multicultural Team Award was presented to staff involved with the Metro West Multicultural Advisory Committee, for a range of initiatives including African carer recruitment, the Community Learning Circle, African Sessional Workers Program and the initiative to provide trainer training to NGOs on culturally reflective casework practice. The award was accepted by Peter Prants, Director Partnerships and Planning, on behalf of his colleagues.



(Left to right) Myra Craig (A/Executive Director Statewide Services, Maree Walk, Chief Executive, Josephine Maxwell and Dr Melissa Kang, guest speaker (photo by Isabel Maximo).

#### 8. NSW HEALTH

The winner of this year's prestigious **NSW Premier's Awards** in the category of **Delivering Quality Customer Services** was the project *Optimising Health and Learning in Refugee and Vulnerable Migrant Students*. This partnership project between South Eastern Sydney Local Health District (SESLHD), Sydney Children's Hospital Network and health and education sectors aims to improve the early identification of, and intervention for, health issues likely to impact on the learning of refugees and other newly arrived students.

Over 77 per cent of students who participated in the nurse-led health screenings and GP referral program were refugees and less than 25 per cent of participants had regularly visited a GP. Over the two-year trial, 80 per cent of refugee students required medical follow-up for a range of health conditions, while all students requiring follow-up have been linked with a local GP and/or specialist health service.

Teachers reported that students who participated in the health screenings were more engaged, confident, focused on their learning and more prepared to transition to their local schools.



(Left to right) Dr. Chris Elliot, Refugee Health Fellow, Sydney Children's Hospital, The Hon Jillian Skinner, Minister of Health and Minister for Medical Research, Ms Lisa Woodland, Research, Learning and Workforce Development Officer, Multicultural Health Service, Associate Professor Karen Zwi, Clinical Director Sydney Children's Hospital Network, Head of Department Community Child Health, Dr. Kerry Chant, Chief Medical Officer NSW Health, Ms Vivianne Challita-Ajaka, Manager Diversity Health SESLHD Southern Sector, Mr David Akeroyd, Managing Director, Australia/New Zealand, Baxter Healthcare (photo by Don Fuchs Photography).

#### 2013 NSW MULTICULTURAL HEALTH COMMUNICATION AWARDS

The 2013 NSW Multicultural Health Communication Awards were presented on 8 July, 2013 in the Jubilee Room at NSW Parliament House.

The literature is published in a number of community languages.

CATEGORY: FACT SHEETS						
Agency	Resource					
MoH Communicable Diseases Branch	Measles is about					
The Association of Bhanin El Minieh	Say NO to Cigarettes. Yes you can					
Transcultural Mental Health Centre WSLHD	Celebrate, Connect, Grow					
CATEGORY: BROCHURE/BOOKLET						
Sutherland Hospital Physiotherapy Department SESLHD	Patient Guide to Total Hip Replacement Surgery					
Sutherland Hospital Physiotherapy Department SESLHD	Total Knee Replacement					
Pole Depot Community Centre	Smoking and Passive Smoking English Class					
Illawarra Shoalhaven Local Health District Multicultural Health Service	Having Your Questions Answered about Organ and Tissue Donation and Sharing Our Ideas and Beliefs					
System Relationships & Frameworks MoH	ComPacks: Information for patients and families					
CATEGOR	RY: POSTER					
Kid's Health The Children's Hospital at Westmead	Kids Can Drown Without a Sound brochure					
Cancer Council NSW B Positive	Hepatitis B Myth Buster Poster Series-Sharing Food					
Cancer Council NSW B Positive	Hepatitis B Myth Buster Poster Series-Mother to Child					
Cancer Council NSW B Positive	Hepatitis B Myth Buster Poster Series-Hep B is common in China & Vietnam					
Cancer Council NSW B Positive	Hepatitis B Myth Buster Poster Series-CHB causes liver cancer					
Cancer Council NSW B Positive	Hepatitis B Myth Buster Poster Series-1 in 8 Vietnamese					
Parramatta Chest Clinic WSLHD	X-Rays in Pregnancy					
CATEGOR	Y: WEBSITE					
Cancer Council NSW	Multilingual Cancer Hub - Website					
CATEGORY: AUDIO/VISUAL						
Cancer Council NSW - B Positive Program	Hep B. Don't Chance It					
NSW Refugee Health Service	Healthy Mouth: Something to Smile About					
Alzheimer's Australia	It's Not a Disgrace: It's Dementia					
Illawarra Shoalhaven Local Health District Multicultural Health Service	Health Education for Macedonian Community on Cardiovascular Disease					
Kid's Health Children's Hospital Westmead	Kids Can Drown without a Sound - Radio Ads					

#### **MENTAL HEALTH MATTERS AWARDS**

The South Eastern Sydney Local Health District Multicultural Health Service and Mental Health Service teams were awarded a Mental Health Matters Award for their e-learning tool 'Connecting with Carers from Culturally and Linguistically Diverse Backgrounds in Mental Health Settings – Case Study: the Petkovski family'.

The Mental Health Matters Awards recognise the achievements of individuals and organisations who have worked to improve understanding, awareness, service provision and the general mental health of the community. The 2013 Awards were presented at the NSW Parliament House on October 1 to mark the launch of Mental Health Month. 'Connecting with Carers' was the winner in the 'Culturally and Linguistically Diverse Communities' category.



(Left to right) Manager of SESLHD Multicultural Health Service Dr Astrid Perry, Minister for Mental Health, Health Lifestyles and Western New South Wales the Hon. Kevin Humphries MP, and Research, Learning and Workforce Development Officer, Multicultural Health Service, Ms Lisa Woodlands (photo by Murray Harris photography).

#### 9. LOCAL GOVERNMENT REFUGEE AWARDS

#### WESTERN SYDNEY REFUGEE YOUTH AWARDS



Senator the Hon. Matt Thistlethwaite and the Hon. Barbara Perry MP with the Western Sydney Refugees winners (photo by ADSi staff).

Auburn Diversity Services Inc. (ADS) ran its annual Western Sydney Refugee Youth Awards Celebration on 22 June, 2013, at the Auburn Centre for the Community. The Awards recognise and acknowledge the outstanding achievements within the refugee youth community in the categories of Community Leadership, Creative and Performance Arts, Academic areas and Sports. Twelve young people received awards this year. Since 2005, the program has acknowledged 295 young people for their achievements.

One of the youth workers from ADSi said: 'The theme for this year's Refugee Week is Restoring Hope. The theme reminds us that while a refugee's journey begins with danger, it also begins with hope.'

The Awards were sponsored by Barbara Perry, MP for Auburn and Auburn City Council.

WESTERN SYDNEY REFUGEE YOUTH AWARDS 2013 WINNERS							
Name	Category	Placing	School				
Gulnaz Beg	Community Leadership	Winner	Birrong Girls HS				
Bashir Yousufi	Community Leadership	Runner up	Holroyd HS				
Chico Nyembo	Community Leadership	Third Place	Fairfield HS				
Sandy Hanna	Academic Achievement	Winner	Holroyd HS				
Sayed Aqil Ayoubi	Academic Achievement	Runner up	Strathfield South HS				
Sajoh Bah	Academic Achievement	Third place	Birrong Boys HS				
Mu K'Paw Yee	Creative Arts	Winner	Chester Hill HS				
Aqil Rahimi	Creative Arts	Runner up	Holroyd HS				

#### LIVERPOOL REFUGEE WEEK AWARDS

Refugees make up an important part of the Liverpool community. The Liverpool Local Government Area has one of the highest intakes of refugee settlers in Australia. In 2013, Liverpool Refugee Week was planned and delivered by Liverpool City Council in collaboration with Liverpool Migrant Resource Centre, MTC Training Solutions, and Navitas English College.

In 2013, Liverpool raised community awareness and acknowledged the contributions made by refugees through the Annual Refugee Week Awards Ceremony which includes two award categories, the Contributing Local Business Award and the Contributing Local Volunteer Award.

#### CONTRIBUTING LOCAL BUSINESS AWARD

Minh Phuong Nguyen is in a business partnership with Austral Pharmacist Advice, one of the stores from the chain of Pharmacist Advice stores that provide information on achieving better health. Pharmacists from all around Australia come to Austral Pharmacy to see how it is run.

The principal idea is that a pharmacist sits with clients when dispensing their prescriptions and explains the prescription one on one, so that clients fully understand their medications.

Minh Phuong Nguyen provides education on health issues within the community schools, nursing homes, and retirement villages. She identified the need to have a wound care service for the community who live in open acreages and on farms. She undertook a two-year course on wound care which enables her to service the area's community.

#### CONTRIBUTING LOCAL VOLUNTEER AWARD

**Arkan Yousef** arrived in Australia as a refugee in 2007 and in spite of blindness, he volunteers his time each week to assist young people in their academic studies at the Liverpool MRC. He has become a role model for students and shares his journey and experiences as a refugee to help promote understanding and hope for the future. Arkan is committed, compassionate and a hardworking volunteer around Liverpool.



(Left to right) Award winner Minh Phuong Nguyen, Liverpool Councillor Gus Balloot and award winner Arkan Yousef (photo by Shabnam Bhana).

#### APPENDIX A - PRINCIPLES OF MULTICULTURALISM POSTER





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

### We are DIVERSE and ACCEPTING

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

2

### We have SHARED VALUES

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

Principles of

## Multiculturalism

# We consider DIVERSITY an ASSET

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

 $\S.3(3)$  The principles of multiculturalism are the policy of the State.

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

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

3

# We PARTICIPATE and CONTRIBUTE to NSW

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



### We ensure ACCESS to PROGRAMS and SERVICES

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

Community Relations Commission

Level 8, 175 Castlereagh Street, Sydney NSW 2000, Tel: (02) 8255 6767, www.crc.nsw.gov.au

May 2012

### We RESPECT DIVERSITY



in an AUSTRALIAN SETTING

#### APPENDIX B - MULTICULTURAL PLANNING FRAMEWORK

> Outcome 1	Planning Multicultural policy goals are integrated into the	overall corporate and business planning, as well as the review mechanisms of	the agency.	> Outcome 2	Consultation and Feedback Policy development and service delivery is informed by	agency expertise and by client feedback and complaints, and	portropage boards, significant committees and consultations.
3. Use of data and analysis	Agency analysis, planning, program development and monitoring is informed by ABS data, client data from relevant program areas and business units and other data sources.	Data is collected and analysed across the agency, and informs planning and monitoring functions across program areas, business units, regions and funded agencies.	The agency has a comprehensive analysis and review process which is informed by the evaluation of performance, complaints, client feedback and research data. This includes a range of stakeholder staff at different levels of the agency and, where applicable, in the funded sector.	6. Participation on advisory bodies	The agency has some representation on its advisory bodies from community and/or government members with experience in cultural diversity matters.  Staff with experience of cultural diversity issues represent the agency on advisory bodies and interagency forums.	The agency seeks representation from persons with cultural diversity expertise from community and government, on its boards, multicultural advisory bodies and other forums. Senior officers responsible for multicultural policy implementation represent the agency on advisory and decision-making bodies.	Mechanisms for incorporating the advice of persons with cultural diversity expertise, whether internal or external to the agency, are integrated into policy development and service planning at all levels.
2. Integration with corporate planning	The agency's corporate plan recognises the agency operates in a culturally diverse environment.	Corporate priorities, as they relate to cultural and linguistic diversity, are reflected in business and other strategic planning and evaluation mechanisms across the agency.	Business planning at all levels forecasts emerging issues, and commits resources to pursue the objectives identified in the agency's multicultural plan.	5. Client and community feedback	The agency has mechanisms in place to incorporate the views of multicultural client groups, the community and expert advice into its planning and program development.	Issues identified through community consultation, client feedback and complaints mechanisms are addressed in forward planning and evaluation activities across the agency.	Agency collects and compares the views and expressed needs of clients across locations and service / program types, and reviews planning and resourcing accordingly.
CRITERIA 1. Planning and performance measurement	The agency has a Multicultural Policies and Services Plan (multicultural plan) with performance measures.	The agency has a multicultural plan that includes mechanisms to assess progress against the previous plan, and identifies indicators for improved performance in priority program and business unit areas.	The agency has a multicultural plan that includes performance indicators for all relevant programs, business units and non-metropolitan areas.	CRITERIA 4. Staff expertise and research	Staff expertise at different levels of the agency is drawn on during the development and evaluation of implementation of the multicultural plan.	The needs of particular client groups, in metropolitan and non-metropolitan areas, are addressed through research and analysis.	Research undertaken includes service models, best practice and innovation in meeting the needs of diverse client groups.  A A A A A A A A A A A A A A A A A A A

ACTIVITY AREA 'A': PLANNING AND EVALUATION

# ACTIVITY AREA 'B': CAPACITY BUILDING AND RESOURCING

> Outcome 3	Leadership The CEO and senior managers actively promote and are	implementation of the Principles of Multiculturalism within the agency	community.	5. Staff development and support	Staff in public contact positions receive training and support relating to working in a culturally diverse environment. Staff in multicultural positions are supported to further develop their multilingual and/or intercultural skills.	Staff in public contact, policy and management positions, including regional staff, are trained to work in a culturally diverse environment and in implementation of the multicultural plan. Staff in multicultural positions receive training tailored to their professional needs. Agency puts support structures in place to ensure the best use of multicultural skills and expertise.	Staff and senior management with responsibility for implementation of the multicultural plan are instructed in cultural diversity management issues and expected outcomes. Professional development opportunities and career pathways are developed for staff in multicultural positions.
2. Accountability of senior management	A Multicultural Planning Coordinator is appointed from senior management.	Key managers across the agency have clear accountabilities for implementation of the agency's multicultural plan.	Responsibility for implementation of the multicultural plan is embedded in agency business plans, and in the performance agreements of key senior managers.	4. Cultural and linguistic competence	The agency makes use of the Community Language Allowance Scheme (CLAS), and monitors its implementation.	Staff with relevant skills for communicating and working with ethnic communities are identified at different levels of the agency, and strategies are developed to supervise and support their performance.	Measures have been taken to assess, apply and upgrade the skills within the staffing profile according to identified client needs and the strategic direction of the agency, including targeted skills development training and work placement.
CRITERIA 1. Active involvement of senior management	The CEO and senior management express support for the Principles of Multiculturalism and the agency's multicultural objectives.	The CEO and senior management demonstrate commitment to the agency's multicultural objectives through actions highlighting cultural diversity matters.	The CEO and senior managers use a range of communications, planning and corporate activities to reinforce the agency's multicultural objectives.	CRITERIA 3. Staffing reflects business needs	Agency identifies the linguistic and inter-cultural skills needed within its client contact positions, to ensure that business requirements are serviced by appropriate human resourcing.	The agency's staffing profile includes positions requiring language and/or multicultural expertise as an essential employment criteria in client service, policy and management areas, as appropriate to the business environment.	Staffing profile, recruitment and professional development strategies are based on research and strategic planning, and enhance the cultural competence of the agency in meeting client needs and carrying out its functions.

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TIVITY AREA 'C': PROGRAMS AND SERVICES	
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3. Accountability of funded services of funded services of funded services have accountability measures which aim to ensure the participation and inclusion of people from diverse cultural backgrounds.  Agency selection processes for funded and contracted-out services include criteria on cultural and linguistic diversity and provision of language services. Contracted-out and funded services for indicators relating to cultural diversity performance.  Agency conducts systematic evaluation of the performance and outcomes of contracted-out and funded services for culturally diverse client groups, including those with additional or complex needs.  Communication A range of communication formats and channels are used for inform people from culturally, from culturally, from culturally,	
3. Accoun of funda Contracted-out and fur measures which aim to of people from diverse services include criteria and provision of langua Contracted-out and fur indicators relating to c. Agency conducts system and outcomes of contraculturally diverse clien additional or complex radditional or complex range of communication A range of communication formats and channels are used to inform people from culturally in meople from culturally in the communication formats and channels are used to inform people from culturally in the contraction formats and channels are used to inform people from culturally in the contraction formats and channels are used to inform people from culturally in the contraction formats and channels are used to inform people from culturally in the contraction for the contraction	inguistically and religiously diverse backgrounds about agency programs, services and activities.
Agency develops, and makes staff aware of guidelines on the use of interpreters. Agency uses the services on the use of interpreters on-site, or by telephone as appropriate.  CS21  Agency has a budget for interpreter services, and interpreter use is monitored and reviewed across the agency and its funded services.  Agency has developed strategies to enhance interpreter provision, including in regional and rural areas, and can identify occasions of interpreter use by language and area.  S. Emerging technology use cass  Agency utilises telephonic and/or video-conferencing facilities for the provision of interpreting services, and static website links in targeted community languages to provide information and access to services.  A range of telecommunication and video-link technologies are utilised to assist with interpreted verbal interaction, and information is disseminated in targeted languages through	c.6522  Advanced and emerging technologies are harnessed by the agency for application to its interactive and proactive communication processes, leading to innovative program and service delivery to people from culturally and linguistically diverse backgrounds.
Mainstream programs, services and activities include strategies to ensure they are culturally sensitive and inclusive of people from diverse language, cultural and religious backgrounds.  Identified needs of client groups are addressed through both mainstream and targeted services and programs. Participation strategies improve outcomes for people in regional and rural areas, and for other groups with additional needs, such as new arrivals and refugees.  Cross-agency collaboration on policy and programs improves responsiveness of the public sector to the complex needs of culturally and linguistically diverse groups.  Written, and audio/visual materials are translated into priority community languages, as identified through client data.  A planned approach is taken to targeting linguistically and culturally diverse groups for information, community education and marketing campaigns, using a range of	communication channels.  Mainstream communication strategies include targeted multilingual / multicultural components. As part of this strategy, agency undertakes research, development, placement in the most appropriate communication channels, identification of budget allocation, and evaluation of outcomes for culturally diverse clients.

			RANGE 1 = minimum compliance	Activity → Outcome → Criterion → RANGE 2 = sound	RANGE 3 = best practice	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	
> Outcome 7	Social and Economic Development Programs and		and use the skills of a culturally	diverse population for the social and	economic benefit of the State		C.7
CRITERIA 6. Building potential through partnerships czs /	The agency develops initiatives to raise awareness of, and celebrate the contribution of people from diverse cultural and linguistic backgrounds.	The agency develops programs and services in cooperation with diverse groups, which are designed to encourage people	from culturally and linguistically diverse backgrounds to participate in the social and economic spheres.	C76.2	The agency develops strategic community partnerships and program models to assist people from culturally, linguistically	and religiously diverse backgrounds to contribute to the multicultural objectives of the agency and the State.	
Ë	RANGE 1	7 =	IDNA		E 3	BNAR	

# APPENDIX C - MULTICULTURAL COORDINATORS' FORUMS 2013

Over 2013, the CRC convened Multicultural Coordinators' Forums in Sydney, Wagga Wagga and Coffs Harbour.

### 13 February, Sydney

 Legal Aid NSW: Community Legal Education Program

### 21 March, Wagga Wagga

 Research Institute for Professional Practice, Learning & Education (RIPPLE), Charles Sturt University: Out-of-school resources and practices facilitating African refugee students' educational success in Australian rural and regional settings?

### 15 May, Sydney

- Held at the Art Gallery of NSW, forum members were invited to attend the launch of the 2012 Community Relations Report
- Changes to the MPSP, Martina Nightingale, Manager Policy and Development, Community Relations Commission
- Welcome address by Ms Sheona White, Head of Public Programs, Art Gallery of NSW
- Address by Dr Stepan Kerkyasharian AO, Chair, Community Relations Commission
- Address by Mr Peter de Natris, Executive Director Community Access, Ageing, Disability and Home Care, Department of Family and Community Services
- Launch of the 2012 Community Relations Report: Much to celebrate, more to do by the Hon Victor Dominello MP, Minister for Citizenship and Communities

### 13 June, Coffs Harbour

 CRC Chair, Stepan Kerkyasharian: Multicultural Policy and the MPSP

### 14 August, Wagga Wagga

- CRC Chair, Stepan Kerkyasharian: Multicultural Policy and the MPSP
- Australian Red Cross: Asylum Seekers in the Murray Riverina

### 11 September, Sydney

NSW Police Force: MPSP Outcomes Reporting

### 13 November, Coffs Harbour

- Settlement Services International: Humanitarian and asylum seeker policy
- Anglicare: North Coast services provided under the HSS and CCS programs
- North Coast Area Health Service: Refugees in Coffs Harbour and the rural health care system

### 11 December, Sydney

 Australian Bureau of Statistics: Migrants Census Data Enhancement Project

## APPENDIX D – ANNUAL REPORT COMPLIANCE

Under annual reporting legislation, Departments, Statutory Bodies and State Owned Corporations are required to provide information in their annual report on implementation of their Multicultural Policies and Services Plan.

Under schedule 1 of the Annual Reports (Departments) Regulation 2010 Departments are required to include:

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

A similar regulation applies to Statutory Bodies.

All agencies are required to provide the CRC with an extract from their Annual Reports, so it can assess compliance with these requirements.

The CRC reports the following levels of compliance:

### **Fully compliant**

The following agencies met the requirements of the regulations, and reported BOTH on implementation of their multicultural plan in the year under report, and on multicultural priorities for the following year.

ANZAC Memorial Building Trustee

Architects Registration Board NSW

Art Gallery of NSW

Attorney General and Justice, Department of

Audit Office of New South Wales

Ausgrid

Australian Museum

Board of Studies

Centennial Park and Moore Park Trust

Charles Sturt University, Board of Governors of the

Commission for Children and Young People, NSW

Community Relations Commission for a

Multicultural NSW

Delta Electricity

Education and Communities, Department of

**Endeavour Energy** 

Family and Community Services, Department of

Finance and Services, Department of

Fire & Rescue NSW

Food Authority, NSW

Historic Houses Trust

Hunter Development Corporation

**Hunter Water Corporation** 

Independent Commission Against Corruption

Independent Pricing and Regulatory Tribunal (IPART)

. . . . .

Internal Audit Bureau (IAB) Services

Judicial Commission of NSW

Legal Aid Commission

Lifetime Care and Support Authority

Lord Howe Island Board

Macquarie Generation

Macquarie University

Mine Subsidence Board

Ministry of Health

Motor Accidents Authority

Museum of Applied Arts and Sciences

(Powerhouse Museum)

Natural Resources Commission

Newcastle Port Corporation

NSW Police Force

NSW Rural Fire Service

Ombudsman New South Wales

Police Integrity Commission

Port Kembla Port Corporation

Rural Assistance Authority, NSW

State Records Authority of NSW

Superannuation Administration Corporation (Pillar Administration)

Sydney Catchment Authority

Sydney Cricket and Sports Ground Sports Trust

Sydney Living Museums

Sydney Olympic Park Authority

Sydney Opera House

Sydney Ports Corporation

Sydney Water Corporation

Teacher Housing Authority of NSW

Trade & Investment, Regional Infrastructure, NSW Department of

Transgrid

Transport for NSW

Transport Safety Investigations, Office of

Treasury, The

Trustee and Guardian, NSW

University of Sydney, Senate of the

University of Technology, Sydney

University of Western Sydney, Board of Trustees of the

UrbanGrowth NSW (formerly Landcom)

Venues NSW

Wentworth Park Sporting Complex Trust

Western Sydney Parklands Trust

Workers' Compensation Dust Diseases Board

### Partially compliant

The following agencies ONLY reported on implementation of their multicultural plan in the reporting year. These agencies are assessed as partially complaint, as they are also required to report on their multicultural priorities for the following year.

Institute of Teachers

New South Wales Film and Television Office (Screen NSW)

Planning & Infrastructure, Department of

Public Service Commission

### Non-compliant

Of the reports assessed, all agencies were complaint or partially compliant in 2013.

### Agencies reporting through other agencies

The following agencies report on multicultural implementation through their Principal Department:

Aboriginal Housing Office

Ageing, Disability and Home Care

Board of Surveying and Spatial Information

Building Professionals Board

Businesslink

Cobar Water Board Division

Community Services

Corrective Services NSW

Dams Safety Committee

Forests NSW

Housing NSW

Hunter Development Corporation

Jenolan Caves Reserve Trust

Juvenile Justice

Lake Illawarra Authority

Land and Housing Corporation, NSW

RailCorp

Rental Bond Board

Roads and Maritime Services

Sport and Recreation

State Transit Authority of NSW

Sydney Harbour Foreshore Authority

### Reports not submitted

The following agencies did not provide the CRC with a copy of their annual report, and could not be assessed for compliance:

Chinese Medicine Council of New South Wales

**Eraring Energy** 

Essential Energy

Legal Profession Admission Board

Liability Management Ministerial Corporation

Medical Radiation Practice Council of

New South Wales

Mental Health Commission

New South Wales Aboriginal Land Council

New South Wales Institute of Psychiatry

New South Wales Institute of Sport

New South Wales Rural Assistance Authority

NSW Skills Board

Rice Marketing Board

State Water Corporation

Superannuation Administration Corporation

Sydney Metro

Wild Dog Destruction Board.

### **Small agencies**

Small agencies (with less than 200 full time equivalent officers and employees) are only required to report on their multicultural strategies and progress triennially (every three years) – see Treasury Circular TC08/08.

All small agencies which reported in 2013 were fully compliant with Annual Reporting requirements, and will next report in 2016 (see list below).

### Small agencies reporting in 2014

The following small agencies are required to provide the CRC with a copy of their 2013-14 Annual Report (financial year cycle), or 2013 Annual Report (calendar year cycle).

They must report on their implementation progress against their multicultural plan in the past three years, and their multicultural priorities for the next three years:

Cancer Institute NSW

Chiropractic Council of New South Wales

Crime Commission, NSW

Dental Council of New South Wales

Destination NSW

Electoral Commission, NSW

Health Care Complaints Commission

Independent Liquor and Gaming Authority

Information and Privacy Commission NSW

Infrastructure NSW

Medical Council of New South Wales

Motor Accidents Authority of NSW

Natural Resources Commission

**NSW Rural Assistance Authority** 

Nursing and Midwifery Council of New South Wales

Occupational Therapy Council of New South Wales

Optometry Council of New South Wales

Osteopathy 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

Rice Marketing Board

State Emergency Service

Urban Growth NSW

### Small agencies reporting in 2015

The following small agencies are required to report in 2015:

**Board of Studies** 

Director of Public Prosecutions. Office of the

Livestock Health & Pests Authorities state Management Council

Long Service Corporation

Mine Subsidence Board

NSW Board of Vocational Education and Training (BVET)

NSW Government Telecommunications Authority

NSW Self Insurance Corporation

Parramatta Park Trust

SAS Trustee Corporation Division (State Super)

Sydney Cricket and Sports Ground Sports Trust

Wentworth Park Sporting Complex Trust

### Small agencies reporting in 2016

The following small agencies are required to report in 2016:

Centennial Park and Moore Park Trust

Commission for Children and Young People

Independent Pricing and Regulatory Tribunal

Institute of Teachers

Energy Corporation of NSW

Lord Howe Island Board

Police Integrity Commission

State Property Authority

Wild Dog Destruction Board

Workers' Compensation Dust Diseases Board

### APPENDIX E – PREMIER'S MEMORANDUM M2012–19 MULTICULTURAL POLICIES AND SERVICES PROGRAM – ENDORSEMENT OF MULTICULTURAL PLANS

For over 30 years, New South Wales has been at the forefront in developing and delivering programs and services that are responsive to the demands of our multicultural society.

The Principles of Multiculturalism within the Community Relations Commission and Principles of Multiculturalism Act 2000 (the Act) provide a clear policy statement about the importance of equitable and respectful NSW government service delivery to our diverse community, while underscoring the importance of our rule of law, public institutions, democratic framework and the English language as the foundational structure upon which all policy-making and service delivery should be based.

Under the Act, it is the responsibility of the chief executive officer of every NSW public authority to ensure that these principles are implemented throughout the business of their agencies. The *Multicultural Policies and Services Program* (MPSP), led by the CRC, assists agencies to implement the Principles of Multiculturalism and to report on their public sector accountabilities in this area.

The MPSP requires all agencies to maintain a multicultural plan and report on it regularly either through their Annual Reports, or through the Annual Report of their Principal Department. Resources and advice are available through the CRC, to ensure that common outcomes are addressed across the whole public sector.

In addition, the Directors-General of all Departments are required to provide the CRC with more comprehensive information about the planning and implementation activities of key agencies within their administrative cluster. Key agencies are designated by the CRC, based on their higher levels of contact with the public, the significance of the services they deliver to our community, and/or their strategic value in meeting the multicultural objectives of the State. A list of current key agencies is attached.

The CRC assesses the MPSP reports of all key agencies on an annual cycle, and provides feedback to the relevant Director-General and chief executive(s). Within three months of receipt of that feedback, the Director-General must provide an account of the performance of every key agency within their Cluster to the relevant Minister(s).

Every year, the CRC is required to prepare a report on the effectiveness of public authorities in implementing the Principles of Multiculturalism, which the Minister for Citizenship and Communities must table in Parliament.

Barry O'Farrell MP Premier	

# APPENDIX F – MULTICULTURAL POLICIES AND SERVICES PROGRAM REPORTING

Under Premier's Memorandum M2012–19
Multicultural Policies and Services Program –
Endorsement of Multicultural Plans, the Principal
Department is responsible for ensuring that the
nominated key agencies within the cluster develop
a multicultural plan and progress implementation
reports in accordance with the provisions of the MPSP.

The CRC assesses the MPSP reports of Designated MPSP Agencies on a two or three year cycle. The Ministry of Health and Department of Education and Communities will report every two years, commencing 2014. All other Designated MPSP Agencies will report every three years. The CRC provides feedback to the relevant Director General and chief executives. Within three months of receipt of that feedback, the Director General must provide an account of the performance of every Designated MPSP Agency within their Cluster to the relevant Minister(s).

THE FOLLOWING AGENCIES ARE CURRENTLY DESIGNATED MPSP AGENCIES:					
Principal Department	Designated MPSP Agencies within cluster				
Ministry of Health					
Transport for NSW					
Department of Finance & Services	WorkCover				
	NSW Fair Trading				
Department of Premier & Cabinet	Division of Local Government				
	Service NSW				
	Office of Environment & Heritage				
	Department of Planning & Infrastructure				
Department of Attorney General & Justice	Attorney General's Division				
	Corrective Services				
	Juvenile Justice				
Department of Education & Communities	Public Schools				
	TAFE NSW				
	Office of Communities				
NSW Trade and Investment					
Family & Community Services	Housing NSW				
	Ageing, Disability & Homecare				
	Community Services				

The following agencies are also considered Designated MPSP Agencies and will report separately (not through a Principal Department)

Legal Aid

**NSW Police Force** 

Fire and Rescue NSW

NSW Rural Fire Service

The following Designated MPSP Agencies will provide progress implementation reports against their multicultural plan, in accordance with the provisions of the MPSP, in 2014.

Ministry of Health

Transport for NSW

WorkCover

NSW Fair Trading

Department of Education and Communities

Office of Environment and Heritage

Legal Aid

### APPENDIX G – PREMIER'S MEMORANDUM M2011–06 LANGUAGE SERVICES PROVISION IN MULTICULTURAL NSW

Since July 1998, it has been NSW Government policy that NSW Government agencies fund the provision of language services (that is, interpreters and translated materials) when dealing with clients, in order to provide all clients with access to Government services.

These arrangements are consistent with the principles of multiculturalism, which are enshrined as the policy of the State in the *Community Relations Commission and Principles of Multiculturalism Act 2000*. The Act specifies the need to respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework, and for all institutions within the State to recognise and promote the linguistic and cultural assets in the population of New South Wales as a valuable resource.

NSW Government agencies are expected to ensure that interpreter services are provided to clients when needed, and that appropriate translated materials are made available to support service delivery, promote workplace safety, and encourage business and commerce within New South Wales and in international trade.

NSW Government agencies are also required to ensure that contracts with private providers and funding agreements with non-government organisations identify a budget for interpreting and translating, appropriate to the services provided and the needs of the clients of the service, and that appropriate monitoring processes are included in the contracts or funding agreements.

State Owned Corporations should consider whether provision of language services will enhance their business activities, when dealing with clients from non-English speaking backgrounds.

The lead NSW Government agency for interpreting and translating services is the CRC, and further information on language service provision may be obtained by contacting the Language Services Division at the CRC on telephone (02) 8255 6767.

Kristina Keneally MP Premier

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