Multicultural NSW Strategic Priorities 2018-19



OUR NSW POPULATION (2016 CENSUS)



NSW Population in 2016: **7,480,228** NSW Population in 2011: **6,917,601** An increase of **562,627 (8.1%)**



21% of the NSW population was from a non-English speaking background (compared with 17.9% for total Australian population)



Sydney had the largest overseas-born population of all the capital cities (1,773,496), followed by Melbourne (1,520,253) and Perth (702,545).



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NSW is home to **33.6% of Australia's** overseas-born population

27.6% of the NSW population was born overseas

(compared with 26.3% for total Australian population)



People from **around 225 birthplaces** have made NSW their home.



In NSW, we come from **307 ancestries**, practice **146** religions and speak more than **215 languages**



As our society becomes more culturally diverse, maintaining and building social cohesion and community harmony become increasingly important. Primarily, social cohesion and community harmony result in:

- The well-being of all the people of NSW (health, social and personal security, childhood outcomes, upward mobility)
- Improved collective participation
- Higher levels of trust in government, institutions and community
- · Reduced rates of crime and other anti-social behaviour

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

- Polarisation, leading to anti-social behaviour
- Disengagement and a lack of participation in society and community
- Health issues, both physically and mentally, reducing life expectancy



STRATEGIC PRIORITIES



STRATEGIC PRIORITY 1. COMMUNITY

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

Increased community participation and engagement at grass-roots, online and cross-sector collaborations. Supporting the Minister for Multiculturalism to enhance engagement opportunities.



STRATEGIC PRIORITY 2. LANGUAGE

Cultivating participation through language services for all the people of NSW.

People of NSW have access to quality and sustainable language services in accordance with national certification standards, with secure digital service delivery platforms across NSW.



STRATEGIC PRIORITY 3. **CAPABILITY** Utilising cultural diversity as an asset to improve social cohesion and community harmony.

Enhanced communication, coordination and capability across private sector, local communities, and government on priority issues.

MULTICULTURAL NSW – AT A GLANCE

Ø OUR PURPOSE

To build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW

Cultural	Cultural diversity is central to where we've come from, who we are and where we're heading. We are Australians from different cultural, linguistic, religious and ancestral backgrounds. We share the same hopes and aspirations, and we value a fair go for all.	Linguistic
	Cultural diversity makes us strong, prosperous & confident in taking our place in the world.	
Religious	It contributes to our success as a state, our sense of belonging and our common connection as the people of NSW.	Ancestral

OUR VISION

A Stronger NSW: Through excellence in promoting and advancing cultural diversity, social cohesion and community harmony

\oslash we will achieve our vision by

Community – embracing a shared and active commitment to cultural diversity by sustaining wide-reaching, accessible and robust relationships. **Language** – Cultivating participation through language services for all the people of NSW.

Capability – Utilising cultural diversity as an asset to improve social cohesion and community harmony.

B MULTICULTURAL PRINCIPLES THAT GUIDE OUR WORK

Shared values: Shared democratic values are at our core. We believe in a fair go for all and a unified commitment to Australia — irrespective of an individual's cultural, linguistic, religious and ancestral backgrounds.
 Valuable asset: Cultural diversity is a strength and an asset that opens global opportunities and gives NSW a creative edge.
 Respect: All people of NSW are free to profess, practise and maintain their beliefs and heritage, within the rule of law. English is the common language, and all languages are respected and valued.
 Engagement: Strong relationships across all sections of society enhance participation and build social cohesion.

() OUR MANDATE

Multicultural NSW Act 2000:

(a) promotes the equal rights and responsibilities of all the people of NSW within a cohesive and multicultural society in which:

- i) individuals share a commitment to NSW and to Australia, and
- ii) diversity is regarded as a strength and an asset, and
- iii) English is the common language

(b) recognises and values the different linguistic, religious and ancestral backgrounds of the people of NSW.

STRATEGIC PRIORITY 1 COMMUNITY

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

This strategic priority addresses the core of our success as a multicultural society. Our cultural, linguistic, religious and ancestral diversity gives us a social, economic and cultural advantage that is the envy of the world. To flourish as a society, we need to continually create an environment that brings out the best in our people. This starts with developing a collective understanding of the value that cultural diversity brings to NSW across our community, and cultivating an inclusive and harmonious environment.

Community is central to everything we do. By building our understanding and knowledge of issues faced by our culturally and linguistically diverse communities, the NSW Government is better equipped to respond, plan and prioritise for the future.

Multicultural NSW has to be well-connected to our vast and diverse communities in order to advocate for them and ensure their needs are serviced in the best possible way. From engagement at grassroots level to relationships with community leaders and the private sector, we need to continually focus on maintaining the delicate balance of social cohesion and community harmony in the face of rapidly changing global, national and local environments. We plan to meet this objective through stronger community engagement, positive public conversations and partnerships, and planning for issues that impact social cohesion.

We believe in our communities and our united ability to face challenges together, continually build trust, and strengthen our diverse communities through strong and active relationships.



We are committed to developing strong community connections and a flourishing multicultural society through:



COMMUNITY ENGAGEMENT

- Collaborating with communities to design programs that empower local communities at the grassroots to proactively identify and address challenges to cultural diversity, social cohesion and community harmony
- Strengthening communities by fostering strong, active relationships between people from diverse cultural, linguistic, religious and ancestral backgrounds through ongoing and new forums, alliances and working groups
- Protecting and developing trust between NSW government and communities through transparent community engagement and report back on actions in response to community concerns
- Supporting the Minister for Multiculturalism to maintain effective relationships with community groups
- · Empowering young people to become active citizens through grassroots civic engagement programs



POSITIVE PUBLIC CONVERSATIONS AND PARTNERSHIPS

- Promoting a shared and active commitment to the multicultural principles enshrined in the
 Multicultural NSW Act 2000
- Further developing connections and relationships with the private sector and community organisations at the grassroots
- Positively influencing public conversations about cultural diversity through all sections of society, and directing activities that promote social inclusion and community harmony
- Recognising the contribution of individuals and community groups who help to build social cohesion and community harmony
- · Supporting non-government, corporate and community initiatives that promote cultural diversity



PLANNING FOR ISSUES THAT IMPACT ON SOCIAL COHESION

- Working with communities to build resilience by taking an evidence-based approach to identify and assess ever-changing impacts on social cohesion and community harmony
- Building and consolidating our understanding of the community by increasing the use of online engagement, community profiles and community mapping
- Enhancing whole-of-government coordination to prepare, prevent and respond to issues that negatively impact on community harmony





A STORY OF RESILIENCE, SUPPORT AND COURAGE

Donya Shames, aged 21, grew up in Lakemba in Sydney's west. Unlike other young people, Donya became the full-time carer of her mother who was diagnosed with an auto-immune disease when she was just in year 8. Being a carer meant that Donya accompanied her mother to all doctor's appointments and interpreted for her mother from her native Arabic. She also had to learn how to cook and clean for the family and in her own words "became really good at spaghetti bolognaise." Donya has two sisters and one brother who she also cared for and supported growing up.

Donya's father passed away in 2006 just before Ramadan. Not having much family in Australia this tragic event made the family band together and showed how resilient they were. Donya says "we had to grow up earlier than expected."

When her younger brother had some trouble with paying off debts from parking fines, she happened to walk past the Youth Off the Streets (YOTS) Bankstown office. Noticing the word 'youth' on the window, she thought she might try her luck to gain some advice. It was at this chance encounter she met a youth worker who supported her and heard her story. The youth worker recognised Donya's feelings of isolation, and connected her with FAMILY – *Future Australian Muslim Leaders in Youth*. FAMILY members undertake fundraising for NGOs such as Benevolence Australia, leadership training and volunteer work on relevant issues in the community. It is a strong support network.

Donya has volunteered to pack food parcels for newly arrived refugee families. "I was very excited that something like this existed. Youth are usually silenced citizens, and this organisation makes our voices heard."

Donya has always been fascinated by what motivates people and is now studying Bachelor of Psychology at Sydney University. She is the first person in her family to go to university.

"One person can go through the darkest part of their life, but with resilience and support they can change their life," said Donya.

Donya was recently nominated for the NSW Youth Achiever of the Year, and the Coleman Grieg Young Woman of the West Award.



FAMILY and Youth off the Streets are funded under the four-year Multicultural NSW COMPACT (Community Partnership Action Program).

Youth Off the Streets work with the Australian Multicultural Foundation to re-engage young people in South West Sydney by building community resilience and a sense of belonging. The project is delivered by a specialist team of culturally competent case workers using a range of strengths-based community development support activities, including street work, outreach activities, educational workshops, camps, mentoring and case management.

STRATEGIC PRIORITY 2 LANGUAGE

Cultivating participation through language for all the people of NSW.

The NSW Government is committed to ensuring that the people of NSW enjoy equal access to services, programs and opportunities across the state. Multicultural NSW plays an essential role in ensuring that language is not a barrier to accessing information or services, and to facilitate government planning and capability to overcome language barriers to government services.

Multicultural NSW has embarked on a redesign of our Language Services to ensure that the NSW Government remains a quality and competitive provider of interpreting and translation services. The Language Service transformation will adapt services to a digital landscape, providing more user-friendly technology-based applications, including secure telephone and audio-visual link capabilities — connecting NSW regions with world-class language services more efficiently.

We provide Language Services through over 80 state-wide Service NSW shopfronts. Our strategic approach ensures the NSW Government can sustainably provide credible and trusted language services, and services to minority, new and emerging communities.

Multicultural NSW is also dedicated to promoting the sustainability and standards of the interpreting and translating industry.



We are committed to ensuring that language is not a barrier to services by:



QUALITY INTERPRETING AND TRANSLATION SERVICES

- · Improving whole-of-government planning to overcome language barriers to government services
- · Promoting the sustainability and standards of the interpreting and translating industry
- Continuing the Improvement Program in the provision of Multicultural NSW language services in partnership with Service NSW

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PARTICIPATION THROUGH COMMUNICATION

- Promoting the use and value of interpreting and translation services to ensure full and equitable participation
- Promoting and supporting English language learning as the key to participation
- Promoting and supporting community language learning as a linguistic asset for the State



EVIDENCE

- · Consolidating and developing language services policy and research
- Embedding data capture of language services usage to the Multicultural Policies and Services Program (MPSP) and other voluntary statistical collation
- Partnering with major users of language services to develop and collate data to aid in better decision-making and improve outcomes for the clients of language services



A NIGHT IN THE LIFE OF A MULTICULTURAL NSW MANDARIN INTERPRETER

"It was 11:20pm. My phone rang. It was from the Multicultural NSW Language Services after hours contact centre. Half an hour later, I was standing in the charge room at Bankstown Police Station, face-to-face with a 56-year-old Chinese man who the police would allege had punched his wife in front of their 9-year-old daughter, and then pushed his mother-in-law to the ground.

'Let's Part 9 him first,' said the Custody Manager.

Part 9 of the Law Enforcement (Powers and Responsibilities) Act 2002 is piece of legislation that every interpreter knows by heart. Legal concepts such as 'you don't have to say or do anything while in police custody' is foreign to many migrants if they have never been arrested in Australia. Even words like 'in police custody' mean something quite different to people who have come from a country where police and legal systems operate differently. There are always questions as well as further explanations needed from the police officer.

It took 30 minutes to complete Part 9 for the person in custody (PIC). I noted down his responses to various questions and relayed them to the Custody Manager. At the PIC's request, investigating officers then conducted an electronic record of the interview during which numerous questions were asked of the PIC who gave his account of the event. Each question was interpreted to ensure the PIC understood it fully, and every answer was interpreted to ensure the police officers were able to make an accurate assessment of the evidence. Interpreters often have to communicate complex information for which there may not be an equivalent word or term in the other language, and simple word-for-word equivalency may not be possible. I am always aware of the gravity of my role as an interpreter. Any mistake on the part of interpreter could have serious consequences in later proceedings.

The interview lasted around 90 minutes. However, this was not the end of my night (or early morning). Police came with piles of documents: interim Apprehended Domestic Violence Order, fact sheet, court attendance notice, reasons for granting bail, bail acknowledgement, etc. I read the ADVO and bail conditions to the PIC and relayed any questions from him to the Custody Manager. The role of the interpreter is critical here. The PIC has to understand the ADVO and bail conditions. The PIC was released on bail. My shift finally came to an end when I walked out of the police station at 3:30am.

It's a typical late-night police interpreting call-out for a domestic violence incident and standard police actions. Like many of my colleagues, I have repeated the same process hundreds of times over the years. I know that I am playing an indispensable, albeit small role, in our legal system — ensuring people are fully informed of their rights, responsibilities and entitlements under our legal system, and that their language ability doesn't put them in a disadvantaged position."

STRATEGIC PRIORITY 3 CAPABILITY

Utilising cultural diversity as an asset to improve social cohesion and community harmony.

Multicultural NSW recognises that no single NSW agency can deliver the benefits of a multicultural society. It is up to us to build capability across government, private sector and community to improve outcomes for the people of NSW. The case for cultural diversity within organisations can be emphatically made. There is mounting evidence that more diverse organisations make for better decision-making and achieve better performance¹. This becomes more important in an increasingly interconnected global economy with a shift in power to rising economies². NSW has a great opportunity to use our cultural diversity to be more competitive on the international business stage.

The NSW Public Service Commission's State of the NSW Public Sector 2017 report notes that diverse workforces are more innovative, productive and better able to deliver high-quality services.

Migration has and will continue to shape our State. By 2021 an estimated 62% of NSW population growth will be from net overseas migration. Economic and social participation underpin the successful future of new migrants. Multicultural NSW will enhance new migrant and local community capability by building strong collaborative partnerships between government, local communities, corporate and not-for-profit sectors to result in positive settlement outcomes.

1. Leading for Change. A blueprint for cultural diversity and inclusive leadership, Australian Human Rights Commission 2016.

2. Australia 2030, CSIRO FUTURES, May 2016 & The World in 2050: Will the shift in global economic power continue? PWC Report, February 2015.



BEST PRACTICE THROUGH EVIDENCE AND COLLABORATION

- Developing and advocating for the use of better research to support decision-making and sharing knowledge across government, private sector and communities to improve outcomes for the people of NSW
- Encouraging and engaging NSW departments to be cultural diversity champions in all aspects of government decision-making
- Partnering with non-government and corporate sectors to promote best-practice approach to using cultural diversity as an asset to improve organisational performance
- Ensuring continued objective reporting on the state of community relations in NSW



PLANNING, LEADERSHIP AND ACCOUNTABILITY

- Providing improved support for public sector, private sector and non-government organisations to apply the Multicultural Policies and Services Program (MPSP) Framework to develop better cultural diversity plans
- Encouraging leadership and strategic collaboration through forums such as the NSW Government Multicultural Coordinators' Forum, Religious Leaders Forum, NSW Government Immigration Settlement Planning Committee, Joint Partnership Working Group, NSW Language Services Forum, and the COMPACT alliance and the Community Resilience and Response Plan Committee
- Creating new collaboration capability through a Multicultural Business Forum, Sports Forum, and Arts and Culture Forum, ensuring the National Settlement Framework informs settlement planning across our State by strengthening communication and coordination between regional and metropolitan NSW in planning for successful settlement
- Partnerships with the private sector and small business community including by identifying advocates for change among high profile corporates, and by creating platforms that enable knowledge exchange and growth. Creating tailored training packages for target industries with a focus on culturally and linguistically diverse sections of the NSW community, such as small medium enterprises, banking, insurance and professional services



BUILDING GRASS-ROOTS CAPABILITY

- Facilitating opportunities for communities, business and government agencies to participate in the planning, implementation and evaluation of services and policies at the local level
- Small businesses are the engine room for the thriving NSW economy³, with many of the State's small business owners being culturally and linguistically diverse. Multicultural NSW will contribute to the work plans of the Office of the NSW Small Business Commissioner, the NSW Department of Industry, Small Business Unit, and engage with chambers of commerce to ensure that small businesses from culturally and linguistically diverse sections of the NSW community are well supported
- Building strong collaborative partnerships between government, local communities, corporate and not-for-profit sectors to results in positive settlement outcomes
- Building the capacity and capability of local communities to integrate newly-arrived community members to ensure successful settlement

3. NSW Small Business Strategy available at http://www.industry.nsw.gov.au/__data/assets/pdf_file/0003/107643/nsw-small-business-strategy.pdf



THE POWERFUL STORY OF OBED KARWHIN, LEAGUE IN HARMONY AMBASSADOR

Surviving and succeeding in Australia's National Rugby League takes strength, courage and resilience — but nothing compared to surviving a civil war in Africa's Ivory Coast.

Not that he would tell you, but these are qualities rising Rugby League winger, Obed Karwhin, has in abundance. In his own softly-spoken words, at the age of five, Obed witnessed "many innocent souls being taken away" when militants opened fire on preschool students in his hometown of Yamoussoukro. Even though UN peacekeepers were sent to stop the slaughter, 1,600 people were estimated killed.

"I was one of the few lucky people to escape and start afresh."

Like many people who survive such traumatic childhoods, Obed used this experience to drive him on, not hold him back. Arriving in Australia, he decided it was time to honour the one person who had done so much to help him: "his hero, his lifesaver" — his mother.

Obed's mother registered him for Rugby League when he was 14. With the help of mentor Steve Warwick, President of the Africa United Rugby League team, Obed discovered Rugby League and found he had a natural talent for the game. More importantly, it took him away from the drugs and alcohol attracting many of his young peers. With typical humility and gratitude, Obed notes, "my mother saved my life in the Ivory Coast and Steve Warwick saved it again in Australia".

Obed played for the Wests Tigers in the under-20s, then for the North Sydney Bears. He is now playing for the Redcliffe Dolphins. As Obed's success grew, so too did his desire to give back to his community. The NRL's *League in Harmony* program provided the perfect vehicle for this. The program is based on the simple insight that League is a team sport made up of diverse individuals — just like a community. The more they respect and understand each other, the greater chance for success for all.

The program focuses on high schools, juvenile justice and intensive English centres, and teaches young people not just the basics of Rugby League but, importantly, the basics of communication for everyday life. As Obed well knows, playing Rugby League helped him make friends and learn a new culture, and he is now using his experience to help make it easier for others.

In his life so far, Obed has learned much from a traumatic childhood, an inspiring mother, a caring mentor, and the generosity of the Rugby League community. These lessons are now being passed to another generation, thanks to a humble young man named Obed.

League in Harmony receives grant funding from the Multicultural NSW COMPACT program, which takes a community-led, whole-of-society approach to community resilience, youth engagement and conflict resolution.

The program supports local solutions-based projects that bring young Australians together to promote positive behaviours. COMPACT also helps young Australians engage critically, creatively and constructively on local and global issues impacting on social cohesion and community harmony.