



Multicultural NSW

COMMUNITY RELATIONS REPORT 2022



STRONGER *together*

NEW SOUTH WALES GOVERNMENT

This publication is freely available for reproduction or sharing, except for commercial purposes, with acknowledgement of Multicultural NSW as its author.

This report is available at:
multicultural.nsw.gov.au/publications

Any enquiries about this publication should be made to:

Multicultural NSW
Level 8, 56 Station St East
Parramatta NSW 2150

P.O. Box 618
Parramatta NSW 2124

T: 02 8255 6767



Table of Contents

SUBMISSION LETTER FROM JOSEPH LA POSTA, CHIEF EXECUTIVE OFFICER	2
STATEMENT FROM THE ADVISORY BOARD	4
ACKNOWLEDGEMENTS	6
THE STATE OF COMMUNITY RELATIONS IN NSW 2022	7
A year of resilience and recovery	7
Our multicultural community: the people of NSW in 2022	11
Our multifaith community: religious diversity in NSW	14
A haven and home for evacuees from Afghanistan and Ukraine	18
Assessing the state of community relations as affected by cultural diversity	22
Regional communities embrace cultural diversity	36
Monitoring and addressing issues impacting on community harmony: 2022 Report from the NSW Community Resilience and Response Plan (COMPLAN) Committee	41
GOOD PRACTICE IN MULTICULTURAL POLICY AND SERVICE DELIVERY	46
Implementing the Multicultural Principles as the policy of the State	46
Designated MPSP Agencies: report highlights	47
Embedding cultural competency in service planning and delivery	48
Effective use of data to deliver better outcomes	50
Building staff capacity in culturally inclusive practice	52
Developing effective communication strategies	54
Improving crisis communications in a culturally and linguistically diverse society	56

Submission Letter



Multicultural NSW

Level 8,
56 Station Street East
Parramatta NSW 2150

P.O. Box 618,
Parramatta NSW 2124

P: 02 8255 6767
F: 02 8255 6868
TTY: 02 8255 6758

ABN 79 863 510 875

To whom it may concern,

It is a pleasure to submit the 2021-22 Community Relations Report on behalf of Multicultural NSW for the Parliament of New South Wales.

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

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

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

The Multicultural Principles enshrined in the Act lay the foundations for a cohesive multicultural society. In essence, the Multicultural Principles call on public authorities and the people of New South Wales to :

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

Multicultural NSW recognises that the factors contributing to and affecting our cohesive multicultural society are many and complex. The agency has therefore drawn on data, information and insights from a range of reliable sources in producing this report.

For this year's report, an analysis of data from the 2021 Census by the Australian Bureau of Statistics (ABS) provides the most up-to-date picture of cultural diversity in New South Wales that we have been able to provide in the Community Relations Report since the last Census in 2016.

As with previous editions, this year's report draws on some of the key findings of the annual Mapping Social Cohesion survey by the Scanlon Foundation Research Institute. This year, Multicultural NSW has partnered with the Australian National University (ANU) to examine other data sets, including those the Scanlon Foundation and ABS, that might provide us with a foundation for measuring the state of community relations in New South Wales as affected by cultural diversity in future editions of this report.

This report also draws on data from community surveys commissioned by Multicultural NSW to inform a review of our Regional Advisory Councils program in 2022. These surveys provide insights into community connectedness and acceptance of cultural diversity in regional areas.

As in previous years, this year's report draws on the contributions of NSW agencies through their participation in the Community Resilience and Response Plan (COMPLAN) and the Multicultural Policies and Services Program (MPSP), both of which are whole-of-NSW Government initiatives led by Multicultural NSW in line with the Act.

This report is therefore the third Community Relations Report covering the impact of the COVID-19 pandemic on community relations. All three reports testify to the remarkable efforts and resilience of the people of New South Wales in response to the challenge of the pandemic. They also highlight the critical importance of social cohesion and community harmony to our State's resilience and recovery in the face of future challenges.

I thank all the community members, agencies and organisations who have contributed insights to this report. I thank and acknowledge the Multicultural NSW Advisory Board for lending its expertise and insights in reviewing this report, and for providing valued advice and support to Multicultural NSW throughout the year.

In accordance with section 6 of the Act, I confirm that the contents of this report reflect the independent advice of Multicultural NSW.

Yours sincerely



Joseph La Posta

Chief Executive Officer
Multicultural NSW



Statement from the Advisory Board

Drawing on the diverse skills and experiences of our members, the Advisory Board advises Multicultural NSW and the Minister for Multiculturalism on a range of issues to help Multicultural NSW achieve its legislated objectives of promoting community harmony and embedding multicultural principles across the NSW Government.

We bring experience and expertise on issues relating to cultural diversity from a range of professional, academic and community-based fields of practice. These include diversity and inclusion, migration and settlement, youth advocacy, health, law, policing and counter terrorism, local government, education, linguistics, interpreting and translation, business and marketing, tourism, arts and culture, sports, and more. Our lived experiences as community leaders and multicultural advocates help to guide and inform the work of Multicultural NSW across its various legislative functions.

As well as coming together for our regular Advisory Board meetings, Advisory Board members are active throughout the year representing Multicultural NSW, engaging communities and stakeholders and advocating for cultural diversity at forums across New South Wales.

2022 was a year of significant change for the Advisory Board. After eight years of dedicated service, Dr G.K. Harinath OAM, affectionately known to his fellow Advisory Board members and Multicultural NSW staff as 'Dr Hari', concluded his term as Chair. As previous editions of the Community Relations Report document, those eight years included many challenging events and issues for community harmony, and Multicultural NSW played a key part in addressing these issues under Dr Hari's stewardship: conflicts in Syria and Iraq generated the worst humanitarian crisis since WWII and saw New South Wales open its arms to refugees fleeing the crisis; ISIS-inspired terror attacks in Sydney and Parramatta and the far-right wing terrorist attack on mosques in Christchurch, New Zealand, directly impacted our communities and community harmony; a global pandemic called on communities to rally together in a time of great need. Dr Hari's wise counsel, and his true humanity, were greatly valued by the Advisory Board and CEOs past and present during these challenging times. In recognition of his longstanding service to multiculturalism and community harmony, the Premier and the Minister for Multiculturalism

extended Dr Hari the honour of being the first Chair Emeritus appointed to the Advisory Board.

We welcomed the appointment of fellow Advisory Board member Naguib (Nick) Kaldas APM to the position of our new Chair. Mr Kaldas brings a wealth of experience to the role as a distinguished former NSW Police Force Deputy Commissioner who made pioneering efforts to improve community policing in our culturally, linguistically and religiously diverse society. Mr Kaldas is passionate about fostering strong links and engagement between communities. His extensive international experience as consultant and adviser brings a global perspective to many of the local community harmony issues that Multicultural NSW contends with on a daily basis.

In December 2021 we welcomed three new members to the board. Ramneek Singh has a professional background in strategy consulting and community experience in youth leadership, and is committed to building capacity in communities. Sally Betts is passionate about fairness and equity and is committed to supporting women to play a more active role in public life. Sam Elmir is a strong believer in the importance of retaining cultural heritage and community language. Both Ms Betts and Mr Elmir come with extensive experience in local government and understand the importance of building community harmony at the local community level.

In November 2022, Dr Saba Nabi was appointed as a new Advisory Board member after a special call for nominations from regional areas. A Riverina local and PhD graduate from Charles Sturt University, Dr Nabi has worked to raise awareness of breast cancer screening among migrant and refugee communities in the region.

2022 was also a year of significant change for our community. Our communities welcomed the easing of public health restrictions after the collective trauma of the Delta outbreak of COVID-19. The opening of our international borders allowed community members to travel and reunite with their families after years of separation.

We started welcoming new arrivals again (international students, much needed skilled migrants, and humanitarian arrivals, many coming from Afghanistan and Ukraine). Cultural festivals and events were back on the calendar. At last, we could come together as a community.

While we hope the worst is behind us, COVID-19 remains a real concern. We are proud of work that Multicultural NSW continued throughout the year in promoting COVID safety to communities, translating the latest health advice into community languages, engaging and listening to communities, and distributing Rapid Antigen Tests to support the work of grassroots community volunteers across our State.

Communities and government have learned a lot through the COVID-19 experience. Undoubtedly, the work of Multicultural NSW throughout three years of the pandemic has raised awareness within the NSW Government that cultural and linguistic competence is critical to our state's preparedness in responding to any future crisis. As devastating floods inundated many areas of the state yet again in 2022, emergency management agencies called on Multicultural NSW for support and advice on multilingual communications and multicultural community engagement. Public authorities across government are now coming to Multicultural NSW for this kind of advice like never before, which is a great testament to the value and recognition the agency has acquired over the past few years.

The Advisory Board is proud of the leadership, dedication, and hard work of Multicultural NSW under its CEO, Joseph La Posta. We hope this latest edition of the Community Relations Report will help parliamentarians, government agencies, the community sector, and others understand and appreciate the scope and significance of the work of Multicultural NSW in promoting social cohesion and community harmony in one of the most culturally diverse states in the world.



Nick Kaldas APM
Chair



Joseph La Posta
CEO



Kyung (Kenneth) Hong



Margaret Piper AM



Prof Sandra Hale



Simon Chan



Sonia Sadiq Gandhi



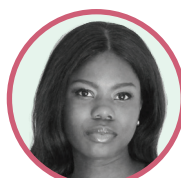
Cristina Talacko



Omer Incekara



Grace Ho



Esther Adeyinka
Youth Member



Hawa Mohammad
Youth Member



Cr Sally Betts



Sam Elmir



Ramneek Singh



Dr G.K. (Hari) Harinath OAM
Chair Emeritus

Members of the Multicultural NSW Advisory Board
(as of 28 February 2023)

Acknowledgements

6

- Multicultural NSW acknowledges the traditional custodians of the lands of NSW and pays respect to Indigenous leaders past and present.
- Multicultural NSW acknowledges the advice and contribution of the Multicultural NSW Advisory Board throughout the year.
- The Statement from the Advisory Board included in this report duly acknowledges the eight years of dedicated service of Dr G.K. Harinath OAM as outgoing Chair, now Chair Emeritus. Multicultural NSW staff would also like to thank Dr Hari for his wisdom and insight over the years, and to welcome Nick Kaldas APM as our esteemed new Chair. Multicultural NSW extends a special thank you to Advisory Board Member Margaret Piper AM for her time and expert advice in reviewing and contributing to this report, as she has also done for several previous editions of the Community Relations Report.
- This report draws on data from the 2021 Census by the Australian Bureau of Statistics (ABS) and other ABS data sets.
- This report summarises some of the key findings of the 2022 Mapping Social Cohesion report by the Scanlon Foundation Research Institute. The Scanlon report has provided a valuable source of insight for the Community Relations Report for several years.
- Multicultural NSW thanks its research partners at the Australian National University (ANU), who have analysed ABS data and data from the Scanlon surveys to identify potential measures for assessing the state of community relations as affected by cultural diversity.
- Multicultural NSW thanks the 'survey champions' who helped to promote both English language and community language versions of surveys commissioned by Multicultural NSW as part of a review of our previous Regional Advisory Councils program. Findings from the 2022 review report by SECNewgate relating to community connectedness and acceptance of cultural diversity in regional areas of NSW are summarised in this report.
- The NSW Coordinator General for Settlement, Professor Peter Shergold AC, worked with Multicultural NSW and consulted extensively with leaders from the humanitarian and settlement sector, including the Joint Partnership Working Group, to bring the vision of a NSW Settlement Strategy to life. Once again this year, the sector truly stepped up to support some of the most vulnerable people in our community.
- The NSW Community Resilience and Response Plan (COMPLAN) Committee met throughout 2022 to identify, assess, monitor and address issues impacting community harmony in NSW. A statement of the COMPLAN Committee's activities for 2022 is included in this report and is endorsed by all member agencies. It provides an important source of information about the state of community relations in NSW as assessed by NSW Government agencies. Multicultural NSW acknowledges the contributions of all COMPLAN members and advisers from the NSW Police Force, Anti-Discrimination NSW, NSW Department of Communities and Justice, NSW Health, NSW Reconstruction Authority (formerly Resilience NSW), Local Government NSW, Study NSW and the Department of Premier and Cabinet.
- The NSW Police Force, Department of Communities and Justice, NSW Health, Department of Education, Rural Fire Service, Fire and Rescue NSW all submitted reports in 2022 under the Multicultural Policies and Services Program (MPSP). This report showcases examples of good practice in multicultural policy and service delivery from each of these six MPSP reporting agencies.
- Multicultural NSW thanks all the agencies, organisations, researchers and community members who contributed to this edition of the Community Relations Report.



THE STATE OF COMMUNITY RELATIONS IN NEW SOUTH WALES 2022

A year of resilience and recovery

2022 was a year of resilience and recovery for the people of NSW.

As documented in the past two editions of the Community Relations Report, the preceding two years had demanded a remarkable collective effort by communities and government to combat the spread of COVID-19¹ and maintain our sense of community harmony in a time of crisis. The last seven months of 2021 was a time of heightened emergency and intensified effort as we responded to the outbreak of the Delta variant of the virus. Delta impacted everyone, but especially people living in the most heavily affected areas of Sydney. Our community resilience had been tested throughout the pandemic and it was tested again and again through a series of natural disasters: devastating bushfires followed by destructive floods. Throughout all this we proved, even in the most challenging of times, to be a strong and cohesive society.¹

COVID-19 remained a public health threat in 2022, but as we welcomed in the new year, public health restrictions had started to ease and we could start looking forward to life returning to normal. With Australia's international borders opened, travel and family reunions could finally happen again. Migration and humanitarian programs had recommenced. At last, communities could come together again to celebrate days of cultural and religious significance, knowing from experience how to do this in a COVID-safe way. If the protracted ordeal of the pandemic, extended periods of isolation and crisis fatigue had challenged our sense of togetherness as a community, 2022 was an opportunity to begin the process of social recovery by re-building community connections and celebrating our resilience together.

2022 was also a time to reflect on the lessons learned through the pandemic. Learning from this experience will be critical for our planning and preparedness for any future disaster or crisis. One of the key lessons is to ensure that cultural diversity and community harmony are central considerations in any crisis response.² NSW is a culturally diverse society and so all plans, policies and services need to be designed in line with this demographic reality from the outset. It is well established that social capital and community connections are key determinants of disaster resilience.³ In our culturally diverse society, that means proactively building robust relationships across cultural, linguistic and religious communities so we can better support each other in times of crisis.

2022 presented new challenges that once again tested our resilience. As the focus on the Delta crisis shifted attention to the Omicron variant of COVID-19, nature continued to show its force in the form of repeated major flooding events across the state. As we have seen time and time again, the people of NSW – from across the culturally diverse spectrum of our society – stepped up to support people in flood-affected regions. There are many lessons to learn from the floods crisis.⁴ From a multicultural perspective, it is important to build stronger relations between multicultural aid organisations and state emergency management services to ensure that well-intentioned community relief efforts can be better directed to people in need.

Global events also presented significant challenges for communities in 2022. The situation in Afghanistan continued to cause anguish for people with family and community ties to the country. Russia's invasion of Ukraine sent shockwaves throughout the world, and here that shock was felt most acutely by our Ukrainian community. NSW opened its arms to evacuees from Ukraine, while we continued to support refugees from Afghanistan to

1. Previous editions of the Community Relations Report are available on the Multicultural NSW website at <https://multicultural.nsw.gov.au/the-state-of-community-relations-in-nsw/>

2. See page 56 of this report for a summary of key lessons learned from the NSW Government submission to the NSW parliamentary inquiry into crisis communications in a culturally and linguistically diverse society.

3. https://www.redcross.org.au/globalassets/cms-assets/documents/emergency-services/12-011-red-roundtable-report_v3-f-web.pdf

4. <https://www.nsw.gov.au/nsw-government/projects-and-initiatives/floodinquiry>

make our State their haven and home. Meanwhile, the invasion of Ukraine impacted global markets and contributed to a significant rise in the cost of living, with those most heavily impacted being the most vulnerable people in our society.

We live in an increasingly uncertain world. From a global perspective, it is difficult to predict where the next challenge will come from. From a local perspective, as a multicultural society, we know that whenever a conflict or crisis happens somewhere in the world, there will be communities in NSW who will be impacted and need support. No matter what challenge we come to face in the future, our community resilience will be measured by the strength of our relationships with each other in a multicultural society.

This report identifies several challenges that affected the state of community relations in 2022. It also showcases community-led solutions and good practice in government programs that show some positive signs that we are learning to be more culturally competent as a society and government. Despite the challenges, this report affirms that in NSW, as one of the most culturally diverse states in the world, support for multiculturalism is stronger than ever before.

DID YOU KNOW?

Multicultural NSW distributed 446,100 Rapid Antigen Tests (RATs) to 125 multicultural community organisations in 2022. A massive effort!

As thousands of community volunteers returned to help with community festivals, events and projects, it was important to help volunteers and the communities they support remain COVID-safe during the outbreak of the Omicron variant in 2022.

“I have come to realise that bringing two people from different walks of life into one room and having them discuss their experiences is so empowering and eye-opening.”

**Shay El-helou,
East-West Reconnect
program participant.**



CASE STUDY

Empathy and togetherness are key to community recovery from COVID-19

East-West Reconnect is an innovative program run by the Arab Council of Australia and supported by the Multicultural NSW COMPACT Program. The project is bringing young people from Western and Eastern Sydney together to foster a deeper sense of understanding, collaboration and community across Greater Sydney.

“There have been many historic misunderstandings between people from Greater Western Sydney and suburbs closer to the eastern seaboard,” said Genevieve Kelly, Project Lead at the Western Sydney Centre of Leadership in Social Work and Civic Action.

“Many of the negative stereotypes that exist in the Sydney community were highlighted and exacerbated during the pandemic lockdowns in Sydney during 2020 and 2021.”

The East-West Reconnect project responds to concerns that Sydney had become a ‘divided city’ during the Delta outbreak of COVID-19. Many people in Western and South-Western Sydney felt that stay-at-home orders, restricted travel and work routines, and police enforcement of public health restrictions disproportionately impacted their communities. The project is reconnecting young people from Eastern and Western Sydney with the aim of rebuilding trust and fostering community cohesion across our state’s capital.

Three key events were held as part of the East-West Reconnect project in the first half of 2022. These events brought together 71 young people from over 40 suburbs from across Greater Sydney. The gatherings included two large discussion sessions and 32 student-led interviews.

A final gathering allowed participants to report back by sharing their stories. The students also shared poetry and other reflections on the impact of the pandemic on their education, employment, life and overall wellbeing.

Shay El-helou, a young program participant based in Western Sydney, describes herself as a proud member of the queer community and the Lebanese community.

As part of the program, Shay wrote a poem that described the feelings of alarm and confusion surrounding the pandemic:

“Fear of uncertainty echoed across the globe and a congregation of locked doors and empty streets.”

Shay explained how the program helped her to connect with young people from the Eastern suburbs with a greater sense of empathy.

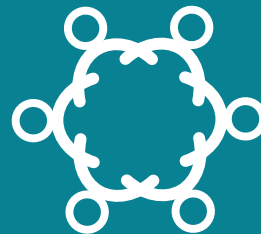
“I have come to realise that bringing two people from different walks of life into one room and having them discuss their experiences is so empowering and eye-opening and I am so grateful for the opportunity to be able to experience this throughout this project,” Shay said.

Shay said the program helped participants build a sense of empathy and togetherness by recognising that young people from both the East and West of Sydney “experienced disenfranchisement and prejudice ... assumptions and misinterpretation... It was comforting to know that both sides recognised this.”

What is East-West Reconnect? ►

What is East-West Reconnect?

- East-West Reconnect is a COMPACT project that gathers young people from different areas of the city to discuss issues of social cohesion and harmony.
- It brought together 71 young people from over 40 suburbs.
- 32 student-led interviews were held as part of the project with students discussing 'hot topics' such as their disparate experiences of life during 'lockdown'.
- The project worked partnered with the Sydney Alliance, Australian Catholic University, community leaders, faith leaders and local government councils.
- The young people came from a variety of cultural backgrounds, including Sri Lankan, Jewish, Anglo-Australian, South Korean, Lebanese, Filipino, Chinese, Greek, South African and Polish.



COMPACT
CommunityPartnershipAction



▲ Participants from the East-West Reconnect project

Our multicultural community: the people of NSW in 2022

Before we can start to understand the state of community relations in NSW as affected by cultural diversity, we need to appreciate just how culturally diverse we are as a society.

Who are the people of NSW in 2022? The best available data we have to answer that question comes from the 2021 Census by the Australian Bureau of Statistics (ABS). ABS released this data on a rolling basis in 2022.

The 2021 Census provides valuable insights into the diversity of the Australian population. It reveals some significant trends that have shaped our society and it shows that cultural, religious, and linguistic diversity fundamentally defines who we are as Australians.

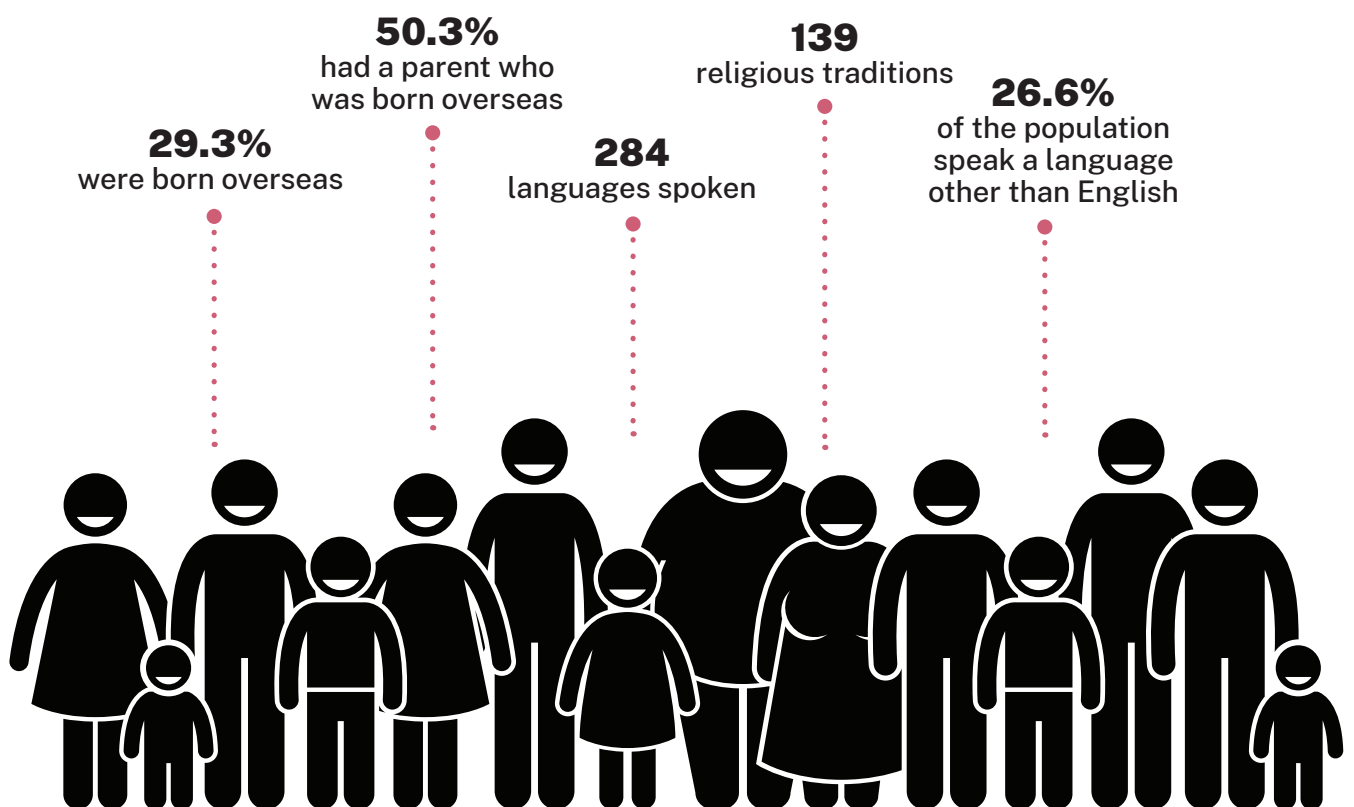
One set of statistics tells this story most forcefully. How many people in Australia and NSW are migrants or the children of migrants? Nationally, the 2021 Census found that:

- 27.7% of us were born overseas, and
- 48.2% of us have at least one parent born overseas.

That picture of diversity comes into even sharper relief when we look at the state-level data. In NSW, the 2021 Census found that:

- 29.3% of us were born overseas, and
- 50.3% of us have at least a parent born overseas.

This single statistic alone is indisputable evidence that multiculturalism is not a marginal issue for a minority subset of our population. We are a multicultural community and all services designed for the people of NSW must be developed and delivered in this culturally diverse context.

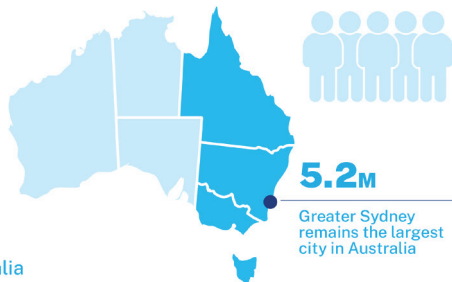


NSW is the primary destination for new arrivals to Australia

Both nationally and in NSW, our population growth and our economic growth are highly dependent on net overseas migration. For two years to the end of 2021, that growth was impacted by international border closures introduced during the COVID-19 pandemic. Net overseas migration was at its lowest in decades. In 2022, the borders were open again and we welcomed the return of migrants, international students, families and visitors.

25.4M
people in Australia

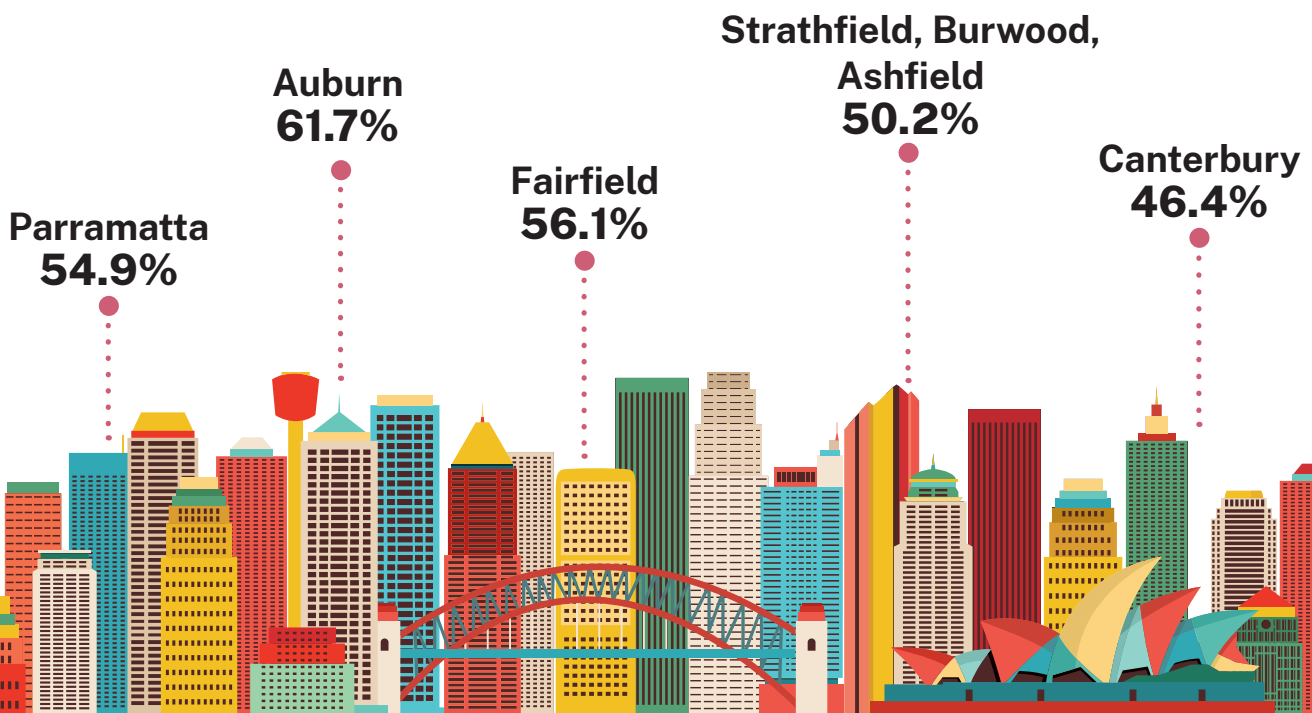
80%
Australian residents live in eastern Australia



NSW remains the most popular destination for new arrivals. In the financial year ending in June 2022, net overseas migration to NSW was 62,213, which is significantly higher than other states and territories. The NSW population grew by 7.9% from 7.5 million in 2016 to 8.1 million in 2021.

As Australia's largest and most global city, Greater Sydney remains a primary destination for migrants to Australia. Western and South-West Sydney are the epicentre for our population growth and have the highest concentration of people born overseas. Five of the top 10 suburbs in Australia that have the highest proportion of people born overseas are in Western Sydney: Auburn (61.7%), Fairfield (56.1%), Parramatta (54.9%), Strathfield, Burwood, Ashfield (50.2%) and Canterbury (46.4%).

Despite the pause in immigration due to the pandemic, the 2021 Census shows that, nationally, Australia's population grew from 23.4 million to 25.4 million between 2016 and 2021 – a growth rate of +8.6%. Australia welcomed more than one million migrants during that period.



▲ Western Sydney is the epicentre for population growth (2021 ABS Census)

A globally connected community

Being a multicultural community means we are connected to every part of the world. The 2021 Census tells us where those connections are strongest in terms of the main countries of origin of people who were born overseas.

There are some interesting differences between the national data and the NSW data in the 2021 Census. Nationally, England remains the top country of birth for people born overseas (3.6%), followed by India (2.6%), China (excluding SARs and Taiwan) (2.2%), New Zealand (2.1%), and the Philippines (1.2%). The fastest growing communities in Australia in terms of country of birth are Nepal (+124% growth between 2016 and 2021), India (+48%), Pakistan (+45%), Iraq (+43%) and the Philippines (+26%).

By way of comparison, in NSW, the top country of birth for people born overseas is China (excluding SARs and Taiwan) (3.1%), followed by England (2.9%), India (2.6%), New Zealand (1.5%) and the Philippines (1.3%). The fastest growing communities in NSW in terms of country of birth are Nepal (+102% growth between 2016 and 2021), India (+46%), Iraq (+37%), the Philippines (+23%) and Vietnam (+17%).

Ranking (2021 Census)	Country of Birth (outside Australia)	2021 Census - number of responses	% of AUS population (2021 Census)
1	England	927,490	3.6%
2	India	673,352	2.6%
3	China (excludes SARs and Taiwan)	549,618	2.2%
4	New Zealand	530,492	2.1%
5	Philippines	293,892	1.2%

Ranking (2021 Census)	Country of Birth (outside Australia)	2021 Census - number of responses	% of NSW population (2021 Census)
1	China (excludes SARs and Taiwan)	247,595	3.1%
2	England	231,385	2.9%
3	India	208,962	2.6%
4	New Zealand	118,527	1.5%
5	Philippines	106,938	1.3%

▲ Top five countries of birth for people born overseas: Australia and NSW (2021 ABS Census)

The 2021 Census showed that 26.5% of people in NSW speak a language other than English at home, an increase from 25.1% in 2016. There are 284 languages and dialects spoken in households across NSW.

The top five community languages in NSW are Mandarin (3.4%), Arabic (2.8%), Cantonese (1.8%), Vietnamese (1.5%) and Hindi (1.0%).

Ranking (2021 Census)	Language spoken at home	2021 Census - number of responses	% of NSW population (2021 Census)
1	Mandarin	270,685	3.4%
2	Arabic	227,243	2.8%
3	Cantonese	148,943	1.8%
4	Vietnamese	117,907	1.5%
5	Hindi	80,051	1.0%

▲ Top five languages other than English spoken at home in NSW (2021 ABS Census)

Our multifaith community: religious diversity in NSW

Most people in Australia identify as having some form of religious affiliation, although the number is declining. The 2021 Census showed a significant increase in the number of people who do not affiliate with a religion (30.1% in 2016 to 38.9% in 2021), noting that many of those people may still hold other spiritual beliefs. In NSW, the percentage of people who identified as having no religious affiliation was 33.2% in 2021, an increase from 25.5% in 2016.

Christianity remains the most common religion in Australia, despite a significant decline (52.1% in 2016 to 43.9% in 2021). In 2021 in NSW, affiliation with Christianity was 47.6%, down from 55.2% in 2016. Anglicanism and Catholicism remain

the largest Christian denominations, although Anglican affiliation had the largest decline of all religious denominations – a decrease of from 13.3% to 9.8% of the national population from 2016 to 2021. Catholicism is also declining but at a slower rate, largely because of immigration from majority Catholic countries. 191,000 migrants who came to Australia between 2016 and 2021 reported an affiliation with Catholicism in the 2021 Census and over one-quarter of those were born in the Philippines. Immigration is also contributing to a rise in people affiliating with other Christian denominations such as the Orthodox traditions followed by many migrants from Greece, Serbia, Egypt and other countries.⁵

Immigration is also contributing to the growth of non-Christian religious traditions. In 2021, 12.1% of people in NSW were affiliated with a non-Christian religion. The most common were Islam (4.3%), Hinduism (3.4%), Buddhism (2.8%), Sikhism (0.6%), and Judaism (0.5%).⁶

Religion	NSW %
Western (Roman) Catholic	21.7
Anglican	11.9
Islam	4.3
Hinduism	3.4
Buddhism	2.8
Christian, nfd	2.4
Uniting Church	2.1
Presbyterian and Reformed	1.9
Greek Orthodox	1.7
Baptist	1.2
Pentecostal	0.9
Sikhism	0.6
Maronite Catholic	0.5
Judaism	0.5

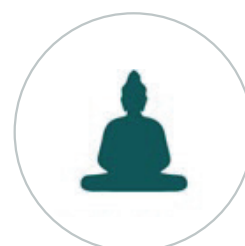
▲ Top 15 religious affiliations in NSW in 2021 (2021 ABS Census)



Islam
1



Hinduism
2



Buddhism
3



Sikhism
4



Judaism
5

▲ Top 5 non-Christian religious affiliations in NSW in 2021 (2021 ABS Census)

5. <https://www.abs.gov.au/articles/religious-affiliation-australia>

6. <https://www.abs.gov.au/articles/snapshot-nsw-2021>

DID YOU KNOW?

The 2021 Census shows that Ezidi (alternatively spelled Yazidi or Yezidi) is, proportionately, the fastest growing religion in Australia and NSW.

An ancient religious minority, Ezidis are traditionally spread across northern Iraq, northern Syria and southeastern Turkey.

Ezidis have been subject to centuries of persecution, most recently by ISIS. In August 2014, ISIS invaded the Sinjar region of Iraq, displacing over 200,000 Ezidis and subjecting more than 6000 others to egregious human rights abuses.

The Ezidi maintain traditional rituals such oral performance of sacred hymns, musical performance and religious processions.

According to the 2021 Census, the number of Ezidis in Australia increased from 63 people in 2016 to 4,123 in 2021 (an increase of 6,444%). Most of this group arrived in Australia in 2017 and 2018, thanks to the Humanitarian Settlement Program (HSP). The HSP focused on resettling Ezidi women, children and families from Iraq and Syria.

In 2021, Ezidis were mainly located in regional locations in Queensland and NSW. These areas are designated regional refugee settlement locations as part of the HSP.

With their ancient faith, rich traditions, and unique dialect, the Ezidi make a welcome addition to the cultural, linguistic and religious diversity of NSW.



CASE STUDY

Interfaith encounters breaking down stereotypes

In a classroom at Gilroy Catholic College, Castle Hill, Christian and Muslim high school students from across Western Sydney are getting to know each other. The conversations going on in the room are stimulating, energetic, honest, loud. There's lots of laughter.

This is the Interfaith Encounters Interschools Project, a Multicultural NSW COMPACT initiative delivered by Catholic Mission in partnership with Catholic and Islamic schools across Sydney.

According to program coordinator Catherine Towiro, Interfaith Encounters adopts a 'critical consciousness' method pioneered by Brazilian-Catholic thinker, Paulo Freire (1921-1997). The project also draws on Catholic Mission's experience with cultural immersion programs, in which young people from Australian Catholic high schools are immersed into local communities in rural Australia or in other countries.

"We had a long experience with the immersions program, so we asked ourselves: is there something we can do locally to achieve the same outcomes?", Towiro said.

Interfaith Encounters operates in the same spirit of discovery and dialogue. Student participants come from eight schools across Sydney: Gilroy Catholic College in Castle Hill, Unity Grammar Islamic High School in Austral, St Patrick's Marist College in Dundas, St Benedict's Catholic College in Oran Park, Amity College in Prestons, Australian Islamic College of Sydney in Mt Druitt, Delany College in Granville and Malek Fahd Islamic College in Greenacre.

Throughout the school year, the students enjoy immersive learning activities that encourage them to engage deeply with students from faith communities they might not normally have the chance to meet.

At Gilroy College, the session begins with a

recitation of the Quran and a Catholic prayer. Students brainstorm different perspectives on faith and journal their discussions on butcher's paper with markers, paint, or whatever creative tools are at hand. They enjoy lunch together, play sports together, take and share selfies with each other, and stay in touch long after the experience is over. The five-day program, delivered over the course of a semester, includes joint school excursions to places of worship such as St Patrick's Cathedral in Parramatta and Auburn Gallipoli Mosque.

Sara-Maree Wakim, a Year 11 student of Lebanese Christian heritage from St Patrick's College, was glad the program didn't shy away from tackling tough topics like racism and prejudice.

"The first time Unity Grammar came to our school, they got some looks from our students," Sara-Maree said.

"I noticed that they were all so respectful and calm compared to the rowdiness of my school. They were so relaxed in prayer and really understanding what was going on around them."

Sara-Maree explains that this encounter led to a real sense of understanding between the students.

"They accepted us for who we were, and we accepted them."

Malik Zoabi, a Year 11 student at Unity Grammar, wants other young people to take up the Interfaith Encounters challenge.

"My message for other students is to try new things and don't be afraid to socialise. Once you socialise with other people, you'll find the group you associate with and become more of a whole person," Malik said.

Religious Communities Advisory Council to provide an interfaith consultative mechanism

In June 2022, the NSW Government announced the establishment of a new Religious Communities Advisory Council. The Council will be a formal consultative mechanism on issues of interest and concern to the religious communities of NSW.

The new Council builds on the work of the Multicultural NSW Religious Community Forum that has been running since 2014. Participation in the Forum grew significantly during the COVID-19 pandemic in 2020 and 2021 as the Forum became a key channel

of communication between the NSW Government and religious communities. The close cooperation between the NSW Government and religious communities during the pandemic presented opportunities to establish the Council as a whole-of-government consultative mechanism to inform important policy issues including chaplaincy and community wellbeing, community safety and the security of places of worship, and tackling religious intolerance including Islamophobia and anti-Semitism.

Nominations for the 15-member Council opened in October 2022 and the first meeting of the Council was scheduled for early 2023. The Religious Community Forum will continue as a wider network of community members committed to interfaith harmony.

“When you encounter and interact with other people of different faiths, you learn knowledge of your own faith and other people’s faiths and you learn to appreciate other people for who they are and what they believe in.”

Sara-Maree Wakim, Year 12, St Patrick’s College, Dundas



◀ Students from Australian Islamic College of Sydney and Gilroy Catholic College participated in the Interfaith Encounters program

A haven and home for evacuees from Afghanistan and Ukraine

The United Nations High Commissioner for Refugees (UNHCR) estimates that there are currently over 100 million people displaced around the world, over 70% of them from just five countries (Syria, Venezuela, Ukraine, Afghanistan and South Sudan). For NSW in 2022, two disastrous events – the ongoing situation in Afghanistan and Russia’s invasion of Ukraine – meant that the largest cohorts of humanitarian arrivals came from these two regions.

NSW has opened its arms to evacuees from Afghanistan ever since the fall of Kabul to the Taliban in August 2021. NSW has settled more than 1,400 people from Afghanistan since then, including orphans arriving as Unaccompanied Humanitarian Minors. The Australian Government committed to supporting 31,500 people fleeing Afghanistan over four years from 1 July 2022, with around a quarter of those (7,800 people) expected to settle in NSW. Many evacuees from Afghanistan have community links in Western and South-West Sydney and have settled in these locations. Multicultural NSW established an Afghan Community Advisory Forum in October 2021 that continued to meet in 2022 to provide a channel for the diverse voices of people from Afghanistan to raise issues with the NSW Government.

Russia’s invasion of Ukraine in February 2022 shocked the world, and the people of NSW sent a clear message that we stand with the people of Ukraine. For the first week of March, the sails of the iconic Sydney Opera House were illuminated in blue and yellow as a symbol of solidarity. The Premier of NSW joined community leaders on 1 March for a “Stand with Ukraine” gathering on the Opera House forecourt.

Since the start of the invasion, more than 1,600 Ukrainian nationals have arrived in NSW. The urgency of the evacuation meant that many people arrived on temporary visas instead of permanent humanitarian visas, potentially limiting their access to mainstream services. The NSW Government stepped up to provide Ukrainian evacuees with free access to public hospital services, enrolling all Ukrainian refugee school-aged children in school and offering free access to public transport.

The NSW Government continues to support evacuees from Afghanistan and Ukraine to ensure they get the best start to life in NSW with healthcare services, specialist counselling, housing, education and other mainstream services.



Towards a NSW Settlement Strategy

NSW has a proud history of welcoming and settling refugees and humanitarian entrants. There is extensive experience and expertise among NSW Government agencies in the field of humanitarian settlement, and agencies have worked collaboratively for many years through the NSW Government Immigration and Settlement Planning Committee (GISPC) and the NSW Joint Partnership Working Group (JPWG) to improve settlement outcomes for new arrivals.

While recognising this experience, NSW has never had a whole-of-government strategy to improve settlement outcomes for refugees and people from refugee-like backgrounds.

In a first for the State and for Australia, Multicultural NSW and the NSW Coordinator General for Settlement, Professor Peter Shergold AC, committed to developing a NSW Settlement Strategy by the end of 2022.

Multicultural NSW drew on international human rights frameworks, national standards, best practice evidence and lessons from the work of agencies in developing the draft Strategy's foundational elements.

Throughout 2022, Multicultural NSW engaged and consulted with key government and non-government stakeholders, including the JPWG and GISPC, to test and validate these foundational elements. This included:

- 78 settlement service providers
- 53 people with lived experience of refugee settlement
- 15 non-government organisations and community networks
- 15 NSW Government departments and agencies
- Nine local councils
- Seven State and Territory governments
- Four Australian Government departments

An Issues Paper outlining key lessons and recommendations for the Strategy was developed and, from this, seven guiding principles were landed on to inform the Strategy's development and implementation.

Customer journey and systems maps were developed to illustrate what programs, services and initiatives are delivered by the Australian and NSW governments for the Strategy's primary cohorts and where there is need for further work.

An evaluation framework was designed including a program logic detailing the key enablers and short, intermediate and long-term outcomes.

Agencies across the NSW Government have committed to the Strategy Action Plan, which details more than 70 actions to be taken by agencies in support of the Strategy. With government endorsement, the Strategy is ready to begin in 2023.



CASE STUDY

Supporting communities impacted by overseas conflicts

The Witness to War program provides free, independent and confidential support to individuals and families in NSW directly exposed to or otherwise impacted by overseas conflict. The program recognises that overseas conflicts can have a range of detrimental impacts on NSW community members with cultural or family links to regions in conflict. It allows NSW STARTTS (NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors), which delivers the program, to extend its services beyond recently arrived refugees to other community members who may need support.

After a successful pilot in 2018-19, the NSW Government re-funded the Witness to War program in late 2021 in response to the crisis in Afghanistan. With Russia's invasion of Ukraine in February 2022, the program was extended to support people in the NSW Ukrainian community.

The Witness to War support line was launched in February 2022 and offers free, multilingual, independent and confidential telephone support, including initial needs assessments, counselling, information provision and referrals.

In April 2022, nine new Bicultural Client Support Workers received their psychological first aid training and program induction. The bicultural staff have diverse backgrounds, experiences and language skills. The service can provide support in Dari, Pashto, Hazaragi, Urdu/Hindi, Farsi, Arabic, Kurdish (Sorani), Turkish and Ukrainian.

Support line staff address issues such as legal, immigration and financial support, mental health counselling and housing assistance. The support line has received several enquiries from people in the community who are hosting newly arrived Ukrainians and require financial and social aid.

In an interview with SBS in June 2022, Jorge Aroche, the CEO of STARTTS and President of the International Council for the Rehabilitation of Torture Victims, said the Witness to War support line helps distressed people “unpack”.

“Witness to War is an initiative that allows people affected by overseas conflicts to talk to someone with lived experience and unpack how the situation is affecting them,” Mr Aroche told SBS.⁷



7. <https://www.sbs.com.au/news/article/this-multilingual-hotline-is-helping-migrants-impacted-by-overseas-conflicts/bid6um2mh>

CASE STUDY

Emergency relief extended for some of the most vulnerable people in our community

The 2022 COVID-19 Emergency Relief Support Grants distributed funding across metro and regional NSW to specialist migrant and settlement non-government organisations to provide support to asylum seekers and other vulnerable temporary visa holders who experienced hardship due to the COVID-19 pandemic.

The funding provided emergency relief support including food and personal hygiene support, medical support, telecommunications, transport, and essential housing (to maintain tenancies and for crisis accommodation, including gas, water and electricity bills).

The funding supports asylum seekers or temporary visa holders living in NSW who are in crisis and who not eligible for most assistance from the Australian Government.

The NSW Government has provided a total of \$20 million in emergency relief grants to support vulnerable asylum seekers and other temporary visa holders since the start of the COVID-19 pandemic in 2020.

Partner organisations delivering the relief services are:

Asylum Seeker Centre

Australian Red Cross Society

CCA New South Wales

Chinese Australian Services Society (CASS)

Hills Community Aid and Information Service

House of Welcome

Jesuit Refugee Services (JRS)

Mount Druitt Ethnic Communities Agency (MECA)

Multicultural Youth Affairs Network NSW (MYAN)

Muslim Women Australia

Prosper (Project Australia)

Queanbeyan Multicultural Centre

Rev. Bill Crews Foundation (Exodus Foundation)

Settlement Services International

Western Sydney Migrant Resource Centre



Assessing the state of community relations as affected by cultural diversity



22

Support for multiculturalism despite economic uncertainties: key points from the 2022 Mapping Social Cohesion survey.

This section of the Community Relations Report contributes to an assessment of the state of community relations in New South Wales as affected by cultural diversity, as required under the *Multicultural NSW Act 2000*.

In making this assessment, the Community Relations Report has, for several years, drawn on data from the annual Mapping Social Cohesion Report by the Scanlon Foundation Research Institute. Mapping Social Cohesion is a major national annual survey of public opinion on social cohesion, immigration and population. The annual findings of the Mapping Social Cohesion surveys have provided a useful frame of reference for the Community Relations Report and for the work of Multicultural NSW by identifying national trends that may impact community relations in NSW.

In 2022, the Australian National University (ANU) took on the responsibility of administering the 16th Mapping Social Cohesion survey for the Scanlon Foundation.⁸ The 2022 survey was the largest in the history of the survey, with 5,757 respondents answering 91 questions.

This was the fourth Scanlon survey to be conducted during the COVID-19 pandemic. During the first year of the pandemic, in 2020, two surveys found a significant increase in social cohesion, buoyed by high levels of public trust in government efforts to protect our health and financial wellbeing. In 2021, during the second year of the pandemic when the Delta crisis hit, social cohesion had declined marginally by the Scanlon measure, but remained higher than pre-pandemic levels. Both the 2020 and 2021 Scanlon reports provide clear evidence that Australia proved to be a strong, cohesive and resilient society throughout the pandemic.

In 2022, having emerged from the worst of the COVID-19 crisis, this sense of social cohesion is declining. The 2022 Scanlon report shows that national pride, belonging, and a sense of social justice are lower now than during the COVID-19 pandemic. The survey highlights strains relating to global and domestic challenges, with economic and social inequalities, geo-political instability, climate change and inflation woes heightening Australians' sense of insecurity.

In earlier times, periods of economic uncertainty might raise fears of an increase in anti-immigration sentiment. The Scanlon survey provides clear evidence that this is not the case in Australia in 2022. In fact, key indicators relating to cultural diversity – such as support for immigration and multiculturalism – remain very high, if not on the rise. After two years of border closures, there is a clear sense that Australians understand the economic benefits of immigration. There are also signs that levels of interpersonal trust and cohesion at the local neighbourhood level remain high in 2022.

8. <https://scanloninstitute.org.au/mapping-social-cohesion-2022>

9. <https://www.abs.gov.au/articles/snapshot-nsw-2021>

Some key findings from the 2022 Mapping Social Cohesion report by the Scanlon Foundation Research Institute

Challenges remain. Concerns about racism are increasing noticeably, possibly reflecting a heightened awareness of the problem of racism in Australia and increased demands for racial equality. The existence of negative attitudes to minority cultural and religious groups are a problem for community harmony in Australia, although there are signs that negative attitudes may be decreasing.

Below are some key take-away findings from the 2022 Mapping Social Cohesion Report. Readers are encouraged to visit the Scanlon Foundation Research Institute website and read the report themselves to discover its other many valuable findings.⁹

Social cohesion back to pre-pandemic levels

- The Scanlon-Monash Index (SMI) measures attitudes within the five domains of belonging, worth, social justice, political participation, and acceptance/rejection.
- The SMI for 2022 was 83, down five points from 2021, nine points from 2020, and one point from 2019, bringing it almost on par with the pre-pandemic period.
- The decline was mainly registered in the domains of social inclusion and justice (11 points down from 2021) and acceptance/rejection (seven points down from 2021).
- 52% of survey respondents in 2022 reported a “sense of belonging to a great extent”, down from 74% in 2007.

Racism remains a real concern

- 16% of people surveyed claimed that they had been subject to discrimination due to their skin colour, ethnic origin, or religion over the last 12 months, similar to 2021.
- Awareness that racism is a problem increased substantially to 60% in 2022 compared to 40% in 2020.
- The proportion of people who agree or strongly agree with the statement “we should do more to learn about the customs and heritage of different ethnic and cultural groups in the country” increased from 59% in 2018 to 69% in 2022.
- The proportion of people holding negative sentiment towards Muslims remains significant in contemporary Australia at 29%, although this figure is declining from 2019 (39%) and 2020 (40%).
- Positive feelings towards immigrants from China increased from 52% in July 2020 to 61% in 2022.

Support of immigration and multiculturalism remains strong

- 88% of people surveyed agree that “multiculturalism has been good for Australia”, up from 78% in 2018.
- 78% of people disagree that “immigrants take jobs away”, up from 64% who disagreed in 2018.
- 94% of people surveyed agree that “someone who was born outside of Australia is just as likely to be a good citizen” as someone born in Australia, up from 90% in 2018.
- 81% of people said they have two or more people in their “close circle of a friend” from different ethnic, national, or religious backgrounds.

Financial stress is having an impact

- For 39% of people, economic issues, including unemployment, jobs, poverty and the deficit, were cited as the most important problem in Australia in 2022.



scanlon
foundation

Scoping a Community Relations Measurement Framework

In 2022, Multicultural NSW entered into a research partnership with a team from the Australian National University (ANU) Social Cohesion Grand Challenge (ASCEND) to deliver a scoping study on measuring community relations.

The ANU research team prepared the following summary of the study's outcomes to date. The summary provides an overview of the concept of 'community relations' and identifies some of the available data sets, including but not limited to the valuable Scanlon data, that might help us identify some of the specific aspects of social cohesion that speak to the state of community relations as affected by cultural diversity. This summary thereby introduces a draft framework for measuring community relations that might help inform future editions of the Community Relations Report.

Understanding community relations

'Community relations' refer to the attitudes, perceptions and lived behaviours that connect people on a daily basis. In multicultural societies such as NSW, community relations are a key foundation for the full integration and cohesion of new and established residents and contribute to the overall harmony, vibrancy and collective wellbeing of communities. Measuring and tracking the extent and quality of community relations is vital in understanding and maintaining this harmony and wellbeing and in identifying emerging challenges as well as opportunities to grow social connections and relationships.

Measuring community relations

Drawing on academic and government theory, research and international best practice, the ANU research team developed a draft framework for measuring and tracking the state of community relations in NSW. In this framework, 'community

Domain	Sub-domain
Intergroup contact	Inter-ethnic/cultural mixing
	Experience of discrimination
	Inter-ethnic/cultural friendships
Community solidarity	Neighbourhood cohesion
	Community involvement
	Community voice
Community & institutional trust	Generalised trust
	Trust in other institutions
Attitudes towards immigration and multiculturalism	Support for multiculturalism and diversity
	Prejudicial attitudes
National identification	National belonging
	English proficiency

Table 1. Proposed domains and sub-domains for a Community Relations Measurement Framework



relations' is conceived of as a multidimensional concept, reflecting the extent to which people interact positively with others in their communities and particularly with those from different ethnic and cultural backgrounds, the extent to which they trust in government and important societal institutions, their support for multiculturalism and diversity and their sense of belonging and identity.

These dimensions are organised into domains and sub-domains in the draft Community Relations Measurement Framework. There are five domains in this framework: intergroup contact, community solidarity, community and institutional trust, attitudes towards immigration and multiculturalism, and national identification. Under each of these domains are a set of sub-domains. These are listed in Table 1 opposite. In this study, each of these domains and sub-domains is populated with a set of indicators based on existing data for NSW.

Data collection

Data were collected from three surveys – the ABS Census of Population and Housing, the ABS General Social Survey (GSS), and the NSW boost to the Scanlon Foundation Research Institute's 2020 Mapping Social Cohesion survey. Census and GSS data are reported across various points in time over the past two decades, whereas that from the Mapping Social Cohesion survey is from 2020 only.¹⁰

Categorisation of data according to country of birth

A key feature of this study is that participants in each survey are categorised into broad 'groups' according to country of birth. This allows for comparison between these 'groups' in terms of how positive responses are to each of the types of measures outlined in Table 1. These are as follows:

1. People from English speaking or western European backgrounds, including respondents born in Australia, New Zealand, the UK, the USA, and north-eastern Europe (e.g., the Netherlands, France, Germany).
2. People from non-English speaking and non-western European backgrounds, including respondents born in non-English speaking countries who have migrated to Australia were aggregated for the purposes of this study. The areas from which these respondents emigrated include: Asia, the Middle-East, Africa, South America, and southern (e.g., Italy, Greece, Spain) and eastern (e.g., Croatia, Serbia, Poland) Europe.

Categorisation of respondents according to time in Australia

Length of time since immigrating to Australia is also considered a key variable by which those from non-English and non-western European backgrounds can be differentiated. This is because those who have been in Australia longer have had more time to integrate into the Australian community, relative to those who are newly arrived. For this reason, indicators of community relations for people from non-European and non-English speaking backgrounds are grouped into the following categories based on how long they have been in Australia:

1. 20+ Years Since Arrival
2. 10-20 Years Since Arrival
3. < 20 Years Since Arrival

Results

Results on each of the key community relations measures are reported below, in the same order as listed in Table 1 opposite.



Australian
National
University

10. The scoping study for Multicultural NSW upon which this summary draws commenced before data was available from the 2021 and 2022 Mapping Social Cohesion surveys. This summary is not intended to provide point-in-time data for 2022 but a longer term sense of community relations trends in NSW.

Intergroup contact

The concept of intergroup contact refers to both the quantity and, perhaps more importantly, the quality of contact experience between people from different national, ethnic, or religious groups.

Inter-ethnic/cultural mixing

This measure was taken from the 2020 Mapping Social Cohesion Survey and was worded as “*Your local area is a place where people from different national and/or ethnic backgrounds get on well together*”. The chart opposite shows the percentage of respondents in NSW communities who indicate they agree or strongly agree with this statement.

The degree to which neighbours get on well together is very high across all groups. There is no evidence of migrant disadvantage on this measure in an aggregate sense, with approximately 80 % or more of the population agreeing with the statement in each of the majority and minority groups.

Experience of discrimination

The extent to which respondents experienced discrimination in some form was measured by agreement with the following statement: “*Have you experienced discrimination because of your skin colour, ethnic origin, or religion over the last 12 months?*”. The percentages of people who have experienced discrimination in the 12 months prior to November 2020 are depicted below. Data come from the NSW boost to Scanlon’s 2020 Mapping Social Cohesion survey.

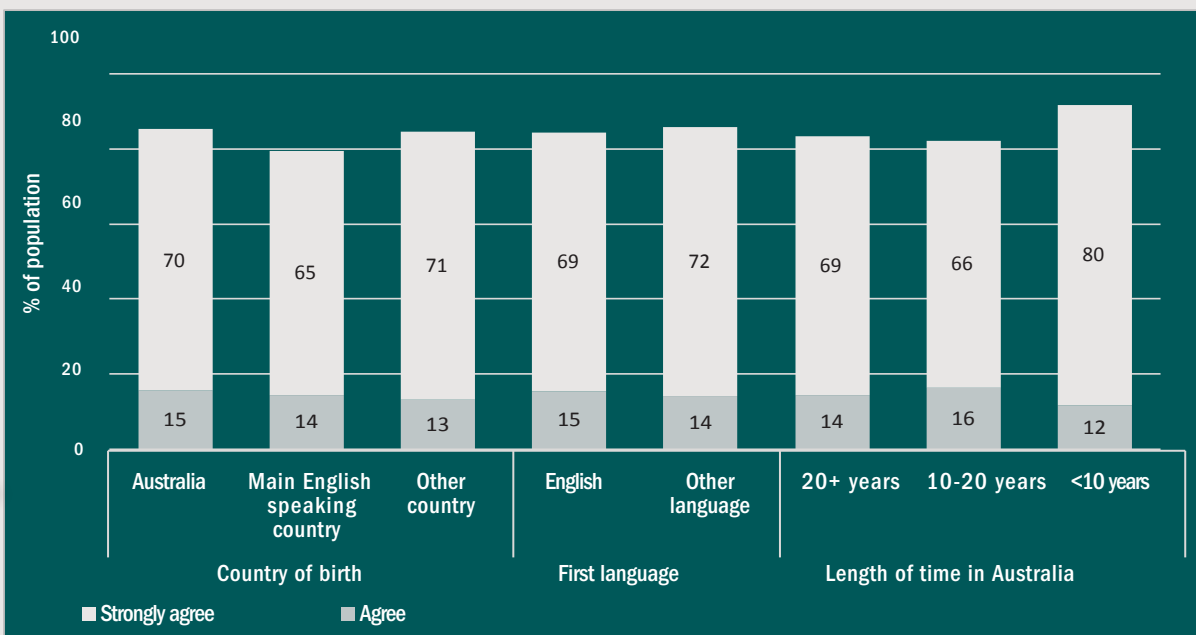
The experience of discrimination in NSW is considerably more common for people from non-English speaking backgrounds. Almost one-in-four (23%) people born in a non-main English speaking country and almost one-in-three (31%) people whose first language is not English reported discrimination in the last 12 months, compared with 10% of the Australian-born population. People who have arrived in Australia in the last 20 years were particularly likely to report experiencing discrimination.

Inter-ethnic/cultural friendships

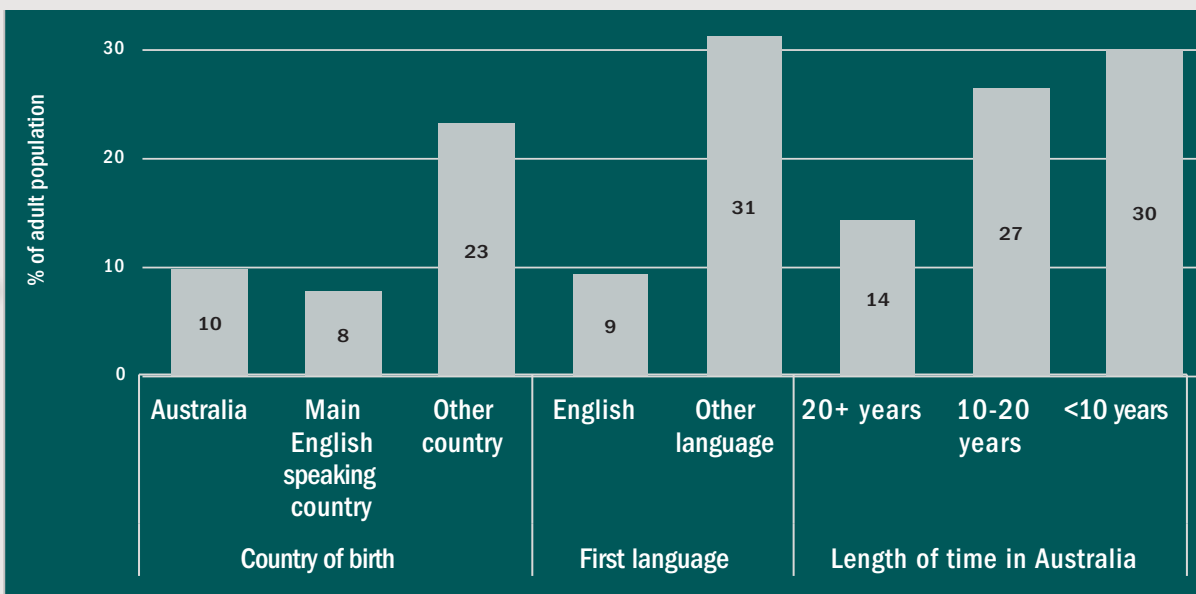
Levels of inter-ethnic friendship were measured by the following question: “*With regard to your friends, how many are from national, ethnic, or religious backgrounds different from yours?*”. The chart opposite depicts the percentage of respondents in NSW communities who indicate that two or more of their friends are from different national, ethnic, or religious groups. Areas shaded dark blue represent nine friends or more, light blue five to eight friends and pink between two to four friends. Results are taken from the NSW boost survey to the Scanlon Foundation’s Mapping Social Cohesion survey conducted in November 2020.

Overall, the level of mixing is very high across all groups. More than 80% of people have at least two friends from different backgrounds across English speaking and non-English speaking groups, and almost 60% have at least five friends. Migrant groups are generally more likely to have a large number of friends from different groups than the Australian-born population. Foreign-born populations who have lived in Australia for 10-20 years, for example, are almost twice as likely as the Australian born population to have nine or more friends from different groups.

"Your local area is a place where people from different national and/or ethnic backgrounds get on well together".

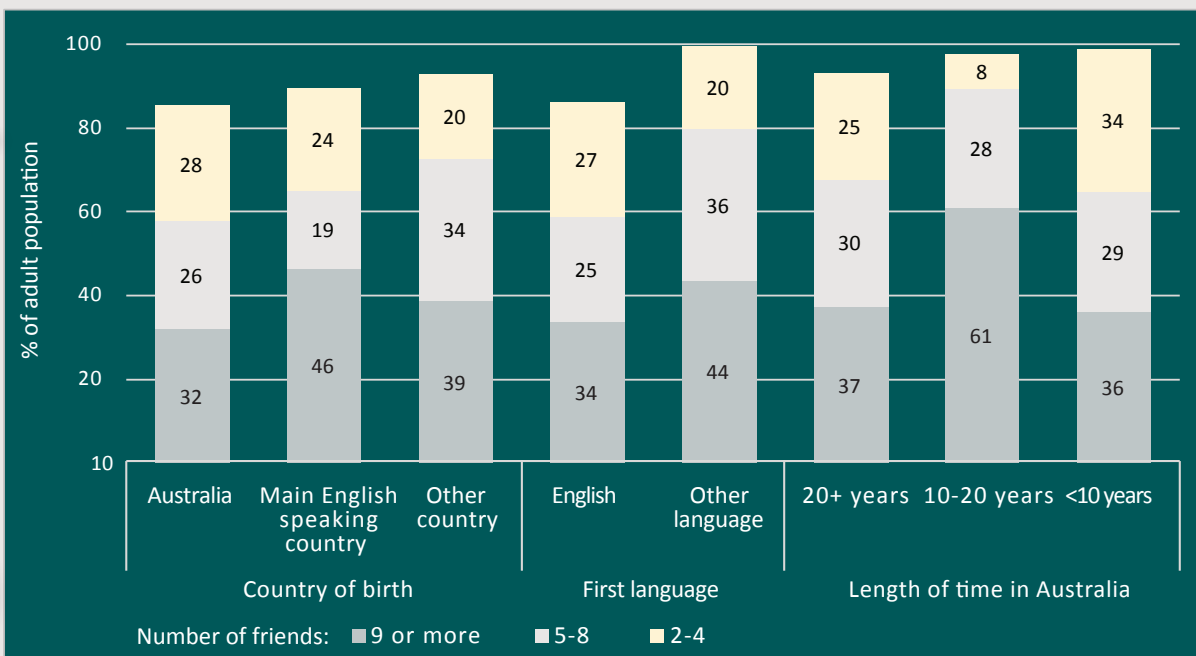


"Have you experienced discrimination because of your skin colour, ethnic origin, or religion over the last 12 months?"



27

"Your local area is a place where people from different national and/or ethnic backgrounds get on well together".



Community solidarity

Measures of community solidarity ‘tap’ into the extent to which community members from different national, ethnic, or religious groups feel a sense of togetherness and common purpose. This can be in terms of working together on community issues or being able to draw on fellow community members for help in times of need.

Neighbourhood cohesion

The amount of cohesion between community members according to respondents was measured by the following statement: *“People in your local area are willing to help their neighbours”*. The below graph charts the percentage of respondents who either agreed or strongly agreed with the above statement, with data taken from the NSW boost to Scanlon’s 2020 Mapping Social Cohesion survey.

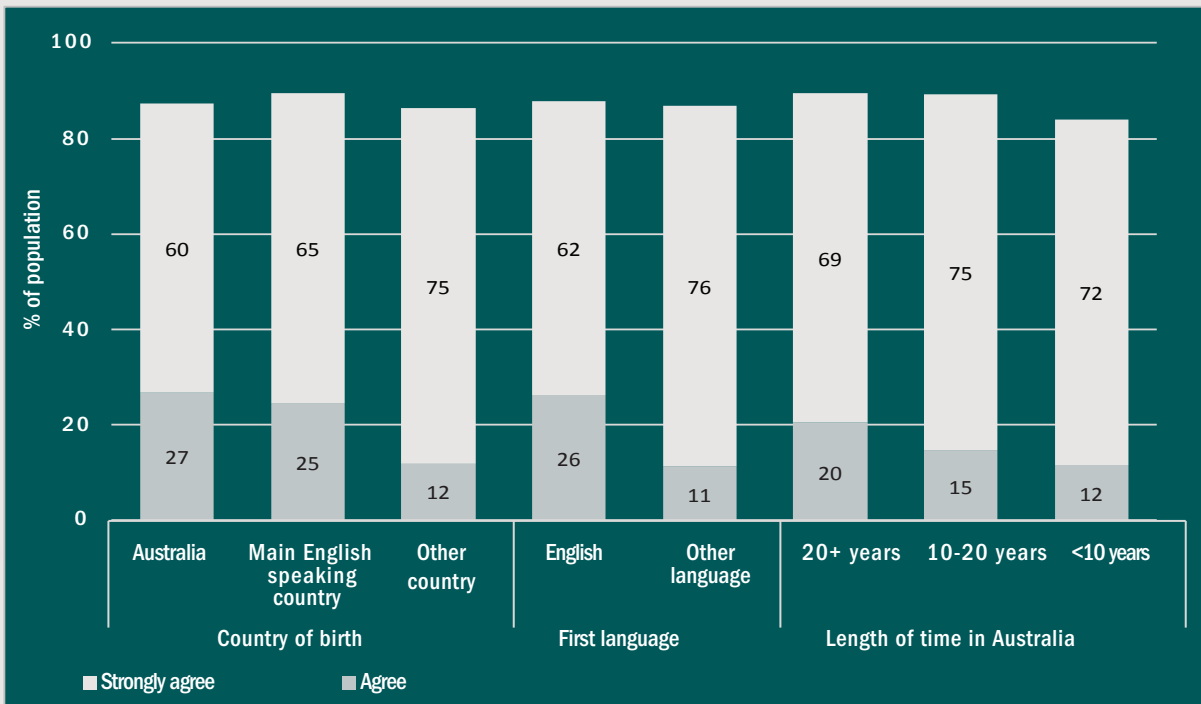
The results indicate widespread agreement that neighbours are willing to help each other. More than 80% of people agree or strongly agree with the statement across each of the groups. Notably however, people born outside of a main English speaking country (12%), people whose first language is not English (11%) and people who arrived in Australia in the previous 10 years (12%) are substantially less likely to strongly agree with the statement than people born in Australia (27%).

Community voice

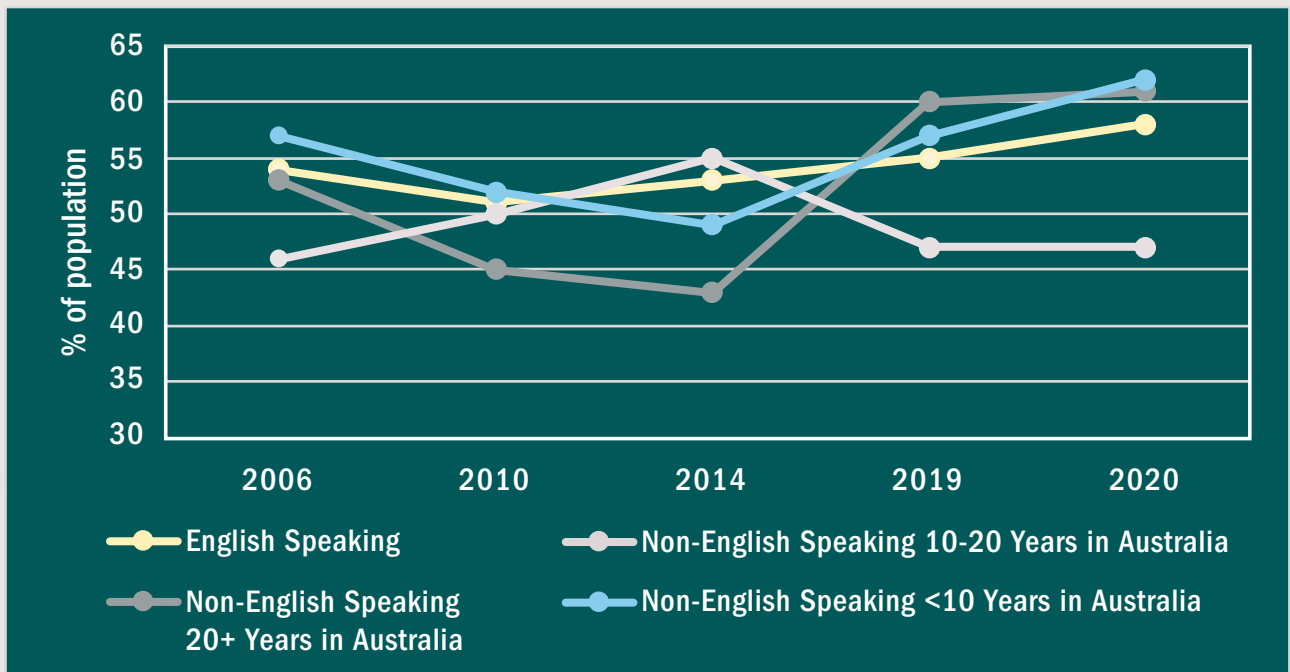
The ability of people to have their say in issues important to their community is an important indicator of how comfortable people are to engage actively with fellow community members to improve the wellbeing of themselves and the community, and having such meaningful involvement can also lead directly to improved community relations on the whole. This was measured by the following statement: *“I am able to have a real say on issues that are important to me in my local area”*, taken from the General Social Survey (GSS). The chart opposite shows the percentage of respondents from western European and non-western European backgrounds who agree or strongly agree.



"People in your local area are willing to help their neighbours".



"I am able to have a real say on issues that are important to me in my local area".



Community & institutional trust

Trust in others and institutions within ones' community is crucial to the development of positive relations between community members and their collective wellbeing, and is therefore considered essential.

Generalised trust

The following measure of trust in fellow community members was taken from the 2020 NSW boost to the Mapping Social Cohesion Survey: *"Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people"*. Percentages of respondents who indicated they agree or strongly agree with this statement are shown opposite.

Levels of trust are similar across those from English-speaking and non-English speaking countries. However, levels of trust are substantially lower among those in the latter category who have been in Australia for less than 10 years on the 2020 Mapping Social Cohesion survey.

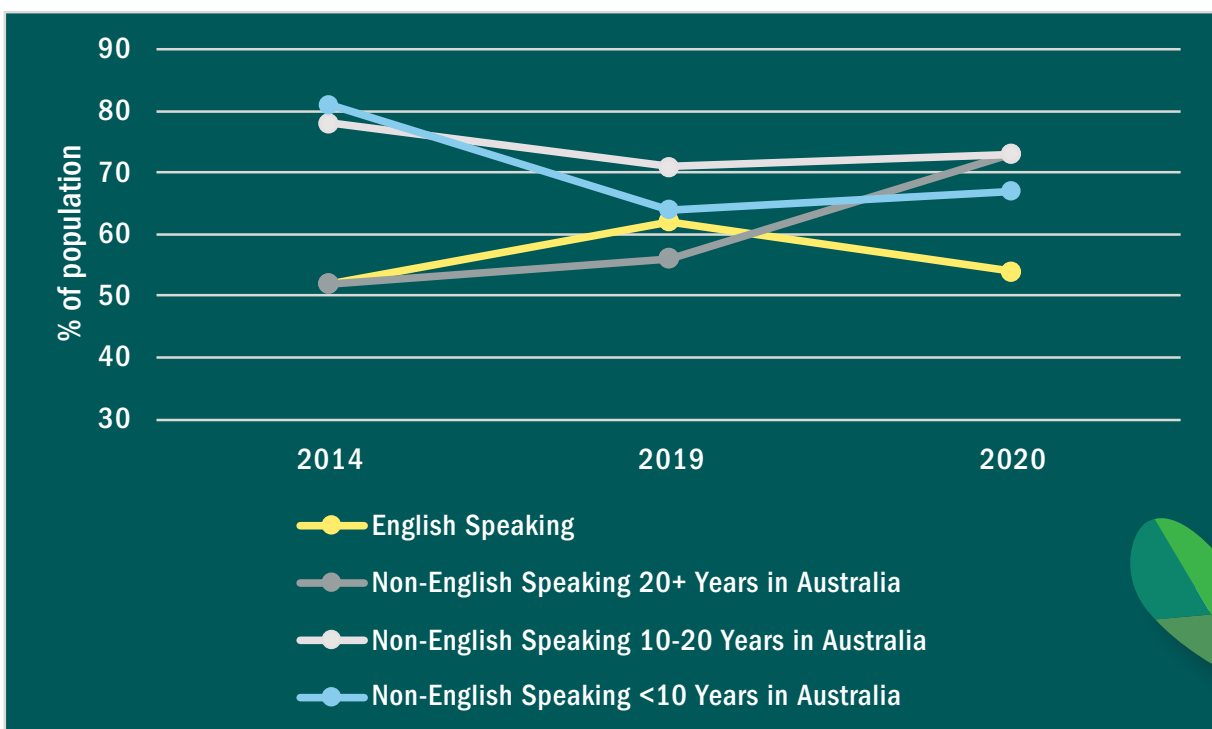
An additional measure of generalised trust was taken from the GSS with data recorded over time (2006-2020). This was in the form of the statement *"I trust most other people"*. Results are shown in the chart opposite.

Levels of trust are similar across those from English and non-English speaking backgrounds based on the GSS data across time. However, levels of trust are substantially lower among people who have been in Australia for less than 10 years on the 2020 Mapping Social Cohesion survey.

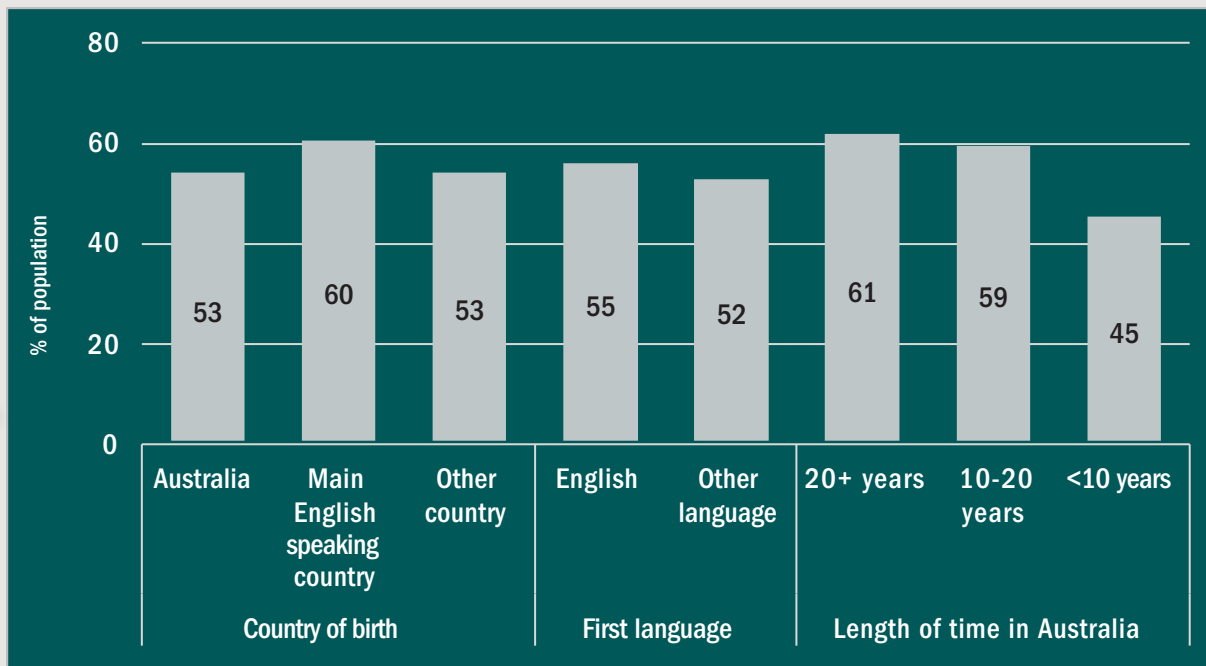
Trust in institutions

Trust in the justice system was measured in the GSS. Overall agreement in NSW that each of these three can be trusted across those born in English and non-English speaking countries is shown below.

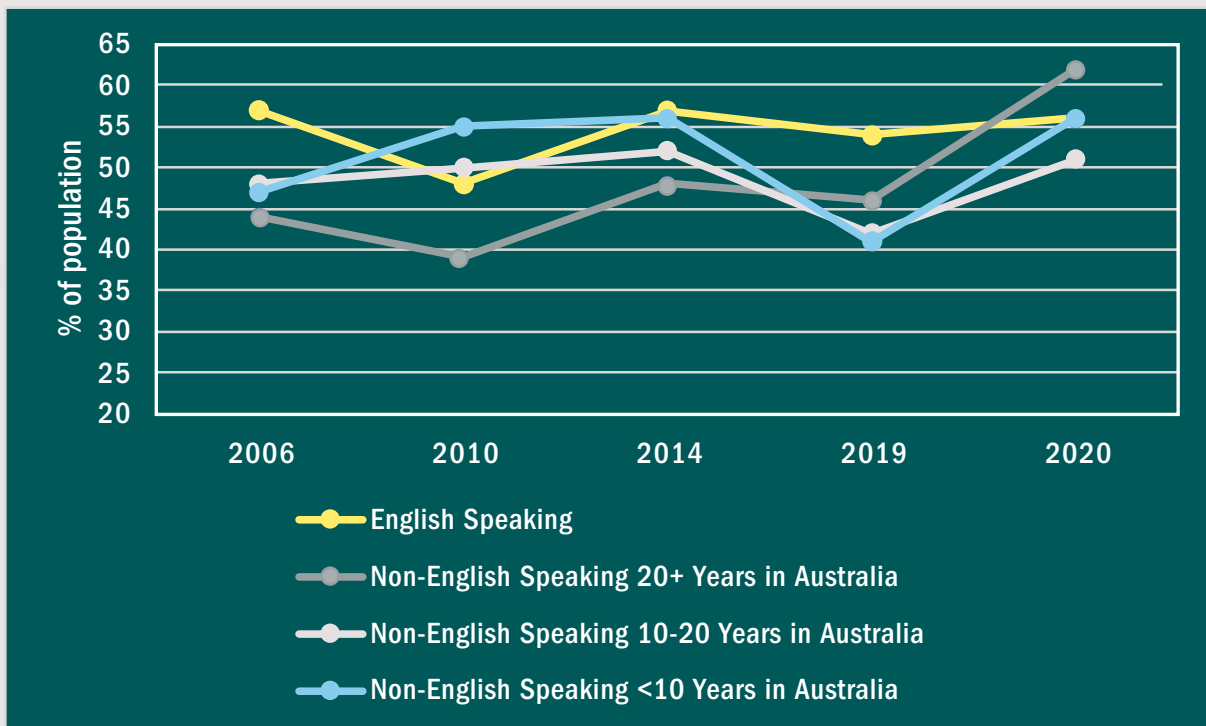
Trust in institutions.



"Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people".



"I trust most other people".



Attitudes towards immigrants and multiculturalism

Support for multiculturalism and ethnic diversity

Two measures were used as indicators of attitudes toward ethnic diversity among English and non-English speaking respondents in NSW. The first, taken from the NSW boost to Scanlon's 2020 Mapping Social Cohesion survey was: "Multiculturalism has been good for Australia". The percentage of respondents who agree or strongly agree with this statement are shown opposite.

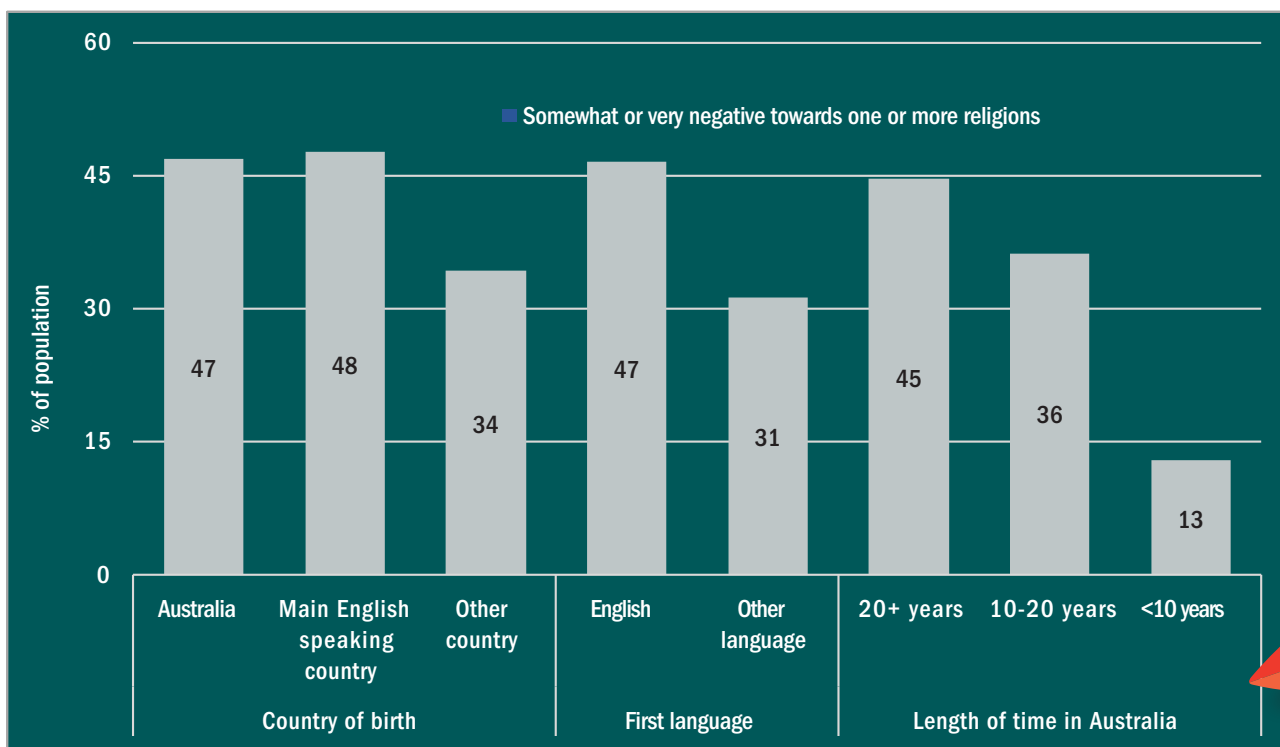
The second measure, taken from the GSS, was phrased "I am tolerant of society being comprised of different cultures". The percentage of respondents from English and non-English speaking countries across time is shown in the graph opposite.

Prejudicial attitudes

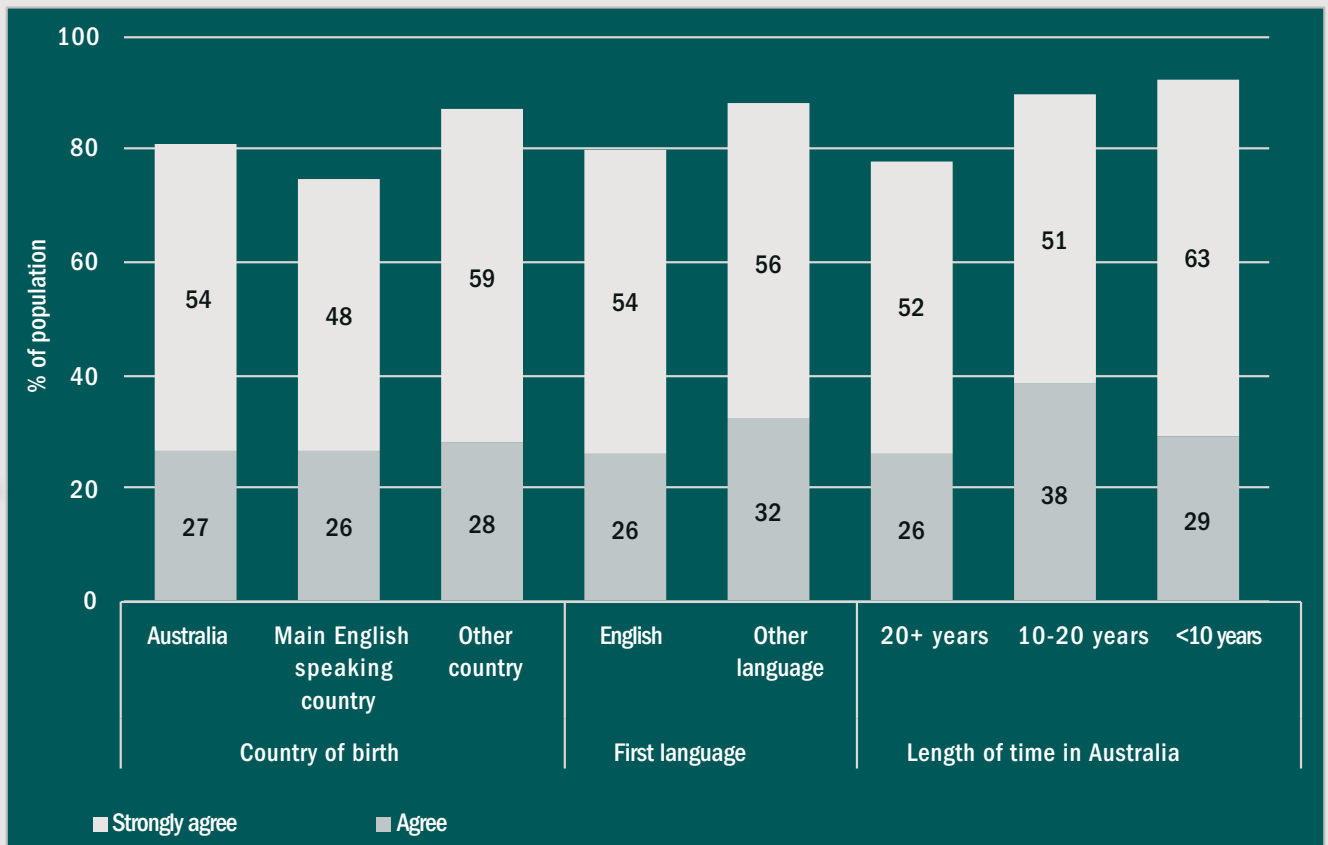
Prejudicial attitudes toward various immigrant and religious groups were measured by the following question: "Is your personal attitude positive, negative, or neutral towards; a) Christians, b) Buddhists, c) Muslims, d) Hindus, e) Sikhs, and or f) Jews?". The results from the NSW boost to the 2020 Mapping Social Cohesion survey are charted below.

In 2020, people born in Australia and other English-speaking backgrounds were significantly and substantially more likely to hold a negative attitude towards one or more religions than people from non-English speaking backgrounds, particularly those who have been in Australia for less than 10 years.

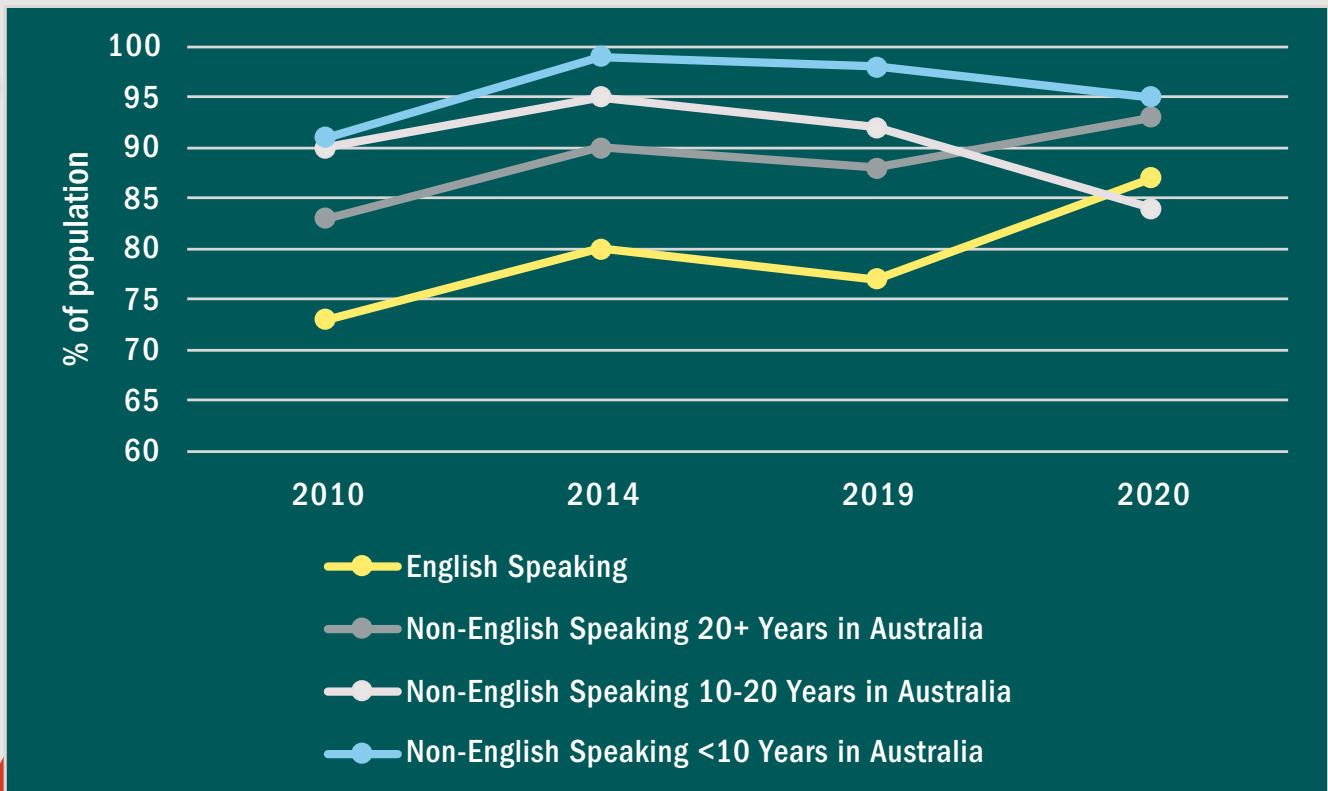
"Is your personal attitude positive, negative, or neutral towards; a) Christians, b) Buddhists, c) Muslims, d) Hindus, e) Sikhs, and or f) Jews?"



"Multiculturalism has been good for Australia".



Proficiency in English among those who speak a language other than English at home.



National identification

The extent to which respondents feel a sense of belonging as an 'Australian' is an important indicator of positive community relations in that it can provide a sense of 'sharedness' among community members regardless of pre-existing ethnicity. This sense of common belonging can decrease tendencies for different ethnicities to become insular or isolated from their community.

National belonging

A measure which speaks directly to this concept is taken from the 2020 NSW boost Mapping Social Cohesion Survey, which asks respondents to indicate *"To what extent do you feel a sense of belonging in Australia?"* The percentage of respondents who either answered 'to a moderate extent' or 'to a great extent' is shown in the chart opposite.

The sense of national belonging in NSW varies across those from English and non-English speaking backgrounds. Specifically, substantially fewer respondents from non-English speaking countries indicated that they feel a great sense of belonging in Australia. This difference is especially pronounced among those who immigrated between 10-20 years and less than 10 years prior to 2020.

English proficiency

Data collected from the ABS Census of Population and Housing measures levels of proficiency in English among those who speak a language other than English at home. The percentage of NSW respondents from non-English speaking countries who indicated that they spoke English well or very well is displayed below according to years since immigration.

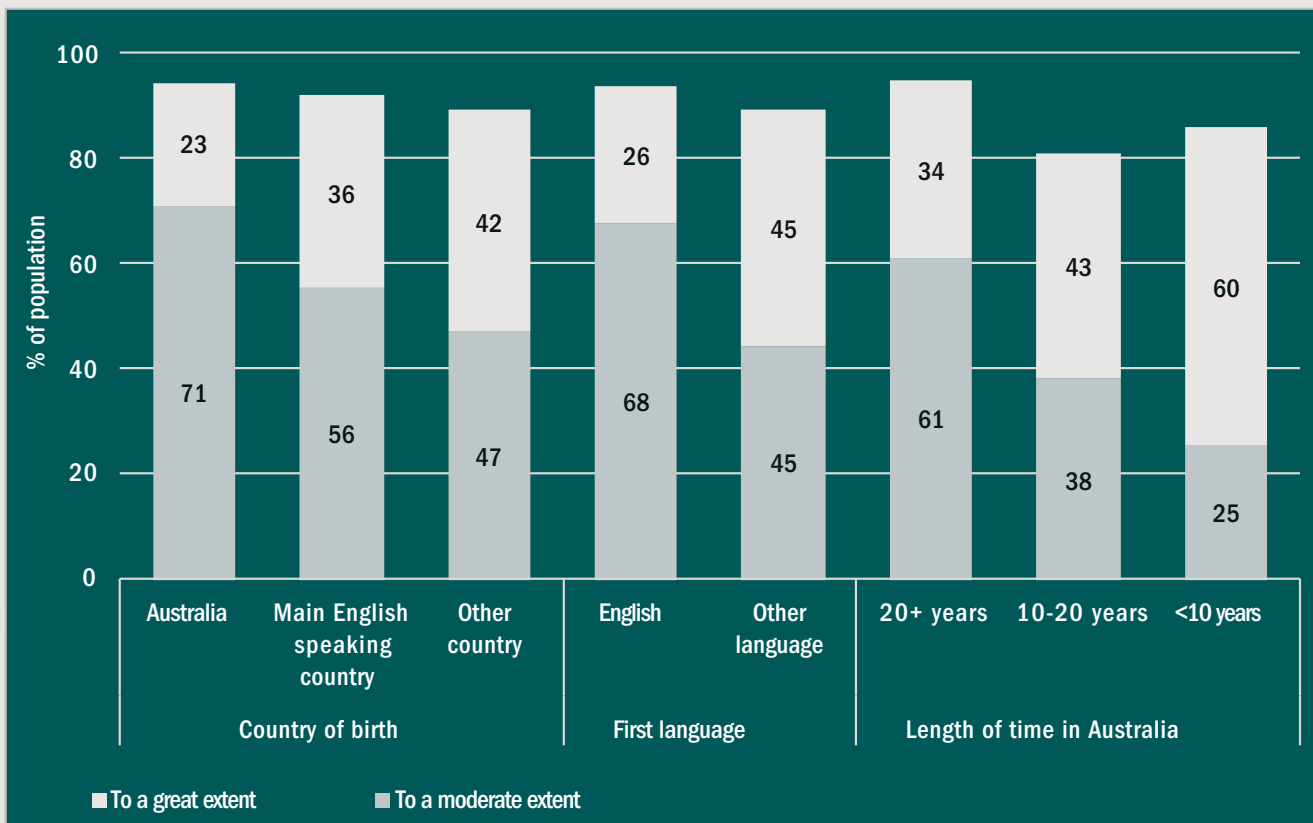
English proficiency of those from non-English speaking countries has improved across the board between 2006-2021 to a point which is now almost uniform across those who are newly arrived and those who emigrated longer ago.

Conclusion

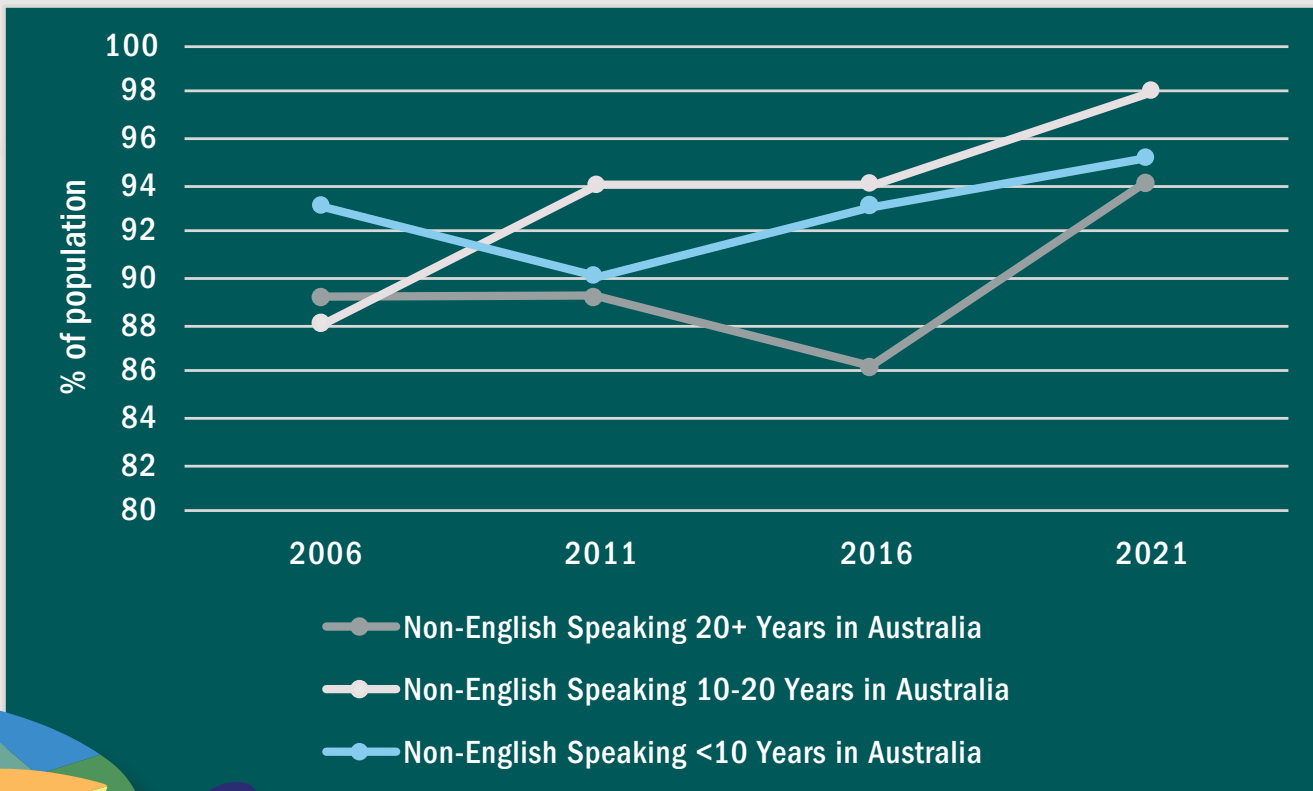
The above analysis provides a high level and broad-brush view of how community relations are faring in NSW. Informed by a rigorous and robust framework for measuring community relations and the best available data, the analysis reveals several positive indicators, particularly in terms of positive intergroup contact, attitudes to multiculturalism, neighbourhood cohesion and trust in people and institutions.

The experience of discrimination and the holding of prejudiced attitudes nevertheless remain ever-present. In revealing these insights, this analysis provides valuable new information and poses important policy challenges. The grouping of people into English speaking/western European and non-English speaking/western European categories is necessarily coarse, constrained by the availability and quality of survey data. Nevertheless, this differentiation goes some way to exploring community relations in the very multicultural context of NSW, moving beyond simple state-wide averages in an effort to improve our understanding of lived realities within communities. This analysis provides only one component of this effort, but represents a necessary and important first step.

"To what extent do you feel a sense of belonging in Australia?"



Proficiency in English among those who speak a language other than English at home.



Regional communities embrace cultural diversity

36

NSW is a multicultural state, and outside of Greater Sydney, our regional centres are becoming increasingly culturally diverse.

The country spirit of hospitality is evident in regions across the state where first, second, third, even fourth and fifth-generation Australians have made their home.

Cooma is synonymous with post-WWII immigration and nation building during the construction of the Snowy Mountains Hydroelectric Scheme. Griffith in the Riverina has a long and proud multicultural history where migrants have been the backbone of the region's agricultural industries. Broken Hill is the site of a mosque built by Afghan cameleers and boasts a heritage-listed synagogue that is over 100 years old. The regional centres of Armidale, Coffs Harbour and Wagga Wagga – now designated by the Australian Government as primary settlement locations – have, for 15 years or more, welcomed newly arrived refugees and humanitarian entrants. In other regions, a growing number of councils have recently committed to the Welcoming Cities Standard for cultural diversity and inclusion, including councils in Lake Macquarie, Wollongong, Leeton, Shoalhaven, Temora and Tamworth.¹¹

Multicultural NSW has long recognised that cultural diversity is a lived reality across our State. The agency has a legislated function to ensure that community members in regional areas can advise it on issues relating to cultural diversity.¹² For many years, this function was implemented through a Regional Advisory Council (RAC) program. The latest iteration of the longstanding RAC program was formalised in 2016 and included 12 RACs operating across seven regional areas (Hunter and Central Coast, Illawarra and South-East NSW, Murray Lower Darling, New England and North-West NSW, Northern NSW, Riverina, Western NSW) and five metropolitan areas (East Sydney, North Sydney, South-West Sydney, West Sydney, South Sydney) of NSW. The RACs were an important source of insight into issues relating to cultural diversity across the State.

With the onset of the COVID-19 pandemic in March 2020, Multicultural NSW activated its state-wide RAC network online to get a better understanding of the impact of the pandemic on communities. The RAC network of members and observers expanded to over 260 people during the pandemic in 2020 and 2021 and provided key insights into the needs of migrant and refugee communities in regional areas, including those impacted by the closure of state borders with Victoria and Queensland.

11. <https://welcomingcities.org.au/>

12. Section 10 of the Multicultural NSW Act 2000.

In 2021, Multicultural NSW commissioned SECNewgate Australia to conduct an independent review of the RAC program. The review explored lessons from the online activation of RACs during the pandemic and examined good practice models of community engagement, public participation, community development and strategic policy development in a multicultural context.

The review included surveys of RAC members and observers (n=72 fully completed; n=248 partially completed) and a survey for community members (n=166 fully completed; n=245 partially completed). The community survey was translated into eight community languages and promoted through regional community networks by 38 'survey champions' through community Facebook groups and other channels.

SECNewgate delivered its review report to Multicultural NSW in March 2022.¹³ The report has since informed the development of a new Multicultural NSW Regional Engagement Program (REP) that aims to expand, nourish and sustain effective, wide-reaching, robust relationships with and between communities across NSW regions from 2022 to 2025 and beyond. REP is an evolution of the static RAC consultative mechanism and will provide a variety of regional engagement offerings that facilitate dynamic, purposeful and technologically enabled engagement with regional communities throughout the year. Expressions of Interest for participation in the REP opened in October 2022, with over 375 community members from across the state registering to participate in the program. The annual cycle of REP engagements will kick off in early 2023.

The 2022 RAC review report provided important insights into community connectedness and acceptance of cultural diversity in regional communities in NSW. Two questions on these topics were included in the surveys:

- *"From your perspective, how connected do you feel the communities you represent are to the broader community in your local area?"* (This was the question put to RAC members and observers. For community members the question was re-phrased as: *"How connected do you feel to the broader community in your local area compared to three years ago?"*).
- *"Based on everything you know, have experienced and observed, how accepting do you feel the community in your local area is of cultural diversity?"*

Community connectedness

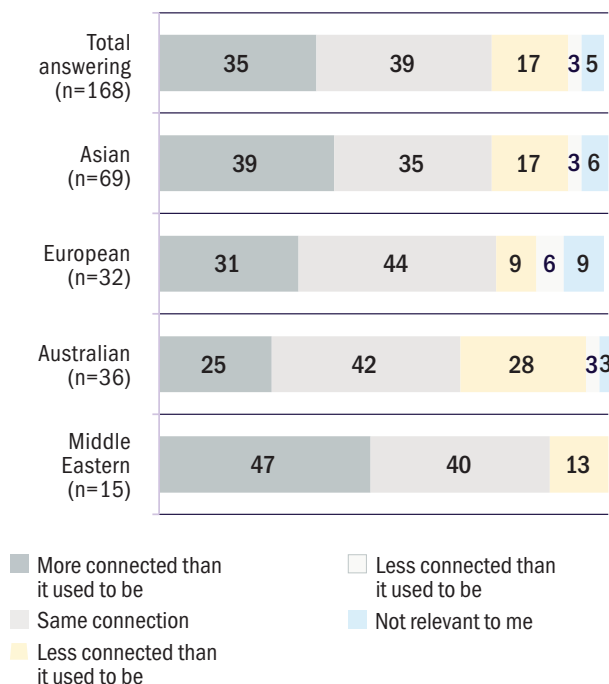
In response to the first question, almost half of RAC members and observers surveyed (45%) rated their community's connectedness to the broader community as good. This included 14% who rated their feelings of connectedness as 10 out of 10. 11% said they felt that their community was very poorly connected.

Males and participants from Australian, African and Middle Eastern backgrounds were slightly more likely to feel their community was well connected (56%, 68% and 73%).

Most community members surveyed said that their community was at least as connected as it was three years ago (74% overall), with roughly one in three saying it is more connected. Middle Eastern participants were the most likely to feel more connected to the broader community compared to three years ago.

Few community members surveyed stated their community was less connected than three years ago (17% overall). Those identifying as having Australian heritage were slightly more likely to say this (28%).

How connected do you feel to the broader community in your local area compared to 3 years ago?
Base: all participants answering the question



13. Review of Multicultural NSW Regional Advisory Councils (SECNewgate Australia, March 2022).
All data cited in this section comes from this report.

Acceptance of cultural diversity

In relation to acceptance of cultural diversity, most RAC members and observers surveyed (71%) thought that their community was either fairly or very accepting of cultural diversity in their local area, with regional participants rating acceptance as slightly higher than those from metro NSW (73% compared to 68%).

While broadly similar overall levels of acceptance were seen, opinions were more polarised in metropolitan areas, with an equal proportion stating their community was very accepting (28%) and somewhat/not accepting (28%). In regional areas, a greater proportion thought their communities were somewhat/not accepting (24%) than were very accepting (13%).

The majority (58%) of community members surveyed said their community was very accepting of cultural diversity. Those with Asian or European ancestry were slightly more likely to say their community was accepting of cultural diversity (both 65%). Participants of Middle Eastern ethnicity were slightly more likely to say that their community was not accepting of cultural diversity (21%).

Looking at the results by where people lived, in the Sydney metro regions (Parramatta, Western Greater Sydney, South-West Sydney, Inner West and City) more than 60% said their community was very accepting of cultural diversity. In the regions, 61% of participants from Wagga Wagga, Griffith and Albury regions thought their communities were accepting of cultural diversity. Outside of these regions, 50% or more community members surveyed rated their community as not accepting of cultural diversity.

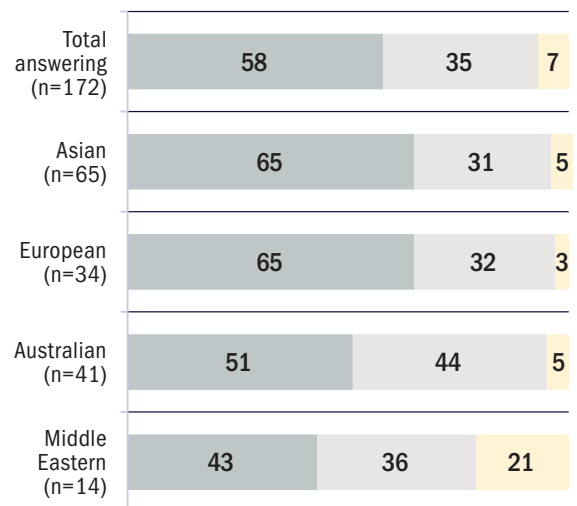
When community members were asked why they thought regional communities might not be accepting of cultural diversity:

- 34% cited a lack of respect or racism
- 11% said their community is not ethnically diverse and has a mistrust of other cultures
- 10% said that their community needs more representation in their local area

Building on the findings of the RAC review, the new Multicultural Regional Engagement Program (REP) aims to give communities an ongoing and direct voice to the NSW Government to help resolve issues relating to cultural diversity in regional areas of the state.

Based on everything you know, have experienced and observed, how accepting do you feel the community in your local area is of cultural diversity?

Acceptance of Diversity (%)



Very accepting (7-10) Somewhat accepting (4-6) Not accepting (0-3)



CASE STUDY

Partnering with local government to strengthen social cohesion

In February 2022, the NSW Government announced the first round of its NSW Social Cohesion Grants for Local Government initiative. The program identifies social cohesion opportunities and challenges in local communities and supports local councils and community partners to deliver innovative solutions.

Led by the Department of Premier and Cabinet, the program funded six successful applications. Each project commenced in mid-2022.

The initiative aims to build the resilience of local community leaders and groups and enhance community cohesion and cultural inclusion, at the same time as building civic engagement, participation, networking opportunities and partnerships.

The initiative recognises that councils are best placed to deliver the social cohesion projects as the level of government most involved in grassroots community issues.

Grant recipients have targeted programs that are designed to support people, to connect with each other, and to build resilience so that closer-knit communities can endure any future challenges they may encounter.

Through these new grants, NSW Government is supporting local groups and their wider community to emerge from recent challenges, by delivering direct support to build a brighter, more connected future.

NSW Social Cohesion Grants for Local Government in 2022:

Georges River Council: Better Together: tailored training focusing on developing bystander anti-racism skills, competencies and tools for action

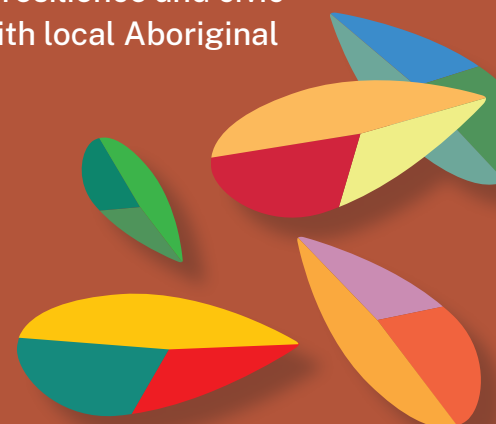
Lane Cove Council: Neighbourhood and resilience building program among medium and high-density residents

Canada Bay Council: Nurturing Emerging Leaders to Build Social Cohesion: building capacity of emerging leaders from diverse community groups through a leadership and mentoring program

Hay Shire Council: Hay Community Champion: establishment of a 'Community Champion' to lead a youth task force, develop social cohesion resources and wider community capability building

Bathurst Regional Council: ReConnect Bathurst: partnering socially engaged storytelling with community-based activities to create spaces for narratives around ageing, isolation and reconnection

Muswellbrook Shire Council: Building community cohesion by connecting to local Aboriginal languages: delivery of Aboriginal language training that prioritises resilience and civic participation with local Aboriginal residents



The funded projects have already shown positive results. Muswellbrook Shire Council, in collaboration with the Wanaruah Local Aboriginal Land Council, the Hunter Valley Aboriginal Corporation and Arts Upper Hunter, has successfully delivered Aboriginal language classes.

Some 35 students, who were aged between 23 and 78 and many of whom were of Wonnarua/Wanaruah descent, were able to attend online and in-person classes, as well as two face-to-face workshops.

Students have said that what they most liked about the course was “learning more about my own family lineage and how they come to be/were/are in Wonnarua land and their achievements” and “family connection and connecting to our culture together”.

“This opportunity means so much, through this course I have felt more connected to my mob than I have in a long time,” one student said.

“I’m hoping that each participant will develop the confidence to step into the language sharing space, either at home or in public, and start using the language at every opportunity,” Aunty Sharon Edgar-Jones said.

“It would be deadly to hear it every day – even if it just folks spontaneously greeting each other as they walk down the street with ‘anyiku ngaa – what’s up’.”

In December 2022, the NSW Government announced the second round of the \$500,000 grants, which in this phase will have a focus on volunteering. The “Unsung Heroes – Innovation in Volunteering Grants for Local Government” will fund projects which recognise and encourage volunteering as a form of civic participation – a key pillar of social cohesion.



▲ Participants of the “Our Language Initiative”, Muswellbrook Shire Council, December 2022

Monitoring and addressing issues impacting on community harmony in NSW:

2022 Report from the NSW Community Resilience and Response Plan (COMPLAN) Committee

About COMPLAN

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

COMPLAN is established under Section 13f of the Multicultural NSW Act 2000, which authorises Multicultural NSW to provide a single coordination point for integrated responses to issues associated with cultural diversity. COMPLAN draws together NSW agencies capabilities and details a coordinated, whole-of-government approach to preventing and managing risks to community harmony.

COMPLAN facilitates coordination of information and insights identified by NSW agencies through incident reporting, community engagement networks and advisory structures, community sentiment analysis, social media listening, environmental scanning, social cohesion mapping and other agency capabilities.

The COMPLAN Committee, chaired by Multicultural NSW, is a senior officers group comprised of representatives from the NSW Police Force, Anti-Discrimination NSW, NSW Department of Education, NSW Department of Communities and Justice, NSW Health, Resilience NSW (now the NSW Reconstruction Authority), Local Government NSW

and Multicultural NSW. Other agencies are invited to join COMPLAN Committee meetings as needed to advise on matters relevant to their portfolios. For example, the NSW Department of Premier and Cabinet participated in COMPLAN throughout 2022. Study NSW and the Commonwealth Department of Home Affairs also participated in Committee for some meetings in 2022.

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

Meetings held in 2022

The COMPLAN Committee met four times in 2022: 10 February, 5 May, 4 August and 3 November. These were regular COMPLAN Committee meetings held under the COMPLAN Preparedness, Prevention and Recovery arrangements.

Two out-of-session COMPLAN Notifications were issued in 2022: one in April seeking advice on the community harmony impacts of Russia's invasion of Ukraine; one in September seeking urgent advice from agencies in relation to reports of anti-Semitic incidents in NSW schools.

The statement below provides a summary of the COMPLAN Committee's assessment of issues impacting community harmony in 2022.

Supporting community recovery from the COVID-19 Delta crisis

The arrangements established under COMPLAN are available to support NSW State emergency management arrangements if an emergency, disaster or crisis (natural or human-generated) presents risks to, or consequences for, community harmony.

The COMPLAN Committee has convened throughout the COVID-19 pandemic to identify, assess, monitor, and share information on the impacts of the pandemic on community harmony.

By the start of 2022, the crisis experienced in NSW during the seven months of the Delta wave of COVID-19 had started to ease. Public health restrictions enforced to curb the spread of the virus were relaxed. Interstate and international borders opened, and families and friends finally could be reunited after a protracted period of separation. COVID-19 remained a serious public health concern as the Omicron variant emerged and NSW agencies continued to engage and support communities to stay COVID safe. Attention also turned to community recovery from the collective trauma of the Delta outbreak.

The NSW Police Force had worked throughout the pandemic to engage communities and keep lines of communication open. Acknowledging that the enforcement of public health restrictions in South-West Sydney during the Delta outbreak generated negative community sentiment, the NSW Police Force continued to work through the Police Multicultural Advisory Council (PMAC), the Multicultural Community Liaison Officers (MCLO) network and the Engagement and Hate Crimes Unit (EHCU) to strengthen police-community relations and build community trust.

Multicultural NSW funded a special round of six-month COMPACT grants commencing in January 2022. The COMPACT Social Cohesion and Community Resilience grants supported community-led initiatives that strengthen community connectedness and togetherness as an important part of our community recovery following the Delta crisis. For example, Arab Council Australia's 'Reconnecting West and East' project aimed to overcome perceptions of Sydney having become a 'divided city' during the Delta outbreak (see page 9 of this report). For the 'Building Capability' project, Police and Citizens Youth Clubs (PCYC) NSW, partnering with the NSW Police Force, engaged young people from migrant and refugee communities to build trust in police. The project responds to concerns that law enforcement and the presence of the Australian Defence Force in operations in South-West Sydney during the Delta response may have re-traumatised some people from refugee communities.

The Department of Premier and Cabinet funded the first round of its NSW Social Cohesion Grants for Local Government initiative in February 2022. The initiative identifies social cohesion opportunities and challenges in local communities and supports local councils and community partners to deliver innovative solutions (see page 39 of this report).

Learning from COVID-19

After two years of monitoring and addressing the community harmony impacts of COVID-19, 2022 provided an opportunity for the COMPLAN Committee to reflect on some of the lessons learned through the pandemic and start planning for future crises that might impact community harmony.

Following the experience of the pandemic and recent bushfire and flood emergencies, Multicultural NSW entered a research partnership with the Centre for Resilient and Inclusive Societies (CRIS) at Deakin University to gain a better understanding of how crises and natural

disasters are exploited by extremists. The study will examine how the spread of disinformation and conspiracy theories can undermine trust in government, social cohesion and community resilience. To be completed in 2023, the project will include workshops with community partners that aim to build social capital and community capacity to respond to disinformation and social discord in times of crisis. The project builds on a CRIS pilot study that included a review of over 75 emergency management and countering violent extremism policy documents. The review found COMPLAN to be the only example of a policy framework in Australia that acknowledges the importance of empowering credible community messengers to counter disinformation and other deliberate attempts to undermine trust and community harmony during disasters and crises.

The COMPLAN Committee commenced a review of COMPLAN that will incorporate lessons learnt from implementing the plan throughout the COVID-19 pandemic. The review will update arrangements under PPRR phases to strengthen the State's capacity to address current and future risks to community harmony.

Supporting communities impacted by overseas events and issues

COMPLAN recognises that community harmony may be affected by local, state, national or international incidents, situations, or events. In 2022, the COMPLAN Committee examined risks to local community harmony in NSW arising from Russia's invasion of Ukraine, the continuing impact of the situation in Afghanistan, ongoing communal and political tensions in India, and the repatriation of Australian women and children from camps in Northern Syria. The Committee also provided a forum to initiate dialogue between NSW agencies and the Australian Government on the impact of foreign interference on NSW communities and community harmony.

Supporting community harmony during the Russia-Ukraine conflict

Russia's invasion of Ukraine in February 2022 led to heightened sensitivities among both Ukrainian and Russian communities in NSW. While NSW agencies stepped up to support the settlement of evacuees from Ukraine (see page 18 of this report), Multicultural NSW and the NSW Police Force engaged Ukrainian and Russian community leaders to mitigate any risks to community harmony among established communities.

Ukrainian community leaders expressed fears about pro-war influences within the NSW community. This fear was exacerbated by the appearance of pro-war “Z” symbols in isolated graffiti attacks and at small-scale rallies held in Sydney, and by the social media activities of individuals based in NSW who were promoting Russia’s aggression.

Meanwhile, Russian community leaders expressed concerns that ordinary members of their community who do not support the Russian Government’s war were being abused and targeted by anti-war activists, in some cases leading to long-established community events being cancelled or postponed.

Managing community perceptions and expectations during this time of heightened tensions remains a challenge. While community demands for action from government or police cannot always be met within the limitations of policy or the law, transparency in communicating these limitations and integrity in handling complaints and reporting processes is critical to maintaining trust and de-escalating tensions. COMPLAN also recognises the primary role of the community itself in maintaining community harmony. In this regard, NSW agencies continue to support Ukrainian and Russian communities to find community-led solutions and build community harmony during this challenging time.

Ongoing support for communities impacted by the situation in Afghanistan

As communities and governments mobilised to support the new cohorts of evacuees from Ukraine, it was important to reassure communities that the ongoing needs of refugees from Afghanistan had not been forgotten and remained a priority.

Given the complexity and diversity of experiences of the peoples of Afghanistan, it is important to avoid perceptions of unequal representation by ensuring that all community groups have a voice and feel supported.

Countering divisive overseas influences within the Indian community

The COMPLAN Committee has examined concerns that political and communal tensions in India may be impacting local community relations in NSW ever since a public order incident in Harris Park in 2020 and a series of other violent incidents and tensions in 2021. Unfortunately, the issue has continued in 2022, and so remained on the COMPLAN agenda throughout the year. Multicultural NSW and the NSW Police Force continued to work with community leaders to ensure that divisive fringe elements do not tarnish the good reputation

of the Indian community, which has made such a significant contribution to our peaceful and prosperous State.

In July 2022, NSW Police Force investigated a serious assault that occurred on a community member in Sydney who had been critical of the Indian government on social media and had received online threats.

Restaurant owners in Melbourne were subjected to ideologically motivated online threats and abuse, some of which appear to have been generated from within NSW, some from overseas.

In September 2022, the eruption of riots and communal violence in Leicester, in the United Kingdom, demonstrated the scale and significance of the issue within Indian diaspora communities. While there is nothing to suggest anything of a similar scale might take place here, ongoing vigilance from communities, community leaders, government agencies and police is required to ensure that community harmony prevails and the Indian community maintains its high regard in NSW.

While the NSW Police Force continues to investigate potential criminal activity linked to these issues, including online threats of violence, the COMPLAN Committee agreed there is also a need to build community capacity in relation to the responsible use of social media, where much of the hateful and divisive commentary is being spread. For example, convenors of community-based social media channels may not be aware they can be held responsible for threatening and abusive content posted by other users on their channels. The Committee supported a proposal to co-design with communities an initiative to raise awareness among communities about legal and social responsibilities in managing social media channels to ensure they remain safe and harmonious community environments.

Integration of children and mothers from Syria demands a balanced approach

In 2022, the Australian Government made the decision to bring a group of Australian children and their mothers trapped in Syrian camps home to NSW. The Australian and NSW governments have processes in place to make the integration process as safe and successful as possible for the community and for the returning women and their children. The issue generated some polarising debate in the media.



While the COMPLAN Committee does not have a direct role in the integration process, it may need to play a supporting role if this issue presents further challenges for community harmony.

Foreign interference impacts community harmony

Recognising that overseas issues and events can present risks to community harmony, the COMPLAN Committee welcomed the opportunity for the Department of Home Affairs to present on the impact of foreign interference on NSW communities and community harmony in November 2022. The presentation acknowledged that foreign powers and their proxies are monitoring diaspora communities in NSW and, in some cases, harassing or intimidating members of these communities. This is not limited to one or two communities – it affects a range of new and emerging communities as well as more established communities. Community interference by foreign powers undermines social cohesion, damages our way of life, and threatens freedom and democracy.

The presentation prompted a fruitful discussion about the training needs of NSW agency community engagement staff, the integrity of community grants programs, and the importance of distinguishing cultural from national identity in the way we engage NSW communities.

The issues discussed at the November 2022 meeting will form part of an ongoing dialogue between Australian and NSW government agencies to be hosted by the Department of Home Affairs. Multicultural NSW will also refer other relevant issues raised through the COMPLAN Committee to the Australian Government through the new forum.

Tackling racism

The COMPLAN Committee provides a forum for NSW agencies to share information about reports of racist incidents and initiatives to tackle racism. Member agencies also participate in a range of engagement forums to raise community awareness of reporting and redress mechanisms and support services.

In late 2021, the COMPLAN Committee provided the mechanism for coordinating a NSW Government submission to the Australian Human Rights Commission (AHRC) on its proposed National Anti-Racism Framework. Lodged in February 2022, the submission provides an overview of the NSW Government's commitment to addressing racism and racial inequality, as demonstrated through a wide range of legal protections,

policies, frameworks, workforce development and training programs, community awareness campaigns, community partnerships and Indigenous reconciliation and reparation strategies.

Addressing concerns about anti-Semitism in schools

In 2022, a series of media reports raised concerns about rising anti-Semitism in NSW schools. Jewish communities called for greater awareness of the dangers of anti-Semitism, including awareness of the Holocaust.

The Department of Education and the NSW Police Force advised that these reports did not reflect a growing trend in NSW, however, anti-Semitism remains a focus for anti-racism strategies in schools and for the investigation of hate crimes.

As well as raising concerns about anti-Semitism, some of the cases reported in the media included racist, homophobic and misogynistic elements. The NSW Police Force Crime Prevention and Youth Command engaged actively with affected schools since the start of the first school term in March 2022, giving presentations to students on cyber-bullying, bullying and harassment, online sexual images, and respectful relationships and consent. The NSW Police Force also partnered with PCYC NSW to deliver the Multicultural NSW COMPACT-funded "Rise Up for Unity" program involving students from affected schools.

The Department of Education continued to roll out its state-wide Anti-Racism Policy, with more than 90% of all staff having completed mandatory online training on the policy, including responsibilities, and on the nature and impact of racism. All public schools are required to have a trained Anti-Racism Contact Officers (ARCOs) to support principals in addressing racism and implementing anti-racism education.

The introduction of the *Crimes Amendment (Prohibition of Display of Nazi Symbols) Act 2022* sent a strong message that the Parliament of New South Wales condemns the public display of symbols of anti-Semitic hate and genocide (see page 45 of this report).

CASE STUDY

Ban on Nazi symbols a win for inter-faith solidarity¹⁴

In August 2022, the Parliament of NSW criminalised knowingly displaying a Nazi symbol in public without a reasonable excuse. The Act was assented to by both Houses with unanimous support. The Act sends a strong message that the Parliament of NSW condemns the public display of Nazi symbols that evoke anti-Semitic hate and genocide.

The new offence in the *Crimes Act 1900* will carry a maximum penalty of 12 months imprisonment or a \$11,000 fine or both for an individual, or a fine of \$55,000 for a corporation, for knowingly displaying a Nazi symbol in public without a reasonable excuse.

The public display of Nazi symbols – outside of legitimate academic, artistic or educational purposes – is a cause of hurt and distress for members of the Jewish community, especially Holocaust survivors and their families.

NSW Jewish Board of Deputies CEO Darren Bark described the passing of the new law as a “historic day for New South Wales”.

“This is a significant blow to those who promote hate and vilification in our community,” Mr Bark said.

“Nazi symbols are a gateway to violence and are used as a recruitment tool by extremists. Banning their display is a long-overdue and much-needed law in our state. The perpetrators will finally be held to account.”

The Act makes it clear that the offence does not apply to a swastika used in connection with Hinduism, Buddhism or Jainism. The swastika is a traditional religious symbol used in these faiths for thousands of years.

Hindu and Jewish communities worked side by side on this issue.

“For too long, the Hindu community has not felt comfortable to display our symbol of peace because it resembled a symbol of evil. This is no longer,” said Hindu Council of Australia National Vice-President Surinder Jain.

“Thank you to everyone involved in this important work for the benefit of our entire community.”

14. All quotes cited from the NSW Government media release: <https://www.nsw.gov.au/media-releases/public-display-of-nazi-symbols-banned-nsw>

GOOD PRACTICE IN MULTICULTURAL POLICY AND SERVICE DELIVERY

Implementing the Multicultural Principles as the policy of the State

In 1977, only a few years after the official end of the White Australia policy, NSW became the first jurisdiction in Australia, and one of the first in the world, to introduce legislation that recognises the value of cultural, linguistic and religious diversity to the State and that aims to ensure that government programs and services are available and appropriate to everyone –irrespective of their cultural, linguistic or religious heritage.

The *Multicultural NSW Act 2000* is an evolution of that same Act of Parliament. It continues to enshrine the Multicultural Principles as the policy of the State by requiring all public authorities in NSW to observe the Multicultural Principles in the conduct of their affairs.

Multicultural NSW designed the Multicultural Policies and Services Program (MPSP) as the whole-of-government mechanism for implementing the Multicultural Principles in practice. The MPSP is designed to assist agencies in planning and improving performance in the delivery of government services in a culturally diverse society. In short, the MPSP aims to build the cultural competence of the NSW Government.

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

1. SERVICE DELIVERY

OUTCOMES

Mainstream services deliver for everyone.

Targeted programs fill the gaps.

People know about services and programs through culturally and linguistically effective communications.

2. PLANNING

OUTCOMES

Strong plans to deliver services.

Evidence driven planning.

4. ENGAGEMENT

OUTCOMES

Effective collaboration with diverse communities.

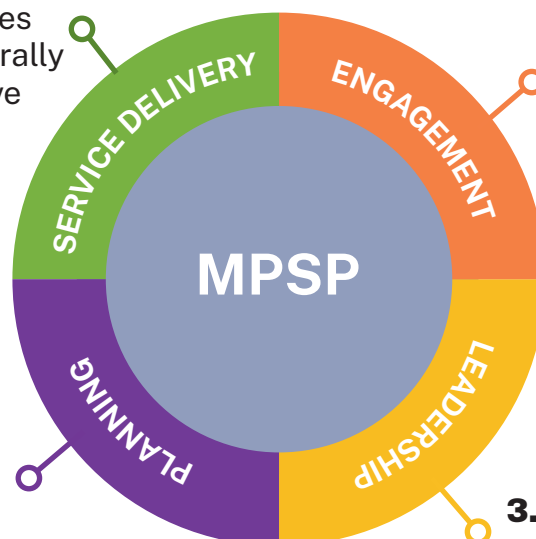
Understanding the needs of our culturally diverse community.

3. LEADERSHIP

OUTCOMES

Demonstrated leadership in culturally inclusive practices.

Increased recognition of the value of cultural diversity.



The four MPSP focus areas

New Multicultural Plans and MPSP review

Multicultural NSW congratulates the NSW Department of Customer Service and the NSW Department of Communities and Justice on the release of their new Multicultural Plans. We look forward to reviewing progress against these new Multicultural Plans in future editions of the Community Relations Report.

Multicultural NSW aims to model good practice and build capability across sectors to meet the needs of communities through policy, leadership, programs and service delivery. In 2023, Multicultural NSW will continue to work towards reviewing and refreshing the MPSP to ensure its relevance and impact.

Designated MPSP Agencies: report highlights

Designated MPSP agencies (DMAs) are NSW Government agencies that are recognised for their role in delivering essential policies and services for our culturally diverse society. DMAs report on the progress of their Multicultural Plans in two to three-year cycles.

For the 2021-22 MPSP reporting period, the DMAs reporting to Multicultural NSW were the NSW Police Force, NSW Health, NSW Department of Education, NSW Department of Customer Service, NSW Rural Fire Service, Fire and Rescue NSW.

All six reports submitted to Multicultural NSW from the 2021-22 DMAs were assessed as meeting at least the minimum standards across the four MPSP Focus Areas.

The reports also provide examples of initiatives that demonstrate each agency's commitment to observing Multicultural Principles in the conduct of their affairs in 2021-22.

The next section highlights some promising examples of good practice identified in these reports.

For the 2021-22 MPSP reporting period, the DMAs reporting to Multicultural NSW were:

NSW Police Force

NSW Health

NSW Department of Education

NSW Department of Customer Service

NSW Rural Fire Service

Fire and Rescue NSW



Embedding cultural competency in service planning and delivery



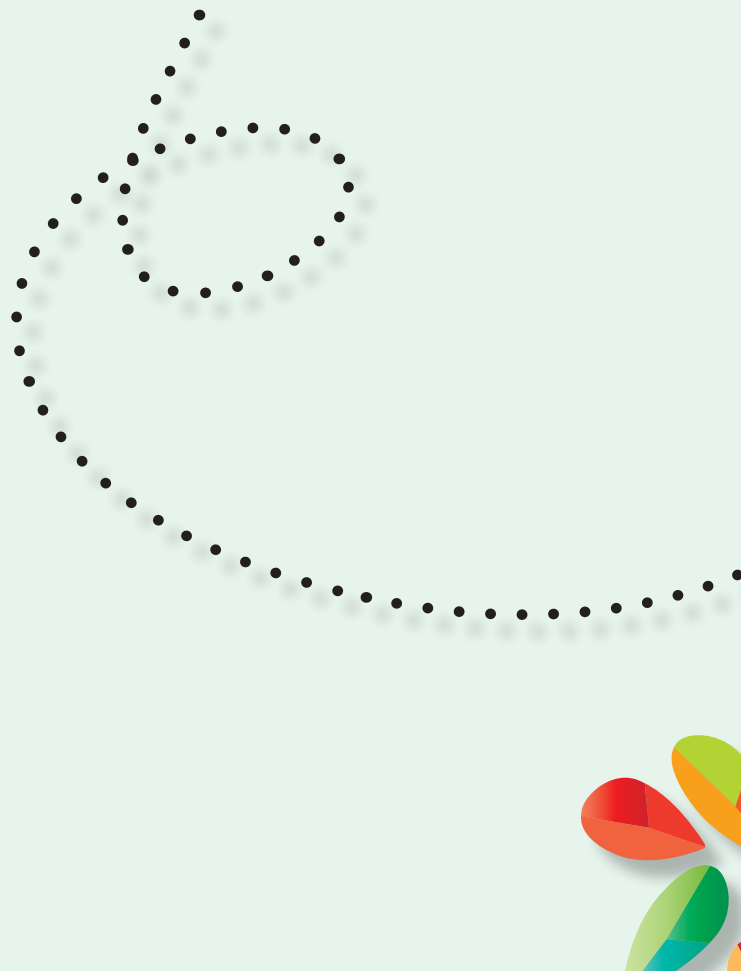
The MPSP framework supports agencies to plan for and deliver services that are appropriate and accessible to all communities in our culturally diverse society. Under the MPSP focus area of 'Service Delivery', this includes ensuring agencies deliver world class services that meet the cultural and linguistic needs of their customers.

NSW Health Transcultural Mental Health Line making service information more accessible

In an Australian first, the Transcultural Mental Health Centre and Western Sydney Local Health District, supported by the Mental Health Branch of the Ministry of Health, launched the Transcultural Mental Health Line in late 2022.

The Transcultural Mental Health Line supports NSW communities with information and access to a range of services provided by the public, private and non-government sectors. The service is staffed by registered bilingual mental health professionals who provide culturally safe, timely, over-the-phone support and connections to the most appropriate mental health and community support services in up to 30 different languages.

The Transcultural Mental Health Line, 1800 648 911, is available Monday to Friday, 9.00am to 4.30pm.



NSW Department of Education Multicultural Playwright Program engages EAL/D students

The Multicultural Playwright Program was created for secondary public school students who have English as an Additional Language or Dialect (EAL/D) and students from refugee backgrounds. The program fosters collaboration and the sharing of knowledge, skills, values and experiences in an engaging performance context.

The aims of the program are to foster social inclusion and build a greater sense of belonging and cultural understanding.

Teachers and industry professionals to work with students and provide creative opportunities and reflective experiences to inform a performance work that celebrates and expresses cultural diversity and personal identity.

The final showcase performance took place in Refugee Week in June 2022. The event was live-streamed and shared with communities of the participating students at a local, national and international level.

NSW Health Cross-Cultural Workers Service in Maternity and Child and Family Health Services to continue

In 2021-22, the South Eastern Sydney Local Health District approved the Cross-Cultural Workers Service in Maternity and Child and Family Health Services becoming an ongoing service.

Through the service, cross-cultural workers support women from migrant and refugee backgrounds to navigate, access and engage with the district's maternity and child and family health services from pregnancy to the early parenting period (birth to five years).

The cross-cultural workers are instrumental in providing education, health promotion, resource development, translating resources, client advocacy, and development in providing care and services for migrant and refugee communities.

A recent evaluation of the service found a high degree of consumer satisfaction and an increased understanding of pregnancy, birth and parenting. 100% of respondents would recommend the service to friends and family.

The service won the district Award for Integrated Valued Based Care, was joint winner of the Consumer Choice Health Awards, and received an Honourable Mention for the NSW Health Awards – Secretary's Award Integrated Valued Based Care.

Effective use of data to deliver better outcomes



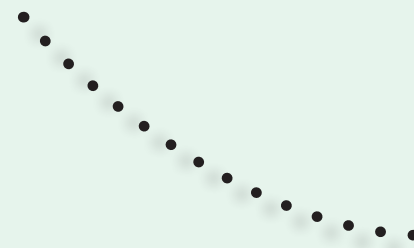
Under the MPSP focus area of 'Planning', the MPSP framework encourages agencies to collect and analyse data about the cultural diversity of their communities, customers and clientele to ensure an evidence-based approach to service planning, systems design and policy development.

NSW Police Force interpreter and translator expenditure reports inform training and resource allocation

The NSW Police Force uses the expenditure reports on engaging interpreters and translators to inform more targeted training and resource allocation decisions. The reports provide information on geographical areas with highest demand for interpreters and translators, languages with highest demand and emerging languages trends. This information is collated with data provided by the main language services providers used by the NSW Police Force, including Multicultural NSW Language Services and the Australian Government's Translating and Interpreter Service (TIS).

Data analysis reports are submitted to the NSW Police Force Corporate Sponsor for Cultural Diversity and Regional Sponsors for Cultural Diversity for review, analysis and risk identification. The reports are used to raise awareness of the need for language services, identify frontline training needs, and monitor trends on emerging languages within regions.

The NSW Police Force Governance Command's Environmental Scanning Reports also identify emerging demographic, social and geopolitical trends to inform policy development, resource allocation, staff training and deployment, and targeted program and service delivery planning.



Parent and carer survey informs consent education in NSW schools

The NSW Department of Education conducted a state-wide survey seeking the views of all parents and carers of NSW public school students on consent education.

The purpose of the survey was to understand what parents and carers know about consent education and how it is taught in schools, and what kind of resources would help them to talk about consent with their children and young people at home.

The survey was translated into 10 community languages and received over 4,000 responses from parents and carers across the state.

The Department of Education partnered with the Ethnic Communities Council of NSW to conduct six focus groups on consent education in five different languages with parents and carers. The findings from the survey and focus groups will inform the department's ongoing work to strengthen consent education in NSW.

Fire and Rescue NSW invests in research to improve cultural competency

In 2022, Fire and Rescue NSW commenced a research partnership with the University of Technology Sydney, with funding support from Resilience NSW, to better understand how to reduce hazard risk and increase community resilience through culturally and linguistically competent communication.

The research project aims to get a better understanding of how more culturally and linguistically competent communication can improve the accuracy, appropriateness and effectiveness of emergency services communication more generally.

The project will develop and test a model for cross-cultural communication for use in emergency services and disaster management contexts. It will undertake a community-led review and modify current safety messaging with a focus on reducing risk and increasing resilience by accommodating cultural priorities and practices.

The research project will inform the development and concept testing of a prototype prevention and education mobile app 'READY, SET, GO', which will introduce accessible 'gamified' elements to improve community preparedness.



Building staff capacity in culturally inclusive practice



52

The MPSP focus area of 'Leadership' supports staff development and building a workplace culture that promotes diversity. As demonstrated by the examples below, NSW agencies are investing in improving cultural competence of their staff and promoting diversity.

The Department of Education's Refugee Student Counselling Support Team

The NSW Department of Education's Refugee Student Counselling Support Team offers expertise to schools to build capacity in the provision of refugee student support across NSW. The team designs and delivers professional learning, provides consultation in counselling and complex case support, and delivers tailored group interventions to support the safety, wellbeing and belonging of students of refugee background.

In 2021, the Refugee Student Counselling Support Team worked directly with 90 schools to build the capacity of staff who support refugee students across NSW. This included the delivery of 470 consultations to provide information and support complex cases and 115 professional learning sessions for 1,654 staff. From Term 1 to Term 3 in 2022, the Refugee Student Counselling Support Team worked directly with 55 schools to provide psychological support for students from refugee backgrounds across NSW.



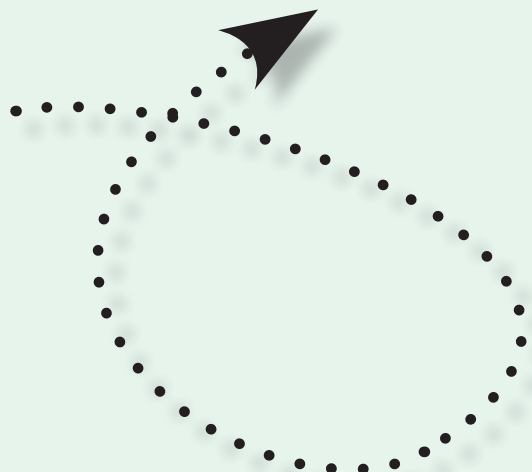
Rural Fire Service NSW People Matter Advisory Group & Workforce Planning Team

In 2021-22, the Rural Fire Service NSW established a People Matter Advisory Group to address matters identified through the annual People Matter Employee Survey (PMES), with a specific focus on diversity, inclusion and engagement. An analysis of the annual PMES results occurs annually, and action plans are developed in response to staff feedback. The Advisory Group is working to develop an Inclusion Strategy, supported by refreshed Diversity Action Plan that will improve the diverse representation of all people across Rural Fire Service NSW.

During this period, Rural Fire Service NSW also established the Workforce Planning and Programs team. A key responsibility of this team is to collect, analyse and report on workforce diversity and to respond to identified gaps and challenge areas by developing and implementing strategic solutions.

Launch of the DCS Care and Belonging Strategy 2022-2025

The Department of Customer Service launched its Care and Belonging Strategy 2022-2025. The Strategy is the Department's commitment to ensuring its culture is one in which its employees feel included, respected and uplifted to deliver their best work. It strives to celebrate diversity and inclusion and commits to building a culture of care and wellbeing in which diversity of experience, skillset, background and perspective is sought out not only to reflect, but to meet the needs of the Department's millions of customers.



Developing effective communication strategies

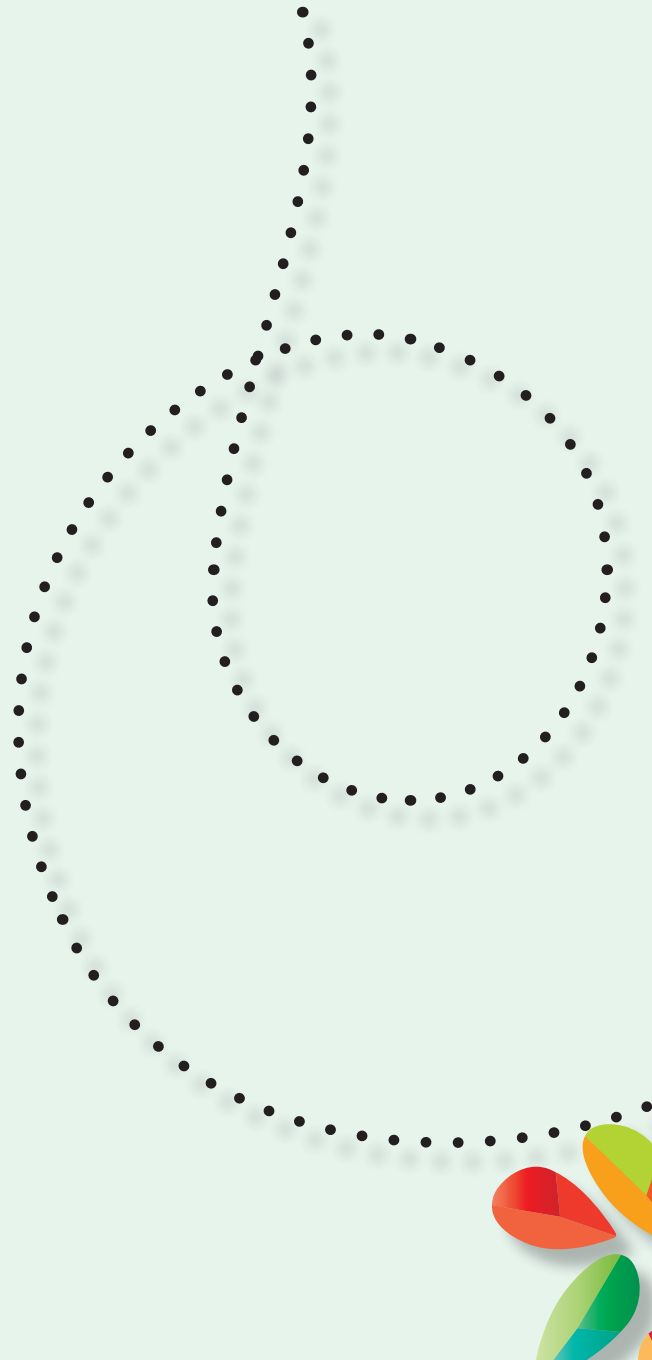


Under the MPSP focus area of ‘Service Delivery’, the MPSP framework supports agencies to communicate more effectively with a culturally and linguistically diverse population and clientele. Additionally, the MPSP focus area of ‘Engagement’ encourages agencies to identify and employ culturally and linguistically appropriate methods of consultation and engagement with NSW communities.

Cancer Institute NSW expands its patient information multilingual portal

The Cancer Institute NSW expanded its patient information multilingual portal to include information on diagnosis and cancer treatment. Through easy-to-understand text, video and audio content, the portal helps communities access in-language information.

The portal aims to increase cancer literacy among patients, empowering them to be more involved in their care. The portal won the 2021 Multicultural Health Communication Award for Patient Information.



Police Multicultural Advisory Council advises top brass

The Police Multicultural Advisory Council (PMAC) is comprised of diverse and experienced members who assist the NSW Police Force by providing advice and facilitating two-way communication and partnerships between police and communities to contribute to crime prevention.

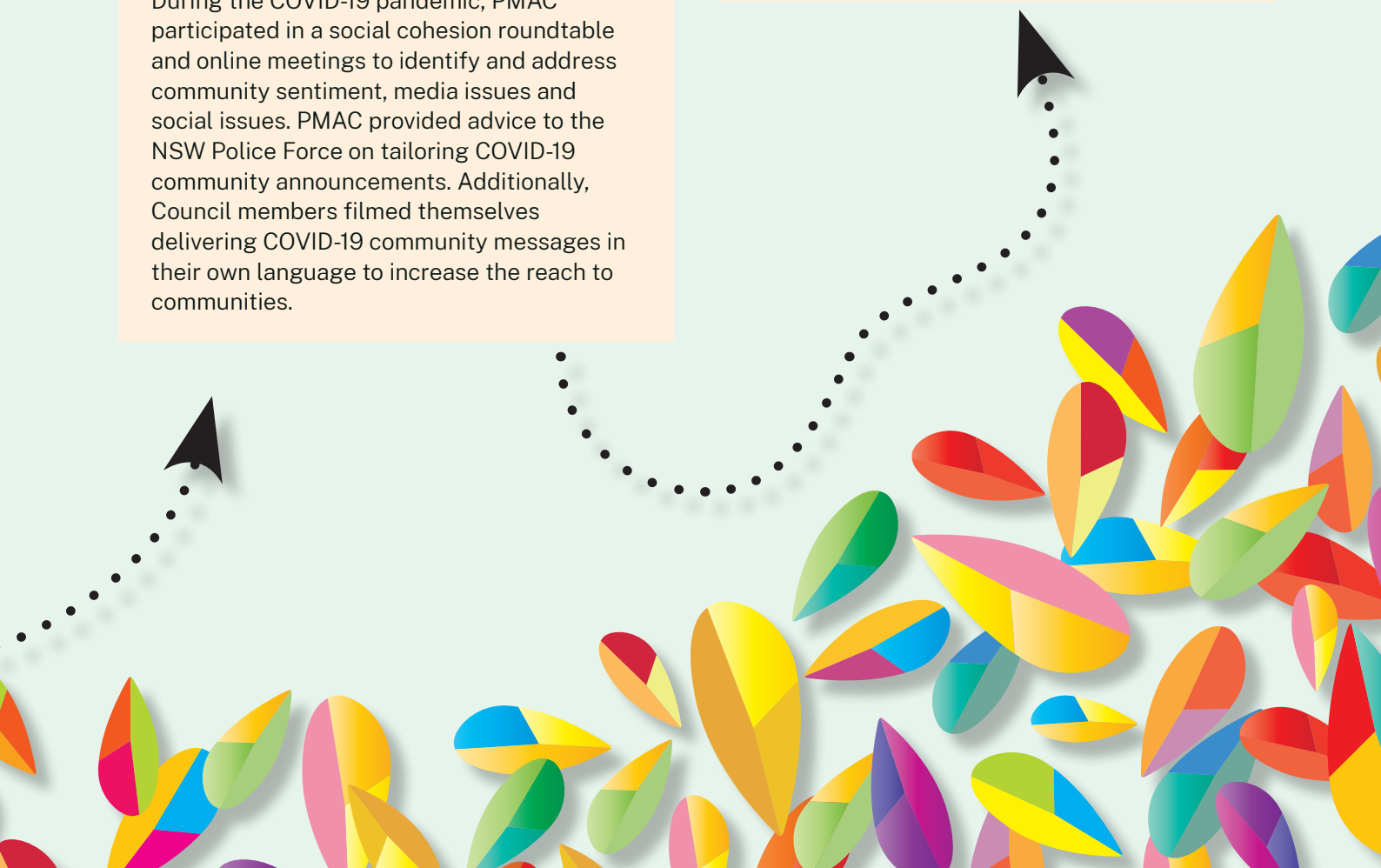
The PMAC meets quarterly, and Council members work closely with the Commissioner of Police and the Police Executive Corporate Sponsor for Cultural Diversity.

In 2021-22, PMAC developed a program of activities to support the NSW Police Force in its efforts to engage with NSW communities. PMAC members and bilingual NSW Police Force staff presented at community events, forums, meetings and through social media and radio programs including SBS. They provided information on topics such as domestic and family violence, drugs and alcohol, scams and COVID updates. These were presented in various community languages.

During the COVID-19 pandemic, PMAC participated in a social cohesion roundtable and online meetings to identify and address community sentiment, media issues and social issues. PMAC provided advice to the NSW Police Force on tailoring COVID-19 community announcements. Additionally, Council members filmed themselves delivering COVID-19 community messages in their own language to increase the reach to communities.

Department of Customer Service supports COVID-19 multicultural communications campaign

Throughout the COVID-19 pandemic, the Department of Customer Service brought agency communications teams together to ensure the NSW Government's COVID-19 public health messaging and information about NSW Government financial support was getting to everyone in our culturally and linguistically diverse society. Working closely with Multicultural NSW, the Department of Customer Service supported the NSW Government's multicultural communication campaigns and worked to ensure that agencies allocated an appropriate media spend to their multilingual crisis communications. See page 56 of this report for more detail on the lessons learned through the NSW Government's crisis communications response during the pandemic.



Improving crisis communications in a culturally and linguistically diverse society

As detailed at the outset of this year's Community Relations Report, 2022 was a time to reflect on the lessons learned by NSW Government agencies since the start of the COVID-19 pandemic in 2020. There are many lessons to be learned from this experience to ensure that our crisis plans and responses are fit for purpose for our culturally and linguistically diverse society.

On 31 March 2022, the NSW Legislative Assembly Committee on Community Services launched an inquiry into improving crisis communications in a culturally and linguistically diverse society ('the Inquiry'). The Inquiry was called in response to concerns arising from recent natural disasters impacting communities—including the outbreak of the COVID-19 pandemic in 2020, unprecedented flooding events and the 2019 bushfires. The Inquiry aimed to improve the cultural and linguistic competence of NSW Government communications with communities during times of crisis.

The Inquiry recognised that some cohorts within communities may face compounded barriers to participation when accessing critical information and supports during times of crisis. This can be attributed to increased experiences of isolation, difficulty accessing interpreters, inability to understand English and limited access to digital devices and technology. Ensuring equitable access to crisis related information—across all communities, regardless of their background—can mean the difference between life and death.

Given its legislative responsibilities and the critical role the agency played in supporting communities during the Delta outbreak of COVID-19, Multicultural NSW was tasked with co-ordinating the NSW Government submission to the Inquiry. The full NSW Government submission is available on the NSW Parliament website.¹⁵

Although 'crisis communications' refers to various situations of emergency, the NSW Government submission to the Inquiry focussed on the experiences of communities during the COVID-19 pandemic, given the profound impact of the pandemic and public health restrictions on areas that have high cultural, religious, and linguistic diversity. As such, the submission focused on the following key areas in relation to the NSW pandemic response:

- A review of the ways NSW Government streamlined governance structures to listen and support communities and facilitate in-language information distribution



15. *Review of Multicultural NSW Regional Advisory Councils* (SECNewgate Australia, March 2022).
All data cited in this section comes from this report.

- An analysis of forms of racism and discrimination that presented in NSW, including approaches taken by the NSW Government to address this issue
- Key lessons and approaches to improve communication with all communities to inform future preparedness in crisis situations.

Multicultural NSW consulted stakeholders from across NSW Government to identify the key lessons from the pandemic response, including:

Advocate for Children and Young People

Department of Communities and Justice

Department of Premier and Cabinet

Department of Customer Service

Ministry of Health

NSW Police Force

Regional NSW

Resilience NSW

Small Business NSW

Transport NSW

The final submission included case studies from across NSW Government and data from key sources such as the Scanlon Foundation's 2021 Mapping Social Cohesion Report.

Some of the key lessons outlined in the NSW Government submission include:

- community leaders and multicultural organisations were key to effectively communicating with communities during the COVID-19 pandemic
- collaboration between communities and government agencies and/or departments is essential to effectively delivering crisis communications
- migrant, refugee and Aboriginal and Torres Strait Islander communities need to be involved in crisis preparation and communication
- multicultural community organisations need more resources and funding to support their work with communities during times of crisis
- crisis communications need to be tailored to the needs and priorities of communities
- NSW Government should use a range of formats and channels to deliver crisis communications across communities
- there is a need to increase funding for multilingual and community media
- there is an ongoing need to address the potential impact of crises on community harmony, such as the experiences of racism and discrimination reported during the COVID-19 pandemic.

The submission acknowledges the significant effort made by government and communities during the pandemic. It also shows that agencies are continually looking for ways to do things better. As further evidenced in this edition of the Community Relations Report and the previous two editions written during the pandemic, the people of NSW are resilient, and we are stronger together.





Multicultural NSW
Level 8, 56 Station St East
Parramatta NSW 2150

P.O. Box 618
Parramatta NSW 2124

T 02 8255 6767

ABN 79 863 510 875

multicultural.nsw.gov.au