New South Wales is the first jurisdiction in Australia to have principles of multiculturalism enshrined in State law.

Not only are the principles Government policy, but under the Community Relations Commission and Principles of Multiculturalism Act 2000, the CEOs of all public sector agencies in NSW have direct responsibility for ensuring their implementation.

The Principles of Multiculturalism are set out in appendix 2 of this Report.

The following section of the Community Relations Report contains 83 entries which summarise the major community relations initiatives of NSW Government agencies during 2002. Initiatives are grouped against the four Principles of Multiculturalism and highlight innovative practice and outcomes of interest to the community.

**PRINCIPLE 1: ALL INDIVIDUALS IN NSW SHOULD HAVE THE GREATEST POSSIBLE OPPORTUNITY TO CONTRIBUTE TO, AND PARTICIPATE IN, ALL ASPECTS OF PUBLIC LIFE**

**CASE STUDY**

*Use of National Parks by the Vietnamese - National Parks and Wildlife Service*

*In its second major study of a select ethnic group, the National Parks and Wildlife Service has conducted intensive research with the Vietnamese-Australian community on its relationship to Sydney’s national parks. To explore this new area, anthropologist, Dr Mandy Thomas, on behalf of the Service, and a team of Vietnamese-Australian research assistants, interviewed a large number of people in the Vietnamese-Australian community.*

The study found a broader than expected range of activities carried out by Vietnamese Australians in national parks – including fishing, picnicking, scouting, and religious meditation (by Vietnamese Buddhists). Despite this, the study also found that a large number of Vietnamese Australians associated national parks with potential danger, and this limited their willingness to visit or explore the parks.

*Vietnamese-Australian student group on an outing in the Royal National Park*
The undomesticated, unsocialised quality of the bush, its strangely different flora and fauna, its wildfires, and its sheer size all contributed to this perceived sense of danger, though it was clear that for other Vietnamese Australians these same factors were part of the novelty that attracted them to the parks. The results of the research were published in the book, *Moving Landscapes: National Parks and the Vietnamese Experience*, that was launched in November 2002. This study follows research carried out with the Macedonian community during 2000-2001, with the results published in *A Multicultural Landscape: National Parks and the Macedonian Experience*.

**Cultural Diversity and National Parks – National Parks and Wildlife Service**

Are the social values attributed to parklands intrinsic, or are they generated by the communities who use them?

A pilot study, being carried out by the National Parks and Wildlife Service and the University of Technology, Sydney, compares the perceptions and use of open space by a number of recently immigrant, Aboriginal and Anglo-Australian communities inside and outside park boundaries in the Georges River area. The findings will form the basis of a research project on cultural diversity to be carried out from 2003–2006.

The study is developing a methodology for mapping the spatial patterning of park use by different cultural groups. This includes identifying the areas of open space (including national parks) that are visited by which groups, as well as the mapping of movements within each area visited.

It is intended that the research project produce new tools for park managers who wish to identify culturally diverse visitor expectations and uses, and to help develop management plans which facilitate more inclusive, constructive intercultural use of parks.

**Bilingual Education on the Environment – Environment Protection Authority**

Social research carried out by the Environment Protection Authority (EPA) has found that the environment is one of the top issues of concern for ethnic communities. Building on this interest, the EPA, working with Resource NSW (RNSW) has trained 18 bilingual educators from eight ethnic communities to work closely with the Chinese (Cantonese and Mandarin), Arabic, Korean, Vietnamese, Italian, Greek, Macedonian and Spanish-speaking communities. The collaborative EPA and RNSW project is based at the Ethnic Communities’ Council of NSW. Bilingual educators have conducted over 120 education sessions in their communities since June 2002, with sessions focusing on reducing waste, storm-water pollution and chemical use, as well as conserving water and energy.

An important focus of this project is to run training and information workshops for local government environmental staff on ways to involve ethnic communities in activities to protect the environment. A workshop, called *Involving Ethnic Communities in Protecting their Local Environment*, held in October 2002, attracted 55 officers, with more workshops planned for 2003.
Redefining Hurstville – Planning NSW

Chinese businesses are helping redefine Hurstville in the southern suburbs of Sydney by bringing the area to life as a vibrant retail centre, and capitalising on its cultural assets. The Hurstville CBD has the highest concentration of retail, commercial and professional activity in southern Sydney, and has seen a recent influx of people of Chinese descent.

As a result, the make-up of the local retail community has changed, especially in the traditional shopping strip. Twelve traders, seven of them Chinese-speaking, have led the way towards reinvigorating the retail strip by making simple and effective improvements. These included bilingual ticketing, fresh paint, new shop signs, clearer layouts, and more attractive entrances.

The Hurstville One project is one of a number of initiatives of PlanningNSW, whose Living Centres teams work with councils and local communities to build better places to live, through a range of strategies including job creation, balanced development, and affordable and varied housing, through revitalised town and suburban centres. Planning NSW and Hurstville City Council contributed $65,000 each to this project, which will also result in a plan to attract increased investment in Hurstville.

Advice from Young People – Commission for Children and Young People

Young people, aged between 12 and 17 years, provide direct advice to the Commissioner for Children and Young People. To date, the Young People’s Reference Group, established in January 2002, has given feedback on:

- major submissions on children in detention centres, child protection services and teacher training
- the design of the young people and work study, and articles for Girlfriend magazine
- layout of publications so they appeal to young people.

Reference group members include young people of Aboriginal, Lebanese, Vietnamese, Polish, Persian, Tamil, Polynesian and Chinese descent. Young people come from across NSW and have a wide range of life experiences - two have a disability, others have been in State care or survived very difficult family situations. Sixteen attend government schools, two Catholic schools, three private schools and three have left school.

HomeBass Youth Café – Department of Community Services

The HomeBass Youth Café provides a safe and accessible venue for young people aged between 12 - 24 years in the Bankstown area. A group of dedicated volunteers provide support to each young person attending the café and also organise daily activities in consultation with the young people. Many volunteers are young people themselves who are concerned about youth issues, and committed to this service.
The café is popular and needed, given that 1,306 young people from 12 ethnic groups used the service during the June 2002 quarter. As an outreach activity, HomeBass organised craft classes in Bankstown Square during the July 2002 school holidays. Approximately 800 children, parents and grandparents attended these classes, helping to lift the profile of the café and young people among the general community.

The project was initially funded by the Department of Community Services and the then Ethnic Affairs Commission. It has now become a partnership between Bankstown City Council, the Police and Community Youth Club (PCYC) and Bankstown Multicultural Youth Service, and is funded by the Department of Community Services.

The café is an innovative project, which won the Government Award category in the 2002 National Multicultural Marketing Awards.

**From There to Here: Cultural Heritage Project – Premier’s Department**

In the *From Here to There* project, young people from migrant and refugee backgrounds interviewed a grandparent, older family member or community elder, then wrote the story in the heritage language they learnt. Stories were written on issues, such as:
- life in the interviewee’s home country
- reasons for leaving their homeland to come to Australia
- settlement experiences
- views on what it means to live in Australia today.

*From There to Here* is a joint project of the Migration Heritage Centre and the Community Languages Schools Program of the Department of Education and Training. The project, which was launched in September 2002, and is ongoing, involves Community Language School teachers, students and their families from across New South Wales. The stories, in community languages and English, are available on [www.migrationheritage.nsw.gov.au/imagine](http://www.migrationheritage.nsw.gov.au/imagine).

**GENERATE: The Art of Migration – Premier’s Department**

The objectives of GENERATE, which required the active involvement of young people from Western Sydney, have been to highlight the positive contribution that young people of migrant backgrounds make to the NSW community, and to explore the contemporary nature of migration heritage.

Stage One of GENERATE explored how youth from Middle East and Asian communities living in Western Sydney constructed and expressed their identities through their popular culture. It was completed with the publication of the report entitled: *GENERATE: Youth Culture and Migration Heritage in Western Sydney*, which was launched in November 2001.
Stage Two was a major cultural event consisting of:

- an exhibition: *doing [multi] culture*, held at the UTS Gallery
- *Sonic Circus* - a weekend of music and performance at the ABC Eugene Goosens Hall
- the publication of *generate: mapping youth culture and migration in western sydney*;
- the 4DA-CARZ event at the Powerhouse Museum
- City Rail platform video screenings of *Migration at the Station*.

GENERATE has been a two-year research, training and exhibition partnership between the Migration Heritage Centre and the Centre for Cultural Research, University of Western Sydney. It has received substantial support from the Mazda Foundation, Telstra Foundation, Apple Computer Australia Pty Ltd, Rexel Security and City Rail.

**Sports Programs with the Community – Department of Sport and Recreation**

In partnership with local schools and community agencies, the Department of Sport and Recreation is working to provide opportunities for young people from an Arabic speaking background to participate in sport and recreation. Some projects funded by the Department were:

- over 80 children and young people joined in a family cricket day, as part of an introduction to cricket, organised with Al Zahra Muslim Women’s Association
- 20 adults from Roselands Soccer Club took part in a club volunteer development program, focusing on professional development for club officials
- 15 girls from Noor al Houda Islamic College learnt leadership, team building and sport and recreation skills at a leadership camp at the Broken Bay Sport and Recreation Centre
- 200 students from Greenacre Public School had leadership training under the Aussie Sport Program
- 40 young people from the Canterbury-Bankstown area completed a soccer referee accreditation course
- 200 girls took part in a Girls Football Festival, which aimed to promote the four football codes to girls in the Canterbury-Bankstown area.

**Roads to Refuge – Centre for Refugee Research, University of NSW**

School students can gain a better insight into the experiences of refugees, through an educational resource kit, *Roads to Refuge*, produced by the University of New South Wales Centre for Refugee Research. The kit helps students to understand where refugees come from, the different stages of their journey, and describes the process of arriving in Australia as a refugee. Some of the myths about refugees currently circulating in the community are examined and de-mystified. Separate kits have been developed for primary and secondary students. Funded by the Migration Heritage Centre, Premier’s Department and the Department of Education and Training, the kits were launched in February 2003.
Sports Programs for Youth – Department of Sport and Recreation

In the first half of 2002, 250 young people have taken part in sports programs run by the Police and Community Youth Clubs (PCYC), with approximately half of the participants from Arabic-speaking communities. The programs, developed by the Department of Sport and Recreation, were held in Bankstown, Belmore, St George, Burwood and Parramatta PCYC, and included rugby league, rugby union, AFL, indoor soccer, and self defence. A number of participants were young offenders from Arabic-speaking communities, referred by the Police Local Area Command. This project is one part of the NSW Government’s Youth Partnership with Arabic Speaking Communities, and aims to increase awareness of young people to sport and recreation opportunities. Based on community consultations, further programs commenced in February 2003.
**PRINCIPLE 2:** ALL INDIVIDUALS AND INSTITUTIONS SHOULD RESPECT AND MAKE PROVISION FOR THE CULTURE, LANGUAGE AND RELIGION OF OTHERS WITHIN AN AUSTRALIAN LEGAL AND INSTITUTIONAL FRAMEWORK WHERE ENGLISH IS THE COMMON LANGUAGE.

**Service of Excellence, Auburn – Western Sydney Area Health Service**

Western Sydney boasts a rich cultural heritage with a significant proportion of newly arrived immigrants from a refugee background. On-arrival accommodation facilities for refugees, offered by the Department of Immigration and Multicultural and Indigenous Affairs, are located in Auburn, Parramatta and Blacktown. Consequently, many of the refugees settle in the vicinity of these facilities. This resulting flow of refugees into the catchment of the Western Sydney Area Health Service is expected to continue.

The Service of Excellence of Western Sydney Area Health Service, funded under the Greater Metropolitan Transition Taskforce, is to be based at Auburn at the existing hospital. Its aim is to improve the health status of the population through the implementation of access and equity principles with a primary focus on people from culturally diverse backgrounds.

The Service will pioneer approaches with national and international benefits. Its mode of operation will be a whole of organisation approach. An action-research model will see the development of strategies in pilot sites across the Area Health Service. A key aspect of the action research will be the applicability of the different strategies to other sites within the Area Health Service and NSW Health.

As the site in Auburn is to undergo major redevelopment there will be opportunity to influence at the establishment phase the facility design, staff appointment and development of policies and procedures. The intended outcomes of this initiative will include increased efficiency from reduction of readmission, reduction of inappropriate procedures and reduced length of stay together with an increased quality of service delivery that incorporates the cultural considerations of the patients, clients and groups that it services.

**Bilingual Support for Carers – Western Sydney Area Health Service**

Bilingual Group Leaders (BGLs) from 10 language groups have been recruited and trained by the Transcultural Mental Health Centre, to provide structured support for carers of someone with a mental illness. These BGLs were trained to facilitate carer support groups, as well as a number of other initiatives.

Based on the needs of the different carers, a program is developed for each support group in consultation with carers. The program includes psycho-education, problem solving and other activities with additional counselling support available to individual members when required. The project also aims to reduce stigma by using ethnic media and conducting awareness-raising sessions with the identified communities.
Carers who are housebound may benefit from future establishment of the Volunteer Home Visiting program, which is stage 3 of the project. The NSW Centre for Mental Health (NSW Health) funded this project in January 2002.

**Quicker Access to Interpreter Services – South Western Sydney Area Health Service**

With the increasing emphasis on a shorter length of stay in hospital, access to interpreters is a real issue for inpatient services. Services may have difficulty in booking an appointment with an interpreter within a shorter time frame, and there may be a lengthy wait to gain access to the booking officers by telephone.

To respond more quickly and with greater flexibility to changing demand, and to better address emerging priorities such as day-only surgery, ambulatory and chronic and complex care, the Health Care Interpreter Service (HCIS) has implemented the following innovations:

- three major hospitals in the South Western Sydney Area Health Service will have additional resources with Vietnamese, Arabic and Chinese interpreters distributed across these for four hours a day
- the HCIS now gives priority to all inpatient areas for all languages
- a new call centre has reduced queuing times for booking an interpreter from 5-7 minutes to 1-3 minutes, with very positive feedback from service users
- in 2003-04 the HCIS will provide even greater efficiencies through the development of the new scheduling and dispatching system.

**Cultures in the Workplace Program – Wentworth Area Health Service and Alzheimers Association NSW**

During 2001-2002 the Alzheimers Association NSW (AANSW) worked towards a cultural organisational shift, which aimed to ensure that issues relating to cultural and linguistic diversity were addressed in their day-to-day operations. The Cultures in the Workplace Program provided the framework to achieve this change, and detailed the strategies and processes that would facilitate long-term organisational change. The program was a partnership between the Association and the Wentworth Area Health Service, and involved the AANSW Chief Executive Officer and members of the Board.

The implementation of the Cultures in the Workplace Program required sustained organisational commitment and staff and volunteer participation in the range of activities over a two-year period. The process resulted in development of universal culturally and linguistically diverse community access strategies which would be implemented over the coming years. This was the first time the Cultures in the Workplace Program has been run in a state-wide, major non-government organisation.
Emerging Communities in Parramatta – Western Sydney Area Health Service

Bosnian, Ethiopian, Kurdish and Somali communities now have better access to health information, with the support of government agencies in the Parramatta area. The Parramatta City Health Plan 1996-1999 identified these groups as new and emerging, with priority health needs.

Based on consultation with the above communities, the following information was translated as a priority need:

- domestic violence hurts the whole family
- how to cope with stress, or “Are you feeling good today?”
- why are men less healthy than women are?
- does someone you know have a mental illness?
- getting older? Why your teeth and gums are important for good health.

The translation project was a partnership between the Baulkham Hills, Holroyd and Parramatta Migrant Resource Centre, Merrylands and Parramatta Community Health (part of Western Sydney Area Health Service) and the Parramatta City Council, with assistance from the Multicultural Health Communication Service of NSW Health. Translated fact sheets are available on www.mhcs.health.nsw.gov.au.

Targeted Information on Pesticides Act - Environment Protection Authority

Following government reform to the Pesticides Act 1999, the Environment Protection Authority (EPA) has targeted information and education material at the major language groups of market gardeners in the Sydney basin – the Arabic, Chinese, Italian, Khmer, Vietnamese and Maltese communities.

Under a new Regulation introduced as part of these reforms, people who use pesticides in their work are also required to maintain records of their pesticide use. The EPA developed simple and practical demonstrations of record keeping for Cambodian, Lebanese, Chinese, Vietnamese and Maltese market gardeners, using interpreters and translated materials. Most of these workshops were held on-farm, providing an informal learning atmosphere. Translated sample record-keeping forms and guidance materials were also distributed.

Driving Tests in Community Languages – Roads and Traffic Authority

Applicants for driving licences can use headphones to listen to test questions in Arabic, Chinese, Croatian, Greek, Korean, Serbian, Spanish, Turkish and Vietnamese, as the questions appear on the computer screen in the respective language. The most appropriate languages for licence tests are continually reviewed by the Roads and Traffic Authority to ensure community relevance.
The RTA has also developed an interactive internet version of the driver knowledge test in these community languages for all licence classes.

This strategy is one of many in the RTA Strategic Plan - The Journey Ahead 2002. The Plan addresses issues of diversity and equity throughout all key RTA actions over the next five years.

**Increasing Access to Public Transport Information and Services – Transport NSW**

Greater access to information and hence access to public transport services among ethnic communities is a priority for Transport NSW.

The Transport Infoline website [www.131500.com.au](http://www.131500.com.au) and call centre 131 500 provide the most up-to-date transport information about train, bus and ferry services in the Greater Sydney Region (which includes Newcastle, the Central Coast and the Illawarra). Work was commissioned in November 2002 to translate key parts of the website into Arabic, Chinese, Japanese, Korean, Spanish and Vietnamese. The translations will provide the targeted communities with a guide to using public transport and instructions on how to use the Trip Planner feature of the site. The website translations are expected to come on-line by the beginning of 2003.

**Translating Boating Information – Waterways Authority**

Given the positive feedback received when the boat driver’s licence test was translated into Vietnamese, the Waterways Authority is planning translation of the test into Arabic and Chinese in 2003. The Authority is also investigating the possibility of translating the Safe Boating Handbook into community languages. The handbook is a guide to marine legislation and relevant environmental protection legislation, and includes general information on safety on the State’s navigable waters.

**Access to Interpreters in the Courts – Attorney-General’s Department**

The court environment can be very stressful and intimidating, especially for people whose first language is not English. To assist in this area, the following categories of clients from backgrounds other than English-speaking have access to interpreter services on a fee exempt basis:

- all criminal defendants (adult and juvenile)
- parents/guardians of young people for both criminal and care matters
- all defence witnesses
- all applicants for apprehended violence orders
- all Chamber Magistrate interviews (except for civil matters).
Provision of interpreters on a fee-exempt service was subject of a Memorandum of Understanding (MOU) negotiated between the Attorney-General’s Department and the Community Relations Commission. The Attorney-General’s Department, Commission and NSW Police are in the process of negotiating another MOU, which will introduce new procedures for police to identify interpreter needs and make direct bookings for court appearances. These arrangements will help ensure that defendants who have had bail refused by police do not spend any longer than necessary in custody because an interpreter is not available at their first appearance date.

Community Links with State Records – State Records

State Records continues to develop community links to ensure that the migration histories of ethnic communities are linked to the broader history of New South Wales, as evidenced in official records. As part of their community outreach activities in 2002, State Records organised seminars for the Singhalese and Italian communities.

Serendib to Sydney opened in February 2002 to coincide with celebrations for the 54th anniversary of Sri Lanka’s independence. The exhibition was developed with the Sinhala Ethnic Council Australia, and included artefacts and photographs from the lives of the Sri Lankan community in New South Wales.

Oltre L’Oceano: The Italian Presence in NSW, a seminar and exhibition in August, was organised with Co.As.It Italian Heritage Association. The seminar included an exhibition of artefacts from personal experiences of migration and life in New South Wales.

Jirrin Journey – Powerhouse Museum

The sounds and rhythms of domestic implements, used for making food, provided an inspired point of entry into local Arabic people’s stories. In developing the exhibition, Jirrin Journey, Arabic-speaking elders and families were interviewed about their use and memories of the jirrin (large stone mortar) and balata (a large stone block with a smooth upper surface).

Kibbeh Day was a very popular part of the exhibition, with people watching older women make kibbeh in the traditional way, enjoying the unique lunch, while percussionists performed rhythms based on the rhythms of beating kibbeh, and children and young people joining in the percussion workshop.

People from Lebanon, Sudan, Iraq, Jordan, Egypt, Algeria and Palestine shared their stories about jirrin and balata, with different generations taking part. Jirrin Journey was a project of Information and Cultural Exchange and the Powerhouse Museum, in partnership with Parramatta Heritage Centre.
PRINCIPLE 3: ALL INDIVIDUALS SHOULD HAVE THE GREATEST POSSIBLE OPPORTUNITY TO MAKE USE OF AND PARTICIPATE IN RELEVANT ACTIVITIES AND PROGRAMS PROVIDED OR ADMINISTERED BY THE NSW GOVERNMENT

CASE STUDY

English language training for Afghani abattoir workers in Young and Dubbo

In 2001, the Young abattoir commenced employing temporary protection visa holders, in particular, members of the Hazara community from Afghanistan, who had recently been released from immigration detention centres. These Afghani people generally had limited English language skills and needed to develop their English to be able to participate in the community and also for occupational health and safety reasons in their employment.

The Young TAFE College, a part of the Riverina Institute, enrolled Afghani community members in three English for Speakers of Other Languages (ESOL) classes. A volunteer tutor support system was established to assist in the program, with local community members trained through the NSW Adult Migrant English Service home tutor program.

The program has been successful in increasing the English language proficiency of members of the Hazara community living in the Young area. This has resulted in a higher level of participation by the Hazara people in the local community and has contributed to improved support for the group within the community.

To build on the success of the program, English language classes will continue in 2003 with the support of the Australian National Training Authority. Further training will also be held for volunteers.

In 2002, the Dubbo abattoir faced a similar situation with Afghani employees. Workplace training was provided through the Workplace English Language and Literacy program with teachers from Dubbo TAFE delivering language tuition and a vocational qualification on-site at the abattoir. More than 65 Afghans have been assessed and given the opportunity to attend classes. This has led to more efficient and safer workplace practices.

In addition, cultural diversity awareness training has been provided for 12 key supervisors in the abattoirs. This has contributed to effective workplace communication between the supervisors and Afghani employees.
U @ UTS Day — University of Technology, Sydney

Year 11 students, who may not otherwise have considered going to university, were introduced to the range of courses available at the University of Technology, Sydney. As part of U @ UTS Day, students from nine metropolitan high schools, some in disadvantaged areas, were able to tour and sample the practical and varied nature of university study. Students were from a range of backgrounds, including Indian, Vietnamese, Turkish, Lebanese, Chinese, Russian and the Pacific Island groups. At the end of the day, students were awarded a certificate of participation, and many said that they had found the day helpful and inspiring for planning their post-secondary school options.

Reconciliation Affects Everybody – University of Technology, Sydney

The process of reconciliation affects everybody, and not just indigenous Australians – this was the message of a forum organised by the University of Technology, Sydney. The forum explored just how much progress Australia had made since reconciliation became a national priority 10 years ago. Guest speakers included Mr Neville Roach, Chairperson of Fujitsu Australia and former Chairperson of the Multicultural Council of Australia, the Hon. Helen Sham-Ho, MLC, Senator Aden Ridgeway, former Deputy Leader of the Australian Democrats, and Mr Jason Field of the UTS Jumbunna House of Learning.

A Common Multicultural Perspective – NSW Board of Studies

All NSW students in the compulsory years of schooling will receive education with a multicultural perspective, as a result of an initiative by the NSW Board of Studies. In 2002, the Board developed cross-curriculum content statements, which will guide syllabus writers in what cross-curriculum material must be included in syllabuses for Years K-10. Cross-curriculum statements include the areas of Difference and Diversity and Multicultural Education. These statements are intended to ensure that the knowledge, skills and understanding developed by students is common across the school system.

Multimedia Resource for Aged Care Workers – TAFE NSW

TAFE NSW – Access Division in partnership with TAFE NSW - Illawarra Institute’s Teaching and Learning Resource Unit - have developed a CD ROM and print-based workbook to assist aged care workers from language backgrounds other than English to develop specific language and literacy skills they need to care for residents in aged care facilities.

This resource, Boronia Village, the name of a virtual aged care facility, has received funding from the Commonwealth Department of Education, Science and Training. It guides users through key language and literacy tasks that a worker may encounter during the course of a routine shift and takes users through areas of skills and knowledge relevant to Certificate II and III of the Community Services (Aged Care Work) Training Package.
Peer Mentoring Program – University of Wollongong

Senior students at the University of Wollongong are working with small groups of first year students to help with their academic and social integration into the university. This strategy, the Peer Mentoring Program, was first used successfully by the Faculty of Informatics, which has a high number of students from backgrounds other than English-speaking. The program helped improve students’ first year experience and lower attrition rates within the faculty.

Students participate voluntarily in the program, with attendance as high as 60 per cent of the enrolled cohort. Evaluating the program showed that participants had significantly higher final marks than students who chose not to participate.

An unexpected benefit of the program was a greater interaction between students from different cultural backgrounds than would normally be found in subject classes. This could provide an important framework for understanding and optimising learning through peer mentoring and helping the academic and social integration of students.

The program has been extended to the Faculty of Commerce which also has a high representation of students from language backgrounds other than English.

Celebration of Health – University of Wollongong

Recently arrived migrants and refugees are learning about health services in the Illawarra Area, while building their confidence and skills in dealing with Australian services and institutions. The course, conducted by the Adult Migrant English Program of the University of Wollongong, included tours of Wollongong Hospital, student research and presentations on available health services, research on the language and jargon used in the health sector, and participation in workshops run by the Health Care Interpreter Service.

Celebrating Cultural Diversity – University of New South Wales

Recognising that cultural diversity is an intrinsic part of life at the university, the University of New South Wales has sought to make its programs and services more relevant to students from diverse backgrounds. In 2002, the university consolidated a series of initiatives including the Learning the Lingo program (primarily for international students), the International Cookbook and Cultural Diversity Reference Group.

The 2002 International Cookbook was launched in October as a free publication for students. It features recipes and personal stories that reflect and illustrate the different cultural backgrounds of the university’s students. Another important project was to include culturally relevant dates in the 2003 Union Diary.
**Coordinating Foreign Language Resources – State Library of NSW**

The Multicultural Purchasing Cooperative is a leading supplier of library materials in languages other than English to public libraries in New South Wales. The cooperative, part of the State Library of NSW, coordinates the purchase of foreign language books, at a competitive price, for 29 public libraries in NSW. The cataloguing of community language materials for eight of the largest NSW public libraries, mainly in Sydney, is also coordinated by the cooperative. Cataloguing is a complex and expensive process for libraries to undertake individually, and is now conducted at a competitive rate, resulting in greater equity of access to people of language backgrounds other than English, in NSW.

**Interpreters and the Law – Attorney-General’s Department and Community Relations Commission For a multicultural NSW**

The skills of interpreters who work in the legal system are being enhanced under an agreement between the Attorney-General’s Department and the Community Relations Commission For a multicultural NSW. Under the *Interpreters and the Law* training program, the skills of interpreters and the quality of interpreter services to the New South Wales court system will be enhanced, to ensure that the recipient party can understand and participate in court proceedings and exercise their legal rights.

To date, 384 interpreters from 53 language groups, including Auslan (Australian Sign Language), have successfully completed the training program run by the University of Western Sydney. Over 170 specialist interpreters from the Interpreters and the Law course graduated during Law Week 2002. Another 30 interpreters attended the next training program in November 2002, and an evaluation of the program will be carried out in consultation with the University of Western Sydney in 2003.

**Innovative Models of Police and Community Training (IMPACT) – NSW Police**

Police and the community are directly involved in the development of IMPACT projects.

These projects aim to enhance awareness and understanding between NSW Police and their local culturally and linguistically diverse communities through the development of training resources or training frameworks.

The aim of each project is to provide a forum or to prioritise issues through which police and their local community may work together over a period of time. Another benefit of this process is to establish ongoing partnerships.

A community development approach is used in order to ensure full community participation and input throughout all stages of the project.
In the year under review, there were 10 IMPACT projects across nine Police Local Area Commands.

Two new projects are at Bankstown-Campsie and at Flemington. The Bankstown-Campsie project builds on a previous project that produced a five-stage training framework that included community and issues mapping, induction training for new and probationary officers, and mediated contact sessions between police officers and young people.

The Flemington IMPACT project consists of the development of a video training package addressing how the relations between police and the parents or carers of people of culturally and linguistically diverse backgrounds impact on police relations with young people.

**Victim’s Services – Attorney-General’s Department**

Victims of crime from language backgrounds other than English speaking, as well as service providers, are being informed of victims services and entitlements, under a coordinated campaign run by the Attorney-General’s Department.

Information on telephone interpreter assistance for victims of violent crime is available in community languages: English, Arabic, Auslan (Australian Sign Language), Chinese, Croatian, Farsi, Greek, Hungarian, Italian, Japanese, Korean, Macedonian, Polish, Portuguese, Russian, Serbian, Spanish, Thai, Turkish and Vietnamese.

Of the 425 counsellors approved to provide counselling services to victims, 85 are able to provide this service in languages other than English. In addition, Victims Services pays for the cost of an interpreter for approved counselling sessions, with almost 2,000 hours of interpreting used during 2000-01.

**Ethnic Community Liaison Officer Program – NSW Police**

Ethnic Community Liaison Officers (ECLOs) have been active in supporting police in the provision of services to members of culturally and linguistically diverse communities. They consult broadly to provide information to communities on safety issues, and the prevention and reporting of crime as well as promoting police.

The ECLO program began in 1987. By 2002, there were 32 ECLOs in 20 Local Area Commands. A further four positions are to be filled by March 2003.
Examples of ECLO activities, from a wide range of initiatives, include:

- participation in special events organised by ethnic community groups
- provision of information on personal safety to the elderly, to a range of language groups
- facilitation of open days and information sessions for members of culturally and linguistically diverse communities in Local Area Commands
- preparation and presentation of information on community safety issues and how to report crime, for newly arrived migrants undertaking English language programs
- provision of support to victims of robberies, assault and domestic violence, and ensuring that victims have access to interpreter services.

During 2002, an ECLO initiative in Fairfield was the Crime Reporting Procedure factsheet which was produced in five community languages and distributed to 65,000 Fairfield residents. The success of this factsheet is being duplicated by ECLOs in other locations, who have followed the Fairfield model to produce factsheets customised for their own local needs.

**Education on Credit and Debt Law – Legal Aid Commission**

The Legal Aid Commission funded a joint project between the Consumer Credit Legal Centre (CCLC) and the Macarthur Legal Centre to provide legal information to Arabic-speaking, Chinese, Spanish-speaking and Samoan communities on credit and debt law. In consultation with community workers and focus groups, four fact sheets were translated into the community languages to cover:

- Need a loan?
- Easy Money or Debt Trap?
- Family Breakdown and Debt
- Struggling with a Debt?

The project was launched in February 2002 at the Macarthur Migrant Resource Centre, and the fact sheets are available in hard copy, and electronically from the CCLC website.

**Think Smart on Consumer Rights – Department of Fair Trading**

The Department of Fair Trading is trialing new and innovative ways of providing information to ethnic communities by the use of formal community and media partnerships, organising regular conferences with ethnic community leaders and the media, and improving access to translated information via the Internet.
Highlights of 2002 included:

- the launch of the *Think Smart on Consumer Rights* education campaign for ethnic communities
- two ethnic community leaders and media conferences with the Minister and Director-General briefing participants on the department’s activities
- the launch of its Ethnic Web Project which improves access to translated information via the Internet in seven languages on credit and loans, home building, tenancy, REVS and the Consumer, Trader and Tenancy Tribunal
- trialing new approaches to providing information contained in the *Renting Guide*.

During 2002 the Department worked with new arrivals who spoke Bosnian, Dari, Indonesian and Tamil, and communities who spoke Vietnamese and Chinese.

**Increasing Access to Services – Wentworth Area Health Service**

The Wentworth Area Health Service established the Cultural Equity Area Reference Group in November 2001 to advise on the provision of accessible and appropriate services for people of culturally and linguistically diverse backgrounds.

With the input of the group, the Area Health Service developed its Diversity Policy, which provides a framework for addressing issues of community diversity. To support implementation of the policy, a Diversity Training Strategy is being produced for inclusion in the 2003 Learning and Development Calendar.

**Improving Men’s Access to Cancer Support – Cancer Council NSW**

Although men have higher rates of cancer than women, they are less likely to ask for help from health services. To counter this trend, the English-language Cancer Helpline and the Multicultural Cancer Information Service (MCIS) of Cancer Council NSW held a special campaign during 2002 to encourage more men to ring the service. The campaign was most effective among the Chinese community, with more than 100 men calling over four days for information about bowel cancer and men’s cancer issues generally.

The MCIS employs bilingual cancer educators, who provide information on all types of cancers in Cantonese and Mandarin, Arabic, Greek and Italian. During 2001-2002 staff spoke to more than 120 community groups, reaching approximately 4,000 people.
Emerging Communities in Northern Sydney – Northern Sydney Health

The Northern Sydney Multicultural Health Service’s Small and Emerging Communities Project has researched the issues facing small and emerging communities in the Northern Sydney Area Health Service. The research, which included a comprehensive literature review and consultation with key service providers, identified a number of small and emerging communities in the Northern Sydney area. The project is now working in partnership with the Afghan community to address priority needs and is in the process of selecting a second community to work with in 2002–2003.

Detecting Mental Health Problems in Children – Western Sydney Area Health Service

What are the early warning signs for parents of mental health problems in children or young people from culturally and linguistically diverse backgrounds? A major community awareness campaign in 2002, developed by the Transcultural Mental Health Centre, NSW Health’s Centre for Mental Health and the Special Broadcasting Service (SBS), has gone some way towards answering parents’ questions.

The campaign targeted 16 language groups, and helped parents understand the early warning signs of a mental health problem in their children. It encouraged parents and young people to seek assistance at the earliest possible time, and advised of the available mental health services. The campaign also talked about the stigma surrounding mental illness in the targeted communities, and challenged many of the popular myths and misconceptions that may be held by parents from culturally and linguistically diverse backgrounds.

Parents can now access a Multilingual Family Help Kit, covering nine mental health issues in 16 community languages, as well as audio tapes and information from the Transcultural Mental Health Centre and the Department’s Better Health Unit at Gladesville.

Support for Female Recent Arrivals – Central Sydney Area Health Service

Services in the Canterbury local government area of Sydney are working together to help break the social isolation experienced by young women who have recently arrived in Australia. Initially targeting women who have been in Australia less than two years, the Young Women’s Group now consists of 16 women from countries as diverse as West Africa, Somalia, Ethiopia, South Africa, Vietnam and China.

The Canterbury Multicultural Youth Health Service provides support to the group, in partnership with Canterbury Council, Canterbury Youth Services and the Service for the Treatment of Torture and Trauma Survivors (STARTTS). Meetings provide young women with access to recreational health activities, improve knowledge of available resources, and create a social environment in which the women can build friendships and social support networks.
Cultural Diversity at Sydney Children’s Hospital – South East Health

This pilot project, completed in 2002, set out to examine how Sydney Children’s Hospital works with cultural diversity on a daily basis and the interface between culturally diverse clients and the range of hospital staff and services. The project was conducted collaboratively between South East Health and the Centre for Cultural Research, University of Western Sydney. The project involved:

- interviewing parents/carers from culturally diverse backgrounds about access to and quality of health care at Sydney Children’s Hospital
- discussing with hospital staff their ideas about cultural diversity and their application to work practices
- determining how a range of hospital staff understand, negotiate and subsequently offer health care to culturally diverse consumers
- developing recommendations to improve access and delivery of culturally competent models of care.

One of the outcomes of the project is the production of the report: *We All Come Here From Somewhere - Cultural Diversity at Sydney Children’s Hospital*. The report outlines a number of recommendations to be implemented at a local operational level.

The recommendations relate to four distinct areas:

**Interpreter and language issues**: hospital publications targeting parents and carers will be translated into identified community languages. Nominated publications will include a parent’s guide to the hospital and carer rights and responsibilities.

**Training and education**: frontline staff through to management will participate in educational forums focusing on cultural diversity, the effective use of interpreters in clinical settings and the interaction of cultural and bioethical concerns. Such concerns, which can occur regularly in hospitals, include cultural differences around treatment practices and dying.

**Hospital policies and guidelines**: policy and guideline initiatives will include increased participation from parents and carers and patients of culturally and linguistically diverse backgrounds in consumer forums.

**Future joint initiatives**: the report concludes that cultural diversity cannot be seen in isolation from the everyday activities of Sydney Children’s Hospital and that in the short term there are specific changes that can be made at the ward and management level, as well as conceptual shifts in the longer term.
Bangladeshi Women and Childbearing – South East Health

The Centre for Women’s Health Nursing at the Royal Hospital for Women (RHW) completed this study in 2002 to meet the needs of the Bangladeshi community that exclusively access the RHW for childbearing. The project was conducted in partnership with the Bangladeshi community in Botany/Mascot, the Multicultural Health Unit and the RHW. It was found that the childbearing age group consists of families of Muslim, Hindu and Christian faiths who have been in Australia for one to two years. Many cultural aspects of childbearing were identified through focus groups, four with women and two with men. Findings included major role changes for both men and women.

Traditionally, female family members manage childbearing, including teaching of appropriate practices and care giving during pregnancy, childbirth and postpartum. There are systemic and cultural barriers to accessing antenatal education provided at this time. The role of the man as participant and assistant, especially during labour is very new for men, although they expressed willingness to be helpful and to learn. Rituals during pregnancy, naming the infant and an expected 40 days of rest and care postpartum are often mismatched with the Australian health care services.

The findings of the study have been incorporated into an action plan to reduce these mismatches and provide guidelines for care of Bangladeshi childbearing women. These are now applied to all units within the RHW. Revisions to the prayer room, a disclaimer for use of honey at birth of the infant and provision of privacy have been completed. Additionally, information on the health care system and childbearing has been distributed through the Bangladeshi community press and radio. Continued activities include helping the Bangladeshi community in the South East Sydney Area Health Service region to increase their own community’s capacity to support childbearing families and to make childbirth education available to them in a culturally appropriate format.

Anti-Drug Strategy: Cabramatta Street Team – Department of Community Services

The Cabramatta Anti-Drug Strategy project was launched by the NSW Government in July 2001 in partnership with the Department of Community Services and other agencies to address drug abuse and homelessness issues of young people in the Cabramatta area.

The Department’s Cabramatta Street Team works pro-actively with disadvantaged young people who are drug/alcohol dependent, homeless or at risk of homelessness and frequent the Cabramatta area. The aim is to re-connect these young people with their families and other support services. The services provided include short-term supported accommodation, counselling, casework, family therapy, mobile child care and referral to rehabilitation services. The main focus is on ethnic youth from Asian background.

Its staff patrol Cabramatta streets with local police and also receive referrals from police and welfare agencies. In the first 15 months the Cabramatta Street Team had 1,479 client contacts and worked with 667 drug dependent young people in the Cabramatta area. The project is funded for four years.
Partnerships to Enhance Multicultural Health – Centre for Multicultural Health, University of New South Wales

The Centre for Multicultural Health at the University of New South Wales is committed to working systematically to improve the quality of health care, and is guided by the principles of inclusivity, cultural competence and interdisciplinary practice. Through its research and education programs, the centre aims to enhance medical education and research by fostering cultural competence in evidence-based medicine.

The centre seeks to involve the community, government, academics and health professionals in its governance, research and education programs, giving its work a strong participatory perspective and role. Partnerships that include peak bodies through to grass roots community organisations inform the operation of the centre. In August 2002, the centre established a partnership with NSW Health to support the work of State-wide and area multicultural health coordinators. This partnership will involve other universities in coalition with ethnic communities and health services, and provides a new role in community relations for the centre.

Cancer Support within the Chinese Community – Centre for Multicultural Health, University of New South Wales

What are the cultural barriers preventing families from attending familial cancer clinics and participating in community health education programs?

Two studies carried out by the Centre for Multicultural Health at the University of New South Wales, in collaboration with the Psychological Research Group at the Prince of Wales Hospital, have increased knowledge in this area. Researchers, using ethnographically informed methods, have examined Chinese cultural beliefs about kinship, genetics, the effects of supernatural forces upon health, and the understanding of risk.

The first study focused on Chinese patients attending familial cancer clinics in New South Wales. The second, carried out with the support of the South East Area Health Women’s Health Service, is a study of Chinese families in the community who are not attending clinics. The findings may improve the engagement by familial cancer clinics with ethnic communities, as well as the capacity of telephone helplines and outreach programs to assist culturally diverse communities.

Dementia Support – Illawarra Area Health Service

There is a growing need for support for people caring for a relative with dementia. Over 70 people attended each of the information sessions on dementia, held for the Greek and Italian-speaking communities in the Illawarra region. The Illawarra Area Health Service and NSW Alzheimer’s Association provided information and practical advice about dementia and its manifestations, and the support services available. Most importantly, carers were able to share their personal experiences, and follow-up support sessions were organised for families who wanted more specific advice.
Parenting Education Network – Bankstown Health Service

Messages about positive parenting are being disseminated to the Arabic community in a way which is both innovative and promotes community harmony.

Under the Parenting Education Network (PEN) project, community facilitators are trained to disseminate information and key messages about positive parenting. These facilitators then work with parents who are willing to host information sessions in their own home or in a community venue. Facilitators have information in Arabic and English to leave with families, and other parents attending the session are in turn encouraged to host similar sessions.

During 2002, 20 PEN sessions were conducted with positive feedback. Some sessions were conducted at schools at the request of the community liaison officers of the Department of Education and Training. The program has also been promoted at two community consultation forums hosted by The Islamic Council of NSW and Tripoli el Mina Association.

The project was developed by Bankstown Health Service, in partnership with the Australian Arabic Communities Council, NSW Parenting Centre and Premier’s Department, and is part of the NSW Government’s Youth Partnership with Arabic Speaking Communities.

Vietnamese Women and Gestational Diabetes – South Western Sydney Area Health Service

Gestational Diabetic Mellitus (GDM), which can develop during pregnancy, is a major health issue among some ethnic communities. Women from the Indian sub-continent, Africa, Vietnam, Mediterranean countries and Egypt have an increased prevalence of the disease.

In a study carried out by the Fairfield Health Service in 1999-2000, 199 pregnant women had diabetes, with 34 per cent being Vietnamese. The Service decided to work with this group as a priority, and conducted research into the level of knowledge of Vietnamese pregnant women about a healthy diet for pregnant women with GDM.

The Service developed a healthy menu in consultation with the women and their carers, and a dietician conducted monthly classes for 30 to 45 minutes for 12 months. Follow up was provided at home to monitor practice according to class demonstrations. The Cultural Meals Guide for Vietnamese Women with GDM was published and is widely available. The model can be adapted to other Vietnamese communities or other communities with a high incidence of GDM.

SafeWaters Campaign – Department of Sport and Recreation

Research shows that a greater proportion of children from culturally diverse backgrounds are represented in child drownings. This may be because their parents are not as familiar with the environmental hazards in Australia, and are less able to pass this information on to their children.
For the past four years, the NSW Government conducted a water safety campaign over the Christmas and Easter periods, called SafeWaters. The campaign has eight key water safety strategies:

- learn to swim and survive
- always supervise children near water
- never swim alone
- only swim between the red and yellow flags at the beach
- fence swimming pools
- beware of fast flowing water, submerged objects and deep water
- take care when rock fishing
- have lifejackets for everyone on board boats.

Aspects of the 2001-02 SafeWaters campaign targeted people from culturally and linguistically diverse backgrounds. Strategies included an Arabic, Chinese and Vietnamese poster competition for ethno-specific schools, translated information and advertising, and use of bilingual spokespeople in media interviews speaking Arabic, Chinese, Vietnamese, Filipino, Greek, Russian and Serbian.

The NSW Water Safety Taskforce, which coordinated the campaign, includes The Royal Life Saving Society Australia, Surf Life Saving NSW, Waterways Authority, NSW Department of Local Government and NSW Fisheries, with the Department of Sport and Recreation taking a leading role for water safety. Funding for the campaign has been extended for another three years from 2001-2002. The campaign was a finalist in the 2002 National Multicultural Marketing Awards.

**Rostering Shiftwork – Department of Industrial Relations and Department for Women**

The rostering practice of residential aged care facilities is the focus of continuing study by the Women’s Equity Bureau of the Department of Industrial Relations and the Department for Women. The residential care sector’s workforce is predominantly women, who are employed part-time or casually, with a high number whose first language is other than English.

The findings of the Rostering Shiftwork study are currently being made into best practice guidelines to help residential care employers meet their obligations under anti-discrimination, industrial relations, occupational health and safety and other relevant legislation. Findings include the need for family-friendly rostering practices to be driven at the enterprise level, with their implementation overseen by human resource managers and directors of nursing.
Drink Safe Information in Portuguese – Central Sydney Area Health Service

Two licensed venues hosted an Operation Drink Safe Intervention, targeting the Portuguese community. Taking an informal approach, patrons of the Portugal Madeira Club and the Sydney Portugal Community Club talked to community educators while socialising with friends.

Educators provided information and education on safe alcohol use, the size of standard drinks and safe driving. Sessions were organised by the Central Sydney Area Health Service (CSAHS), and included a CSAHS Drug Health Clinician and Portuguese migrant health worker, as well as an officer from the Endeavour Region Highway Patrol, a Portuguese-speaking police officer from Marrickville Police, and the Road Safety Officer from Marrickville Council. The sessions were assessed as worthwhile, and both clubs will be approached again in six months.

Improving Health of Chinese Women Market Gardeners – Western Sydney Area Health Service

Western Sydney Area Health Service has built on original research carried out by the University of Western Sydney into occupational health and safety issues for Chinese speaking women working in market gardens across the Sydney Basin. This research demonstrated that the women had a greater risk of:

- potential exposure to toxic chemicals and subsequent poisoning due to inadequate training in the safe use of pesticides
- injury from repetitive use of shoulders, back and hands as a result of weeding, picking, packing, and lifting produce
- depression and other mental illness due to isolation, lack of transport, poor English language skills
- poor maternal health and child health outcomes due to lack of access to and knowledge of available services
- increased incidence of cervical cancer in women of Chinese speaking background in NSW.

As a response to these issues, a project officer was employed to work with Chinese speaking women market gardeners, with the following outcomes achieved:

- 200 growers completed a course on pesticide training with Chemcert, with 40 per cent being women. Work manuals were translated into Chinese, for easy reference at home
- seventeen women completed English classes in the Kemps Creek and Annangrove and Dural areas, with another 15 commencing study in Annangrove
- the Annangrove Chinese market garden community invites speakers on issues relating to market gardening to its regular meetings
working groups were established in Camden, Annangrove and Windsor, with representation from government and non-government organisations.

Camden Council employed a Chinese woman to work with the Chinese community in the area.

Women on Wheels tour – Department for Women

Women from culturally diverse backgrounds from Glen Innes, Kyogle, Grafton, Woolgoolga and Lismore have greater access to information about government services, as a result of the Women on Wheels 2002 tour. The tour, organised by the Department for Women, reached more than 80 towns and centres in the north coast and northern region of New South Wales. The aim of this second Women on Wheels tour was to consult with and inform women on the north coast about available services, and had active participation from the NSW Police Force, State Transit Authority, Department of Sport and Recreation, NSW Fire Brigades, the Community Relations Commission, For a multicultural NSW, domestic violence specialists from the Attorney-General’s Department, Family Planning Australia, solicitors from Legal Aid and experts from Asthma NSW.

Funding Innovative Projects for Women – Department for Women

Innovative projects that benefit women are funded by the Department for Women under the Women’s Grants Program. Approximately a quarter of the funding is allocated to projects which meet the needs of disadvantaged women from culturally and linguistically diverse backgrounds. During 2001-2002 some of the projects funded were:

- Internet workshops aimed at older women from culturally and linguistically diverse backgrounds in Parramatta, Liverpool, Holroyd, Fairfield and Auburn
- Community education on domestic violence within the Sikh community – a new and emerging group in Western Sydney. The project fosters a women’s support group, produces information in Punjabi, and trains volunteers to provide counselling through the Australian Sikh Association
- Training opportunities in the area of dental assistance have been enhanced, in cooperation with the NSW Dental Assistants’ Professional Association. Nine women completed their basic skills training, with over half from culturally diverse backgrounds. As a result of the project, some trainees have found employment or transferred to additional training courses.
Making Farm Work Safer for Women – Department for Women, NSW Agriculture and University of Western Sydney

Women from culturally diverse communities, who work on farms in the Sydney Basin, should be safer as a result of a partnership project between the Department for Women, NSW Agriculture and the University of Western Sydney. This project, which works with women from the Cambodian, Chinese, Vietnamese, Lebanese, Italian and Maltese communities, aims to raise the awareness of women to environmental health hazards on farms. It builds on a training program on pesticide use with Chinese women market gardeners, run in 2001 by NSW Agriculture (also highlighted in this report). During the project, women were provided with information on occupational health and safety issues, including facts on the use of pesticides, training in basic first aid and information on women’s health screening.

Improving Conditions for Outworkers – Department of Industrial Relations and WorkCover

The working conditions of outworkers in the clothing industry, many of whom are from language backgrounds other than English, continue to be on the government agenda. The Clothing Industry Supply Chain Improvement Project, funded by the Department of Industrial Relations and WorkCover, is working to develop a model of supply chain management for the clothing industry which will identify problems arising from the contracting and sub-contracting of work. Outwork is often sourced through several contractors and sub-contractors with no clear employer. This situation raises industrial and occupational health and safety issues around pay, working hours, workers compensation and injury management for outworkers.

As a result of raising awareness within the industry, it is hoped that working conditions will improve, labour costs and production timeframes become more realistic, and pricing structures will allow workers to be treated fairly.

Improving Conditions for Cleaners – WorkCover Authority

The working conditions of cleaners, especially women from language backgrounds other than English, could improve under a project funded by WorkCover. The project arose from research carried out by WorkCover which showed that many property owners, managers, cleaning employers and contractors were unaware of their full responsibilities under the Occupational Health and Safety Act towards their employees. As a result, a systematic approach to occupational health and safety systems in the contract cleaning industry is often lacking.

Two industries - property management and contract cleaning – are represented on the project working party. Draft guidelines for the contract cleaning industry are currently being trialed, with the final material to be launched by March 2003.
Korean Community Domestic Violence Project in Northern Sydney – Northern Sydney Health

The Korean community is more aware of issues of domestic violence as the result of a project coordinated by the Women’s Health Service in Northern Sydney Health. The project was funded by NSW Health and employed a bilingual worker to work with the Korean community and key government and non-government services. As part of the project, the bilingual worker organised a Celebrating Family Harmony Day and information sessions for church leaders and participants from the Korean community.

New Laws on Physical Force – Commission for Children and Young People

Under the *Crimes Amendment (Child Protection - Physical Mistreatment) Act 2001*, physical force should not be applied to any part of the head or neck of the child, or to any other part of the body in a way that will harm the child for more than a short period.

The Commission for Children and Young People is responsible for explaining these new laws to parents, service providers and professionals. In developing its campaign for culturally and linguistically diverse communities, the Commission researched attitudes on the punishment of children and ways in which the Chinese, Vietnamese, Arabic-speaking, and Pacific Islander communities seek information about parenting.

Information will be produced in English and seven community languages, on the website, and a telephone advisory service for parents will be promoted through general and ethnic media services. The Special Broadcasting Service (SBS) will have access to trained community advocates, who will be available for talkback programs, media interviews, and to help provide links to culturally relevant services.

Community Input into Public Transport in Western Sydney – Transport NSW

Ethnic communities are having a say in the development of a new rapid bus transport system in North West and Western Sydney. The public transport improvements involve:

- construction of the Liverpool-Parramatta T-way, with services commencing in February 2003
- investigation and community consultation for the proposed North-West T-way network with links between Blacktown-Castle Hill and Parramatta-Rouse Hill.

In relation to the construction of the Liverpool-Parramatta T-way, people from culturally diverse communities were consulted on the advertising strategy for community language media, and planned passenger information was tested with these groups to ensure relevance, awareness and understanding of information and presentation.
In relation to the North-West T-way, information on property acquisition and other issues was widely translated and distributed, and supplemented by a targeted media kit for community language media. Information relevant to the Environmental Impact Statement (EIS) for the proposed North-West T-way network was also translated, and ethnic communities affected or interested in the EIS and North-West T-way proposal will be included in the public information and comment process.

**Holiday Packages: Chinese and Vietnamese Communities – Tourism NSW**

In 2001-02, Tourism New South Wales continued to target Australians from culturally diverse backgrounds, encouraging them to travel to and within New South Wales through placement of advertising and publicity in the ethnic press.

The Feel Free 2002 multicultural campaign aimed to showcase the variety of travel experiences across New South Wales to be had by members of the Chinese and Vietnamese communities. It presented opportunities for Chinese and Vietnamese speaking families to experience some of the incredible vacation destinations that New South Wales has to offer. The campaign’s focus was on the concept of family unity and togetherness - the importance of the family unit and spending quality time together.

One of the objectives of the campaign was to encourage these communities to take holidays in four different regions of New South Wales, and to increase the response and conversion rates for a family holiday in New South Wales. It included a range of specially designed travel packages to the North Coast, South Coast, Snowy Mountains and Blue Mountains.

The campaign commenced nationally in April 2002, with print and radio advertising in ethnic media as well as direct mail to people who had enquired about this campaign last year. Full colour press advertisements incorporated a competition coupon promoting the chance to win four family holidays valued at more than $4,000. The campaign was an outstanding success with over 2,300 coupons received from the Chinese and Vietnamese communities during the campaign period from April to June 2002.

**Improving Data to Inform Planning – Department of Ageing, Disability and Home Care**

The Department of Ageing, Disability and Home Care is committed to equity of access for people with a disability and older people. A recent restructuring of the Policy and Planning Directorate has seen the creation of a Culturally and Linguistically Diverse Policy Unit. The Unit will provide policy advice and lead strategic Departmental initiatives, and will work within Departmental structures to influence staff at all levels to achieve greater equity of access for people from diverse cultural and linguistic backgrounds.
Access to language services is an important and increasing issue for ageing people from language other than English backgrounds.

In 2002, an improved data collection system is being implemented across all services funded under the Home and Community Care program and the Commonwealth State Disability Agreement. There are currently over 1,000 funded services. The aim of the new data collection system is to improve ongoing service provision. It includes specific ethnicity indicators such as country of birth, language spoken at home, and need for an interpreter.

This will enable better analysis of service provision to people from culturally and linguistically diverse backgrounds and allow comparison against local and State-wide demographic profiles. The information will be used for planning and to inform future resource allocation.

**Improving Access to Local Government – Department of Local Government**

The Department of Local Government has revised its guidelines for councils in the development of social and community plans. Under the *Local Government Act 1993*, councils are required to produce a social and community plan at least every five years. These plans must address the needs of seven key target groups, including people from culturally and linguistically diverse backgrounds.

The revised *Social and Community Planning and Reporting Guidelines* emphasise the need for councils to apply the principles of social justice to their activities. They also encourage the coordination of activities with other government agencies and non-government organisations in providing services within their local or regional areas. This should reduce costs, improve efficiency and enable better targeting of services as a result of improved co-operation between agencies.

Councils are also required to report on their access and equity activities in their annual reports, providing local communities with information that will assist in holding councils accountable for addressing their needs.
**PRINCIPLE 4:** ALL NSW INSTITUTIONS SHOULD RECOGNISE THE LINGUISTIC AND CULTURAL ASSETS IN THE POPULATION OF NSW AS A VALUABLE RESOURCE AND PROMOTE THIS RESOURCE TO THE MAXIMISE THE DEVELOPMENT OF THE STATE.

**CASE STUDY**

Community Greening program – Royal Botanic Gardens Sydney

Launched in August 2000, Community Greening is an initiative of the Royal Botanic Gardens and Domain Trust (RBGS) and the NSW Department of Housing (DoH). By promoting communal gardening in public housing estates these organisations make a significant contribution to improved social cohesion, crime reduction and public health in both urban and regional New South Wales.

The RBGS provides advice, technical expertise, education, training, and guidance as well as supplying surplus plant and landscaping material when available. This collaboration and shared expertise ensures that residents remain motivated, involved and committed.

Community Greening is operating in over 40 established or in-development communal gardens across NSW, bringing people from many cultural backgrounds together to share a common purpose.

This initiative is the beginning of a broader-reaching strategy to bring together local residents, councils and other government agencies, community organisations and industry support groups. As interest in this program continues to be generated, more estates ask for assistance and more local businesses and community groups commit their support. The local environment and society as a whole are the beneficiaries.

Community Greening helps to achieve:

- RBGS’s mission to inspire the appreciation and conservation of plants beyond the Gardens’ walls.
- DoH’s objective to work in partnership with the community to improve the quality of life for its residents.
- NSW Government’s mandate to further whole-of-government partnerships and its desire to build communities with active citizens.
- good relations between residents of DoH estates and their local communities in urban and regional NSW.

The RBGS has a commitment to take its expertise beyond the garden walls and serve the broader community through innovative outreach programs. Over the past two years, the Community Education Unit has become involved with community gardens and has forged strong links with community groups that have established or are interested in developing their own community gardens.

By forging the Community Greening partnership with DoH, the RBGS has been able to improve understanding of plants and the environment as well as develop good relations between public housing residents and their local community, including councils, businesses and schools.
Good relations between tenants from very different backgrounds are also enhanced as they come together for a common purpose. For example, at the Riverwood Community Garden, residents of Arabic, Vietnamese, Chinese and Anglo-Saxon descent work cooperatively side-by-side.

The Premier, the Hon. Bob Carr, acknowledged the worthiness of the Community Greening initiative at the launch of Gardening Australia Live show at Homebush on 20 September 2001. He is quoted as saying: “Gardening can bring a community together, and so far around Sydney 24 Department of Housing sites have been turned into special places of beauty and refuge - their neighbourhoods bonded and unified by them. For instance, in Waterloo, a suburb that has the largest concentration of high-rise apartment blocks in all of Australia, over 2,200 big apartment blocks - there is now a garden. And once it was planted and tended and locally loved, the enthused community planted two more gardens, in the high rise, inner city suburb of Waterloo and a lady in the area said, and I quote, - the garden has brought us all together with a common purpose - and we have now become good friends.”

In November 2002 the Community Greening Program was acknowledged with a silver award in the 2002 Premier’s Public Sector Awards under the Social Justice category.

In late 2002, the Royal Botanic Gardens Sydney was successful in obtaining a two year funding for the Community Greening Program under the Community Solutions Crime Prevention Fund. This provided enhanced resources to continue and broaden the scope of this successful program.

Communal gardens are a successful feature in community renewal projects by:

• bringing abandoned land back into good use and beautifying an area
• creating safe places that might otherwise be dangerous
• encouraging community meeting places where people can interact and get to know each other and so help build community spirit - promoting understanding of different cultures
• giving residents a sense of satisfaction and pride in their achievements
• lifting the positive profile of communities - giving people something useful and creative to do
• connecting younger and older people
• building partnerships within the community including schools, local businesses, governments and other agencies.

Beautifying Bonnyrigg – Planning NSW

Bonnyrigg is a suburb on the move. Once home to battlers on one side and public housing tenants on the other, divided by a stretch of wasteland, it is now evolving into a place of extraordinary cultural and spiritual richness.

Lao and Khmer temples cluster near a Turkish mosque, a Korean Presbyterian church, Assyrian, Serbian and Croatian social centres and the Urimbirra Aboriginal and Torres Strait Islander Corporation. In fact, its diversity led to its inclusion on Sydney’s cultural tourism map, Tune in to Fairfield, that includes 15 sites of significance in the Fairfield area.
In a partnership between Fairfield City Council and Planning NSW, Bonnyrigg is undergoing a beautification process, with a park planned for the heart of the town centre, replacing a neglected stormwater catchment area.

Rapid public transport links will also improve Bonnyrigg’s economic status, with the completion of the Liverpool to Parramatta Bus transitway (T-way) in 2003. This T-way will provide 10 minute commercial links to the large industrial estate of Wetherill Park, currently one-and-a-half hours away by bus and train via Cabramatta.

A project team is working closely with the community to garner community support in planning and building a vibrant, successful town centre. Planning NSW and Fairfield City Council have provided financial support for the project, with contributions from the Department of Housing and the Department of Sport and Recreation.

**Cultural Differences in the Workplace – Macquarie University**

Which one of us is different? – The benefits of working in a diverse workplace was the topic of Macquarie University’s annual Equal Employment Opportunity showcase this year. A lively forum of 60 staff was addressed by the key note speaker, Mr Chris Puplick, President of the Anti-Discrimination Board of NSW, who discussed the differences we all bring to the workplace. Professor Peter Steane from the Macquarie Graduate School of Management spoke on the internationalisation of the University, and Ms Caroline Alcorso from Sydney University spoke on issues of ethnicity and industrial relations.

**Recruitment and Retention Action Plan – NSW Police**

In 2001, the Commissioner for Police and the Police and Ethnic Communities Advisory Council (PECAC) endorsed a project brief for the development of a comprehensive NSW Police action plan for the recruitment and retention of police from culturally and linguistically diverse backgrounds.

A literature review of international and national trends in police recruitment and retention policies, practices and strategies in relation to culturally and linguistically diverse communities was an important feature of the preliminary research that has been carried out to inform the action plan.

A steering committee has been established, a project officer appointed, and a series of interviews with internal and external stakeholders has been held.

As PECAC strongly recommended engaging an independent consultant to conduct the police consultation phase of the project brief, expressions of interest were sought and a consultant was approved.

A series of focus groups and individual consultations have been conducted with officers of culturally and linguistically diverse backgrounds in some 11 regions. It is planned that the action plan will be ready by April 2003.
Career Development for Multicultural Caseworkers – Department of Community Services

The Department of Community Services is supporting career development opportunities for its multicultural caseworkers, so they can gain the skills to move into generalist, specialised or management positions.

Identified multicultural positions were established with the Department in 1983 to ensure that services were appropriate for people from culturally and linguistically diverse backgrounds.

Under the Career Development and Mentoring Program, multicultural caseworkers were asked to identify their training needs, and the Department provided training on job seeking skills, based on the identified needs. In the third stage of the project, caseworkers were assigned a nominated mentor who could assist, guide and enhance their skills and career development options. Participants have given positive feedback on this process and a final evaluation of the program was completed by February 2003.

Assessing Skills: A Creative Pathway to National Qualifications in Children’s Services – Community Services and Health Industry Training Advisory Board

In response to a critical shortage of diploma qualified childcare workers in NSW, the Department of Education and Training funded the Community Services and Health Industry Training Advisory Board to develop a range of flexible workplace resources that allowed overseas trained workers to demonstrate their skills, knowledge and competence in caring for children.

In partnership with industry, the advisory board piloted these resources with 30 childcare workers who were currently employed in unqualified positions but held overseas child-care qualifications. The process, while acknowledging workers’ qualifications, focused on their subsequent work experience and ability to demonstrate competence to an assessor. These additional skills and knowledge were also assessed, in determining the competence of the 30 childcare workers. Twenty-one of these workers demonstrated Diploma level competence and were awarded an Australian national Diploma in Community Services (Children’s Services).

This initiative, funded by the NSW Migrant Skills and Qualifications Advisory Committee of the Department of Education and Training, used the national training framework to create a new pathway for workers to gain qualifications, and for the sector to flexibly and formally recognise workers’ skills. This pathway is more cost effective in time and resources than requiring skilled workers to undertake several years of unnecessary training. This model can be applied across a range of industries, and other community services sectors have expressed interest in implementing the initiative.
Health Professional Dementia Register – South Western Sydney Area Health Service

Clients now have easier access to dementia services, with the establishment of the Bilingual Workers and Health Professionals Dementia Register. There are currently 37 health professionals registered, covering 11 languages, who are able to provide education sessions, talks or radio interviews on dementia and other related issues. Building on this initiative, during 2003 the South Western Sydney Area Health Service will support the development of a network, which will disseminate information and provide ongoing professional development for the bilingual professionals. This initiative will link with the Australian National Multicultural Dementia Network and the International Cross Cultural Dementia Network.

An Ideal Candidate – Department of Education and Training

An Ideal Candidate is a video resource developed by NSW Adult Migrant English Service (AMES) with funding from the Migrant Skills and Qualifications Advisory Committee under the Productive Diversity in the Workplace Migrant Skills Strategy. The project has developed a training video, a short promotional video and a video of in-depth case studies.

The training video highlights the advantages to organisations that employ migrants with skills, experience and training gained overseas. The case-studies video presents six skilled migrants and their individual workplaces.

The advantages of employing skilled migrants are presented from the different perspectives of managers and colleagues. Individual employees also talk about employment in Australia.

The training video is useful to people involved in human resource management and in the employment of new personnel, management groups, employer groups, Centrelink and Job Network personnel. It is also of value to Special Migrant Placement Officers. The video is accompanied by training notes to help focus discussion in training contexts.

Productive Diversity in Albury – Department of Education and Training

The Productive Diversity in the Workplace Program, South West NSW held a national conference in Albury on 27 September 2002. The conference, Diversity Works, explored issues relating to diversity, and promoted its inclusion as a part of organisational policies and practices.
Seventy-seven delegates at the conference discussed four major themes: leadership and diversity management, public policy and diversity, diversity in training and assessment, and diversity marketing and management.

The conference was sponsored by the Department of Education and Training, City of Albury and Department of Community Services, and supported by Australian Business Limited, Murray Riverina Region, Investment Albury Wodonga, Griffith Chamber of Commerce and Morris Wines.

The Productive Diversity in the Workplace program is funded by the NSW Migrant Skills and Qualifications Advisory Committee of the Department of Education and Training.

**Regional Initiatives – University of Wollongong**

One of the core objectives of the University of Wollongong is tolerance of ideas and differences. The valuing and encouragement of diversity in ideas and cultures has been reflected across the university in 2002 in a range of new initiatives, many in partnership with the local community:

- **Lov Dot Com.** - a play produced by Faculty of Creative Arts with the Illawarra Ethnic Communities Council
- Diversity scholarships sponsored by local business
- Cultural awareness training for staff including the participation of a local indigenous elder
- Teaching practice experience for students may be undertaken overseas in China, Malaysia, or Fiji to enhance an understanding of cultural differences
- **Tracking Cloth** - a textile exhibition by contemporary Australian practitioners influenced by other cultures has been exhibited locally and internationally by the Faculty of Creative Arts in collaboration with Wollongong City Gallery
- Work experience placements in local businesses for students from the Student Leadership and Business Development program. A total of 89 per cent of the participants were students from a language background other than English.

**Advance Australia Fairly – Anti-Discrimination Board**

In 2002, the Anti-Discrimination Board conducted a major project to promote greater community understanding about the role in the life of NSW played by people from a variety of ethnic, cultural and religious backgrounds.

One part of the project featured individuals from an ethnic group or community who are well known to the public and have made major contributions to the life of New South Wales. People such as Faith Bandler AM, Tetsuya Wakuda, Indira Naidoo and Jenny Kee agreed to be featured on the postcards, which were distributed at popular entertainment venues.
The Ultimo - Pyrmont Festival – Sydney Harbour Foreshore Authority

In March 2002, the Sydney Harbour Foreshores Authority was a sponsor of the Ultimo-Pyrmont Festival, an annual event which has been running for some 20 years.

The festival provided local residents and groups with the opportunity to display their creative talents to others in their community, as well as encouraging local community interaction in using public space in an innovative and exciting way.

It also presented an opportunity to welcome new residents to the community, and raised awareness of cultural diversity issues by particularly focusing on the provision of information for people from culturally and linguistically diverse backgrounds.

The festival, which presented quality entertainment for families and children, and a range of activities for more senior members of the community, was aimed at encouraging greater social cohesion in a rapidly changing locality.

Music of Java and Bali – Australian Museum

The music of Java and Bali is growing in popularity, and the Australian Museum has used its collection of gamelan instruments to build a community program based on this public interest.

Gamelan is a gong orchestra performed by a troupe of up to 20 players, along with singers and dancers. Through a partnership with the University of Sydney’s Music Department, the Australian Museum has made its gamelan instruments and dance costumes available to Javanese and Balinese community groups. Currently more than 150 people use these instruments on a daily basis for practice and regular public performances around Sydney and New South Wales.

For example, the Javanese instruments were used by Langen Suka Sydney Gamelan Association, one of Australia’s premier gamelan ensembles in the production of ‘The Banishment of Sekar Taji’ at the Asian Music and Dance Festival at Sydney’s Opera House. Sekehe Gong Dharma Bali used the Balinese instruments at a recent fundraiser for the Balinese victims of the Kuta bombings.

Yumi Yet Bougainville: This is Us – Australian Museum and Macquarie University

The Australian Museum is fostering a contemporary relationship with many of the Pacific communities whose cultural heritage is represented in its collections.

During 2002 the Bougainville community in New South Wales developed an exhibition with the Museum, called Yumi Yet Bougainville: This is Us, that showcased objects from the Museum’s Pacific collection, some never displayed before. These historical artefacts were presented with contemporary artworks, and accompanied by personal stories and experiences, photographs and videos.
The exhibition, held at Macquarie University Art Gallery, was a unique opportunity to showcase Bougainville culture, particularly as it is experiencing a revival of interest in tradition following the recent ten-year war. The positive response to the exhibition has generated interest in developing further collaborative projects between the Bougainville communities and other museums and universities.

**Faces and the Streets of Albury-Wodonga – Charles Sturt University**

Scenes photographed by Gustav Pottyondy, a Hungarian photographer who migrated to Australia in 1953, were recently revisited by photography students from Charles Sturt University. Mr Pottyondy’s photos provide, through a European’s eyes, a rare insight into regional Australia between 1953 and 1982, and document the multicultural population that migrated after WWII and remained in the Albury-Wodonga region. Students at Charles Sturt University re-photographed scenes, and collated the collection into the book and photography exhibition, *The Faces and the Streets: Albury-Wodonga 1955-2000.*

**The ‘Face of Albury’ Photography Project – Charles Sturt University**

Using the Australian Bureau of Statistics census profile for the age, gender and ethnic heritage of the Albury community, 100 portraits of individuals were digitally layered to create a single female and male composite portrait. While the project’s origins were in Albury, it has now become a national project. The national media coverage the project received in both the *Age* and *Australian* newspapers and in the international photographic journal *Photofile* has solicited requests from major galleries and arts organisations in Brisbane and Bega to duplicate other ‘faces’. This idea has now expanded into a national portrait project, which was launched in October 2002.

**Trade Winds: Arts of Southeast Asia – Powerhouse Museum**

The remarkable diversity of decorative arts and design from Southeast Asia was celebrated in the *Trade Winds: Arts of Southeast Asia* exhibition at the Powerhouse Museum. The exhibition, which attracted over 46,000 people, was based on the museum’s collection of artefacts from Burma (now known as Myanmar), Cambodia, Laos, Thailand, Vietnam, Malaysia, Brunei, Indonesia, the Philippines, Singapore and East Timor.

As part of the exhibition, the museum in association with the Centre for Continuing Education, University of Sydney, held the *Trade Winds: The Culture of Southeast Asia* education day, which explored the impact of colonialism, trade, religion and geography on the art, textiles, ceramics, dance and music of the region.
Greek Cafes: Aussie Icon – Ministry for the Arts

The history of a quintessentially Australian icon, the Greek café, will be documented by the historian and lecturer, Leonard Janiszewski. The research and documentation of Greek cafes, which were once thriving hubs of rural commercial and social activity, will ensure their lasting historical recognition as an important part of the commercial, social, culinary and architectural development of New South Wales.

Funded under the Ministry for the Arts History Fellowship, this research project will make a significant contribution to the documentation of multicultural Australia, by contributing to the understanding of the relationships among ethnic groups in the Australian community, particularly in country towns. It also reflects the Ministry’s recognition of the need to record the migrant experience in the arts.

Promoting Australian Writers – Ministry for the Arts

New literary talent, and the cultural and creative diversity of contemporary Australia, are being showcased in a bilingual journal, Joussour. The quarterly publication has two issues produced annually in Arabic and two in English. The journal, which receives some funding from the Ministry for the Arts, publishes both emerging and recognised Australian writers from diverse cultural backgrounds, and is distributed throughout Australia and overseas.

In assisting the editors, the Group of Liberty and Creativity, the Ministry aims to promote an appreciation of the richness of cultural and literary diversity, enhance the quality of literature, and build bridges of cultural and literary understanding among migrant communities in Australia and other parts of the world.

Supporting Writers in the Illawarra – Ministry for the Arts

The efforts of writers of language backgrounds other than English from the Illawarra area are being supported under a grant from the Ministry for the Arts. Four separate initiatives have been funded, including a collaboration entitled Community Voices between the Illawarra Ethnic Communities Council and the South Coast Writers’ Centre (SCWC). This project supported a group of writers, who were interested in writing for the media, and involved SBS Radio and local radio stations, such as Vox FM and ABC.
Other projects have involved SCWC workshops for Spanish-speaking and Macedonian writers groups and a project which involved a recording of the stories of the former being included in the Via La Gong festival finale, *Voyage*. The Spanish-speaking writers group continues to work towards publishing a second anthology of their work.

**Café Carnivale – Ministry for the Arts**

Café Carnivale makes an important contribution to the vitality of music in New South Wales, in providing opportunities for the performance of original music that reflects the State’s cultural diversity. The café also provides a significant number of paid performance opportunities for a wide range of professional musicians, and musicians from emerging and language other than English community groups. For this reason, the Ministry for the Arts continues to support Café Carnivale, in a partnership between the NSW Government, Carnivale, and Eastside Arts, Paddington.