

**IMPROVING CRISIS COMMUNICATIONS TO CULTURALLY AND
LINGUISTICALLY DIVERSE COMMUNITIES**

Organisation: Liverpool City Council

Date Received: 17 June 2022

Parliamentary Inquiry into Crisis Communications to CALD Communities
Parliament of New South Wales
6 Macquarie Street
SYDNEY NSW 2000
communityservices@parliament.nsw.gov.au

Re: Submission to Parliamentary Inquiry into crisis communications to CALD communities

Thank you for the opportunity to make a submission to the Parliamentary Inquiry into Crisis Communications to Culturally and Linguistically Diverse (CALD) communities.

The 2168 Children's Parliament (the Parliament) is a ground-breaking project that provides children a voice and a platform to actively participate in civic matters. Commencing in January 2016, the Parliament is an early intervention and prevention initiative of the Communities for Children program, funded by the Department of Social Services (DSS) through Mission Australia and delivered by Liverpool City Council.

The Parliament acts as a connection and engagement platform for children to have a say, develop knowledge and skills, provide valuable insights and feedback on what they would like to change and improve in their community.

To date, 267 students have directly participated in the Parliament as Parliamentarians. Reflective of the demographic of the Liverpool LGA, over the five-year history of the Parliament, 68% of members have been from CALD backgrounds.

On Wednesday 15 June 2022, the 2168 Children's Parliament held its 10th Parliament Sitting. At this sitting, Parliamentarians presented on matters of importance to them. One matter discussed was the challenges experienced by children and their families when accessing vital information in languages other than English.

Attached to this letter is a speech on this issue presented by Israa, 10 years old Parliamentarian. Israa spoke passionately about the challenges faced by her mother, who speaks limited English, in accessing information, including crisis communications. Further, Israa spoke of the impacts of

this issue on her as the child of a person with limited English skills and her need to act as an interpreter for her mother.

Israa's family and the Department of Education have provided consent for the speech to be published as part of this Inquiry. It is requested that when publishing Israa's speech only her first name is used, and references to her surname and school are redacted.

If you have any further enquiries in relation to the above, please do not hesitate to contact me on

██████████.



Galavizh Ahmadi Nia
Manager Community Development and Planning

If you do not understand this letter/application, please ring the Telephone Interpreter Service (131 450) and ask them to contact Council (1300 362 170). Office hours are 8.30 am to 5.00 pm, Monday to Friday.

ARABIC

إذا لم تستطع فهم هذا الطلب ، الرجاء الاتصال بخدمة الترجمة الهاتفية على رقم 131 450 واسألهم أن يتصلوا بالبلدية على رقم 1300 362 170 . دوام ساعات العمل هي من الساعة 8.30 صباحاً إلى 5.00 بعد الظهر من الاثنين إلى الجمعة.

CHINESE

如您看不懂此信 / 申請書，請打電話給「電話翻譯服務台」(131 450)，請他們聯絡市政廳(市政廳電話 1300 362 170)。市政廳辦公時間，星期一至星期五，上午八時三十分至下午五時。

CROATIAN

Ako ne razumijete ovo pismo/aplikaciju, molimo nazovite Službu prevodilaca i tumača (Translating and Interpreting Service - na broj 131 450) i zamolite ih da nazovu Općinu (na 1300 362 170). Radno vrijeme je od 8.30 ujutro do 5.00 popodne, od ponedjeljka do petka.

GERMAN

Wenn Sie diesen Brief/Antrag nicht verstehen können, rufen Sie bitte den Telefon Dolmetscher Dienst (Telephone Interpreter Service) (131 450) an und lassen Sie sich vom Personal mit dem Gemeinderat (Council) in Verbindung setzen (1300 362 170). Geschäftsstunden sind von 8:30 bis 17:00 Uhr, montags bis freitags.

GREEK

Αν δεν καταλαβαίνετε αυτή την επιστολή/αίτηση, σας παρακαλούμε να τηλεφωνήσετε στην Τηλεφωνική Υπηρεσία Διεμνηνέων (131 450) και να τους ζητήσετε να επικοινωνήσουν με το Δημοτικό Συμβούλιο (1300 362 170). Τα γραφεία του είναι ανοιχτά από τις 8.30π.μ. μέχρι τις 5.00μ.μ. από Δευτέρα μέχρι και Παρασκευή.

HINDI

अगर आप इस पत्र/आवेदन को पढ़कर समझ नहीं पा रहे हैं तो कृपया टेलीफोन संवाद-सहायक सेवा (131 450) को फोन करें और उनसे काउंसिल (1300 362 170) से संपर्क करने को कहें। कार्यालय का समय सोमवार से शुक्रवार तक प्रातः ८:३० बजे से सायं ५:०० तक है।

ITALIAN

Se non comprendi questa lettera/questo modulo di domanda, telefona al Servizio traduzioni e interpreti al numero 131 450 chiedendo di essere messo in contatto con il Comune (telefono 1300 362 170). Orario d'ufficio: ore 8.30 -17.00, dal lunedì al venerdì.

KHMER

បើលោកអ្នកមិនយល់ពីអត្ថន័យឬការប្រតិបត្តិនេះទេ សូមទូរស័ព្ទទៅសេវាបកប្រែភាសាភាសាខ្មែរ (លេខ 131 450) ហើយស្នើសុំឱ្យគេទាក់ទងសាលាក្រុង (លេខ 1300 362 170)។ ពេលម៉ោងធ្វើការគឺម៉ោង 8 កន្លះព្រឹកដល់ម៉ោង 5 ល្ងាច ពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រ

MACEDONIAN

Ako ne go razbirate ova pismo/aplikacija, ve molime da se javite vo Telefonската преведувачка служба на 131 450 и замолете ги да стапат во контакт со Општината на 1300 362 170. Работното време е од 8.30 часот наутро до 5.00 часот попладне од понеделник до петок.

MALTESE

Jekk ma tifhimx din l-ittra/applikazzjoni, jekk joghgbok ċempel lis-Servizz ta' l-Interpretu bit-Telefon (131 450) u itlobhom jikkuntattjaw il-Kunsill (1300 362 170). Il-hinijiet ta' l-Uffiċċju huma mit-8.30a.m. sal-5.00p.m., mit-Tnejn sal-Gimgha.

POLISH

Jeśli nie rozumiesz treści niniejszego pisma/podania, zadzwoń do Telefonicznego Biura Tłumaczy (Telephone Interpreter Service) pod numer 131 450 i poproś o telefoniczne skontaktowanie się z Radą Miejską pod numerem 1300 362 170. Godziny urzędowania: 08.30-17.00 od poniedziałku do piątku.

SERBIAN

Ako ne razumete ovo pismo/aplikaciju, molimo vas da nazovete Telefonску преводилачку службу (131 450) i zamolite ih da kontaktiraju Општину (1300 362 170). Радно време је од 8.30 ујутро до 5.00 поподне, од понедељка до петка.

SPANISH

Si Ud. no entiende esta carta/solicitud, por favor llame al Servicio Telefónico de Intérpretes (131 450) y pídales que llamen a la Municipalidad (Council) al 1300 362 170. Las horas de oficina son de 8:30 am a 5:00 pm, de lunes a viernes.

TURKISH

Bu mektubu veya müracaatı anlayamazsanız, lütfen Telefon Tercüme Servisi'ne (131 450) telefon ederek Belediye ile (1300 362 170) ilişkiye geçmelerini isteyiniz. Çalışma saatleri Pazartesi - Cuma günleri arasında sabah saat 8:30 ile akşam 5:00 arasındır.

VIETNAMESE

Nếu không hiểu thư/đơn này, xin Quý Vị gọi cho Telephone Interpreter Service (Dịch Vụ Thông Dịch Qua Điện Thoại), số 131 450, và nhờ họ liên lạc với Council (Hội Đồng), số 1300 362 170. Giờ làm việc là 8 giờ 30 sáng đến 5 giờ 00 chiều, Thứ Hai đến Thứ Sáu.

Israa

Enthop te phamo ash qelat?

Did you understand what I just said?

No?

Well, this is what my mum faces every day.

My name is Israa. I am from xxxx Public School.

Some people only know their own language, and it's not always English.

I want to speak to you about translation for important information in one's language.

How would you feel if that person was you and you only knew to read or speak the language you were born in?

You are stuck all alone with no one to help you. That's how people like my mum feel.

She doesn't know how to speak or read English, but she wants to see her daughters in Turkey, my sisters which she didn't see for 9 years since we left Syria. Well sometimes I even forget how they look because last time we were together when I was only 1 year

old. I even had a dream that if I can see them at least one time, but that is only possible if we can go as a family with my mum.

But, she can't read the paperwork to get the passport which is important for our family.

People should listen to kids about this issue because we are often the ones helping our family members to communicate in Arabic in our community.

Our issue matters because this impacts on us being kids. Because it is us helping our parents with interpreting every day.

Liverpool is home to over 23,247 Arabic speakers which makes 11.4% of the population in Liverpool.

Do you wonder how many children like me translate for their parents?

I do translation for my parents at these places:

- At school
- At the shops
- At doctors
- On the phone
- on the airplane and other places.

This makes me feel very sad and tired that I always have to translate for my parents. It is also hard for me because I don't know all the words and then me and my mum get frustrated.

We can change this issue by making important documents in a digital form to support people that speak different languages. This could help by adding a recording feature that communicates the process in the language. There are many different languages around the world. This is a fantastic example as a solution!

Thanks for listening to our concerns.