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New South Wales participants in the EAPS Review Forum

05

Implementing the Principles of
Multiculturalism through EAPS

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New South Wales is one of the most culturally diverse communities in Australia. People from around 140 overseas birthplaces have made the State their home; in addition more than one in five people speak a language other than English at home.

The EAPS acronym for the program originally stood for Ethnic Affairs Policy Statement. This acronym, in the next 25 years, became well established as representing the New South Wales Government's vehicle for effecting the participation of immigrants in all aspects of life. The Community Relations Plan of Action 2012 contained in the White Paper *Cultural Harmony the Next Decade 2002 – 2012* states that "EAPS has now become widely recognised as a term within its own right, and the use of the term will be retained".

Since 1983, the EAPS program has been the driver for the development of public sector services to this multicultural community.

Further, the *Community Relations Commission and Principles of Multiculturalism Act 2000* enshrined the principles of multiculturalism in New South Wales legislation. This made it mandatory for the chief executive officers of public authorities to implement the principles within their areas of responsibility.

The responsibility for implementing these principles also extends to the General Managers of local councils.

After 25 years, many of the achievements of the EAPS program are features of public service program delivery in New South Wales today. These include:

- the provision of interpreter services in order to communicate with clients of non-English speaking background
- communication strategies which use a range of mainstream and language media to provide information to all people in the community
- the inclusion of people from culturally diverse backgrounds in consultation processes and structures
- the use of identified multicultural/bilingual positions to assist in the delivery of government services.



New South Wales participants in the EAPS Review Forum in July 2008

A review of EAPS operational issues is currently being conducted by the University of New South Wales. The preliminary findings of the review indicate that New South Wales has developed the longest lasting and, arguably, the most sophisticated framework for multicultural governance in the world. It has no parallel even in States, Provinces or countries with some comparable form of multicultural legislation. The final report of the review is due in 2009.

EAPS KEY AGENCIES

Certain government agencies are designated as key agencies by the Minister for Citizenship. They have been selected because of their important work in providing essential services to the New South Wales community, or because they have an important role to play in delivering the Government's key policies.

In 2008 there were 18 key agencies, as follows:

- Attorney-General's Department *
- Department of Ageing, Disability and Home Care *
- Department of the Arts, Sport and Recreation *
- Department of Commerce
- Department of Community Services
- Department of Corrective Services

- Department of Education and Training *
- Housing New South Wales
- Department of Juvenile Justice
- Department of Local Government
- Department of State and Regional Development *
- Health Care Complaints Commission
- Legal Aid Commission of NSW
- New South Wales Police Force
- NSW Department of Health and Area Health Services *
- NSW Ombudsman
- Roads and Traffic Authority of NSW
- WorkCover Authority *.

The agencies asterisked provided a detailed EAPS report and EAPS Forward Plan to the Commission in 2008.

EAPS STANDARDS FRAMEWORK

Key agencies use the EAPS Standards Framework as a management tool, to develop and integrate multicultural initiatives in five areas. These are: planning and evaluation, program and service delivery, human resources, communication and funded services. The Framework, introduced in 1998, is now in its 10th year of implementation.

Consultations around the EAPS Standards Framework have indicated that a majority of EAPS Key Agencies have found it a valuable planning tool, but that there is also a clear need to simplify and align the Framework with more current needs.

Therefore the Community Relations Commission is working with the University of New South Wales, and a number of Key Agencies to pilot a revised Standards Framework. It is anticipated that this process will see a greater emphasis on EAPS forward planning, with reporting by agencies against agreed performance indicators.



The information below summarises EAPS progress made during 2008 by seven key agencies, as assessed by the Community Relations Commission against the Standards Framework.

Attorney General's Department

Planning and evaluation

The Attorney General's Department was designated as a key agency in mid-2006, and this is the first year in which it has reported against the EAPS Standards Framework.

The NSW Attorney General's Department administers 41 business centres including Local Courts, Crime Prevention Division, Victims Services, Anti-Discrimination Board, Community Justice Centres, Industrial Relations Commission, LawAccess and Crown Solicitor's Office.

The Department's Results and Services Plan, the service delivery and funding plan for 2008–09, includes a specific commitment to the EAPS program, and to improving service in an increasingly diverse community. Flowing from this plan, the *Culturally and Linguistically Diverse Communities Access Plan 2006–08* addresses multicultural requirements. As identified in the plan, the Attorney General's Department will focus on the following three activity areas:

- translation and interpreting services
- community education about the Department's services
- partnerships within and outside the Department.

The managers of all Business Centres are required to implement and report on ethnic affairs strategies and initiatives contained in the above *Access Plan 2006–08*.

In terms of data collection, some areas of the Attorney General's Department collect ethnicity data. For example, the Bureau of Crime Statistics collects data relating to the country of origin of clients accessing the criminal courts. The Office of the Protective Commissioner has modified its Estate Information Form to request information on the cultural and linguistic diversity of clients. The Community Justice Centre reviews access to its services, on a quarterly basis, to assess the percentage of mediations where one party was born in a country other than Australia. The Office of the Legal Services Commissioner surveys all callers to its inquiry line, and records information on the language spoken.

Based on the above data, organisational units of the Department allocate funds for EAPS initiatives under the *Access Plan 2006–08*. Most Business Centres allocate budgets for the provision of interpreters, and the Department advises that some Business Centres, such as local courts, LawAccess, and Community Justice Centres, allocate resources above the budgeted level.

In January 2008, the Department commissioned a report evaluating its operational efficiency and responsiveness to the language needs of its clients who require interpreters and translations. The Department will incorporate the recommendations of this review into its forward planning for 2008–09.

Program and service delivery

The Attorney General's Department is responsible for managing most courts and tribunals across New South Wales. Each year these courts and registries manage millions of customer transactions which range from telephone calls, internet and counter enquiries, to court lodgements in person and online.

The New South Wales justice system is made up of different courts and tribunals, including the:

- Local Court – deals with most criminal charges against adult offenders and civil matters
- Children's Court – deals mainly with young offenders (aged 10–17 years)
- District Court – deals with serious offences committed by both juveniles and adults
- Supreme Court – conducts civil and criminal trials before a judge and jury for offences that are more serious than those heard in the District Court, such as murder
- Court of Criminal Appeal – hears appeals against convictions or sentences from the District Court and Supreme Court
- Industrial Relations Commission – resolves serious workplace disputes, sets conditions of employment and creates industrial awards, approves enterprise agreements and decides on claims of unfair dismissal
- Land and Environment Court – a specialist environment and planning court responsible for interpreting and enforcing environmental law in New South Wales
- Dust Diseases Tribunal – a court that hears claims for damages by those who have been affected by dust diseases, including diseases caused by asbestos exposure
- Drug Court – targets those offenders entrenched in a life of drug-related crime
- Coroner's Court – determines the identity of a deceased person and the date, place, manner and cause of death
- Administrative Decisions Tribunal – reviews specific administrative decisions of New South Wales Government agencies and resolves discrimination and retail lease disputes
- Victims Compensation Tribunal – looks at appeals against, and makes orders for, the recovery of monies from convicted offenders
- Community Justice Centres – provide mediation and conflict management services to people who want to resolve disputes without going to court.

As guided by the Disability Strategic Plan, and the Culturally and Linguistically Diverse Communities' Access Plan, the Diversity Services Unit within the Attorney General's Department assists managers and staff to implement strategies which improve access to services, programs, courts, interpreters and employment policies.

In order to inform program and service delivery, during 2008 the Department consulted as follows:

- Local courts liaised at a regional level with ethnic community groups.

- LawAccess consulted with the Ethnic Communities' Council of New South Wales, Auburn Migrant Resource Centre, Multicultural Services Branch of Centrelink and Adult Migrant Education Services to raise awareness in culturally and linguistically diverse communities about free legal assistance programs.
- The Office of the Public Guardian conducted an Enduring Guardianship information / consultation session which targeted service providers within the Chinese community.
- Diversity Services met with representatives of the Arabic-speaking and Sudanese communities.

In terms of membership of boards and committees, the Attorney General's Department advises that, where the need arises it will actively promote Expressions of Interest for boards and committees via ethnic community networks. Data on representation of people from culturally and linguistically diverse backgrounds is not kept by the Department, however, data from the Department of Premier and Cabinet shows that 14% of committee/board members are from ethnic community backgrounds.

In terms of programs and services, the following were some of the initiatives undertaken in 2008:

- The Office of the Protective Commissioner held community education sessions, targeting culturally and linguistically diverse communities, to raise awareness and knowledge of the role of the Office.
- Diversity Services initiated a multicultural community education campaign, beginning with the Arabic-speaking community. The campaign included consultation with community leaders, and a 'Court Open Day' for the Arabic-speaking community. Information sessions were conducted in Arabic and English, and were recorded for community Arabic radio.
- Following on from the success of the Arabic-speaking education campaign, the Department has embarked on a long-term education program with the Sudanese community. This program consulted community leaders, and promoted the newly created position of Sudanese Liaison Officer. There are plans to implement similar consultations with other ethnic groups, including the Vietnamese, Chinese and Koreans.

Staffing

The Attorney General's Department states that cross-cultural training issues are addressed in most relevant training areas, including relevant client service training and staff selection training. Business Centres reported participation in training on cultural diversity as follows:

- Cultural diversity training for staff in local courts is ongoing, and incorporated into on-the-job training.
- The majority of staff employed by the Administrative Decisions Tribunal attended courses on cross-cultural communication and anti-racism.
- Staff from the Bureau of Births, Deaths and Marriages were trained on cultural diversity issues.
- LawAccess staff attended cross-cultural communication training, and completed the e-learning course on cultural diversity.

- Victims Services staff attended training on working with culturally and linguistically diverse communities.
- Sixty-two Supreme Court staff members were trained through a variety of cultural diversity programs, and received training on the use of interpreters in their work.

The Department reports that the bilingual skills of staff are used in an informal manner on an ad-hoc basis. For example, the Office of the Legal Services Commissioner and the Local Courts report using staff with relevant language skills when the matter does not warrant the use of an interpreter.

Staff are encouraged to nominate for Community Language Allowance Scheme, usually referred to as CLAS assessment – in this instance, Business Centre managers have the responsibility to ensure that staff who are paid the allowance reflect the language needs in the relevant Business Centre prior to an application being accepted. The allowance is paid to 89 staff, and information about the use of the scheme is published on the Department's intranet.

Communication

Agencies under the Attorney General's Department provide information in community languages, as follows:

- The publication, *What We Do*, is translated into Arabic, Chinese, Korean, Persian, Spanish, Turkish and Vietnamese.
- Anti-Discrimination Board publishes a wide range of fact sheets in 24 community languages.
- Community Justice Centres published information about their services in 20 languages.
- Crime Prevention Division has a large variety of information in four community languages.
- LawAccess has numerous flyers and information sheets translated and available for downloading on their website <http://www.lawaccess.nsw.gov.au>.
- Office of the Protective Commissioner and Victims Services had also produced information in community languages.

Translation of advertisements is undertaken by professional translators, and also checked by staff who are in receipt of the Community Language Allowance Scheme for accuracy and cultural appropriateness, especially where there are numerous languages / dialects within the community.

An audit of information available across the Department found that other Business Centres should also translate information, and this will be addressed in forward planning during 2008–09. The Department should also provide a user-friendly access point to community language information pages on its website.

The agency could also investigate the use of a range of information media, apart from brochures and fact sheets, which would increase access to services within ethnic communities.

The Community Language Allowance Scheme is paid to 89 staff. The Department has identified the need to raise the awareness within the Department of the use of CLAS recipients, and will address this in Forward Planning in 2008–09.

The Attorney General's Department is the largest user of interpreter services in New South Wales. It uses both on-site interpreters and interpreters provided by the Translating and Interpreting Service. Staff are provided with training on working with interpreters, and further information is available on the staff intranet.

Funded services

In terms of funded services, the Department states that some service agreements require the providers of funded services to demonstrate a commitment to the Principles of Multiculturalism. Tender specifications also include a requirement to address cultural diversity issues. Consultations conducted by Business Centres feed into the development of priorities for external funding.

The agency also advises ethnic communities about funding programs and tenders via the mainstream media and in targeted community language newspapers.

Department of Ageing, Disability and Home Care

The Department of Ageing, Disability and Home Care is an important human services agency, which provides support and services to more than one million older people and people with disabilities, and their carers, in New South Wales.

While the Department administers State legislation such as the *Disability Services Act 1993*, the *Home Care Service Act 1988*, the *Youth and Community Services Act 1973* and the *Guardianship Act 1987*, much of its services and funding are governed by two Commonwealth–State agreements relating to the provision of disability services and home care.

In the course of its work, the Department works in partnership with a wide range of community organisations, including some 900 non-government and local government service providers, which assist their clients to lead independent lives and have the opportunity to participate fully in community life.

Planning and evaluation

The Department's corporate plan, *Strategic Priorities 2007–08 and Stronger Together 2006–16*, includes a commitment to enhanced access to services for the culturally and linguistically diverse community in New South Wales.

Flowing from the above plan, all regions and business units are required to incorporate EAPS priorities within their business planning, purchasing arrangements and subsequent allocation of funds in 2007–08; and this is reinforced through the Department's Culturally and Linguistically Diverse Strategy 2005–08.

The Strategy, and the 2005–06 Culturally and Linguistically Diverse Action Plan, were developed in consultation with target communities. The Strategy prioritises four areas of activity:

- planning services for a culturally diverse population
- improving service responsiveness for people from culturally diverse communities
- developing a culturally competent workforce
- using language services.

The Home and Community Care Program, also known as HACC, which is a major initiative in the Department's Corporate Plan, identifies people from culturally and linguistically diverse backgrounds as one of the five special needs groups.

To inform its planning processes, the Department of Ageing, Disability and Home Care has in place a considerable range of research and data collection strategies.

Client data is collected through two national Minimum Data Sets. The Home and Community Care program collects data on country of birth, language spoken at home and need for an interpreter. The Commonwealth/States and Territories Disability Agreement collects data on country of birth and client need for an interpreter.

The Home Care service collects ethnicity data on clients during the intake and assessment processes. This data showed that, in 2006–07, approximately 19% of its clients, and 3.6% of disability support service clients were from language backgrounds other than English.

The Seniors Card program also collects data on country of birth and language spoken at home.

A Population Group Planning model is used to allocate service expansion funding across Local Planning Areas. This model uses Census data as well as data on target groups collected by the Home and Community Care Program and under the Commonwealth/States and Territories Disability Agreement, as well as ethnicity data by local government area.

The Population Group Planning model directly influences the Resource Allocation Formula, which is used by the Department to determine the balance of care by region, and to identify and prioritise service gaps to be addressed by the Regional Director. Where service access rates for clients with language backgrounds other than English are lower, these are identified for program measures and resource allocation as a regional priority. This included specific models of service delivery identified through regional consultations and by research.

The Integrated Monitoring Framework is used by the Department of Ageing, Disability and Home Care to monitor performance of its programs and funded services against minimum standards stipulated by the Disability Services Program Standards in Action and the Home and Community Care Program National Standards. The Framework includes specific criteria related to services provided to clients from culturally and linguistically diverse backgrounds.

Further, all Executive and Regional Directors are required to report on progress against EAPS on a regular basis.

During 2008, in line with its Culturally and Linguistically Diverse Strategy 2005–08, the Department:

- allocated 19% of Home and Community Care Program funding (an increase from 8.3% in the 2005–06 financial year) to services which targeted people from culturally and linguistically diverse backgrounds
- funded non-government organisations and other government agencies to administer the Multicultural Access Program, which consists of 10 regional and one state-wide project. This program assists mainstream Home and Community Care and disability funded community services to enhance their responsiveness to older people from culturally and linguistically diverse backgrounds, people with a disability, their carers and their families.
- allocated specific budgets for a number of research projects to identify ways of improving access to Departmental services for people from language backgrounds other than English, including the Culturally And Linguistically Diverse Case Management Training Manual; Culturally And Linguistically Diverse Communication Project; Cultural Competence Training Model; and the Interpreting Services Administrative Framework Pilot.

In 2006, the Department established an Expert Advisory Group – Culturally and Linguistically Diverse which consists of external and internal members. The group advises the Department by:

- proposing strategies to facilitate the delivery of appropriate and responsive services to culturally, linguistically and religiously diverse communities
- identifying significant emerging issues capable of affecting and/or enhancing relations between the Department and culturally diverse communities
- assisting the Department to communicate with external stakeholders about service delivery initiatives and strategic priorities.

In 2008, the membership of the group was increased from eight to 12 people, and was chaired by the Deputy Director-General (Service Development and Planning).

Program and service delivery

Program and service development during 2006–07 was informed by consultation with service providers, consumers and peak bodies.

The Expert Advisory Group – Culturally And Linguistically Diverse, established in 2006, advises the Department on matters relating to clients from culturally and linguistically diverse backgrounds. The Group is also a gateway for external stakeholder consultations.

Cultural and linguistic diversity issues are on the agenda of the Ministerial Advisory Committee on Ageing. This Committee is chaired by Mr Pino Migliorino, Managing Director, Cultural Perspectives and Cultural and Indigenous Centre, and includes other members from diverse backgrounds with skills and experience relevant to ageing. Mr Migliorino is an experienced social researcher, has a background in multicultural affairs and is an active member of the Italian community.

Representation of ethnic community members on the Department's advisory and steering committees is a special condition of the funding, for program areas such as Multicultural – Multi-services, Multicultural Access Projects, Interpreter Brokerage Service and the Special Broadcasting Service (SBS) HomeReach project.

The Home and Community Care Program is a major program area within the Department. In 2006–07, approximately 19% of its clients and 3.6% of disability support service clients were from culturally and linguistically diverse backgrounds.

The following are examples of consultations undertaken by the Department and its regions in the reporting period:

- In 2007–08 the Metro South Region consulted with its clients and consumer representatives from culturally and linguistically diverse backgrounds to inform its Triennial 2008–11 Plan. Anecdotal information was also collated from local multicultural and ethno-specific agencies and inter-agencies on the needs of people from culturally and linguistically diverse backgrounds in the region.
- In 2008 Metro South Region engaged an independent research company to undertake a client satisfaction survey, including clients from culturally and linguistically diverse backgrounds. The survey revealed that 87% of respondents from culturally and linguistically diverse backgrounds felt that Home Care was both sensitive and responsive to the customs and traditions of their culture and background.
- Western Region employed a Multicultural Project Officer to research the access of people from culturally and linguistically diverse backgrounds to Home and Community Care services in the Albury-Wodonga area from January – July 2007.

In close consultation with the multicultural community, the Department of Ageing, Disability and Home Care has developed innovative accommodation support options for culturally and linguistically diverse clients in the Metro South Region. Two Drop-in Support Services for people from culturally and linguistically diverse backgrounds were established in the Rockdale / Kogarah / Hurstville and Bankstown / Liverpool / Fairfield areas in September 2008. They provide individual and shared drop-in support packages for people living with their family or independently in the community.

In 2007–08 the Department's Respite Directorate implemented *Teen Time – After School and Vacation Support for Working Parents*, which aims to provide support for working parents and carers of secondary students with an intellectual disability attending high school. In order to address the needs of all groups, including those from culturally and linguistically diverse backgrounds, groups tendering to deliver this initiative were asked to demonstrate how:

- the proposed service model will offer culturally appropriate, accessible services to Aboriginal children, young people and their families/carers and children, young people and their families/carers from culturally and linguistically diverse backgrounds
- the cultural and linguistic needs and strengths of each child, young person and adult with a disability and their families/carers will be considered
- the observation of cultural and religious practices will be supported.

In 2007–08 the Respite Directorate also implemented new flexible and centre-based respite places under *Stronger Together*. In 2006–07, 17 new services were funded to provide a range of flexible and centre-based services, with more new services established in 2007–08. To increase the representation of people from culturally and linguistically diverse communities, all respite services are required to provide culturally competent services.

Applicants needed to demonstrate:

- how the cultural and linguistic needs and strengths of each child, young person and adult with a disability and their families/carers will be considered
- how children/young people and adults with a disability and their families/carers from culturally and linguistically diverse backgrounds will be linked to families/respite providers with similar values, beliefs and cultural understandings
- how family members and people with a disability from culturally and linguistically diverse backgrounds will be supported to be involved as partners
- how relevant cultural expertise in skill development and other activities will be utilised, including accessing and brokering services from culturally and linguistically diverse community organisations and networks
- how the observation of cultural and religious practices will be supported
- how flexible approaches to service delivery will be adopted to meet the needs of multicultural service users, such as brokerage models that employ specific workers or services when needed.

Apart from ensuring that its core services to older people, people with disabilities and their carers in New South Wales, and its Seniors Card program, embed measures to address the identified needs of people from culturally and linguistically diverse backgrounds, in 2006–07 the Department also undertook a range of initiatives to address specific cross-cultural and ethnic community issues. These included:

- The Office for Ageing researched and developed a strategic model to support the development of dementia services appropriate to the needs of culturally and linguistically diverse communities. Research focused on the Italian, Vietnamese and Chinese communities in New South Wales, and involved consultation with people living with dementia from culturally and linguistically diverse backgrounds, their carers / family and service providers.
- The development of the *Culturally and Linguistically Diverse Planning Ahead Research and Resource Kit*, included extensive consultations with ethnic communities, multicultural organisations and service providers across New South Wales. The kit was launched in November 2008, initially in Arabic, Italian and Croatian.
- The *Families Solutions* program is developing models of host family respite services, which are inclusive of the needs of families from culturally and linguistically diverse backgrounds. The cultural needs of children/young people are included in the planning and delivery of new family services. The tender for this program was allocated in June 2008.
- In 2007–08, the Department put in place a new Operational Framework for Multicultural Access Projects, to allow for greater capacity building of service providers and regions in relation to the needs of culturally and linguistically diverse communities.

- In 2007–08, the Department consulted with regions and business units about the service needs of emerging communities with refugee and humanitarian entrant backgrounds. It also sought feedback on specific projects, such as an information kit for families from Afghanistan, Iraq and Sudan who have a child or young person with a disability.

Staffing

The Department of Ageing, Disability and Home Care advises that ethnic affairs requirements are included in all its relevant position descriptions, staff recruitment and selection processes and training policies.

The Department is working to ensure increased representation, participation and distribution in all areas and levels by people from language backgrounds other than English. Consequently, it has developed a Culturally And Linguistically Diverse Employment Strategy within the framework of its Equal Employment Opportunity Management Plan, with the result that 11.2% of non-casual employees, and 9.6% of casuals employed within Department are from culturally and linguistically diverse backgrounds.

Guided by its policy on establishing Identified Positions, which was developed in 2007, the Department has been recruiting staff for four Culturally and Linguistically Diverse designated positions – two Senior Policy Officers and two Culturally and Linguistically Diverse Caseworker Consultants.

During 2006–07, the Department also made considerable progress in using staff language skills as a resource in its communication strategies. The Department developed a comprehensive strategy promoting the Community Language Allowance Scheme (CLAS), with the result that in 2006–07 the Department had 18 CLAS recipients – a substantial increase on the previous two reporting periods.

The most common languages spoken by the Home Care workforce are: Arabic, Greek, Italian, Mandarin, Polish, Serbian, Spanish and Vietnamese. Further, in the Metropolitan South region of Sydney, approximately 35% of Home Care staff speak a language other than English.

Cultural competence is incorporated into a range of programs, including workplace training and accessing, introduction to case management, working with families, responding to sexuality, and mandatory reporting. The Department used the unit, called *Work effectively with culturally diverse clients and co-workers*, from the Community Services national training packages, as the basis for induction and frontline worker training.

Cross-cultural awareness training was threaded through the Department’s Staff Learning and Development Program, and was provided to Home Care staff within their first 12 months induction period, including Community Support Team staff and Residential Support Workers.

Other training programs resulted in:

- 200 staff participating in workshops on *Building Diversity Capabilities – Intersections with Cultural Diversity*
- 51 staff completing *Work Effectively with culturally diverse clients and co-workers* as part of Certificate III in Disability

- 20 managers completing the *Diversity Coaching Program* (Hunter Region only). Cultural Awareness was adopted as a core model within both Certificate III and management training for new and experienced managers and supervisors.

Communication

The Department has developed a range of communication strategies, including printed brochures and fact sheets in a range of languages, translated materials on the website, Special Broadcasting Service (SBS) radio, and telephone and on-site interpreter services.

The Department made use of the language skills of its staff, as indicated above, with an increase to 18 Community Language Allowance Scheme (CLAS) accredited officers providing language assistance in 28 languages. The Department has developed guidelines and procedures for the use of CLAS, translation and interpreter services.

To ensure consistency across the Department, the Home Care Service Interpreting and Translating Policy and Guidelines have been made available to all branches and referral and assessment staff. Each Directorate is responsible for budgeting for interpreting and translations costs.

Languages selected for translations were based on Census data and analysis of client needs, and included translations of:

- the Home and Community Care Client Handbook, translated into 22 languages
- *Stronger Together*, the 10 year plan for disability services, translated into 10 languages
- summary information about the Community Participation Program for young people with a disability leaving school, translated into nine languages
- summary information about the Family Assistance Fund – small amounts of funding to help families address needs that cannot be met through the standard range of services, translated into 11 languages
- Home and Community Care client information sheets, translated into 20 languages
- Commonwealth / States and Territories Disability Agreement client information sheets, translated into 25 languages
- Senior Information Services information, translated into 15 languages
- an information kit for families from Afghanistan, Iraq and Sudan, called *Raising Kids Together*, available in Arabic, Juba (Sudanese Arabic), Dari, Dinka and Assyrian
- information kits for young children with autism, called *Building Foundations / Autism: Your Child, Your Family*, with sections of information in Arabic, Cantonese, Farsi, Hindi, Korean, Turkish and Vietnamese
- a DVD, called *Starting School, Information for parents of children with disabilities or additional learning needs*, available in Dari, Arabic, Mandarin, Cantonese, Korean, Vietnamese, Dinka and Khmer
- fact Sheets on *Community Participation and Transition to Work*, available in 15 languages.

The Department's Home and Community Care and disability programs, as well as funded services, use on-site interpreters in client contact situations where the client, the family or carer requested or required an interpreter, while Seniors Card used the Translating and Interpreting Service to communicate with people who needed language assistance.

The Department is planning to develop a Language Services Strategy, including a policy on the use of interpreters and translators, under the *2009–12 Cultural and Linguistic Diversity Strategy*. The findings from the Interpreting Services Administrative Framework, which is being piloted in the Metro North and Hunter regions, will also inform the development of the strategy. The framework aims to improve the capacity of funded services to communicate effectively with people from non-English speaking backgrounds.

The Department has developed a *HomeReach* series in partnership with Special Broadcasting Service (SBS) Radio, providing information about multicultural community health services to people who are housebound as a result of age, frailty or disability, and to their carers. Given its success, during the 2007–08 financial year, the Department provided funding for SBS to broadcast programs in Arabic, Croatian, Dari, English, Italian, Khmer, Mandarin, Spanish and Vietnamese.

Funded services

In 2007–08, the Department allocated approximately \$17.2 million towards services and strategies to enhance access and service delivery to people with a disability, older people, their families and carers from culturally and linguistically diverse backgrounds.

These resources allowed the funding of 61 organisations which target the State's diverse communities to deliver 96 services. These services include: multilingual information; interpreting services; individual advocacy; supported accommodation; cultural competency training; respite services; food services; community transport and social support.

This included \$850,000 growth funding under the 2007–08 Home and Community Care State Plan to expand support services to culturally and linguistically diverse communities.

As part of the tender process, service providers were required to demonstrate effective access and equity strategies for people from culturally and linguistically diverse communities. Recent tenders with specifications relating to demonstrated knowledge and experience in working with people from diverse cultural and linguistic backgrounds included:

- Culturally and Linguistically Diverse Drop-In Support Services
- Culturally and Linguistically Diverse Accommodation Support Development Project.

As part of the tender process, service providers are required to provide information about how they would network with ethnic communities, promote their service to ethnic communities, and provide culturally appropriate and responsive care to clients from language backgrounds other than English, in all tender documentation.

Service providers were also required to demonstrate how they were addressing or would address the Disability Standards in Action or the Home and Community Care (HACC) National Standards. Both of these sets of standards contain requirements for service providers in relation to meeting the needs of the culturally and linguistically diverse community of New South Wales.

Finally, funded Home and Community Care and disability services are required in their funding agreements to budget and allocate for the provision of language services.

Department of the Arts, Sport and Recreation

The Department of the Arts, Sport and Recreation was established in March 2006, bringing together Arts NSW, the NSW Office of Liquor, Gaming and Racing and the former Department of Sport and Recreation.

The Department works closely with statutory bodies within the portfolio, such as the Centennial Park and Moore Park Trust, Parramatta Park Trust and several other sport and recreation venue trusts, as well as with the State's major arts and cultural institutions: Art Gallery of NSW, Australian Museum, Historic Houses Trust of New South Wales, Museum of Applied Arts and Sciences (Powerhouse), State Library of NSW, Sydney Opera House and the NSW Film and Television Office. These agencies have an important role in increasing the participation of people from culturally diverse communities in arts, cultural, sport and recreation activities.

Shortly after its formation, the Department was designated as a key agency, and this is its first assessment against the EAPS Standards Framework.

Planning and evaluation

The *Department's Corporate Plan 2007–11* recognises cultural diversity as a feature of its service environment, and includes a number of multicultural strategies relating to access for diverse communities. This will ensure that the business plans for the three divisions will integrate ethnic affairs priorities within future planning processes.

The Sport and Recreation division uses Census data from the Australian Bureau of Statistics, relating to ethnicity, language and religion, to inform planning, and to determine specific outcomes, strategies and measures for under-represented and disadvantaged groups, including ethnic communities.

During 2006–08, the Customer Information Management System of the Sport and Recreation division collected some information on clients from non-English-speaking backgrounds, which was used to inform planning and implementation measures.

Grants awarded under the Arts NSW Cultural Grants Program were analysed, to assess whether they targeted multicultural clients and/or audiences.

Program and service delivery

The Department of the Arts, Sport and Recreation has in place a wide range of programs and initiatives which are initiated and modified to meet the needs of people from ethnic communities.

These programs and initiatives were informed by planned consultations, undertaken with ethnic community groups for targeted projects. For example, staff of the Arts NSW division continue to participate and present at and/or in arts sector workshops/seminars and meet with culturally diverse community groups.

The Department advises that there is some multicultural representation on its boards and committees. Agency representatives also sit on relevant interagency and ethnic community committees where appropriate.

A wide range of specific multicultural programs were delivered during 2006–08 including:

- The AUSTSWIM program encouraged 15 women from Arabic, Vietnamese and Chinese backgrounds to gain a nationally recognised qualification: the AUSTSWIM Teacher of Water Safety and Swimming award. These qualified instructors will be recruited to instruct in the Department's targeted ethnic community and school learn-to-swim programs.
- Under the Sport and Recreation Traineeship Program, 18 young people from Pacific backgrounds undertook the Certificate II in Sport and Recreation in conjunction with completing their Higher School Certificate. This program began in 2004 in partnership with the Australian Training Company, Police and Community Youth Clubs and high schools located at Minto, Mt Druitt, Canterbury-Bankstown and Maroubra.
- The Multicultural Women Sports Leadership program helped 15 women from diverse cultural backgrounds to develop the skills necessary for roles in local sporting clubs or related community organisations. Communities represented were: Chinese, Vietnamese, Maori, Egyptian, Indonesia, Lebanese, Croatian, Greek and Tongan.
- Twenty-seven girls aged 14 to 16 years, representing 16 different nationalities, successfully completed the internationally recognised Duke of Edinburgh's Bronze Award, under the Multicultural Girls Sports Leadership program, conducted in partnership with Canterbury Girls High School. The course has been so successful that nine girls from the program are now enrolled in the Duke of Edinburgh's Silver Award scheme for 2008.
- The Healthy Kids website (www.healthykids.nsw.gov.au) is a joint initiative of NSW Sport and Recreation, NSW Department of Health, Department of Education and Training, and the National Heart Foundation. The site provides a one-stop-shop for parents, teachers, health professionals, early childhood teachers and coaches who are seeking information on healthy eating and physical activity for children.

In 2007–08, fact sheets were released in 10 additional languages: Chinese, Filipino, Greek, Italian, Arabic, Hindi, Korean, Macedonian, Spanish and Vietnamese.

In the area of the arts, the Australia Council and Arts NSW developed a South and South West Sydney Community Engagement Strategy (2006–07). The strategy gave young people in Sutherland, Bankstown, Fairfield, Hurstville and Liverpool the opportunity to work together to examine issues around culture and identity, while also strengthening the capacity of local arts organisations. In 2007, Arts NSW supported the following organisations:

- Urban Theatre Projects – \$25,000 towards stage 1 of *Stories of Love and Hate*, a production to be created from the collection of the personal stories of individuals and groups affected by the events at Cronulla in December 2005
- Music NSW – \$25,000 towards stage 1 of recording project for young people in south and south-west Sydney. The project will work towards the release of a 12 track compilation CD
- Powerhouse Youth Theatre – \$49,000 towards *A Thousand Forests in One Acorn*, a community performance event that will be developed with young men from culturally and linguistically diverse backgrounds over two years, and address ideas of masculinity and coming of age.

Staffing

The Department of the Arts, Sport and Recreation states that knowledge and understanding of the EAPS program is a requirement for all general staff positions. In addition, applicants for management positions are required to demonstrate the capacity to implement the program.

The Department incorporates cross-cultural training considerations into relevant training modules and programs, such as selection techniques and grievance handling.

Over 2006–08 the Department identified and nominated staff to be assessed for the Community Language Allowance Scheme (CLAS). In 2007–08, 22% of staff employed by the NSW Office of Liquor, Gaming and Racing identified that their first language was not English. At the time of reporting, the Office had 18 staff accredited as Community Language Allowance Scheme recipients.

Communication

The Department provides some translated material, as follows:

- The arts cultural grants, fellowships, scholarships and awards booklet contains information in community languages.
- Brochures on *PlaySmart Responsible Gambling* are available in 12 community languages.
- Some documents and publications of the NSW Sport and Recreation division are translated, as determined by the largest language groups identified in the Census.

The NSW Office of Liquor, Gaming and Racing has focused on the use of the Community Language Allowance Scheme as a communication strategy. As a result, the agency has 18 staff accredited under the scheme. EAPS Coordinators in all divisions of the agency are made aware of the availability of CLAS tested officers, as are staff working at client access counters.

During 2006–08, the Office of Liquor, Gaming and Racing continued to ensure that clients with limited English skills had access to information. For example, the Licensing Court used professional interpreters on-site where necessary.

Funded services

In 2006–08 Arts NSW, through its Cultural Grants Program, provided over \$2.6 million to multicultural arts and cultural activities and projects. This includes funding towards:

- the annual operating costs of the Information and Cultural Exchange – an organisation that provides support for artists from culturally diverse backgrounds
- a multicultural arts officer’s position, based at the Illawarra Ethnic Communities’ Council – this position provides information, advice and support to promote community cultural development to artists and groups from culturally and linguistically diverse backgrounds
- four arts officers employed in western Sydney to provide support and artistic development for diverse and emerging communities
- triennial funding to the Café Carnivale music program, managed by Musica Viva. This program assists musicians from culturally diverse backgrounds to develop performance skills, employment opportunities and new audiences. Performances are held at Eastside Arts (Paddington), Campbelltown Performing Arts Centre (in 2007), Blacktown Arts Centre and Glen Street Theatre. The program provided employment opportunities for over 300 musicians each year. In 2008, 14 new ensembles joined the program, from Colombia, Senegal, Brazil, Uruguay, Malta and East Timor
- the Asian Australian Artists Association (4A) – a multi-disciplinary arts organisation aimed at promoting a greater understanding of diverse cultures through the arts
- Urban Theatre Projects – creates new theatre works in collaboration with artists from hybrid art practices and diverse cultural backgrounds.

In the Liquor, Gaming and Racing division, the Responsible Gambling Fund is sourced from a levy on the gaming revenue of Sydney’s Star City Casino and is a major component of the government’s overall responsible gambling policy framework.

There are currently five multicultural services receiving funding from the fund. They are:

- Multicultural Problem Gambling Service-providing services state-wide
- Auburn Asian Welfare Centre – services are provided in the Fairfield, Canterbury, Auburn, Hurstville, Ryde and Hornsby local government areas
- Arab Council Australia – providing services in the Bankstown, Canterbury and Liverpool local government areas
- Greek Welfare Centre – services are provided in the City of Sydney, Bankstown, Liverpool and Blacktown local government areas
- Vietnamese Community in Australia – providing services in the Fairfield and Bankstown local government areas.

Department of Education and Training

The Department of Education and Training (DET) delivers quality public education and training from early childhood (pre-school), through to the compulsory years of schooling (Kindergarten to Year 10), and senior secondary education leading to the award of the New South Wales Higher School Certificate (in Years 11 and 12).

It also provides TAFE NSW courses, adult and community education courses, migrant English programs, post-secondary art courses and advice to the New South Wales Government on higher education. The Department is particularly focused on addressing the training needs of industry and meeting the challenge of skills shortages in certain trades.

It strongly promotes lifelong learning, and aims to provide students with a smooth transition from school to work or further study, and from post-compulsory education and training to work or further study.

The diversity of the population of New South Wales is reflected in its government schools, colleges and other training institutions.

In 2008 there were 212,529 students from language backgrounds other than English enrolled in public schools. This represented 28.4% of enrolments.

TAFE NSW enrolled over 105,737 students from language backgrounds other than English. However, as around 19% of students failed to answer the non-obligatory question on language spoken at home during enrolment, the numbers of students who spoke a language other than English is probably higher than this.

The Adult Migrant English Service (AMES) provided English language and literacy training to almost 8,000 immigrants and refugees during 2007–08.

Planning and evaluation

Planning: The *NSW Department of Education and Training Corporate Plan 2008–10* guided the activities of publicly-funded education and training agencies in the State. The goals and strategies outlined in the Corporate Plan are inclusive of the needs of students and staff from culturally and linguistically diverse backgrounds.

The Corporate Plan is underpinned by a number of strategic enabling plans that operate across the Department, and includes the annual EAPS Forward Plan.

The Department's *Office of Schools Plan 2006–08* provided directions for the teaching and learning of students in all New South Wales public schools. It is inclusive of the learning needs of students from a range of backgrounds, including students from culturally diverse backgrounds, students who speak more than one language and students with different religious beliefs and practices.

All school regions, through their equity committees, develop and implement regional equity plans.

In the TAFE NSW and Community Education portfolio, EAPS activities undertaken reflect national and state strategic priorities for the vocational education and training sector outlined in the *NSW State Plan – A new direction for NSW, the NSW Vocational Education and Training Strategic Plan 2008–10*, and in the *Commonwealth-State Agreement for Skilling Australia's Workforce 2005–08*. All TAFE NSW Institutes identified disadvantaged/at risk ethnic minority communities and groups as a priority area in their planning and evaluation activities.

The Department of Education and Training has a dedicated Multicultural Programs Unit, which aims to ensure the delivery of quality multicultural education programs and services. The Unit provides strategic direction and management in the areas of policy development, operations, performance and organisational improvement for multicultural education and training. It also coordinates and implements a range of state-wide programs and initiatives aimed at improving the outcomes for students from diverse cultural and linguistic backgrounds.

TAFE NSW created a Social Inclusion and Vocational Access Unit to provide equity services to its students. The Department has indicated that the roles and responsibilities of the former TAFE Multicultural Unit will be absorbed into this newer and smaller Unit, which will become operational in 2009.

The design and funding of programs for public schools and colleges, and the placement of specialist teachers and staff is informed by data collection carried out across the Department, at both state and local levels. This included the placement of teachers of English as a second or other language, Community Information Officers, Multicultural/ESL Consultants, Institute Multicultural Education Coordinators and TAFE bilingual counsellors and course information officers.

Data collection: Data collected by the Department since 2001 shows that the number and percentage of students from language backgrounds other than English enrolled in public schools has continued to increase.

In addition, 1,650 children from language backgrounds other than English attended Departmental preschools in 2008.

The Department refined its data collection process, with established business rules for language backgrounds other than English and ESL student data collection. The new Enrolment Registration Number data management system was refined to ensure data collection, management and reporting of students' language backgrounds.

School regions used the data on the language backgrounds of students to provide targeted language backgrounds other than English programs, inform the provision of support for ESL students, improve the delivery of education initiatives to support refugee students and improve the participation of parents from language backgrounds other than English in schooling.

TAFE NSW collects a range of data at the time of enrolment, including information about the languages spoken by students and their country of birth. TAFE put strategies in place to improve the response rate to questions on the enrolment form; as a result, between 2006 and 2007 the response rate to questions on country of birth and language other than English spoken at home improved by over 11%.

The Adult Migrant English Service (AMES) regularly monitors data on enrolment, provision and outcomes to ensure that it meets its contract requirements with the Commonwealth for the Adult Migrant English Program.

Adult and Community Education undertook detailed data analysis in 2008, which showed these colleges delivered a significant proportion of language, literacy and numeracy courses to people from language backgrounds other than English. This analysis has also identified a need for further vocational training for this group.

Monitoring and evaluation: Monitoring and evaluation processes were built into an *Equity Programs and Distance Education Regional Initiatives Support Document*, which assisted school regions to plan and report on multicultural education and ethnic affairs initiatives.

Due to the refinement of data collection processes, Department's 2008 English as a Second Language (ESL) Annual Survey and three ESL New Arrivals Surveys provide improved information about the language backgrounds of students, including the language spoken, country of birth, English as a Second Language proficiency and their residency status.

All 10 school regions conducted an audit of Anti-Racism Contact Officer nominations and training, to ensure they met mandatory requirements under the Anti-Racism Policy. Seven school regions also collected data on the number and nature of formal complaints of racism and the methods used to resolve them, with data used to improve the delivery of anti-racism education initiatives.

In 2008, all TAFE NSW Institutes and key support units reported on the planning and delivery of relevant programs and services, against a streamlined set of EAPS indicators. From this, Institutes developed targeted courses and programs for priority groups, such as humanitarian program entrants, refugees and skilled immigrants.

The Adult Migrant English Service (AMES) Business Plan incorporates strategies to plan, monitor and evaluate provision of programs, to facilitate settlement for newly arrived adult migrants and refugees into the wider community.

Program and service delivery

Services and programs which target students and clients from language backgrounds other than English include:

- the English as a Second Language and New Arrivals programs

- multicultural education strategies in schools providing support for anti-racism education, culturally inclusive development, strategies to support refugee students, and strategies to foster positive community relations and enhance links with culturally and linguistically diverse communities
- the *Links to Learning* program, which aims to assist students from language backgrounds other than English who are at risk of disengaging from education and training
- the New South Wales Community Languages Schools programs
- the Adult Migrant English Service (AMES)
- the Skillmax Program
- provision of interpreters.

Funding was also provided centrally for education initiatives to support students and clients from language backgrounds other than English in TAFE NSW.

Participation: To ensure access and equity for people from culturally and linguistically diverse backgrounds to its programs, the Department consults with multicultural bodies by the following mechanisms:

- The Director-General's Advisory Group on Multicultural Education and Training is the Department's formal consultative structure for multicultural education and training. Member organisations include the Community Relations Commission For a multicultural NSW, the Ethnic Communities' Council of New South Wales, the Federation of Parents and Citizens' Associations of NSW, Department of Immigration and Citizenship, Association of Teachers of English to Speakers of Other Languages, New South Wales Teachers Federation and principals' organisations. In 2008, the Advisory Group on Multicultural Education and Training focused on issues including support for refugee young students in schools, support for overseas trained teachers, and the use of English as a Second Language teachers and community languages teachers.
- The Director-General's Advisory Group on Gender Equity in Education and the Director-General's Advisory Group on the Priority Schools Programs and the Education of Students in Schools Serving Low Socio-Economic Status Communities have representation from the Ethnic Communities' Council of New South Wales.
- Regional Equity Committees in all 10 school regions include representatives of key multicultural stakeholder groups in each area.
- TAFE NSW continued to survey linguistically diverse students in order to improve services across campuses and faculties.
- The Adult Migrant English Service (AMES) consulted with multicultural and refugee groups, and participated in multicultural interagency networks and advisory forums. Community feedback was used to inform the further planning of AMES services.
- The Board of Adult and Community Education advised the Minister for Education and Training on community education across the state and allocation of grants to community owned and managed organisations in metropolitan, regional and rural New South Wales.

Consultation: Schools, colleges, regions and institutes continued to consult with culturally and linguistically diverse communities using local networks and, where needed, established new ones.

- Twenty Community Information Officers were located in all regions, based on enrolments of students from language backgrounds other than English. These officers helped to improve communication and interaction between schools and communities from diverse cultural and linguistic backgrounds.
- Fourteen Institute Multicultural Education Coordinators, located in eight TAFE Institutes, maintained interagency networks and promoted access to TAFE NSW programs and services for people from culturally and linguistically diverse communities.
- Schools as Community Centres implemented strategies to ensure the participation of families, including families from culturally and linguistically diverse backgrounds, in planning and decision-making processes.

Research and evaluation (programs): Apart from its consultative and participatory initiatives, the Department drew upon analysis of collected data and a range of research programs to assist in policy development and service delivery during 2008:

- Data collected through the 2008 ESL Pedagogy Action Inquiry Projects, conducted in five primary schools and five high schools, helped the Department identify the elements of pedagogy which were critical for ESL students with low levels of literacy, in particular, refugee students.
- The *Cultural Practices and Learning: Diversity, Discipline and Dispositions in Schooling* report was published. The research was conducted in six primary schools across the Sydney metropolitan area and examined the links between ethnicity, socio-cultural background and 'scholarly habitus' – the embodied dispositions and educational capital necessary for participation in the Australian education system. Research was funded by the Australian Research Council, and conducted in partnership between the Department of Education and Training and the University of Western Sydney.
- *Teaching and learning for a culturally diverse community: Multicultural action research in schools*, is a collaborative project of the Centre for Cultural Research, University of Western Sydney and the Department of Education and Training. The project aims to examine the current approaches to and understandings of 'multicultural education' and how these link to broader understandings of multiculturalism and Australian identity. It also aims to explore the role of education in building social cohesion in a culturally diverse society, and trial new approaches to multicultural education practice in schools.
- During 2008, the Department implemented a range of initiatives under a *Refugee Support Strategy*, trialling new approaches to supporting refugees.
- The *Physical Activity in Linguistically Diverse Communities* project was conducted in partnership with the University of Wollongong. It was developed in response to the School Physical Activity and Nutrition Survey 2004, which showed that students from Middle Eastern backgrounds tended to be less active than other students, and at greater risk of being overweight or obese. The project aimed to enhance teaching of physical education, and increase levels of physical activity in targeted groups of students in participating primary and secondary schools. An evaluation report will be available in 2009.

- TAFE NSW undertook research on non-English speaking background students in *TAFE: Exploring the factors behind their module completion rates in selected TAFE NSW courses*. This study examined the perspectives of students and teachers in four Australian Qualifications Framework (AQF) Certificate III courses, with disparate module completion rates by students from language backgrounds other than English. The research report identified strategies which would help this group of learners complete modules. The research was led by TAFE NSW – Northern Sydney Institute, and was funded by the TAFE Multicultural Education Unit.
- Research into a *TAFE NSW Communication Strategy for Recently Arrived Small and Emerging Ethnic Communities* aimed to enhance access, participation and outcomes for members of recently arrived small and emerging ethnic communities enrolled in TAFE NSW vocational education and training. The trial was conducted at two TAFE Institutes in the Hunter and South Western Sydney. The evaluation reinforced the view that the employment of staff with the cultural knowledge and skills to work directly with small and emerging ethnic communities can address many of the barriers to vocational education and training access and participation.
- A client satisfaction survey of students of the Adult Migrant English Program in March 2008 showed high levels of satisfaction in all key areas of provision.

Programs: During 2008 the Department had in place a range of multicultural education strategies in schools, including support for anti-racism education, culturally inclusive curriculum development and refugee education strategies to foster positive community relations and build links with culturally and linguistically diverse communities.

In the same period, 65,046 primary English as a Second Language (ESL) students in 535 primary schools and 17,408 secondary ESL students in 197 high schools received English language and literacy support from more than 1,700 specialist ESL teachers.

The Department provided on-arrival ESL support to a total of 7,573 newly-arrived students including 1,152 newly arrived refugees. Of these newly arrived students 2,362 were enrolled in 14 Intensive English Centres and the Intensive English High School, while 4,177 were enrolled in primary schools and 1,034 in secondary schools. In addition, a range of other settlement support programs, including *Families in Cultural Transition and Settling In*, were provided.

The Department's *Anti-Racism Policy* requires all schools to appoint anti-racism contact officers, include anti-racism education strategies in their school plans, and report on their implementation in their annual school reports. The Department distributed a total of \$280,000 to school regions to support the implementation of this policy. In addition, the *Cooling Conflicts* program, which helps students to understand and manage cross-cultural conflict, was implemented in 60 targeted schools from four regions. This is an increase of 19 schools implementing the program since 2007. Overall, 98% of the 450 complaints of racism, reported in six regions, were successfully resolved.

During 2008, the Department implemented a range of initiatives under the Refugee Support Strategy, including two innovative programs in schools in Western Sydney Region and South Western Sydney Region: the *Intensive English Program for Refugee Students* in primary schools, and the *Refugee Transition Program* in high schools. These programs piloted new approaches to supporting refugee students. Seven primary and seven secondary schools supporting 127 and 117 students respectively,

received funding for an additional half-time teacher position and professional learning support for this program. Schools received \$14,000 to fund extra resources and learning experiences for the targeted students, and some schools provided additional funds from their budgets to support the program.

Instruction was provided in 30 languages by 243.8 (full-time equivalent) community language teachers through the Community Languages Program K–6 to 46,796 students who wished to learn and maintain their first language. In addition, the Saturday School of Community Languages provided access to School Certificate and Higher School Certificate courses in 23 and 24 languages respectively to approximately 4,400 secondary students.

The Department also provided funding of \$144,000 to school regions to provide a range of support programs for refugee students and other identified groups of students from culturally and linguistically diverse backgrounds, principally in the South Western Sydney region, Western Sydney region, the Hunter/Central Coast region and the Illawarra and South East Region.

Targeted programs for students from particular cultural and linguistic backgrounds included:

- *A Student Leadership and Literacy Program for Students from Pacific Community Backgrounds: a literacy based mentoring program embedding cultural understanding within student leadership* was published by Sydney Region. The program aimed to build the leadership capacities in young people from Pacific communities and increase their participation in leadership roles within schools and the wider community.

In 2008, the region adapted the program for students from Arabic-speaking backgrounds. Fifty-two students from Arabic-speaking background, from four high schools, were identified as potential leaders and mentors and participated in the project. A high proportion of these participants will take up leadership roles in their schools in 2009.

- Customised TAFE NSW Institutes courses assist members of ethnic minority communities to achieve their further study and employment goals. TAFE NSW Institutes provided vocational courses with integrated English language skills for students from language backgrounds other than English through programs such as *Get Skilled*, Outreach and externally funded programs such as the *Language, Literacy and Numeracy Program* of the Department of Education, Employment and Workplace Relations. For example:
 - TAFE NSW (Hunter Institute) offered seven vocational programs with integrated English language support, such as an introduction to the building industry for refugees from African communities, and Certificate III and II courses in Aged Care and Home and Community Care for people from language backgrounds other than English.
 - TAFE NSW (Illawarra Institute) offered a course for Adult Migrant English Program students experiencing barriers to obtaining a Learner Driver's Permit. The course will continue in 2009.
 - TAFE NSW (Riverina Institute) offered a course for recently arrived skilled migrants with higher levels of English, to assist them to gain skills for the Australian labour market.
 - TAFE NSW (South Western Sydney, Western Sydney and OTEN) offered programs for

overseas trained accountants; TAFE NSW (South Western Sydney Institute) delivered courses in Butchery, Automotive Electrical Technology and for overseas trained teachers; and TAFE NSW (Sydney Institute) offered two Professional Orientation Programs for Skilled Migrants.

The Adult Migrant English Service (AMES) delivered the Skillmax program which provides English language training for job seeking for under-employed and unemployed professional and skilled migrants. In all, 1,183 students participated in the Skillmax program in 2007–08, 147 in the public sector program and 1,036 in the jobseekers program.

Adult and Community Education (ACE), the Adult Migrant English Service and the Department of Education and Training Strategic Skills Program worked together to offer a *Skills Link Program* in 2008. The Adult Migrant English Service provided English skills training and linked these students to ACE vocational training. ACE delivered vocational training to more than 147 participants in the areas of aged care, children's services, hospitality operations and retail operations.

Staffing

During 2008, the Department employed a range of specialised staff to deliver programs and services which met the needs of a linguistically and culturally diverse New South Wales. These included:

- 896 ESL teachers (equivalent full time positions) which represents an increase of 10 positions since 2007
- 20 Community Information Officers (equivalent full time positions)
- 111 School Learning Support Officers Ethnic (equivalent full time positions) providing bilingual and bicultural support for newly arrived students in 48 primary and secondary schools and 15 Intensive English settings
- 13 Multicultural/ESL consultants (equivalent full time positions)
- three refugee student support officers in South-Western and Western regions to support 14 schools participating in refugee pilot programs, and to enhance state-wide support for refugee students
- bilingual and bicultural support for newly arrived refugee students provided through school learning support officers (ethnic) to a total of 51 schools, including eight rural and regional high schools and 43 metropolitan and non-metropolitan primary schools
- seven English as a Second Language teaching positions to support refugee students in refugee pilot programs
- nine teacher mentor positions providing additional support for teachers of English as a Second Language in all non-metropolitan regions
- a Tibetan Aide position in Northern Sydney region to support the transition to school of students from Tibet
- a Refugee Support Officer and Sudanese Project Officer to support refugee students in the Hunter/Central Coast region

- a bilingual project officer to provide support through the Gateways program; bilingual mentors to support refugee students through the Refugee Resettlement Project; and targeted mentors to support Arabic-speaking and Pacific communities in the South Western Sydney region.

Community Language Allowance Scheme: In 2007, 122 bilingual employees received the Community Language Allowance Scheme (CLAS) allowance covering 32 community languages. This includes 71 CLAS recipients in the TAFE NSW system, which in 2008 provided language support in 24 languages.

Professional development: To support its staff in working in a culturally and linguistically diverse environment, and to improve the delivery of services to students and parents from language backgrounds other than English, the Department has in place professional training activities for:

- English as a Second Language teachers and classroom teachers
- Intensive English Program teachers, bilingual staff and counsellors
- community language teachers
- anti-racism education
- programs promoting parent and community support
- addressing the settlement needs of refugees and new immigrants
- the support of overseas trained teachers from language backgrounds other than English
- preschool staff, to assist them implement educational programs which are inclusive of students and families from diverse cultural, religious and linguistic backgrounds.

The *Cultural Diversity and Community Relations Policy: Multicultural education in schools* provided the framework for the development and delivery of programs and services designed to enable students from all cultures and communities to identify as Australians within a democratic multicultural society and to develop knowledge, skills and values for participation as active citizens.

A total of \$120,000 was distributed to regions to assist schools to put in place initiatives which promote culturally inclusive practices and cultural understanding such as:

- cultural exchange programs
- student leadership activities promoting civic responsibility, social inclusion and cultural understanding
- professional learning programs to assist teachers to develop culturally inclusive teaching and assessment practices, and tailored learning programs for students from diverse cultural and linguistic backgrounds
- analysis of learning outcomes of targeted groups of students from culturally and linguistically diverse backgrounds and examination of effective pedagogy
- school-based action research projects focusing on culturally inclusive boys' and girls' education.

TAFE NSW has a range of professional development programs to support staff to deliver programs and services for a culturally and linguistically diverse community. These focused on the development of intercultural competencies, anti-racism training, cross-cultural communication in the classroom, effective use of interpreters, teaching and learning in a multicultural learning environment and the recognition of overseas qualifications.

Examples are:

- A total of 127 staff of TAFE NSW (Western Sydney Institute) took part in professional development activities in 2008. The activities focused on awareness of African cultures, teaching strategies for culturally and linguistically diverse students, teaching in a multicultural classroom, provision of customer service in a multicultural context and the recognition of overseas qualifications for study in TAFE NSW.
- TAFE NSW – Northern Sydney and Western Sydney Institutes delivered *Teaching in the Multicultural Classroom* to 41 and 15 staff members respectively during the year.
- Institutes employed 13 multicultural education coordinators (IMECS) in five Institutes, a Student Support Officer, African Communities at Hunter Institute and multicultural contact officers in the TAFE NSW – Riverina and North Coast Institutes to support students from language backgrounds other than English.
- TAFE NSW Institutes implemented the Community Language Allowance Scheme (CLAS). In 2008, 71 CLAS recipients provided support in 24 languages other than English to students and potential students.
- A total of 250 Institute staff members took part in professional development on the recognition of overseas qualifications for study in TAFE NSW, organised by the TAFE NSW Multicultural Education Unit. Officers also mentored 350 assessors to assist with requests related to the assessment of complex overseas documents.

Communication

The Department has a comprehensive communication strategy to ensure that students, families and community members from language backgrounds other than English are informed about the programs and services that are available to them.

It conducts promotions in the community language media, translates important or frequently requested information into key community languages in printed or web-based forms, and funds access to the Translating and Interpreting Service and on-site interpreters.

Use of interpreters: Interpreters are used in schools to facilitate enrolment, communicate student progress, welfare and behavioural issues and to strengthen general parent / teacher, and home / school communication. In 2007–08 the Department used interpreters on 5,986 assignments. The 10 most commonly requested languages were Arabic, Vietnamese, Cantonese, Mandarin, Korean, Persian, Dari, Turkish, Khmer and Spanish.

Translation of information: More than 110 documents in up to 40 languages are available on the Department's website at www.det.nsw.edu.au/languagesupport/index.htm During 2008, the following were made available:

- *Application to enrol in a NSW public school* (34 languages)
- seven sample letters supporting the implementation of the *Suspension and Expulsion of School Students Procedures* were updated to provide an interactive format. Five emerging languages (Burmese, Dinka, French, Karen and Kirundi) were added to the previously available 30 languages
- transition to high school fact sheets titled *How to enrol your child in Year 7 in a public high school* and *What are your public high school options?* (22 languages)
- six interactive form letters to support the *Procedures for Secondary School Enrolment* (30 languages)
- Levels of Achievement information (24 languages).

Media campaigns: In 2007–08, three advertising campaigns were conducted in 22 languages on SBS and community radio stations to promote the Department's translated information websites.

In 2008 the Department also coordinated radio advertisements for Education Week in 22 languages across 12 radio stations.

TAFE NSW – OTEN placed advertisements in 58 ethnic newspapers in New South Wales and other states, targeting people from language backgrounds other than English wishing to study by distance. These advertisements promoted vocational, bridging and language courses.

TAFE NSW implements communication strategies to promote access to its programs and services by people from language backgrounds other than English. In addition, TAFE NSW Institutes implement targeted initiatives to reach recently arrived small and emerging communities.

For example, multicultural education coordinators from TAFE NSW – Western Sydney Institute took part in community-specific cultural expos to promote awareness of study options available in TAFE NSW and Vocational Education and Training pathways. The expos targeted members of recently arrived communities through a range of activities including a Sudanese Community Awareness Night, the Blacktown Expo, the Mt Druitt Festival, the Blacktown Migrant Resource Centre Employment Expo at Blacktown, the Philippine Sydney Fiesta Kultura 2008 and the African Festival 2008.

The Adult Migrant English Service (AMES) also uses a range of strategies to communicate with its client groups. The Service is able to provide first language assistance to students through the use of bilingual staff and translation and interpreting services. The Adult Migrant English Service has 65 members of staff fluent in various languages other than English, who are available to assist students in their first language. The Service also makes use of the interpreting service where necessary.

Funded services

The *Principles of Multiculturalism* are embedded in all funding agreements for key funded services including contracted training provision, traineeships and access programs. This ensures that equity strategies are incorporated in projects and the provision of services.

While the Department funds some community organisations to provide services to targeted groups of students, funded services are not a major part of the Department's activities.

In 2008, the following services encompassed contracted training provision, traineeships and access programs:

- The *Links to Learning Community Grants Program* is part of the Department's cross-sectoral approach to helping young people at risk of disengaging from education and training to access and participate in education and accredited training. In 2008, the *Links to Learning Community Grants Program* distributed \$860,666 to approved community organisations and local government authorities to conduct programs for young people at risk of disengaging from education. A total of 976 or 27% of participants were from language backgrounds other than English. Nine specifically tailored *Links to Learning* targeted people from language backgrounds other than English.
- The *NSW Community Languages Schools Program* funds community organisations to conduct community language schools for school-aged children on weekends and after school hours, with the aim of assisting them to maintain and develop their linguistic and cultural heritage. Funding applications are assessed by the NSW Community Languages Schools Board, which includes representatives from multicultural organisations. In 2008, 30,410 students attended 268 community languages schools to learn their first/heritage language.
- The *Ministers Awards for Excellence in Student Achievement Community Languages Schools Student of the Year* are held annually by the *NSW Community Languages Schools Program* to recognise language achievement, language proficiency and contribution to the community. In 2008, over 300 nominations were received for the award.
- The NSW Board of Adult and Community Education advised the Minister for Education and Training on community education across the State, and on the allocation of grants to community owned and managed organisations in metropolitan, regional and rural New South Wales.
- Adult and Community Education funded five targeted equity projects in 2008 to increase vocational training to migrants. This was in addition to 15 projects funded under the Skilled Migrants mentoring program. Half of the projects are in regional and rural areas, the other half in the Sydney metropolitan area.
- Adult and Community Education identified migrants as a priority target group for training in 2009 through its Equity Program and the Skilled Migrants Mentoring Program.

Department of State and Regional Development

The Department of State and Regional Development is the first point of contact within government for companies wishing to do business in Sydney and regional New South Wales.

The Department works with business and other related agencies to strengthen the State's competitiveness internationally, promote investment and job creation, and build business capability by:

- offering tailored assistance to businesses establishing themselves in New South Wales
- providing a wide range of business and investment information for international and local companies
- assisting business to find new markets for their products and services
- organising trade missions for New South Wales businesses endeavouring to establish themselves internationally.

The Department works with domestic and international companies of all sizes, industry peak bodies, professional associations, business advisers, tertiary education and research institutes, and government departments and authorities.

The Department is made up of a number of functional units which are particularly important in supporting business growth within the State's multicultural community, including the Industry, Investment, Communications, Regional Development, and Small Business Development Divisions, the Retail Tenancy Unit, Tourism New South Wales, and the NSW Office for Science and Medical Research.

Planning and evaluation

The Department analyses data from the Department of Immigration and Citizenship on the numbers of newly arrived business immigrants, who are intending to start up business in Australia. It also uses Census data from the Australian Bureau of Statistics, as well as seeking feedback from its business units to ensure it is responsive to business needs in New South Wales. The Department uses this data in the planning and evaluation of the Business Migrants Information and Referral Service.

The above data also informs publication of information in languages other than English. Data from the Retail Tenancy Unit is also analysed and used to inform the translation of publications.

The Department does not usually collect ethnicity data relating to its Small Business programs – it is more relevant to program development in this area to collect data on business life cycles than the ethnic background of individual business owners and operators. However, some programs, such as the Women in Business Workshop Program collect ethnicity data for evaluation purposes. In 2007–08 approximately 27% of participants in metropolitan Sydney and 13% of participants in regional workshops were from a non-English speaking background; this was a significant increase in participation from the previous year, when participation was 15% and 9% respectively.

Program and service delivery

The Department has a wide-ranging consultation strategy with bilateral business associations, with trade events often co-hosted with these associations. These include the:

- Australia China Business Council
- Australia India Business Council
- Australia Thai Chamber of Commerce
- Japan Chamber of Commerce and Industry
- Australia Singapore Chamber of Commerce and Industry
- Australia Arab Chamber of Commerce and Industry
- Australia Vietnam Chamber of Commerce
- Australia Latin America Chamber of Commerce
- European Australia Business Council.

The New South Wales Government is advised on trade and business opportunities by bodies such as the Small Business Development Corporation and the New South Wales-Asia Business Council.

In 2007–08 the membership of the Asia Business Council increased from 14 to 22 members, to facilitate enhanced links to key markets in China, India and the Middle East. The council hosted the Premier's Asia Business Dinner, which was the council's showcase for 2007–08, attracting 460 guests directly involved with trade and investment between New South Wales and Asian economies.

Forms seeking expressions of interest for membership of boards and committees state that nominations from people from culturally and linguistically diverse backgrounds are encouraged. These expressions of interest are publicised not only in the major Sydney and regional press, but in five ethnic newspapers.

In addition, the Department provides a range of programs that enhance the business activities of skilled immigrants. Migration programs are informed by data from the Department of Immigration and Citizenship, and by analysis of regional skills needs. The major programs among these are the:

- **Business Migration Program:** Most business migrants to Australia require sponsorship from a State or Territory government. In 2007–08 New South Wales sponsored 452 potential migrants, an increase of over 39% when compared to 2005–06. These business migrants are expected to invest over \$57 million, create almost 1,000 jobs and generate \$530 million in exports over five years. The business migration program will continue in 2008–09.
- **Regional Migration Program:** New South Wales sponsors skilled migrants with skills in demand in regional areas of the State. In 2007–08 the State supported 575 visa applications under regional visa programs, an increase of 33% over the previous year. These migrants come from countries including India (13%), the United Kingdom (11%), China (9%), Philippines (9%) and South Africa (11%) and bring a range of skills including the professions (45%), trades (33%) and management (10%).

- **Skilled Migration Program:** The State also sponsors skilled migrants from finance, information and communications technology and biotechnology and pharmaceutical industries to settle in Sydney. In 2007–08 New South Wales issued 192 sponsorships for the Skilled Sponsored visa program. These included migrants from origins including India (25%), the United Kingdom (18%), China (13%) and Philippines (7%).

Programs and services with multilingual or multicultural components were also delivered through other functional units or business divisions. For example, the Retail Tenancy Unit mediates retail lease disputes and rental bond disputes. Data on disputes is analysed to identify cross-cultural content and demand for interpreters, and when necessary a mediator with cross-cultural skills is appointed.

Data has been analysed and used to inform the development of translated publications, with the Retail Tenant’s Guide now translated into Arabic, Chinese, Korean, Turkish and Vietnamese. The Unit, which has developed and produced an *Information Kit for Retail Tenants* during the year, is planning to translate this kit into a number of languages relevant to business in New South Wales.

The Department’s Export Trade Promotion Program assists export-ready companies in New South Wales to identify new international business opportunities, and acquire the knowledge and connections critical to export success. To this end, the Department organises trade missions and individual business visits to emerging markets around the world, and supports the State’s business participation in international exhibitions.

The Department’s pre-departure briefings are a key aspect of preparing companies for their market visit. As part of these briefings industry professionals address various aspects of doing business overseas, including information on cultural issues and local customs in the relevant markets.

Over the last two years, the Department has organised 20 pre-departure briefings for companies from New South Wales which were participating in trade mission and exhibitions in Chile, China, India, Japan, Singapore, Malaysia, Thailand, the United Arab Emirates and the United States of America. The Department also translated marketing materials into Korean, Mandarin, Thai and Japanese, and used interpreters in these markets to facilitate business opportunities.

The Western Sydney Business Centre of the Small Business Development Division of the Department worked with the Australian Arab Business Network Inc to identify speakers for its monthly functions. The Sydney Business Advisory Services provided regular business input to the Business Hour of the Muslim Community Radio (2MFM 92.1) and advertised its business assistance services in the radio’s magazine *Muslim Hub*.

Through the National Visitor Safety Working Group, Tourism New South Wales assisted in the development of a brochure called *Travel Safely in Australia* for international visitors. The brochure was translated into Chinese, French, German, Italian, Japanese, Korean and Spanish, and made available at tourism information centres across the State.

Staffing

The Department assists export-oriented businesses to successfully operate in overseas markets, and helps domestic small business operators from diverse cultural and linguistic backgrounds address the needs of local consumers and clients.

The Department encourages the collection of staff ethnicity data in the recruitment and induction processes, and in training courses conducted.

Communication

Throughout the year the Department has developed integrated marketing initiatives which promote business programs and services to culturally and linguistically diverse audiences in New South Wales, Australia and internationally. A wide range of communication channels, including radio, television, printed materials, fact sheets and its websites, were used by the Department.

Research on communication strategies targeting ethnic communities was based on data from the Australian Bureau of Statistics Census, as well as consultation with relevant Divisions about their client base.

During 2008, the Department:

- translated seven fact sheets on small business into five community languages – Arabic, Chinese, Italian, Greek and Vietnamese – and distributed them via its ethnic community business networks and Business Advisory Services
- promoted *Small Business September* as well as the *Home Based Business Week* campaign to business owners and operators, via advertisements in the ethnic media. These campaigns are designed to enhance business skills and knowledge, increase networks and gain market intelligence to help grow business
- promoted the Payroll Tax Incentive Scheme in the Arabic, Chinese, Greek, Italian and Vietnamese media in 2007–08. The Scheme assists new and existing businesses to establish and grow in locations where unemployment is above the State average
- called for input and submissions from Turkish, Macedonian, Spanish, Vietnamese, Greek, Chinese and Russian communities into the real estate, rental and hiring industries. Submissions were fed into the Red Tape review, a New South Wales Government initiative reviewing industry sectors, and aimed at reducing the administration and financial burden of regulatory compliance for small businesses in New South Wales.

As part of the Sydney brand campaigns, Tourism New South Wales promoted a range of cultural events to a domestic audience, including the:

- Arts of Islam Exhibition (Art Gallery of NSW)
- Sydney Film Festival
- Chinese New Year Festival

- Sydney Italian Festival
- *Gourmet Safari Tours* within the multicultural communities of Auburn, Cabramatta, Marrickville, Punchbowl, Haberfield and Earlwood
- *Sydney Eat Streets* including Stanley St, East Sydney, Norton St, Leichhardt, Church St, and Cabramatta
- *Asian Fusion Dining* in Sydney.

In addition, Tourism New South Wales developed and launched multilingual material on its website in seven languages including Traditional and Simplified Chinese, Japanese, Korean, Italian, French and German. Tourism New South Wales websites now cater for 15 international markets.

Tourism New South Wales arranged promotional events and activities, which built on the success of the Bollywood film, *Heyy Babyy*. The movie, filmed in Sydney, reached a global audience of more than one billion viewers. Promotional events such as *Focus on India*, held in August 2007, aimed to leverage destination promotion upon release of the film.

Funded services

The Department provides financial assistance to small and medium enterprises through a suite of economic development programs. Eligibility for funding is mainly related to financial and corporate governance criteria.

It also supports organisations around the State to provide free Business Advisory Services to people starting and operating a business. Eighteen Business and Advisory Services across New South Wales deliver up-to-date business information through 39 offices.

Where these services are located in areas with a high proportion of culturally and linguistically diverse business/owner operators, they may deliver special information services for particular language groups on a demand-driven basis. For example, the:

- Chatswood Business Advisory Service holds regular briefings with local multicultural groups.
- Northern Sydney Business Advisory Service runs regular Import Export Workshops in conjunction with Hornsby Council, and the culturally diverse population in the area.

NSW Health and Area Health Services

The New South Wales public health system comprises the NSW Department of Health, Area Health Services, statutory health corporations and affiliated health organisations.

The eight Area Health Services are responsible for providing health services in a wide range of settings, from primary care posts in the remote outback to metropolitan tertiary health centres. They cover the following areas:

Metropolitan

- Northern Sydney Central Coast
- South Eastern Sydney Illawarra
- Sydney South West
- Sydney West

Non-metropolitan

- Greater Southern
- Greater Western
- Hunter New England
- North Coast

The Ambulance Service of NSW is responsible for providing responsive, high quality clinical care in emergency situations, including pre-hospital care, rescue, and retrieval, as well as providing some non-emergency patient transport services.

Other public health organisations which provide state-wide or specialist health services include the Justice Health Service and The Children's Hospital at Westmead.

During 2003–04, in consultation with the Community Relations Commission, NSW Department of Health developed a process for evaluating and monitoring EAPS performance across the entire health system, and the Director-General established a range of benchmarks to be achieved by 2010.

The NSW Department of Health consolidated EAPS Report 2007–08 indicates that the above Area Health Services and State-wide Services submitted evidence that they have achieved their required EAPS benchmarks established by the Director-General.

Underpinning the planning and provision of health services to the people of New South Wales is the 2006 Census data, which indicates that almost a quarter of the State's population (23.8%) was born overseas.

Data from the Department of Immigration and Citizenship shows that in 2007–08, approximately 34% of all new immigrants to Australia, with a stated destination, intended to settle in New South Wales.

In terms of the linguistic diversity of the State, the number of people who speak a language other than English at home was identified in the Census as 1,399,165 or 21.4% of the population. NSW Department of Health notes that 'this trend is unlikely to change significantly in the near future'.

The Sydney West and Sydney South West Area Health Services continue to attract the largest proportion of new settlers. However, a significant number of new humanitarian entrants have also been placed in regional centres such as Newcastle, Coffs Harbour and Wagga Wagga.

In response, Area Health Services have established a number of new services in these regions to meet the needs of new settlers. Due to the unplanned nature of settlement under the Special Humanitarian Entrant Program, the provision of health care services to this population group is difficult to predict.

Health Care Interpreter Service

Approximately 32% (\$14.7 million) of the Multicultural Health program budget was used to provide health care interpreter services. During 2007–08, the NSW Department of Health provided interpreting services across the State in over 80 community languages, including the deaf sign language Auslan, on a 24-hour seven day a week basis.

For the 2007–08 financial year, the Health Care Interpreter Service provided 491,560 occasions of service (OOS), being a 19% increase over the previous year. As expected, the Sydney South West and South Eastern Sydney / Illawarra (Northern Zone) Area Health Services had the most interpreter usage, with a total of 200,563 separate interpreting assignments.

This was followed by the Sydney West Area Health Service, which used interpreters on 183,358 separate occasions. This increase in the use of interpreters was chiefly due to the significant increase in the number of times interpreters were used in the Sydney West Area Health Service.

The increase in the number of times interpreters were used is notable, as there was an overall decrease in expenditure by the Health Care Interpreter Service. The NSW Department of Health states that this was made possible as ‘Area Health Services have been making considerable efforts to make more efficient use of interpreters by arranging block bookings, and it appears that this strategy has been successful’.

Ten most requested languages by Occasions of Service (OOS):

No	Language	OOS	%
1	Arabic	84,005	17.2%
2	Cantonese	58,175	11.9%
3	Mandarin	49,743	10.2%
4	Vietnamese	45,177	9.2%
5	Iranian/Persian/Farsi	19,094	3.9%
6	Turkish	17,260	3.5%
7	Khmer/Cambodian	16,714	3.4%
8	Macedonian	16,710	3.4%
9	Greek	16,333	3.3%
10	Korean	15,661	3.2%

The top 10 languages for interpreter service usage vary from one Area Health Service to another, depending on the linguistic diversity of the region. However, Arabic continues to be the single most requested language in New South Wales, and the number of occasions of interpreter use for this language increased from 71,989 in 2006–07 to 84,005 in 2007–08.

Demand for Cantonese, Mandarin and Vietnamese interpreting services also continues to grow. Over half of the requests for a health care interpreter in 2007–08 were for Asian languages.

For the first time, Italian and Spanish do not appear in the list of the top 10 most requested languages. In general, the usage of interpreters in European languages has either increased slightly or remained stable since 2006–07.

However, demand for other languages has increased, with Tamil and Thai appearing for the first time in the top 20 most requested languages.

The following table provides a breakdown of users and location of the services provided by the Health Care Interpreter Service.

Health Care Interpreter Service Occasions of Service (OOS) by User and Type 2007–08

Area Health Service (AHS) Users	Total OOS	Percentage of total OOS
Hospital Inpatients	63,705	13.5%
Hospital Outpatients	324,186	61.5%
Community Health Centres	25,324	6.0%
Other units	14,357	3.1%
Early Childhood Services	15,326	2.8%
State-wide Services	2,816	0.5%
Unspecified use of Translating and Interpreting Service	8,141	4.7%
Other – Translations	11,207	1.2%
Total AHS users	465,062	93.6%
Non AHS Users		
Private Sector Users		
Private Hospitals	144	
Private Medical Practice	6,715	1.7%
Other	374	0.2%
Non-Government Organisations	15,653	3.1%
Other Government Organisations	2,764	1.2%
Other AHS	180	
Other Department of Health Organisations	668	
Total Non-AHS Users	26,498	6.4%
TOTAL OCCASIONS OF SERVICE	491,560	100%

State-wide Multicultural Services

State-wide multicultural services are provided to specific target groups. Examples include the Multicultural Health Communication Service and the Refugee Health Service. The majority of these services are funded by the New South Wales Government. Some services, such as the Transcultural Aged Care Service, are funded by the Australian Government, but managed and delivered by the NSW Health system.

Specific projects

During 2007–08 NSW Health provided funding in order to address specific health issues faced by culturally diverse communities. One example of such a project was a partnership between the Diversity Health Institute Clearinghouse, the Transcultural Mental Health Centre and Special Broadcasting Service (SBS) Radio to produce new audio and print versions of *Health and Well-being of Older People* in English and 10 other community languages.

NSW Department of Health and Area Health Services EAPS key achievements 2007–08

The following sets out a selection of key achievements by the New South Wales health system against the key activity areas of the EAPS Standards Framework.

Planning and evaluation

The NSW Department of Health released a report in December 2006 on the health and well-being of the people of New South Wales by country of birth. The report was the first of its kind in Australia and aims to support the planning, implementation and evaluation of health services and programs targeting people from culturally and linguistically diverse communities.

The Sydney West Area Health Service, in partnership with the Transcultural Mental Health Centre, commenced a review of the Mental Health Outcome Assessment Tools state-wide initiative, to ensure that the tools were accurate and appropriate for use with culturally diverse communities. The review included consultations with consumers and carers both in rural and metropolitan areas of the State.

Program and service delivery

The South Eastern Sydney Illawarra Area Health Service conducted a pilot study, called *Partners in Residential Care* project, to reduce the fears experienced by families from culturally diverse communities seeking to place aged relatives in residential care. The pilot project demonstrated practical ways in which relatives and staff can cooperate to provide high quality, culturally appropriate care.

The Sydney South West Area Health Service developed an award-winning brochure to encourage Chinese-speaking smokers to stop smoking. The booklet provides a number of useful and practical tips on quitting.

The Northern Sydney Central Coast Area Health Service, in collaboration with Multicultural Health Services and Child and Family Services, introduced a new model for delivering early childhood services targeting Tibetan refugees in the Dee Why area. The model includes block bookings of Tibetan interpreters, and working closely with the Tibetan community.

The Hunter New England Area Health Service established a new health unit to address the needs of newly arrived refugees. The unit provides initial medical assessment for new arrivals in the health region, as well as immunisations, referrals and follow-up treatment as required.

Staffing

The Northern Sydney Central Coast Area Health Service conducted a training program to enhance the skills of over 30 overseas trained doctors on sexual and reproductive health, including Pap tests, pelvic examination and breast checks.

The South Eastern Sydney Illawarra Area Health Service developed a *Diversity Health Leadership Kit* to support staff in leadership positions to deal more effectively with cultural diversity in service provision.

The Area Health Service also held a conference to raise awareness among staff about the challenges of providing culturally appropriate health services to the ethnic communities in its area. The conference attracted 170 delegates.

Communication

The NSW Health translated *Family Matters*, an information booklet on the risks of drug and alcohol abuse, into 15 community languages. The booklet has information on specific drugs such as cannabis, ecstasy and amphetamines, as well as advice for families about support networks, and was widely distributed among culturally and linguistically diverse communities.

The South Eastern Sydney Illawarra Area Health Service wrote and staged a play, called *Fear and Shame*, to promote positive messages about mental health to the Macedonian community.

The Sydney South West Area Health Service developed and translated audio and print versions of the *Healthy Kids: The Parents Guide Material*, which covers topics such as anxiety, anorexia nervosa, disruptive disorder and other issues affecting children. The material was translated into the Dinka, Greek, Khmer, Korean and Samoan languages.

The Sydney South West Area Health Service also published a guide to understanding Arabic cultural food habits and traditional dishes, for use within the Area.

During the reporting year Hunter New England Area Health Service took steps to improve access to interpreter services in hospital emergency departments, with the result that the percentage of patients from non-English speaking background presenting to emergency departments who requested and received interpreter services increased from 54% to 79.3%.

The New South Wales health system continues to produce translations of information brochures and fact sheets as required, for the purpose of communicating with people from culturally and linguistically diverse backgrounds. New publications produced in 2007–08 in a variety of community languages addressed issues such as spinal cord injury, sexual health, renal disease, children’s asthma, diabetes, childhood cancer, and prevention of falls.

WorkCover Authority

The WorkCover Authority is a statutory authority within the portfolio of the Minister for Finance. Its primary objective is to work in partnership with the New South Wales community to achieve safe, secure workplaces, and the effective recovery, return to work and security for injured workers.

The Authority administers and enforces compliance with occupational health and safety, injury management, return to work and workers compensation legislation, and manages the workers compensation system.

Under its *Social Justice Plan* WorkCover has a range of strategies and projects to assist the following social justice groups:

- racial, ethnic and ethno-religious minority groups
- Aboriginal people and Torres Strait Islanders
- women
- people with a disability.

Planning and evaluation

The agency has an over-arching *Social Justice Plan 2008–11*, which includes EAPS strategies. The implementation of social justice strategies is incorporated into divisional plans, and managers have been trained on the agency’s social justice priorities through the *Social Justice Management Education Program*. Planning, coordination and reporting on implementation of the Social Justice Plan is the responsibility of the Human Resources Branch. The development of specific performance targets and timelines within the Plan will enable the agency to better monitor and evaluate the effectiveness of strategies.

WorkCover works within and across various industries and occupations. Ethnicity data is collected where language groups in each industry are statistically significant. WorkCover's injury and illness prevention initiatives target the needs industry sectors, occupational groups and vulnerable workers which may include specific community groups.

Another feature of WorkCover's service delivery is the use of agents to manage claims and policy services for the Workers Compensation Scheme. These arrangements came into force in August 2005. The Scheme assists in facilitating improved claims-management for injured workers by providing specialised care and attention and focussing on outcomes and timely return to work.

The WorkCover Claims Manual, circulated to all Scheme Agents and self and specialised insurers, specifies that the claimant's country of birth and language spoken at home are to be recorded for all claims entered on a Scheme Agent's or insurer's system. Scheme Agents and insurers are also required to collect data such as gender, injury and industry types, and whether interpreter services were required.

In November 2006, the WorkCover Authority finalised a Client Diversity Profile which provides staff with information on the characteristics and location of culturally and linguistically diverse clients across industries, occupations and locations.

During 2008 the WorkCover Authority embarked on a Social Justice Management Education Program designed to raise awareness of social justice across the organisation. The Social Justice Tool was developed to assist in the implementation of social justice in internal and external communication activities including project planning. Both the Social Justice Tool and the Client Diversity Profile have been strategically linked to WorkCover's Project Management Approach, in order to help improve decision making in the WorkCover Authority, and give greater certainty to project officers, managers and staff that the outcomes they expect will be achieved.

Program and service delivery

The WorkCover Authority's service delivery focuses on New South Wales industry types, risks and related employment systems and injuries, rather than specific employee profiles. Occupational health and safety consultation and information is therefore designed to suit specific industries, as each different industry has its own inherent safety risks and hazards and particular worker profiles.

The bulk of the WorkCover Authority programs and services are consequently mainstream in nature, with industry group or local adaptations to meet the language and cultural needs of a diverse workforce, as required. This includes the use of interpreters for consultation and small business workshops.

Under the **Workers Compensation Scheme**, agents are required to:

- accommodate the cultural and linguistic diversity of stakeholders
- manage stakeholders of diverse ethnic backgrounds
- recognise the various literacy skills of stakeholders.

WorkCover has in place a Consultation Code of Practice, which includes mechanisms for industry employers to consider and include staff from diverse ethnic or language backgrounds.

The Social Justice Plan 2008–11 states that the Authority will continue to promote diversity in representation on its committees and working groups, where possible.

Staffing

Performance agreements and position descriptions for managers and staff include responsibilities for diversity and equity outcomes, as identified in the *Social Justice Plan 2008–11*.

The agency also attempts to attract a wider pool of applicants, by using diversity marketing strategies within the *Inspector Recruitment Program*, so as to attract applicants with, for example, bilingual skills.

WorkCover's Staff Orientation Program includes a component relating to cross-cultural training issues. The online induction program also incorporates information on the EAPS program, Equal Employment Opportunity and the principles of multiculturalism.

Cross-cultural training components were also incorporated within the WorkCover Authority's Essential Workplace Training program for all staff, its merit selection training programs, and the Essential Toolkit for Managers Program. New inspectors are also required to attend a one day cultural diversity session, as part of the Inspector Induction Training Program.

The WorkCover Authority utilises the language and interpreting skills of its accredited staff to enhance client communications and build positive relationships with ethnic employers and communities. There are currently 17 officers with language skills in 12 languages, who have been tested and registered under the Community Language Allowance Scheme (CLAS). This is supported by the newly developed CLAS Online Training Program, which has been completed by all CLAS tested officers.

Communication

The WorkCover Authority provides financial assistance for interpreter fees, through the Interpreter Payment Assistance Scheme. This scheme is an ongoing budgeted program that assists injured workers from culturally and linguistically diverse backgrounds to access interpreter assistance to more effectively communicate about their claim.

The Workers Compensation Commission provides interpreters in the language requested, and will accommodate as far as practicable any related cultural issues communicated by the party which might have an impact on the use of an interpreter in proceedings. It also ensures that arbitrators, mediators, approved medical specialists and Commission staff are familiar with the Commission's policy and practices in relation to interpreters.

The Workers Compensation Commission also publishes key information in 10 community languages: Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Serbian, Spanish, Turkish, and Vietnamese.

The Commission's information DVD is also accessible on the website, for people with literacy issues, and the soundtrack has been translated into 11 community languages.

In regard to media strategies, WorkCover translated radio scripts from its *Homecomings* advertising campaign into Mandarin, Arabic, Greek, Italian and Cantonese, and these were broadcast on metropolitan and regional community radio stations.

Funded services

Funded services are mainly provided through the Grants Scheme, and in particular the WorkCover Assist Education and Training Grants Program. Inclusions are built into the program, allowing eligible organisations to partner with professional organisations, including multicultural health services, to develop and deliver a well-structured education and/or training program.