

## **CONTENTS**

- ❖ A Message from the Chairperson
- ❖ Members of the Board of Directors

### **REPORTS**

- Executive Director
  
- Programs Manager
  
- Bicultural Support Pool
  
- Children's Services CALD Project – Metro Central
  
- Children's Services CALD Project – South West Region
  
- Multicultural Respite Services
  
- Eastern Sydney Multicultural Access Program
  
- Inner West Multicultural Access Project
  
- Ethnic People with Disabilities Program
  
- Financial and Audit Report

## **MESSAGE FROM THE CHAIRPERSON**

Lyn Maher

Once again it is my privilege and pleasure to welcome you all to the 31<sup>st</sup> Annual General Meeting of the Ethnic Child Care, Family and Community Services Cooperative Ltd. (ECCFCSC)

As usual the year has flown by very quickly.

The ECCFCSC continued to achieve quality outcomes by concentrating on a number of focus areas in its strategic planning for 2009/2010. The commitment to the principles social justice has created a strong culture of providing quality service provision at a highest standard to cater for the needs of people from Culturally And Linguistically Diverse (CALD) backgrounds.

As outlined in the project reports, the ECCFCSC provides a range of services to achieve its overall goal in making all services accessible and equitable to all Australians in particular, people with disabilities and their carers, children and their families and frail aged people from CALD backgrounds. The diverse focus of its area of work has continued to grow.

Being a community based organisation, every year, it faces different issues in meeting its demand to cater for the needs of its target groups. This year the Children's Services CALD projects in Metro Central and South West Sydney folded up due to lack of commitment for funding. The sustainability of project work has been an issue and therefore, the struggle continues for us as a community based organisation. However, we will continue to provide our service at highest standard through community development, information, advocacy, referral and training on cultural competence to achieve our goals.

I take this opportunity to thank all the members of the Board, senior management and all staff members, Multicultural Respite workers and Bicultural Support Program workers for their invaluable contributions in making ECCFCSC a unique organisation.

Wish you all the best for a safe and peaceful break and a Happy New Year!

## MEMBERS OF THE BOARD OF DIRECTORS 2010

**Lyn Maher** has been on the Board Of Directors of Ethnic Child Care, Family and Community Services Cooperative for the past 12 years and currently holds the position of Chairperson. She has been living locally for the past 38 years. Lyn works for the Greek Orthodox Community of NSW as Director of the Marrickville Occasional Child Care Centre.

**Jon Soemarjono** has a Master of Arts (Hons) and graduate Diploma in Teaching of English as a foreign language and had been a teacher of English for many years in Indonesia and a Senior lecturer of Indonesian Studies University of Sydney (1963-1995) and University of Western Sydney (1962-2002). Currently he is the President of Indonesian Association of NSW, Principal of Indonesian Community Language School, Director of Ethnic Child Care, Family and Community Services Cooperative, Adviser for Forum for Islamic Studies and Information and Chairperson of Metro Migrant Resource Centre.

**Jane Corpuz-Brock** was born in the Philippines. She has a Masters Degree in Development Studies from Graduate Institute for Development Studies, University of Geneva, Switzerland. She currently holds the position of Executive Officer at Immigrant Women's Speakout Association, NSW from 2002 till present. She's an active member of Migrante Philippines – Australia dealing with housing, health, and general concern about migrant and refugee rights.

**Abdul Zahra** has been a member of the Board Of Directors of Ethnic Child Care, Family and Community Services Cooperative since 1981. He is a founding member of Tripoli and Mena Association and also has been working in the Association as Manager for over nine years. Abdul Zahra received the Order of Australia Medal in 1998.

**Vivi Germanos-Koutsounadis** is the Executive Director of Ethnic Child Care, Family and Community Services Cooperative. She has a BA with major in Psychology and a post graduate Diploma in Psychology. In 1983 she received the Order of Australia Medal and in 1998 was awarded the Human Rights Medal and in 2003 the UNSW Alumni Award. She is the founding member of the Ethnic Communities Council of NSW, the ECCFCSC and has served as president of the Addison Road Community Centre for 9 years and was president of Greek Orthodox Community of NSW, from 2000 until December 2001. She participates in various advisory, reference groups and Forums in child care, disability and aged care in the government and community sectors advocating and providing input on the needs of CALD children, families and communities.

**Mirella de Genua** (Joined October, 2009) is a stakeholder engagement, facilitation, change management and communications' specialist with over 19 years experience across a number of industries, including utilities, infrastructure development, workers compensation, manufacturing, health, children's services and disabilities sectors. She has extensive experience in the non-government and the federal, state and local government sectors. Mirella brings to the Board a wealth of experience from different industries and roles as well as an openness to explore new ways of working in the non-government sector. Mirella is passionate about her role on the Board given that she worked at ECCDU at the start of her career.

**Bronwyn Hadife** – is a recent member of the Board of Directors of Ethnic Child Care, Family and Community Services Cooperative beginning 2010. She has 18 years experience in Retail Marketing and Promotions. Participated in research with Te Puni Ko kiri New Zealand Ministry Office on "Maori in Australia". Currently she holds the position of Family Support Project Officer for the Metro Migrant Resource Centre Marrickville Office working particularly with CALD communities and disadvantage backgrounds. She is also a member of the Board of Directors for Pacific Island Women Advisory Support Service (PIWASS), Management Committee for Connect Marrickville (SACC) and is also a member of the: Aboriginal Network Reference Group, Aboriginal Child and Family Network, Marrickville Multicultural Interagency (MMIA), Marrickville Child and Family Interagency (MCFIA) and Marrickville Drug Action Team (MCDAT).

## **EXECUTIVE DIRECTOR'S REPORT**

Vivi Germanos-Koutsounadis

Reflecting on the work of the various projects and operations of the Cooperative for 2010 and the detailed reports from the dedicated and committed staff which are contained in the body of the AGM report, and the Cooperative's Report to the Directors in the audited financial statement sections where a summary is presented on the outcomes of activities for 2010 and plans for 2011, the various programs implemented their plans of action and achieved successful outcomes in providing assistance to CALD people and communities to have information about their rights, to express their needs and have equal access to child care, disability and aged care services which are culturally and linguistically appropriate to meet their presenting needs.

At the same time working in collaboration with and partnerships with the government services and mainstream children's, disability and aged care services to provide assistance to them to have cultural competence, statistical information to profile their target groups, strategies for accessing the CALD people to consult with them about their needs and develop plans and allocate resources to implement these strategies.

The reports contain many success stories of consumers be they children, adolescents, adults with disabilities or aged who had opportunities to voice their concerns, complaints, were heard, empowered with information, advocacy, support, benefited from training provided by the Cooperative and other organizations, overcame isolation by participating in group activities, having access to information in their own language working together to make a difference in their and other people's lives .

The Cooperative planning day which was held in the beginning of the year and facilitated by our Board Member Mirella Di Genua provided an opportunity for the staff and Board to review the implementation of the plans of action and work of the various programs, and the operations, procedures, structural, cultural, human resource, financial and policies of the Cooperative. A comprehensive report was written and issues which needed to be addressed by the Board of Directors in consultation with the staff.

The Cooperative participated and made input into the many consultations, reviews of programs and funding allocations, discussion papers, reviews which were released by state and federal governments in developing policies, planning and introducing innovation ensuring that the interests of CALD people and communities were considered and their views were included in the recommendations and deliberations and resulting policies and planning of service delivery.

Although the Australian society through migration is a multicultural, multilingual and multi-faith there is no mention at all about this diversity and this to be reflected in

policies, planning of all government departments because there is no National Multicultural policy. Many times there was no mentions at all about CALD people and their needs in all these processes but we ensured that there were CALD consumers and service providers to advocate with and for their interests and these be heard and included in their decision making.

Another concern we notice in the allocation of state and federal government funding is the trend to fund large traditional agencies for funding which is designated for CALD projects and small CALD and ethnic NGO's who have been providing services to CALD communities at a local level for decades seem to be missing out. The irony of the situation is that when they are trying to implement these projects they seek the assistance of the ethnic organizations to provide their expertise and knowledge to them to access CALD families and communities.

The Cooperative has representation and advocates for the interests of CALD children, families and communities through its membership on the ADHC Expert Advisory Group-Cultural and Linguistic Diversity, Community Services Ethnic Affairs Advisory Group, Community Services Review of Children's Services Regulations 2004, National Quality Framework Roundtable, Community Child Care Pre-School new places Reference Group, DEEWR NSW Child Care Industry Forum, MAPS Network, International Council of Women, National Council of Women of Australia.

The Cooperative through the Executive Director, provided leadership and assistance in setting up the Network of Immigrant and Refugee Women of Australia Inc., the national body representing the interest of immigrant and refugee women and NIRWA received funding from the Office of Women for the Australian Immigrant and Refugee Women's Alliance which is a partnership of NIRWA and FECCA Women's Committee. On behalf of NIRWA and AIRWA we would like to express our appreciation to the Board of Directors and staff of the Cooperative for their support and contribution to the immigrant and refugee women's organizations.

Thank you to the Federal Department of Health and Ageing, Department of Education, Employment and Work Relations, and state government departments or Ageing, Disability and Home Care, Community Services, Sports and Recreation, for providing the funding to operate the programs of the Cooperative in child care, disability and aged care. To Marrickville, Randwick, Canterbury and Burwood Councils , Community Child Care Cooperative and Children's Services Central members, the members of the Cooperative, the Board of Directors for their support, advice and commitment, to our auditor Mr. Ted Conrick, the staff of the various departments, and other organizations for their support to the work of the Cooperative. Thank you to the consumers, families, carers and volunteers who participate in the various programs. My appreciation to our Programs Manager, Shikha Chowdhary who has done an excellent job under pressure during the year, these staff of the accounts section, our Secretary, Abella, to staff who have left the Cooperative,

to each of the project staff, of the BSP, ESMAP, IWMAP, EPDP, CALD PROJECTS, MRS, and BSP workers and MRS carers for your commitment, contribution, teamwork, dedication and contribution to your work which made a difference in the lives of so many people.

### **ISSUES AND AREAS OF CONCERN ENCOUNTERED BY THE CO-OPERATIVE IN 2019.**

1. We call on the Prime Minister and the government to institute and enact a National Policy on Multiculturalism and acknowledge the reality which exists in Australia that through migration the Australian community is multicultural, multilingual and multi-faith and this diversity should be reflected in the policies, planning, service delivery and resource allocation in all departments and instrumentalities
2. The additional funding for preschool places by the State government and the Commonwealth's universal access to preschool of all four year olds is to be commended. However, statistical information on the usage of pre-school places by CALD children shows low participation rates in preschools by CALD children and families. There is a need for a project to work with CALD communities to provide information about preschools and work with the communities to facilitate access to preschools for their children.
3. The states and federal government signed the National Disability Agreement but there was not a single mention of the needs of CALD people with disabilities and their carers, nor any mention of the cultural, linguistic diversity of the Australian population and the need for diverse models of service delivery to meet these diverse needs.
4. The two Children's Services CALD Projects in the Central Metro and South West regions finished in June because of lack of further funding. Reports on the successful outcomes of these two projects and a request for further funding was made to the Department of Community Services to continue to provide this service to CALD families and children's services in these two regions.
5. The Ageing, Disability and Home Care has developed the SDS for Advocacy and Information services and discussion papers and Consultations were held and input made on the lack of consideration of the needs of CALD people with disabilities and their carers but there is no answer or outcomes on the future of these services and the provision of culturally and linguistically appropriate services for CALD people and communities.
6. State funded child care services do not qualify for assistance by the federally funded Bicultural Support Program and are unable to access the Bicultural Support workers to assist them with cultural, linguistic support to facilitate inclusion of

CALD children in their services. We urge Community Services to provide funding for BSP workers to be accessed free of charge by state only funded children's services.

7. The Department of Immigration and Citizenship should release the 300 children and their families who are being held in detention centres offshore to Australia to process their claims and place them in the community as the detention facilities in which they are being held are detrimental to their wellbeing and welfare and contravenes the articles of the UN Convention on the Rights of the Child. The government should revisit and implement the recommendations of the Inquiry of migrant children in detention by the Human Rights and Equal Opportunity Commission Report "As a Last Resort" which states that the detention of children should only be used as a last resort.



## **PROGRAMS MANAGER'S REPORT**

Shikha Chowdhary

Well it has been another typically busy and a productive year for the Ethnic Child Care, Family and Community Services Cooperative Ltd (ECCFCSC). The ECCFCSC continued to meet its quality service provision requirements through its various projects. I continued to support the Executive Director in my multifaceted role to implement the strategic plan of ECCFCSC in achieving its goals by working closely with each project.

Despite all the hurdles faced by the ECCFCSC as a community based organisation, 2010 has been a great year for us as we had some exciting achievements.

Policy review, policy development, preparing for onsite visit, program restructure, monitoring and reviewing program outcomes, reporting to various Department, consultation with client groups, developing and facilitating training for various target groups across NSW took up a significant amount of my time.

The demand on cultural competence training in children's, disability, information, advocacy and aged care services has overwhelmingly increased during this year. As a result, a few external trainers were recruited in addition to some of the staff at ECCFCSC. It has been extremely pleasing to see the interest and commitment of services in providing culturally and linguistically appropriate services.

The staff members' commitment to social justice has made a difference in many people's lives, in particular, people from Culturally And linguistically Diverse (CALD) backgrounds with disabilities and their carers/family members, frail aged people and newly arrived migrants. This was achieved through information, advocacy, consultation and promoting human rights by outreaching the CALD communities.

I would like to highlight this year's achievements in addition to the project activities report.

This year, the ECCFCSC was successful in its application for qualification in Certificate III in Children's Services, CHC30708 to be in its scope of registration as an RTO. The key learners for this qualification are existing and potential casual Bicultural Support Program (BSP) workers who contribute to the inclusion of the CALD, Refugee and Indigenous children into children's services. For many bilingual/bicultural workers, working for the Bicultural Support Program, is a stepping stone towards their career pathway to work in the children services sector. The ECCFCSC is committed to provide the Bicultural Support Workers with the skills and competency to work effectively in children's services and assist them with their career path.

The completion of Certificate III in Children's Services qualification by twenty one (21) Bicultural Support Workers has been one of the most important achievements of ECCFCSC in supporting CALD women's in their career path.

Establishment of the Bicultural Support Program (BSP) Consultants across NSW in supporting children's services through information on cultural and linguistic issues and training on cultural competence through an experienced and knowledgeable team on a consultancy basis in addition to hands on BSP workers has been extremely valuable to children's services professionals.

Accredited Cultural Competence training to Home And Community Care (HACC), Disability, Information and Advocacy Service providers in the Inner West to explore opportunities in enhancing their skills and knowledge to meet the diverse needs of frail aged people, people with disabilities and their carers from CALD backgrounds was provided as a response to demand from the sector.

The Dance Workshops for Multicultural Respite Services recipients in addition to regular recreational activities have encouraged and given opportunities to MRS participants to showcase their talents and in building their higher self esteem. I believe this has been a great achievement for our community in general.

Professional development training on Inclusive Practices for children's services in 11 metro, rural and regional areas of NSW through Children's Services Central's calendar has been an excellent promotion and commitment to Access and Equity and Multiculturalism. Training sessions on cultural competence were also provided on request by Children's, disability and aged care service providers in addition to the calendar training.

There have been many challenges to meet the quality service provision requirements. To us, the most frustrating one is the lack of ongoing commitment for funding some of the crucial projects that contribute to the benefit of Australian community as a whole.

Unfortunately, the CALD Children's Services Project in Metro Central and South West Sydney completed its one off funding by June this year.

Despite many challenges, the ECCFCSC achieved its overall goals successfully through different project activities. This was made possible through the excellent team effort from all the staff members.

My heartfelt thanks to all the staff members, MRS respite workers and BSP workers for their commitment and hard work to make 2010 a successful year. .

I would also like to thank the Executive Director and the Board of Directors for their support and assistance in implementing my role. Everyone associated with ECCFCSC should feel proud of themselves for a job very well done.

## THE BICULTURAL SUPPORT PROGRAM (BSP)

Meni Tsambouniaris (Coordinator)

The Bicultural Support Program continues to provide time limited, linguistic, cultural & consultant support to Children's Services in building their capacity to include children from culturally & linguistically diverse, refugee and Indigenous backgrounds. Bicultural Support Workers & Consultants aim to educate, inform and empower Children's Services staff to become better informed about supporting CALD and Indigenous children & families in their care, by providing hands on language support, supporting staff in planning, implementing and modelling appropriate cultural activities and programs, providing children's services staff with relevant resources and information (eg Child Care Survival words, information about the culture and child rearing practices).

There are approximately 380 Bicultural Support Workers (BSWs) and Bicultural Support Consultants (BSCs) in the Program, representing **110** different cultural and linguistic backgrounds (including *African countries/dialects (Sierra Leone, Mende, Liberian, Dinka, Shona Sudanese, Barri, Moro, Creole), Arabic (Lebanese), Egyptian, Persian, Iraqi, Iranian, Assyrian, Afghanistan, Dari, Farsi, Kurdish , Israel/Hebrew Chinese (Mandarin/Cantonese/Hakka/Hokkien/Shangainese/Triechau/Fookien/Taishan/Chi Chow, Tianin),Burmese, Indonesian, Bahasa, Bangladesh/Bengali/Bangla, Pakistani, Russian, Ukrainian, Vietnamese, Khmer, Cambodian, Spanish, Greek, Italian, Polish, German, French, Swiss, Dutch, Portuguese, Turkish Indian(Urdu/Punjabi/Hindi/Assamese/Gujurati/Telugu/Kanada/Marathi), Mauritian, Japanese, Korean, Malaysian, Malay, Bahasa, Fijian, Samoan, Tongan, Pidgin Police, Motu, Hula, Papua New Guinea, Serbian, Croatian, Macedonian, Bosnian, Filipino (Tagalog/Visaya/Hilonggo)*

In addition, the BSP has **14** Indigenous Workers to provide support to and assist with the needs of Indigenous communities in Children's Services. (3 Sydney Metropolitan, 1 Wagga Wagga, 1 Ballina/Tweed Heads, 1 NSW Mid North Coast, 1 Illawarra, 2 Hunter, 3 Gosford-Wyong, 2 Tamworth/Armidale). **BSP is working towards ensuring Aboriginal BSP representation in each ISA region.**

Ongoing support mechanisms are effectively in place for Bicultural Support Workers including: **Orientation & Induction Training** (Metropolitan Orientation Training Session was held in June 2010), **Inservice training** sessions on topics pertaining to their role (including: First Aid, Bilingualism & Home Language Maintenance, Child Protection, Dealing Effectively with Racism, Multicultural Perspectives In Children's Services, Working With Refugee Children & Families, Cultural Awareness, Providing Effective Bicultural Support & the Role Of The Bicultural Support Worker, Aboriginal Perspectives In Children's Services, The Early Years Learning Framework (An Overview), Inclusion Support Agencies & the Service Support Plan, Children's Services Central, Indigenous Professional Support Unit, Working with CALD Children & Families, Working With Indigenous Children & Families, Working With Refugee Children & Families, Duty Of Care, Behaviour

Management, Sensory Music & Movement Around The World, Advanced Communication for Bicultural Support Workers, Occupational Health & Safety, Working with Diverse Families & Clients, The Autism Advisor Program), **access to ECCF&CSC Multicultural Resource Library, telephone support, Centre support visits to new recruits, BSP Newsletter** (The Bicultural Supporter ), **4 quarterly Sydney Metropolitan Bicultural Support Worker Meetings** (with Guest Speakers covering a wide range of topics) **and rural based Bicultural Support Worker Meetings/Training** in Hunter, Gosford Wyong, Richmond Tweed, Illawarra, Armidale/Tamworth and NSW Mid North Coast).

### **Some Interesting Facts & Figures:**

In the last 9 months (January - September 2010):

- 565 requests for Bicultural Support have been received, of which 75% of these requests have resulted in Bicultural Support Workers being placed. Where the BSP is unable to meet requests due to unavailability of Bicultural Support Worker who speak the language, services are offered other means of interim support via the Consultant aspect of the BSP Program including: (Survival Words, programming ideas, telephone support, training etc), whilst BSP aims to recruit relevant Bicultural Workers..

***This equates to 565 requests receiving the support of the BSP, 565 CALD/Indigenous children included & supported in care, 565 employment opportunities for Bicultural Support Workers...making a difference on various levels....***

- Access to Bicultural Support Pool by **Children's Service Type:**

Long Day Care:	93.5%	Out Of School Hours Care:	2.5%
Family Day Care:	2.5 %	Occasional Care:	1.5%

### **Other BSP Achievements of 2010**

- **The Consultant BSP Program** – 2010 saw the setting up & implementation of the Consultant BSP model (in accordance with the IPSP Guidelines). Promotional material & Protocols was developed, Consultancy Training was executed, the Program was promoted and is taking off well. We look forward to expanding it further over the next few months;
- In 2010, ECCF&CSC delivered Certificate III Children's Services Training to 21 Bicultural Support Workers, as part of their professional development (through funding provided by Children's Services Central);
- Intensive Inservice Training/Meetings for BSP Workers & Consultants across the state;
- Development of more practical resources & more professional development opportunities for all Bicultural Support Workers in the field.

## **CHILDREN'S SERVICES CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) PROJECT - METRO CENTRAL**

Estefania Montano-Ardila and Penny Costa (Project Officers)

### **Training**

The CALD project continued to provide training in North Sydney and the Northern Beaches up until June 2010 (6 months). Responses to the training calendar this year were mixed. In addition to the calendar, training was provided on site to some services providers, adding more training dates to the already established calendar of events. It proved an effective way of providing training and information to all members of the service in one sitting. The information packs and resources, multilingual greetings posters, bilingual brochures, contact lists and articles around cultural diversity were very well received. The Bilingualism in Children's Services sessions presented by Dr Criss Jones Diaz was also well attended and feedback was glowing.

### **Community Profile Sessions (CPS)**

The CPS organized within the Northern Beaches regions this year were largely unsuccessful, with the Tibetan, Maori and Tongan Session cancelled twice due to a lack of interest by children's services workers. We can only speculate as to why there was such a diminished response to these sessions compared to Northern Sydney in 2009, or the very successful sessions held in the Inner West in 2008

### **Human Services Forum (HSF)...Sharing the Load**

This year the HSF were supported by, and concurred with the implementation of the State Government's Child Protection and Wellbeing reforms (Keep Them Safe) , whereby "Child Protection is deemed a collective responsibility, which means that agencies such as Health, **Education** and other Human Services are required to expand their role in supporting children and families" (NSW Government 2009). In addition to this, the HSF were also aligned with the principle "that culturally appropriate referral pathways are also established to support culturally responsive services in the local community" (NSW Government 2009). However despite these reforms, the low responses to HSF in the Northern Beaches regions indicate that there is some ambivalence by ECE's to the way in which they view their role, particularly in regards to supporting families and children beyond the context of the EC service.

### **Parent Information Sessions (PIoS)**

Parent Information Sessions (PIoS) were organized for Korean and Chinese parenting groups, run by The Relationships Australia CALD Parent Project. These parenting groups are designed to assist with the settlement of newly arrived Chinese and Korean families, by providing support and information sessions on a range of parenting issues, including accessing children's services. Interpreters were organized for each session as well as information booklets with translated information on a range of Early Childhood Education

and Care (ECEC) topics. The majority of families participating in these PInS expressed concerns about child care and education for their children, especially in regards to academic skill development and learning English.

### **Resources; Multicultural Contact List for Children's Services in Northern Sydney and the Northern beaches**

The Multicultural Contact List for Children's Services in Northern Sydney and the Northern beaches was also completed, and was subsequently distributed to all NS and NB's children's services providers and community groups, as well as being available on the Ethnic Child Care Family and Community Services website free of charge.

### **The Children's Services CALD Project Report**

The Children Services CALD Project was finalised in June and a detailed report was produced and submitted to Community Services with a request to provide funding to continue this service to CALD children and families and children's services. The Cooperative continues to receive calls for training and information established by the Project indicating that need for cultural awareness and social justice in Early Childhood service provision is as great as ever. However there has not been any sign of any future funding to continue or expand the Project to date. Both Project Officers Estefania and Penny have been absorbed into the Bicultural Support Program as Bicultural Support Consultants.

## **CHILDREN'S SERVICES CULTURALLY AND LINGUISTICALLY DIVERSE (CALD)**

### **PROJECT SOUTH WEST REGION**

Pamela Grammenos (Project Officer)

In 2008/2009 ECCFCSC received one off funding from NSW Community Service to implement the Children's Services CALD Project in the Metro South West Region of Campbelltown, Camden, Wingecarribee and Wollondilly Local Government Areas.

#### **Aim of Project was:**

To support and assist children's services professionals to identify and address issues related to CALD children and families and enhance their knowledge and skills to provide culturally and linguistically appropriate services for CALD children.

#### **Strategies**

**Staff Training** was the key component to the CALD Project with the following training topics delivered: – **12**

- Diverse childrearing practices
- Meaningful celebrations in children's services
- Multicultural perspectives in children's services
- Use of interpreters
- Multicultural programming and use of appropriate resources
- Cross cultural communication

#### **Implementation & delivery of Training Calendar**

Training Sessions April 2009 - June 2010

- Training Sessions scheduled - 15
- Training Sessions delivered – 14
- Training Sessions cancelled – 1
- Total number of training participants – 255

**"Sharing The Load....."** – Linking Children's Services with Human Services Sessions - **2**

"Sharing the Load" is a networking forum and provided children's services professionals with the opportunity to meet workers and staff from local community services, councils and other organisations who provide services to CALD communities.

#### **Community Cultural Profile Sessions – 2**

These sessions aimed to support children's service workers to gain first hand insight, information and knowledge into the cultures and childrearing practices of CALD communities within their LGA's. The sessions also provided the opportunity to raise awareness on cultures of CALD children currently enrolled in their services and/or inform staff on new and emerging communities within their area.

## **Evaluation Forum Session - 1**

Discussion and feedback on inclusive multicultural practices applied within Children's Services based on previous Cultural Competency Training, Human Services Forums and Community Cultural Profile sessions delivered by the CALD Project.

## **Networking**

Attending and participating in Interagency meetings enabled the CALD Project to obtain many local contacts and support for the program. Information shared at these meetings also enabled us to gain insight into some of the CALD issues and CALD communities currently residing in these LGA's.

February – March 2009 the following Interagencies were attended and information on the CALD project was presented:-

- Macarthur Child and Family Interagency
- Macarthur Migrant Interagency
- Campbelltown Interagency
- Camden Interagency
- Wollondilly Interagency
- Highland Child Interagency

Other networks established:-

- Macarthur Diversity Services Inc.
- Families NSW at Sector Connect
- Camden Community Connection –
- Wingecarribee Family Services –
- KU Sydney South West Inclusion Support Agency
- Illawarra Children's Service
- Macarthur Multicultural Children's Services Association
- Community Links Wollondilly

## **Bicultural Support Program (BSP)**

The CALD Project provided the opportunity to extensively promote As a result of the extensive promotion of the BSP, there has been an increase in requests received. This has in-turn, created the opportunity to recruit more BSP workers in the South West Region. Children's service staff and network contacts have of late become advocates for BSP and have already started providing the program with potential workers for the region.

## **Resources**

- Resources distributed to all Children's Services
- DVD – "The Cultural Treasure Chest" - "Valuing Diversity in Children's Services"
- Interactive Posters
  - 1) "Keys to Cultural Inclusion"
  - 2) "Welcoming Bicultural & Bilingual Children & Their Families"
- "Getting to know Children's Services in NSW" (*Questions asked by CALD families about Children's Services*)
- Produced a Children's Services Multicultural Contact Booklet for the Metro South West Region. The booklets were distributed to all children's services across the 4 LGAs.



**Multicultural Respite Services (MRS)**  
**Incorporating: Partners Program, Multicultural Respite Options**  
**and Vacation Care**  
Donna Matias (Acting Coordinator)

Multicultural Respite Services (MRS) provides a variety of respite options for families from Culturally And Linguistically Diverse (CALD) backgrounds who live in the Marrickville/Canterbury Local Government Areas. The MRS has been supporting children, adolescents and adults with disabilities and their carers/families for more than 20 years.

The year 2010 has been quite challenging for MRS as it underwent restructuring in order to ensure effective and efficient program management. Under the new structure, the Coordinator's position will take on the current duties of the coordinator as well as some of the duties of current Field Project Officer and will visit the program at regular intervals to monitor the activities, the MRS participants and carers in the field. Under the new structure, the Coordinator and Assistant Field Officer positions have been advertised and we hope to recruit suitable staff for the positions.

During 2010, MRS received one off funding from NSW Sport and Recreation for a dance workshop over a period of 10 weeks. The dance workshop was offered to all MRS participants, adults and children. The seven (7) participants who are taking part in the workshop are learning a choreographed dance that they will perform on 2<sup>nd</sup> December for the International Day of People with Disabilities celebration. The MRS dance group also has an invitation from the group's dance instructor to perform at her concert on the 12<sup>th</sup> December. The performers and the families are delighted to be a part of this concert.

**MRS Participants**

Currently, MRS is providing respite and social support to 44 participants that include 26 adults and 18 children.

**Partners Program**

The Partners Program offers recreational respite and peer support to children and adults who have mild to moderate intellectual and/or physical disabilities. Children and Adult Saturday Program run alternately while the Adult Thursday Night Socials runs weekly. During 2010, 25 families were provided respite where 9 children and 16 adults participated.

**Multicultural Respite Options**

The Multicultural Respite Options offers one to one support to people with intellectual disabilities who have high support needs. Families are offered flexible respite options which include:

- participating in the Partners recreational programs
- in-home respite

- individual community access outings which are of interest and of benefit to participants

During 2010, a total of 19 participants took part in the program including 9 children and 10 adults.

### **Vacation Care**

During 2010, vacation care was provided to 18 children who have intellectual and/or physical disability. The program activities were designed to meet the different needs of the children as 9 of them had high support needs while others have mild to moderate support needs. The children with high support needs were provided one on one care while the others who have mild to moderate support needs were provided services by a team of 3 respite workers.

The Vacation Care offered a range of outdoor and indoor activities which focussed on enhancing various skills of the participants. Some of these activities were: farm visits, swimming, bowling, movies, picnic & ball games, art & craft, biking, music & dance and seeing wildlife world

### **Respite Workers**

At present, MRS employs 23 casual respite workers from various linguistic backgrounds including Chinese, Spanish, Nepalese, Vietnamese, Filipino and Indian. MRS also facilitated the recruitment of two (2) relief-respite workers.

### **Training, Information and Resources**

Two training courses were provided to MRS respite workers in 2010. The course topics were Duty of Care and Risk Management & Managing Challenging Behaviour. Respite workers meetings are held every second month to discuss various issues concerning the program, offer support and brainstorm ideas for program improvement.

The MRS activities across the programs are reviewed constantly for continuous improvement with input and feedback from the service recipients.

The MRS wishes to thank Emily Norris, the Coordinator who left in July to continue her study Overseas for her commitment to MRS during her time at ECCFCSC.

We are thankful to the NSW Department of Human Services Ageing, Disability & Home Care, NSW Human Services Community Services, Commonwealth Department of Health and Ageing, Inner West SCAN and NSW Sport and Recreation for providing funding and their continuing support in meeting the needs of the target groups.

## **THE EASTERN SYDNEY MULTICULTURAL ACCESS PROJECT (ESMAP)**

Ellen Gore (Coordinator)

Throughout 2009-2010 ESMAP worked effectively with 59 Home And Community Care (HACC) and HACC like services providing strategic advice, information and assistance to the HACC service system. Multicultural officers have successfully identified areas of concerns of HACC and HACC like services and addressed them by:

- Assisting HACC services in the development of culturally and linguistically appropriate resources
- Facilitating access to CALD communities: Arabic speaking, Chinese, Greek, Russian speaking, Spanish speaking, Italian, Vietnamese, Hungarian , Maltese and communities of Indian subcontinent for HACC service providers
- Assisting in translations of brochures for various HACC services
- Distributing over 80 flyers for upcoming events to CALD communities,
- Distributing ECCFCSC and ESMAP brochures and Consumers and Carers Handbook in different languages to more than 1000 consumers
- Delivering 6 sessions on how to work effectively with clients from CALD background to 84 participants from War Memorial Hospital , South Sydney Multicultural Aid , Junction Neighbourhood Centre, Eastern Respite and Recreation and Independent Community Living Association
- Discussing the National Disability Agreement for failing to mention CALD issues in their document
- Sharing best practice models for the delivery of services

ESMAP attended and made significant input on CALD issues by identifying unmet needs of consumers from CALD backgrounds, introduced new strategies on how to improve culturally and linguistically appropriate service delivery to CALD HACC target groups at various meetings relevant to the project. ESMAP assisted Eastern Sydney HACC DO, Dementia Advisory Committee Manager, Carers NSW and Multicultural Health Area Manager to restore CALD Carers Meetings with successful results. ESMAP also worked in cooperation with HACC DO and Dementia Advisory Committee Manager to restore HACC CALD Working Party and facilitated HACC CALD Working Party meetings.

Working in close partnership with Human Services Ageing Disability & Home Care representatives and Eastern Sydney HACC DO, ESMAP identified emerging communities in Redfern- Waterloo areas. Multicultural workers provided assistance and information, advice and support to HACC service providers on numerous occasions over the phone, through emails, letters and meetings.

Forty seven (47) information sessions were delivered successfully by ESMAP in partnership with Australian Chinese Association, CO-AS-IT, South Sydney Community Transport, ECHO Neighbourhood Centre, Home Care, Waverley Meals on Wheels, South Sydney Multicultural Aid, South East Neighbourhood Centre, POW Community Health, St Vincent Community Health, Surry Hills Neighbourhood Centre, Multicultural Health,

Holdsworth Community Centre, Carers NSW, Centrelink Multicultural Health Unit, Kingsford Legal Aid Centre, Jewish Care, COA, ACAT, Randwick Council, City of Sydney and other services for more than 2500 consumers from :

Arabic speaking ( Egypt, Syria, Lebanon), Bengali, Chinese ( Mandarin and Cantonese) , Greek, Maltese, Italian, Spanish speaking ( Spain, Argentina, Uruguay, El Salvador, Chile) , Former Yugoslav Republic, Ukrainian, Vietnamese, Russian speaking ( 15 republics of the former USSR) , Malaysian, Indonesian, Thai, Polish, Romanian and Iranian speaking backgrounds.

Consultation on National Disability Standards was conducted with Italian community. The attendees stated that all programs and intervention be aimed at social integration in a wider community. It was established that in many cases there is too much reliance on families financial and emotional support, the lack of information on availability of services and much easier access to managerial supervisory staff is urgently needed.

HACC and HACC like services promotion, information on various topics, upcoming events for HACC target groups were organised through mail-out, press releases, ethnic media, existing relevant networks and Forums and 20 articles were written in ethnic newspapers.

ESMAP delivered 4223 hours of information, counselling, advocacy, referrals and social support to CALD HACC target groups.

#### **Special Projects: “Appreciating Carer’s Contribution in the Community”**

The program commenced in November and was completed in May 2010. Guest speakers from various organisations delivered presentations on Carer’s related topics. Lucky door prizes were also drawn. Stalls were also organised to impart relevant translated information in community languages for Carers. Carers Day event provided an opportunity for Carers from CALD background not only to learn about the availability of HACC and HACC like services but to interact with other Carers on common issues by sharing their experiences and a few hours respite in a different environment and were offered entertainment and multicultural food much to their delight. Twenty two (22) hidden new Carers were identified, assessed and referred to relevant services. The majority of them were Carers of their spouses with physical disabilities, dementia, cancer and mental health issues.. Thirty seven (37) of these carers were responsible for looking after their children with mild and severe intellectual and physical disabilities.

#### **Healthy Living workshops for older people, people with disabilities and their carers from CALD background**

Information sessions on: Access to Multicultural Health services, Nutrition, Psychological Health and Stigma associated with mental Health , Recognising Stroke, Community Nursing , Healthy Living and others were organised for 467 seniors, people with disabilities and their Carer’s from Cantonese and Mandarin, Vietnamese, Malaysian, Russian speaking , Ukrainian, Polish, Italian, Egyptian, Spanish speaking, Indonesian, Iranian, Maltese and Arabic speaking backgrounds. Awareness of Health issues was obtained. Achievement of these sessions for people with disabilities and their Carers from CALD backgrounds and access to the Multicultural Health services system of CALD communities in the Eastern Sydney were increased and their habits and life style significantly improved.

## INNER WEST MULTICULTURAL ACCESS PROJECT (IWMAP)

Bill Gonopoulos (Coordinator)

The Inner West Multicultural Access Project (IWMAP) has been working with HACC funded services and Culturally AND Linguistically Diverse (CALD) clients for almost ten years. This came about after ECCFCSC received funding from the Department for the Ageing, Disability and Home Care currently known as Department of Human Services, Ageing, and Disability & Home Care (ADHC). Two projects were established, one in Inner West and another in the Eastern Suburbs.

The aim of the project is to strengthen the capacity of the HACC service system to respond to the specific needs of the CALD HACC target population; to identify or ascertain the HACC needs of CALD communities in order to be integrated within the HACC planning process; to increase awareness, knowledge and understanding of the HACC Program among CALD HACC target population groups and other relevant stakeholders and to provide Information, Support, Advocacy and Counselling services to elderly people, people with disabilities and their carers from CALD communities

In the last couple of years, the project had its primary function altered and one part of its new brief was to provide strategic advice, information and assistance to HACC and HACC like services aiming to achieve higher quality outcomes for the 7 Inner West LGA's CALD HACC population.

Throughout the financial year of 2009-2010, IWMAP collaborated effectively with 21 HACC and HACC like services by providing strategic advice, information and assistance to the HACC service system by:

- assisting HACC services in developing culturally and linguistically appropriate materials.
- supporting local HACC services to develop appropriate strategies for improving access opportunities and quality outcomes for HACC CALD target population.
- attending all HACC Forum meetings and raising issues that relate to CALD communities in the region.
- working in conjunction with other ECCFCSC projects and assisting in the promotion of CALD clients needs people with disability and their carers.
- contributing feedback to the Good Practice model through the MAP

Network & distributing all findings to HACC services, supporting them & **assisting** them to address issues identified in the project.

- playing an active role in providing feedback to the National Disability Agreement.
- facilitating access to identified CALD communities in the IW.
- providing reports on issues & gaps in service provision of identified CALD communities in the region.

Some of the Service Providers that we have collaborated with are listed below:

- Inner West Respite Services, Inner West Dementia Advisory Service, Inner West Neighbourhood Aid, Multicultural Home Respite Inc, Burwood Community welfare Services, Rozelle Neighbourhood Centre, Chinese Australian Services Society (CASS), Newtown Neighbourhood Centre, ANHF Stanley Hunt Centre (referred to ESMAP), City of Sydney meals on Wheels (referred to ESMAP), Tamil Senior citizen's Association, Co-As It, IW Community Transport, Burwood, Commonwealth Carelink and Respite Services Inner West, Canterbury Meals on Wheels , Homebush Strathfield Community Service Inc Meals on Wheels, Riverwood Community Centre

Contact was also made with 30 HACC and HACC like services for information exchange and follow ups. IWMAP provided information relating to Dementia and CALD communities in both the Inner West Dementia Forum and at the major Dementia Symposium "Sense and Sensitivity".

A total of 16 information sessions were delivered to a range of CALD communities in the region including, Arabic speaking, Chinese, Greek, Portuguese speaking, Nepalese, Burmese/Karen, Italian, Vietnamese, and communities of Indian subcontinent for HACC service providers. More than 650 CALD community members attended these information sessions.

A number of consultations were organised with the Turkish and the Vietnamese communities in the area & the feedback pointed to insufficient Community Transport in the Inner West Area but most importantly to the fact that there is no Community Transport during weekends to assist the isolated CALD community members.

The Project assisted ADHC in identifying local needs by providing written feedback on a number of consultations with carers from Vietnamese, Greek, Tamil, Turkish, Chinese, Lebanese, Korean, Portuguese, Italian and Anglo Indian backgrounds.

It also collected statistical data on unmet needs for the Korean and Hindi speaking community members in the Canterbury LGA which was made available to ADHC.

IWMAP attended and made significant input of CALD issues by identifying unmet needs of consumers from CALD backgrounds and introduced new strategies on how to improve culturally and linguistically appropriate service delivery to CALD HACC target groups at a range of meetings relevant to the program.

IWMAP was invited to participate and provide input into the Marrickville Council Ageing Strategy Advisory Committee to provide information and promote issues concerning CALD people in the area and the Community Leadership Forum ( invitation by the Mayor

of Burwood ) to identify the major challenges facing the community in the region and outlining strategies to meet those challenges.

The Project assisted by organising/participating and conducting two Cultural Awareness Training Sessions for service providers in the region. Additionally it established a subcommittee aiming to develop a cultural competency checklist for service providers and promote HACC services in the ethnic media.

IWMAP assisted EPDP in obtaining feedback from two focus groups (Arabic and Greek) regarding the national Disability Standards Agreement in accordance with the brief received by Ageing, Disability and Home Care (ADHC). It is understood that the feedback & reviews were extremely successful and they enhanced not only ADHC but the projects involved & the organisation (ECCFCSC) as a whole.

The team organised a Carers Week Celebration (“Appreciating Carers Contribution to the CALD Communities”) in collaboration with Burwood Council and CALD Communities in the area. In order to enhance the importance of their caring role the Project organised a Carers Week Celebration for Carers of Korean background in collaboration with Sydney South West Area Health Service, CASS Care & Australian-Korean Welfare Association.

## **ETHNIC PEOPLE WITH DISABILITIES PROGRAM (EPDP)**

Nelly Sinha (Coordinator)

The Ethnic People with Disabilities program aims to increase awareness and understanding of disability and access and equity within Culturally and Linguistically Diverse (CALD) communities, government departments, mainstream and ethnic disability services providers. The project endeavours to facilitate access to culturally/linguistically appropriate services for CALD people with disabilities and their carers through information dissemination, consultation, advocacy and training for service providers and CALD consumers.

### **Focus Group Discussions/Consultations:**

Focus Group Discussions and Consultations were held with Chinese, Korean, Greek, Arabic, Italian, Cambodia, Bangladeshi and mixed CALD communities in partnership with Government, Non-Government Organisations and Special Needs School. Information sessions were also conducted with Case managers at Department of Human Services, Ageing, and Disability & Home Care (ADHC) and Disability Service Providers

Early this year EPDP was privileged in organising consultations with three CALD groups namely; Greek, Italian and Arabic to obtain feedback on the revision of the National Disability Services Standards from people with disability and their carers. ADHC had done some preliminary analysis of the data and they identified some high level outcomes. The feedback will be invaluable in guiding the revision of the National Disability Standards and enhancing the rights for people with disability.

Two very successful consultations were also held with carers from Chinese and Korean communities for National Ethnic Disability Alliance to demonstrate the demand and gaps in services for CALD people with disabilities and their families.

Listed below are some of the comments and issues that were raised and identified by participants from the above 5 consultations:

- 'Have an Arabic organisation to establish a committee and advocate for us'
- 'A carers group to run more than once a month'
- 'More respite services during vacation care'
- 'Very important to have information and promotional material available in our own language'
- 'I can sign on my child's behalf as his guardian but cannot speak on his behalf or give my opinion on case management approaches due to 'privacy, it is ridiculous'
- 'Why are caseworkers always changing? Was this part of the rule?'
- 'Opportunities to have input through consultations'
- 'Allow input on policies relevant to the disability services'
- 'Don't know what my rights are as a carer and no one tells me'



- 'Ensure complaints mechanisms are simple to understand and easy to use and that family members are not punished if you do speak up'
- 'More bi-lingual workers'
- 'Double barriers for people from Non English Speaking Background (NESB)' (language and disability)
- Stress and isolation among carers
- 'I am preparing my younger daughter to undertake the responsibility of looking after my child with a disability when I am no longer able to do so myself'

**Information Session:** 20 Information Sessions were held with various CALD communities on access to disability services, community transport, Centrelink payments, employment services and respite. A session was also conducted with case managers and speech therapists at ADHC on the various programs at Ethnic Child Care, Family and Community Services Cooperative (ECCFCSC) with special emphasis on the disability programs namely; EPDP and Multicultural Respite Services (MRS).

From January to September 2010, over 428 participants from 17 CALD backgrounds attended Information Session, Consultations and Focus Group discussions to express their need whilst caring for their loved ones.

**Disability Expo & Awareness Day:** EPDP initiated and partnered with Broderick Gillawarna School and other organisations to organise a Disability Expo in Revesby. There were 21 service provider stalls with over 150 parent and carers receiving information on respite, HACC, accommodation, continence, sports, employment and many more. The event was a huge success. ADHC has expressed their desire for us to host one in the Inner West in 2011.

**Disability Awareness Day:** In partnership with other disability related organisations, a Disability Awareness Day was held at ECCFCSC which brought in 17 Service Providers together giving them an opportunity to network share knowledge and information.

**Mental Health Awareness Day:** EPDP in partnership with other organisations organised a Mental Health Awareness Day for members of the Chinese community with speakers and stall holders.

**Advocacy:** Advocacy was provided to 20 CALD clients this year. Some clients approached us as a result of the consultations held early in the year. The nature of some of the issues presented by the clients were quite involved and extensive but bearing positive results. The clients were assisted in the areas of carers visa application, employment, intervention programs, domestic assistance, respite programs and community transport.

**CALD Carer Support Groups:** EPDP continues to support the Multicultural and Korean Cockatoo Carer Support groups. Members in the Cockatoo group are growing in leaps and

bounds. Information sessions on Autism, Music in relation to autism, visits to various models of accommodation, harbour cruise are some of the activities they have been involved with. Police intervention into people with mental health issues was a much needed session for our new Turkish Women Carers Support Group which meets at ECCFCSC once a month.

**Networking:**

During the year, partnerships and networks were continued and strengthened with more than 50 organisations and new ones formed with different organisations and Special Needs Schools.

**Carers Week:** In partnership with the Inner West Disability Forum, EPDP organised Carers Week 2010 on 16<sup>th</sup> October in Burwood. Similarly, EPDP and Inner West Multicultural Access Project jointly organised the event targeting multicultural carers at ECCFCSC on the 29 October. The purpose was to celebrate and thank Carers for their untiring commitment and dedication with entertainment and lunch.