TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OVERVIEW</td>
<td>2</td>
</tr>
<tr>
<td>2. SUMMARY OF IDENTIFIED PRIORITIES</td>
<td>6</td>
</tr>
<tr>
<td>3. CELEBRATING AND RESPECTING DIVERSITY</td>
<td>7</td>
</tr>
<tr>
<td>4. SOCIAL ISOLATION</td>
<td>11</td>
</tr>
<tr>
<td>5. EMPLOYMENT</td>
<td>14</td>
</tr>
<tr>
<td>6. CHILDREN AND YOUNG PEOPLE</td>
<td>18</td>
</tr>
<tr>
<td>7. USE OF INTERPRETERS</td>
<td>22</td>
</tr>
<tr>
<td>8. HOUSING</td>
<td>26</td>
</tr>
<tr>
<td>9. HEALTH</td>
<td>29</td>
</tr>
<tr>
<td>10. COMMUNITY CO HESION LAW ORDER AND SAFETY</td>
<td>33</td>
</tr>
<tr>
<td>11. FINANCIAL COUNSELLING AND DEBT</td>
<td>36</td>
</tr>
<tr>
<td>12. SUMMARY OF INFORMATION</td>
<td>39</td>
</tr>
</tbody>
</table>
PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

OVERVIEW

Diversity refers to all of the characteristics that make individuals different from each other and includes culturally and linguistically diverse backgrounds. Diversity in a community brings vibrancy, innovation, new ideas, entrepreneurship, economic development, resources and sustainability (Carrington, McIntosh and Walmsley 2007). However, to realise these benefits, there needs to be understanding and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity within a community (ASUO 1999).

According to the 2006 Census (ABS), 7% of the Maitland population of approximately 61,880 people was born overseas, 3.1% of these were from a non English speaking background and approximately 35 countries are represented in the Maitland LGA (ABS Census 2006). The top ten countries of origin were United Kingdom, New Zealand, Germany, Philippines, Netherlands, South Africa, Poland, United States of America, India and China. These numbers do not account for those, who although born in Australia, have parents or family members from culturally and linguistically diverse backgrounds which further highlights the diversity of the LGA (See Census 2006). Local service and community information (Maitland City Council Maitland Social Compass 2007/08) has also highlighted the diversity of the culturally and linguistically diverse communities that is not reflected in the 2006 Census as migration occurs following opportunities of employment and affordable housing.

These Census figures for Maitland’s culturally and linguistically diverse background can be compared to the NSW average of 23.4% for people born overseas and 16.2% from a non English speaking background (ABE Census 2006). For people residing in Maitland, the current relatively low numbers of people from another country presents unique aspects for settlement and community life. There can be issues of acceptance and racial discrimination if there is not understanding and support for cultural diversity.

As Maitland’s population increases at the rate of approximately 1.6% per year (ABS 4/09) with the attraction of employment opportunities, affordable housing and a healthy lifestyle, Maitland’s community is expected to further diversify. It is therefore important the Maitland community
provides opportunities for cross cultural understanding and partnerships and the celebration by the whole community of it's diversity.

The Community Social Atlas Map (www.maitland.nsw.gov.au) shows the majority of residents born overseas reside in the central and eastern part of the LGA. However, as further development occurs in the western sector of the LGA, this pattern of residency it likely to change.

When describing and engaging with the culturally and linguistically diverse communities of Maitland, it is important to not make assumptions and categorise all culturally and linguistically diverse groups and individuals as the same in strengths and needs. For example there are 53 independent states in Africa, each with different languages, dialects and cultures, the Filipinos have different languages and cultures to the Chinese, Polish culture is different to German etc.

The Maitland community has many strengths of diversity. These strengths were identified through extensive community consultation (Maitland City Council Maitland Social Compass) and included the cultural and lifestyle expressions of the culturally and linguistically diverse communities. For example: cooking, dress and hair fashion, dancing, sports, art, literature, interesting experiences and stories, singing, family and community gatherings. There was evidence of the importance of family and friends, employment, education and the desire to be accepted and included in activities by the wider community.

There is also a strength of character and optimism from the culturally and linguistically diverse communities, who for many, faced extreme life experiences either overseas or here in Australia as evidenced by community engagement activities such as Refugee Week morning tea and the “Poles in Maitland” publication (1983). Noting all these strengths, studies (Carrington et al, 2007) conclude that the social and economic benefits of migrants settling and residing in a community far outweigh the costs, especially in the longer term.

Local social planning processes have also identified services and programs providing resettlement, health and social support for migrants in Maitland. The majority of these services are outreach from Newcastle and they service areas throughout the Hunter and Central Coast region. Services, limited by resources, are frustrated in not being able to address many of the community issues outside of their service’s guidelines and criteria They also witness the
deterioration of strengths once recognised in their client and the community, as resources struggle to address immediate issues.

Community consultation (Maitland Social Compass Multicultural Service Survey 2008) also highlighted the role of some sporting, community and church groups in welcoming and integrating new arrivals to Maitland. However, overall community consultation highlighted a lack of awareness the wider community of Maitland has of its culturally and linguistically diverse residents.

To ensure that the Maitland community is inclusive and promotes the positive contributions of culturally and linguistically diverse residents, there are opportunities and challenges for the whole community of Maitland in addressing the issues and priorities identified in Maitland's social planning as well as the principles of multiculturalism, social justice and social inclusion (NSW Government 2007; 2009 and Australian Government 2009). These opportunities include the community working in partnerships on issues that cross over many population groups and thus produce benefits to the whole community and promote acceptance and understanding for cultural diversity.

REFERENCES

Australian Bureau of Statistics Census 2006


Maitland City Council, Maitland Social Compass Community Consultation

Maitland Polish Association (1983) Poles in Maitland

NSW Government (2000). NSW Community Relations Commission Multiculturalism Act Section 3

POTENTIAL PARTNERS

Federal:
Department of Families, Housing, Community Services and Indigenous Affairs, Department of Health and Ageing, Centrelink

State:
Department of Health: Hunter New England Health, Department Human Services: Housing, Community Services, Department of Education and Training, TAFE Commission, Department of Communities NSW: Arts, Sport and Recreation, Community Relations Commission, Department of Police and Emergency Services, Department of Transport and Infrastructure, Department of Services, Technology and Administration

Local/Regional:
Maitland City Council, Ethnic Communities Council Hunter, Maitland Polish Association, Northern Settlement Services, Hunter Rural Multicultural Network, local Interagencies and Forums, Hunter African Communities Council, Maitland Neighbourhood Centre, Maitland Youth Interagency, Maitland Home and Community Care forum, Maitland IDEAS (Inclusion Diversity Equity and Strengths) group, Woodberry Beresfield Tarro Thornton Interagency, Maitland Youth Interagency, Hunter HEADSPACE, Woodberry Family Centre, Job Network Providers, training and apprenticeship organisations, Chamber of Business, employers, unions, youth career and mentoring programs, public transport companies, business and professional networks, local mens sheds, community support groups and programs, young people and families services and programs PCYC, local real estate agents and landlords, local refuges and crisis accommodation, Home and Community Care (HACC) services, developers, financial counselling services, Hunter GP Access, Lower Hunter and Maitland Health Advisory Groups, Maitland Liquor Accord, community legal services, Maitland Domestic Violence Committee, Maitland Crime Prevention Partnership, lending institutions, community members, Local groups and clubs, churches, community groups, sporting and recreation groups, businesses, services, schools, child care centres and preschools, local media
SUMMARY OF IDENTIFIED PRIORITIES (NOT RANKED)

1. Celebrating and respecting diversity
2. Social Isolation
3. Employment
4. Children and Young People
5. Use of Interpreters
6. Housing
7. Health
9. Financial Counselling and Debts
1. CELEBRATING AND RESPECTING DIVERSITY

“The diversity, a surprise and exhilarating”

Maitland Social Compass Community Consultation 2008

This was a comment from a gathering of over 100 women at a café style community consultation held at Walka Water Works, Maitland. The overwhelming response from the gathering was the need to celebrate and respect our diversity as diversity was seen to bring social, learning, cultural and economic benefits to the City.(See also Carrington et al 2007). Further consultations with the wider community also highlighted the benefits to the City that diversity brings and that Maitland’s current diversity was not promoted and celebrated as with past migration and settlements (e.g. Poles In Maitland 1983 and Heart of the Hunter Festival 1970’s).

Census data (ABS 2006) informs that 7% of Maitland’s population was born overseas with 3.1% from a non English speaking background. Maitland’s top ten overseas countries of birth include United Kingdom, New Zealand, Germany, Philippines, Netherlands, South Africa, Poland, United States of America, India and China. Although the numbers are small compared to the rest of the population (e.g. 7 % ) there are approximately 35 countries represented in its diversity (ABS Census 2006).

However, Census data often does not reflect the true diversity in a community especially where there are low numbers and efforts are made to protect the identification of individuals and small numbers in groups. There can also be problems in individuals interpreting and understanding questions when completing the Census. Further, an individual may have been born in a country but due to many reasons that country does not reflect their cultural heritage. Therefore the Census data can provide a guide and should be grounded in observation and local community information (ABS).

Local consultations and service and agency information revealed that the diversity within Maitland is broad. At Maitland TAFE the English for Speakers of Other Languages (ESOL) class currently (2009) has 14 countries represented from Maitland residents. Multicultural workers also state conservatively there are at least 60 refugees of all ages in the Maitland area. The
majority having arrived under a sponsorship visa and thus not part of the federal Integrated Humanitarian Settlement Strategy, but still having high needs for resettlement.

The diversity in our City has also been highlighted at many community events and projects. These include Harmony Day celebrations at the Maitland TAFE campus; a Refugee Week morning tea; a gathering of over 100 women from across the City as part of the Maitland Social Compass at Walka Water Works and the Time Capture project, a permanent public art installation in the Maitland Regional Art Gallery showcasing the City’s diversity. The Multicultural Services Survey 2007 (Maitland Social Compass) also highlighted diversity in membership amongst hobby and sporting groups.

Diversity in Maitland is also evident by the different languages spoken at home. The 2006 Census (ABS) shows that the Top 10 Languages Spoken at Home differs to the Top 10 Country of Birth numbers. For example Greek, Dutch, Spanish and Italian are in the Top 10 languages but not in the Top 10 Country of Birth numbers and reflects the settlement history of Maitland with numbers of second generations now living in Maitland with Australia as their country of birth.

It is also identified by the Census 2006 (ABS) that the languages, Chinese, Polish and Greek have decreased since the 2001 Census. This decline highlights the importance for Maitland to acknowledge and celebrate its diverse history and the contributions made by migrants. The Maitland Regional Art Gallery’s, Maitland Migration Stories is an example of a project to do this.

Acknowledgement to Maitland’s cultural diversity is also evident in a locally produced book “Poles in Maitland” (1983), which tells the story of the Polish community’s arrival, integration and contribution to the Maitland community. This local story provides an example of how new arrivals and other cultures have provided a source of vibrancy and benefit to the wider community. There are also opportunities for the diverse stories within our community to be shared as part of the Living Library project launched by the Maitland City Council Library Services.

The Maitland community needs to be aware of its current and projected future diversity and embrace and support diversity in positive ways. When there is fear or ignorance, diversity and
differences can become sources of conflict, racism, discrimination and social inequities (UNESCO 2004).

Services, clubs and community groups need to continue to review their criteria and ways of working to ensure there is not direct or indirect discrimination or barriers to the culturally and linguistically diverse communities participating in community life. These principles are enacted in anti-discrimination legislation, Federal and State, Australian Government Principles of Social Inclusion 2009 as well as the NSW Community Relations Commission and Principles of Multiculturalism Act 2000 requiring government agencies and Councils to implement these principles. NSW Premier and Cabinet, Local Government has provided a framework for this to occur (2008).

Embracing diversity without fear and ignorance brings many social and economic benefits (Carrington et al, 2007) to a community as new perspectives, skills and talents not yet experienced by a community are encouraged and supported. This is the challenge of the current and future community of Maitland.

REFERENCES

Australian Bureau of Statistics (ABS)


Maitland City Council, (2008) Maitland Social Compass Community Consultation

   Womens Café, Walka Water Works 2008; Multicultural Service Survey 2008;

   Centrelink Multicultural Focus Group 2008

Maitland Polish Association (1983) Poles in Maitland


UNESCO (2004). All different All Unique Young People and the UNESCO Universal Declaration on Cultural Diversity

**DIRECTION: key strategies**

1.1 Provide opportunities for cultures to be celebrated and shared by the whole community to foster understanding, support, social inclusion and a strong community identity that recognises the value of cultural diversity.

1.2 Acknowledge, retain and promote the history of Maitland to maintain a strong community identity acknowledging cultural diversity.

1.3 Provide culturally competent community services and programs to ensure services are accessed and relevant for people from culturally and linguistically diverse backgrounds.

1.4 Incorporate in the built environment elements that acknowledge the cultural diversity of the Maitland LGA.
2. SOCIAL ISOLATION

Social isolation affects the health status and well being of individuals (Wilkinson and Marmont 1998). Socially isolated people can feel lonely, bored and have a lower satisfaction with life. Their isolation impacts on their ability to contribute and participate meaningfully in the community. As a result, not only is the individual affected but the whole of the community. Healthy communities are well connected with strong social support systems that support diversity. These connections are within age groups, cultures, interests and locations as well as across cultures, generations and localities (Bullen et al 1999).

Maitland community surveys and consultations (Maitland City Council Maitland Social Compass 2006, 2008 and 2009) indicate one of the attractions of Maitland is its warm friendly community. There are many local community groups, clubs and churches who play a key role in welcoming and including new residents (Maitland Social Compass Multicultural Services Survey 2008 and Maitland Community Directory). Despite government policies (e.g. Australian Government 2009), it is at the local and grass roots level where inclusion must take place to have a real impact on social isolation and disconnection (CRC 2009).

Currently, human services and agencies within the Maitland area report overdependence on their services to provide social support for which they are not funded to do (e.g. extra time for a chat and cuppa, interest in hobbies, transport to a variety of locations, counselling). Where a service has been established to provide such support, it relies on volunteers. This volunteer base is dwindling for services such as the Rural Ethnic Neighbour Aid Project, Hunter Ethnic Communities Council that also plays a vital role for the Friendship group for older culturally and linguistically diverse people in the Maitland area. Again, the program is dependent on volunteers.

Communities should provide opportunities for people to come in contact with their neighbours in safe, fun and meaningful ways (Cummins cited by O Brien, 30/4/09). The design of communities is therefore also important. Maitland City Council is currently undertaking a pilot project with Hunter New England Area Population Health in reviewing the design of new communities such as the Lochinvar precinct. The project aims to ensure the principles of a liveable community are realised. These principles are connectivity, accessibility, flexibility and sustainability (HNEAH 08/09).
At a local community consultation (Maitland Social Compass Womens Café 2008) it was highlighted there was not one place or regular gathering where people of all ages and cultures could come to meet, share cultures and link in with community life. This gathering could also provide an opportunity for local community information and service information to be provided and a chance to meet service providers and other community groups. The lack of information on the local community in community languages for new residents was also identified as a gap by community consultations for the Maitland Social Compass.

Maitland Neighbourhood Centre has recently undertaken consultation with partners and the community to further develop a Global Connections gathering and program to help meet this need. Transport to the meeting places would also need to be addressed. Another recent development to provide social support and recreation has been the recently formed choir from the TAFE English Speakers of Other Languages classes and reflects the diversity in the City. The choir has already been asked to perform public several times.

The Northern Settlement Services also provides an African Support Worker one day a week at the Maitland TAFE as well as an Outreach Worker who covers the Lower Hunter area. Both roles provide case management and support to new arrivals. Maitland TAFE also provides counselling services to students and if needed access to a STARTTS Counsellor (Service for the Treatment and Rehabilitation of Torture and Trauma Survivors). Maitland TAFE also provides links for the students into the community by inviting speakers from other organisations and agencies to inform students about their services e.g. Hunter New England Health, Woodberry Cooperative.

Finally, as the world of communications technology increases, one community consultation (Maitland Social Compass Multicultural Services Survey 2008) highlighted the possibilities of using the web, email and face book to connect people from diverse backgrounds and locations. As part of a step in using technology, Maitland City Council has provided free web administration to community groups as a feature of the Community Directory as well as community engagement strategies that utilise online technology.

The population projections for Maitland suggest an increase in diversity and the numbers of young families as well as an ageing population. The challenge for the Maitland community is to maintain its warm friendly community and strong social connections with the growth.
REFERENCES


Hunter New England Area Population Health and Maitland City Council (2008/09) *Pilot project Liveable Communities Lochinvar Precinct*

Maitland City Council *Maitland Community Directory* www.maitland.nsw.gov.au

Maitland City Council, (2008) *Maitland Social Compass Community Consultation*

  *Womens Café, Walka Water Works 2008; Multicultural Service Survey 2008*

  *Centrelink Multicultural Focus Group 2008*


O Brien, Rob (30/4/09) *Well being Index raises questions about social isolation* (30/4/09 internet)

**DIRECTION : key strategies**

2.1 Develop and implement social support and recreation programs, events and venues that include people from culturally and linguistically diverse backgrounds.

2.2 Promote existing community services, groups and programs to people from culturally and linguistically diverse backgrounds.

2.3 Implement effective recruitment programs to increase volunteer numbers to social support and mentoring programs for people from culturally and linguistically diverse backgrounds.

2.4 Promote membership of the Maitland Community Directory to groups and networks from culturally and linguistically diverse backgrounds.
3. EMPLOYMENT

Employment provides many functions. It provides a source of income, which in turn not only provides for essentials such as food, shelter and health care but also maximises full participation in community life. Research shows that the level of one’s income is linked to one’s health status (Wilkinson and Marmont 1998; McLelland et al 1992). Poor health status has an impact not only on the individual and family but impacts the whole of the community. Meaningful employment also provides for the individual and family, validation of participation in society, a source of pride and dignity (CRC 2006) as well as social inclusion and acceptance in a community (Australian Government 2009).

For many new arrivals, there are many barriers to obtaining employment. These include lack of available employment; low levels of English and literacy, numeracy and computer skills; lack of recognition of overseas qualifications and skills; lack of Australian work experience; perceived racism amongst some potential employers; difficulties in dealing with Job Network providers and impacts on income support payments when people start low paid work (CRC 2006; Maitland community consultations and service information, FECCA 2007, Centrelink 2007)

Local community consultations (Maitland Social Compass Refugee Focus Groups 2007) also highlighted the issue of access to public transport for appointments, job interviews, work experience and employment, (casual and full time) and education. One local community consultation (Maitland Social Compass Refugee Focus Groups 2007) highlighted a story of an individual walking several kilometres from the end destination of a train station to reach the work place that was offering only two days of work at short notice. The individual had to also negotiate the “red tape” that working for the two days would have on support payments. There was also a resignation that for some reason (“Was it the colour of the skin?”) that more permanent and future work with that workplace would not eventuate.

All community consultation forums with culturally and linguistically diverse communities, refugee and otherwise, highlighted the strong work ethic of the groups and a desire to do anything to obtain employment. There were many skills listed, including trades and professional and government work (Maitland Social Compass Refugee Focus Groups 2007, CRC 2006, FECCA 2007)
Recently, there has been an announcement from NSW Employment Workplace Relations (EEWR) of new local Job Program Providers commencing 1/7/09. Part of the Program is to provide support to assist groups such as refugees obtain employment. (E.g. skill development, workplace personal equipment). For more information visit www.dewr.gov.au

Information from previous local Job Network Providers (Maitland Social Compass 2007) confirmed that either there had not been many refugees who had registered with them and when they did, obtaining employment work trials was difficult. If an individual does not go via a Job Network Provider in obtaining employment, then they forfeit access to funded support. In several cases this occurred locally where an individual cold canvassed and used a “rare” link to an employer to obtain employment. Unfortunately, not only does this scenario limit access to other support from the Job Network Provider, but could make the individual vulnerable to a range of safety and industrial issues where these have not been checked and supported by information from the Network Provider. Also, once any type of employment is found, no matter how menial, the individual is left without further support to develop their skills and employment opportunities. These individuals, as young as 25 and 30 years old, have resigned to a life that any job will do and there will be no choice during their lifetime because of the cultural barriers.

The Maitland TAFE NSW has a program that will provide free English support to groups of employees at the work place. This presents a resource for any employment strategy. The TAFE also has English for Speakers of Other Languages (ESOL) classes for the culturally and linguistically diverse communities. This class currently (2009) has 14 countries represented by Maitland residents.

The Hunter Institute of TAFE also offers vocational training along with the English language component to assist students to not only pick up a vocational skill but to also broaden their English language skills within a practical context. Courses offered at the Maitland campus include Aged Care, Carpentry, Hospitality, Small Business and Computing Skills. Mainstream programs are also available with access to Support Tutorials.

There are also many youth and school based career programs in Maitland and should be acknowledged in any employment strategies for culturally and linguistically diverse young people. In 2005 the Hunter Valley Training Company has provided pre apprenticeship training for a number of refugees. Unfortunately, the participants were unable to secure permanent work
relevant to the training. Access to child care should also be considered in employment strategies as well as gender issues where traditional gender roles are challenged (QLD Health). Understanding, education and support are needed for both genders (FECCA 2007).

There are also many resources available to assist services, businesses and organisations to be culturally competent (e.g. NHMRC, State agency frameworks).

As Maitland City continues to grow in its cultural diversity there brings the potential of willing and skilled workers. These skills need to be acknowledged and developed in the local context and linked to real employment opportunities with career pathways (Australian Government 2009).

REFERENCES


Centrelink African Liaison Unit (2007). Centrelink National Consultations with African Communities


Federation of Ethnic Communities Council (2007). Empowerment and Inclusion Policy statement

Maitland City Council (2007, 2008). Maitland Social Compass Community Consultations


National Health and Medical Research Council Australia (2006)

NSW Department of Employment Workplace Relations (DEEWR). www.dewr.gov.au


**DIRECTION: key strategies**

3.1 Promote and increase resources for English for Speakers of other Languages (ESOL) Programs for all ages of people from culturally and linguistically diverse backgrounds.

3.2 Develop and promote employment and career pathways for people from culturally and linguistically diverse backgrounds.

3.3 Provide local work experience and employment opportunities for people from culturally and linguistically diverse backgrounds.

3.4 Promote and acknowledge local workplaces that accept and support cultural diversity.

3.5 Develop cultural competencies within local organisations, services and government agencies.

3.6 Develop local gender specific mentoring programs for people from culturally and linguistically diverse backgrounds.

3.7 Provide accessible local transport information in community languages.

3.8 Review local transport networks and systems to meet the needs of people from culturally and linguistically diverse backgrounds.

3.9 Review and address gaps in local child care provision for people from culturally and linguistically diverse backgrounds.
4. CHILDREN AND YOUNG PEOPLE

Being fun and carefree; Having the time to spend socialising and with friends; Feelings of health and well being; No concerns with money and finances; Opportunities available for learning; Looking ahead to the future

Maitland Social Compass Community Consultation 2008

These are the words of our City's youth. For a young person whose family culture is that of another country, and has recently arrived in the City, there can be many challenges to these aspirations.

Our children and young people rely on city leadership and the community to promote and support principles and values articulated in policies and frameworks such as the rights of children and young people as valuable citizens where their safety, needs, strengths and aspirations should be nurtured in safe and supportive ways (NSW Government, 6/07). These principles need to be enacted by parents, the whole community and services and programs. Children and young people need to be valued for their skills, strengths and cultural origins as this affects their sense of worth and identity. These are foundational blocks for healthy participation in community life.

“Young children and youth inject new perspectives and energy to a community. It is important that the community provides safe and relevant environments and processes for young children and youth to participate in their community and have their voices heard….. as they also are our future community and leaders” (NSW Government 2007 and Australian Government 2009).

For children from culturally and linguistically diverse backgrounds there are strengths where a sense of family and community connections is important. Traditions and skills provide a sense of grounding, achievement and value. However, these strengths can be fractured when entering a new community that does not support or provide “a safe and respectful space” for these strengths. In cases of negative past experiences, to include high levels of trauma, adjustment to a new culture and community can be a very stressful experience (DIMAC 2007, FECCA 2007).

Local consultation with service providers and groups (Maitland Social Compass 2008) has identified many issues for young new arrivals including:
*mental health issues trying to manage expectations and responsibilities within the family and the community network (e.g. interpreter, education and employment achievements, carer role, trauma, peer pressure, bullying and discrimination);

*learning english as another language;

*early assessment and intervention for learning disorders and disabilities;

*schooling and attendance and

*accessing child care and pre school.

These local consultations confirm other research (CRC NSW 2006, QLD Health, FECCA 2007, Centrelink 2007).

Local and State bodies have identified the number of English Speakers of another Language (ESOL) hours provided for children in schools is below standard and of concern (CRC NSW 2006, FECCA 2007). Without a proper foundation of English, these young people are already at a disadvantage. In order to address this inequity, many urban communities have obtained funding to resource english homework centres or intensive English learning centres. Maitland currently does not have access to such a program.

In regards to education, feedback from local schools state that in most cases, young new arrivals show a drive to succeed with their education and that this drive should be nurtured in a healthy and supportive way. This emphasis by young culturally and linguistically diverse people on education was also highlighted by other research (Cultural Orientation Resource Centre US 2007). However, this support is difficult to maintain if it is left all to the schools. There needs to be whole of community support and action for educating our culturally and linguistically diverse young people.

Another recent legislation change that will have an impact on culturally and linguistically diverse young people in Maitland is the extension of the school leaving age to 17 years old. The complexities of education and career pathways this change will have on youth is further compounded to culturally and linguistically diverse young people, especially in the 14 years old plus range who have recently arrived and have limited schooling and/or english skills (Maitland Social Compass).
Hunter HEADSPACE has recently established itself in Maitland. The program and service is a consortium of agencies, including Hunter New England Area Health to provide access for young people and their families to health services, mental health services and other community services. It includes a drop in facility. HEADSPACE is also a participant in the active Maitland Youth Interagency facilitated by the Maitland Youth Development Officer. However, given the high proportion of young families and children in the Maitland area, there are gaps in services and programs in receiving adequate funding to keep up with the demand. This is reflected in youth consultations that identified a lack of age and gender appropriate programs and recreational activities in some localities in Maitland (Maitland Social Compass Community Consultations).

These consultations also confirmed research and principles (NSW Government 6/07) that states the young people themselves should be given opportunity to develop the programs and activities. This participation not only provides for ownership and relevance, but also provides for the development of skills and capacity of our young people. Their fresh perspectives bring vibrancy and innovation to the community. The views and participation of culturally and linguistically diverse young people should be sought and supported.

For culturally and linguistically and diverse young people there can also be barriers in participation and membership to local sporting groups and hobby groups, where given the adjustment, trauma, economic and transport issues facing their families, membership of a group can be a low priority (Maitland Social Compass Community Consultation). This leads to further segregation, isolation and boredom in this group. Other local government areas have shown examples of sponsorship programs being established to support new arrivals participating in sports and recreational activities (CRC 2009).

REFERENCES


Centrelink African Liaison Unit (2007). Centrelink National Consultations with African Communities

**DIRECTION: key strategies**

4.1 Provide age and gender appropriate social and recreational activities in consultation with children and young people from culturally and linguistically diverse backgrounds.

4.2 Provide culturally competent community and health services for children, young people and families from culturally and linguistically diverse backgrounds.

4.3 Increase resources for English, literacy and numeracy programs for children and young people from culturally and linguistically diverse backgrounds.

4.4 Provide and promote a range of educational and vocational pathways for children and young people from culturally and linguistically diverse backgrounds.

4.5 Provide programs and events that support and strengthen culturally and linguistically diverse families.

4.6 Provide programs that develop the strengths and skills of children and young people from culturally and linguistically diverse backgrounds.
5. USE OF INTERPRETERS

Access to interpreters was a key point in all local consultations with service providers, community groups and community members (Maitland Social Compass). However, “access to an interpreter” needs to be clarified for each communication exchange, noting the aim of the exchange and thus allow for interpreter resources to be strategically and appropriately used.

Interpreting is the oral transmission of speech from one language to another. The interpreter’s role is to facilitate communication between parties who do not have a language in common. Quality interpretation requires a thorough knowledge of the culture, world views, values and beliefs expressed linguistically as well an understanding of the context of the communication exchange (Dept of Immigration and Citizenship, DIMAC). Translation is the written transmission of messages from one language to another (DIMAC). The National Accreditation Authority for Translators and Interpreters Ltd (NAATI) manages the testing and accreditation of translators and interpreters in Australia.

It is government policy to provide free interpreter services for clients who do not speak English and who are dealing with government agencies. In NSW all government agencies and funded programs pay and access translating and interpreting services provided by the Translating and Interpreting Service (TIS) and Community Relations Commission NSW. NSW Health and Centrelink also provide their own interpreter services.

In addition to the above, the Translating and Interpreting Services (TIS) is provided free to the following approved groups and individuals: Private medical practitioners providing Medicare-rebateable services and their reception staff; non-profit, non-government, community based organisations who do not receive other government funding for these services and are providing case work and emergency; Members of Parliament for constituency purposes; local government authorities; trade unions; Emergency Management Australia and pharmacies in dispensing Pharmaceutical Benefits Scheme (PBS) medications.

The Dept of Immigration and Citizenship (DIMAC) also provides a free document translation service to migrants and humanitarian entrants in the first two years of their permanent residence in Australia. Fee paying interpreter and translation services are also available from the Community Relations Commission NSW and private providers.
However, there are many informal incidental occasions when a guide or interpreter of a program activity is needed. Many other localities have accessed community volunteers and leaders in the culturally and linguistically diverse communities to perform these roles. Again the right to access an accredited interpreter should not be compromised when dealing with government departments, health, safety and legal matters.

The use of visual communication resources and translated written material should also be considered. There are many agencies with printed material in community languages E.g. NSW Health and NSW Multicultural Health Communication Service; Centrelink, NSW Education and Training. Visits to the respective websites list these resources.

Local initiatives elsewhere have demonstrated how community partnerships have funded the development of local community information in relevant local community languages as part of a Welcoming City model. However, again, there should be caution as an individual may be illiterate in their language or speak a language that is an oral language only (FECCA 2007).

Another aspect of the need for interpreter services is the impact on young children in a family who “bear the burden of interpreting for their family… have time off school for adult business if necessary” (Maitland Social Compass Community consultations) when there is no resources and support for the adults in essential communication exchanges. (See also CRC 2006). This places conflicting and inappropriate role dynamics in a family.

There also needs to be consideration for appropriate interpreting and communication support for young people in their school, recreation and social environments. Again these supports can be formal or informal such as “buddies” and supportive guides and mentors. This is in addition to the needs of young children and youth requiring English speaking, literacy and numeracy skills to progress through the education system. The Department of Education has programs, funded by the Australian Migrant English speaking program to address this issue. However, local community consultation (Maitland Social Compass) highlighted resources allocated are stretched due to the need for flexibility and intense resource allocation for successful outcomes. Given, Maitland’s dispersed population for culturally and linguistically diverse children and young people there are challenges for the education system in Maitland.
For adults who are newly arrived migrants or refugees, there is access to the Adult Migrant English program (AMEP), provided by Maitland TAFE. This program provides approximately 510 hours or more hours of English tuition, depending on individual circumstances. However, there are some barriers to accessing these classes such as transport and childcare. TAFE and the Smith Family also train Home Tutor Volunteers for AMEP students as another pathway to learning English. However, there has been low volunteer numbers locally for this program. Also it is documented that learning to converse fluently in basic interpersonal communication in a new language can take up to two years (CRC 2006). The Federation of Ethnic Communities Council (2007) advocates the need for more resourcing and review of the program, especially for those in rural and remote areas, refugees under 18 years of age and women with caring responsibilities.

Quality, relevant and adequate hours for English speaking tuition minimizes the need for interpreters in many situations for new arrivals. However, when an interpreter is being used, the issues of gender, confidentiality in smaller communities, past trauma experiences as well as cultural norms should also be considered.

Local community consultations (Maitland Social Compass) also highlighted how refugees find it very difficult to learn another language due to post traumatic stress from experiences of torture, trauma and/or long periods of displacement, as well as adjusting and resettling into another culture and community. English for Speakers of Other Languages (ESOL) programs need to accommodate for this. Maitland TAFE aims to create pathways for students after Adult Migrant English Program (AMEP) such as to Centrelink’s LLNP (Language, Literacy and Numeracy Program) or they can remain in class as community students.

Maitland currently has approximately 35 countries represented in its diversity with approximately 2055 residents from a non speaking English country (ABS Census 2006). The population is also ageing with many in the culturally and linguistically diverse communities reverting back to their language of origin. These factors require the Maitland community to ensure appropriate interpreter services and community communication is provided.
REFERENCES


Community Relations Commission NSW (June 2006). Report of the CRC for a Multicultural NSW, Investigation into African Humanitarian Settlement in NSW

Federation of Ethnic Communities Council (2007) English Language Services Policy

Maitland City Council (07/08). Maitland Social Compass Community Consultation

DIRECTIONS: key strategies

5.1 Promote interpreter services to increase their access by community groups, businesses, services and agencies.

5.2 Provide accessible community information in local community languages.

5.3 Increase resources for English for Speakers of Other Language Programs and literacy programs for all ages of people from culturally and linguistically diverse backgrounds.

5.4 Develop and access local interpreters to provide a resource to the Maitland LGA.
6. HOUSING

Housing and shelter is essential for living. Many communities are facing housing and rental shortages. With the loss of employment and income many individuals and families are under rental or mortgage stress. Knowledge of, and access to, housing options and the use of financial and budgeting skills is essential for many individuals and families (Australian Government 2009). For cultural and linguistically diverse communities, they are not only faced with these challenges but also the challenges of being from another culture or newly arrived from overseas (CRC 2006).

Local community consultation (Maitland Social Compass) identified these challenges as

- not being aware of the housing options available and the processes to apply for them;
- not speaking or understanding English;
- not knowing their rights and responsibilities in either accessing social housing, crisis accommodation, rental or purchasing;
- the location of accommodation not being located near human services, employment and public transport;
- discriminative or exploitive practices by landlords such as refusal to consider applications based on their cultural background;
- racist comments and action by neighbours;
- housing not suiting the cultural needs of the family or group unit. e.g. large extended families often in some cases caring for an older person or extra children who have lost a parent or parents or families who have arrived under sponsorship programs;
- limited access to advocates and references in accessing housing options e.g. limited funded hours for resettlement services; agency and service workers limited by funding criteria and core business to assist;
- limited access to employment opportunities to access a wider range of housing options; and
- limited budgeting skills.

Further, with ageing cultural and linguistically diverse communities and those with a disability, local services have recognised the need for their practices to be culturally appropriate and supportive to provide for independence and ageing in place, as well as access to residential care when appropriate (Maitland Social Compass). The Hunter Ethnic Communities Council has also commented on the need for the community and volunteers to assist in providing practical social and care support to older persons to allow them to remain in their own home and familiar environment as long as possible. Currently there is a low number of volunteers to assist with this.

Although family and community networks are important for all communities, including from a cultural and linguistically diverse background, the experiences and stresses that are unique to those from another culture can disrupt and fracture the traditional connections and family unit. As a result individuals can be in a situation where for safety, mental health or overcrowding reasons they cannot stay in the housing option provided for the family unit. Homelessness and crisis accommodation issues arise especially for women, children and young adults. This occurs in larger centres outside of Maitland (CRC 2006) but there is evidence of local cases. There are also situations where an adult of the family unit, has to relocate to be near employment even for a short period of time or relocate the whole family as well. Again this has an impact on accessing housing options for all in the family.

It should be acknowledged that the Maitland Urban Settlement Strategy (2008) provides for new developments and infill across the City to meet projected growth. Currently there is a partnership between Maitland City Council and Hunter England Area Population Health piloting a project for the Lochinvar precinct in designing liveable communities. Outcomes of this project could include policies on affordable housing and accessible housing. These will have an impact not only on the wider community but the cultural and linguistically diverse communities.
REFERENCES


Community Relations Commission NSW. (June 2006). Report of the CRC for a Multicultural NSW, Investigation into African Humanitarian Settlement in NSW

Maitland City Council (2007, 2008). Maitland Social Compass Community Consultations

Maitland City Council (2008). Maitland Urban Settlement Strategy

DIRECTION: key strategies

6.1 Provide a range of appropriate housing options for the current and projected culturally diverse demographics in the Maitland LGA.

6.2 Provide information to people from culturally and linguistically diverse backgrounds on a range of housing options (e.g. social housing, rental, purchasing/mortgage) including their rights and responsibilities.

6.3 Remove discriminatory practices or barriers to people from culturally and linguistically diverse backgrounds in accessing housing options.

6.4 Provide community and health services that promote the independence and strengths of people from culturally and linguistically diverse backgrounds.

6.5 Support and strengthen culturally and linguistically diverse families and community networks to prevent homelessness.

6.6 Provide financial and budgeting skill development and counselling for people from culturally and linguistically diverse backgrounds.
7. HEALTH

The main issues for the health of culturally and linguistically diverse communities have been identified by FECCA (2007) as chronic disease, HIV, mental health, safe use of medicine, diabetes and dental health. Health figures confirm this e.g. rise of incidence of diabetes (University of NSW Sax Institute and NSW Health 2007). For specific ethnic groups there are higher incidence of health issues and behaviours (NSW Health).

The health issues of refugees are complex and include other factors resulting from recent trauma and living in extremely poor and unhygienic conditions. Mental health and post traumatic stress from violence, rape and abuse, malnutrition, anaemia, internal parasitic diseases, orthopaedic problems, incomplete immunisations, severe behavioural problems, delayed puberty, sexual health, transmittable diseases are listed as many of the health issues for them. They may have also experienced violent body mutilation acts e.g. female genital mutilation is practiced in over 20 countries (NSW CRC 2006).

It is important that Maitland culturally and linguistically diverse communities, including refugees, access health services that can address specific lifecycle and health issues (Australian Government 2009). This will require all services to review their practices and ensure they are culturally sensitive and appropriate. There are many resources to assist in this (e.g. NSW Health, QLD Health, NHMRC). It needs to also be done in consultation with the local culturally and linguistically diverse communities as there may be particular cultural and family group practices that need to be accommodated for and addressed as highlighted by local community consultation and in line with current health promotion practice (Fleming and Parker 2007).

Local community consultation also highlighted the efforts of health workers who, on limited resources, had gone out into the community to engage, build rapport and trust with culturally and linguistically diverse communities and link them to essential health services. In fact, it was the efforts of these health workers that enabled the Maitland Social Compass to conduct meaningful community consultation and for other city services and programs and diversity projects to access the diversity in the City.

Resources should be allocated to ensure this practice continues of “going out into the community” to build relationships with these often marginalised groups and individuals and link
them to health services. This is a feature of the community oriented primary care model (Lin, Smith and Fawkes 2007).

Other services and groups need to work in partnership with Hunter New England Area Health to assist in culturally and linguistically diverse communities accessing appropriate health services. Existing local partnerships provide opportunities for HNEAH to provide information and health services to the culturally and linguistically diverse communities (e.g. TAFE ESOL classes, Harmony Day, Maitland Neighbourhood Centre, Woodberry Family Centre, Maitland Friendship Group Hunter Ethnic Communities Council, HEADSPACE). Local community groups and clubs could also provide a role in distributing health information and health service information to culturally and linguistically diverse communities. This model of partnerships is in line with health promotion models (Fleming and Parker 2007).

There should also be mention of the role of general practitioners (GPs). According to GP Access Hunter there is currently a shortage in the Maitland area with a ratio of 1 GP to 2016 people. The ideal benchmark is 1:1200. Many GPs have closed their books and there are difficulties in overseas doctors being accepted to practice in Australia. There are also barriers for culturally and linguistically diverse communities where there is fear, misunderstanding, ignorance and cultural taboos on accessing doctors especially of the opposite sex. The time needed by a GP to communicate with some one from a culturally and linguistically diverse background and access to Medicare also impacts on GP access. It should be noted that medical practitioners for Medicare rebateable services can access the Translating and Interpreting Services (TIS) hotline for free.

However, the health of an individual is not only determined by access to health services but other environmental factors such as access to nutritious food, shelter and income. Therefore employment, housing, education and skill development, literacy, support payments, safe, clean and accessible environments, transport, recreational activities and facilities all become factors that need to be addressed to ensure maximum quality of life and health (Wilkinson and Marmot 1998).

Local consultations with health and community workers highlighted frustrating and overwhelming experiences when they tried to provide a service and support within their resources and guidelines but were confronted with many other issues to be addressed. They
commented on how links to other services were not well coordinated for culturally and linguistically diverse communities and specific culturally and linguistically diverse resources for the Maitland community were limited. Many workers service several areas in the Hunter and for some the Central Coast. Most services were outreach from Newcastle.

Finally, for many social and environmental factors that impact on health, it requires the whole community and other agencies and services to address these factors.

REFERENCES


Community Relations Commission NSW (June 2006). Report of the CRC for a Multicultural NSW, Investigation into African Humanitarian Settlement in NSW


Maitland City Council (2007/08). Maitland Social Compass Community Consultations


University of NSW Sax Institute and NSW Health (2007). Preventing Type 2 Diabetes in CALD communities in NSW

DIRECTION: key strategies

7.1 Provide culturally competent and sensitive health and community services to people from culturally and linguistically diverse backgrounds.

7.2 Resource and sustain outreach community based health services in consultation with people from culturally and linguistically diverse backgrounds.

7.3 Provide accessible health information and health service information in community languages.

7.4 Implement health promotion programs for all ages and cultures of people from culturally and linguistically diverse backgrounds.

7.5 Provide effective and timely pathways and links between resettlement programs and health services.

7.6 Provide effective transport networks and options for people from culturally and linguistically diverse backgrounds to access health services.
8. COMMUNITY COHESION, LAW, ORDER AND SAFETY

This theme was identified at consultations with agencies, services and community members. The theme has also been highlighted by numerous government agencies and research bodies where diversity and adjustment to new cultures can bring fear, conflict, misunderstandings or lack of knowledge that lead to the performance of illegal and unsafe acts and the creation of fear in the community (Community Relations Commission NSW 2006).

In particular, community consultation identified a range of laws, rights and safety principles that are important for co-hesion and maintaining order and safety in a community. These include contractual arrangements (e.g. rent, payments and purchases), driving and road laws, employment and industrial relation laws, family law, and education, child protection, citizenship and voting. As part of ensuring knowledge levels of new arrivals, the Federal government is currently reviewing the citizenship test with a tender out for a rewrite.

However, these processes do not provide information and adjustment to the local context. In Maitland, limited resettlement services and TAFE English for Speakers of another Language (ESOL) programs help to provide for this (Maitland Social Compass). Multicultural Liaison Officers in government agencies e.g. Hunter New England Area Health and Centrelink also provide some assistance regarding the agency portfolio. Another initiative involved Maitland City Council, in partnership with Hunter New England Area Health, holding a water safety information session and community BBQ at the local pool to approximately 40 African refugees of all ages.

Community consultation recognised there was a role for the whole community (i.e. community groups and individuals in neighbourhoods) to provide assistance to new arrivals in welcoming them and sharing the local culture and also having the opportunity to learn about another culture as well.

“…diversity…surprising and exhilaration…”

“Perhaps there could be (if not already) a welcoming committee of ordinary folks to help with getting to know the services in the community”

“One on one sessions to address life skills in Australian communities at a very basic level.”
“Cultural Exchange fairs will help them integrate with the wider community and more so promote respect and unity”

“Create an environment that makes the migrant feel comfortable and enables them to integrate quickly into the broader community.” (Maitland Social Compass Community Consultations: Womens Café 2008; Multicultural Services Survey 2008)

These comments from various community consultations emphasise the role of the whole community (agencies, services, groups and individuals) in being proactive welcoming and assisting new arrivals with the aim of minimising conflict and fear as well preventing crime and harm.

The Australian Government (2009) and the NSW Department of Local Government (2008) has also recognised the importance of local Councils and communities in implementing the principles of multiculturalism and providing for safe and cohesive communities.

REFERENCES


Community Relations Commission NSW. (June 2006). Report of the CRC for a Multicultural NSW, Investigation into African Humanitarian Settlement in NSW

Department of Local Government NSW (2008) Implementing the Principles of Multiculturalism Locally, A planning framework for Councils

Maitland City Council, (2008) Maitland Social Compass Community Consultation

Womens Café, Walka Water Works 2008; Multicultural Service Survey 2008

Centrelink Multicultural Focus Group 2008
DIRECTIONS: key strategies

8.1 Provide a supportive and coordinated approach to welcome new arrivals in the Maitland LGA.

8.2 Provide appropriate information on Maitland and Australian society to new arrivals.

8.3 Provide appropriate community safety programs to new arrivals to the Maitland LGA.

8.4 Provide cultural exchange opportunities within the Maitland community to provide support and social inclusion for people from culturally and linguistically diverse backgrounds.
9. FINANCIAL COUNSELLING AND DEBT

The ability to manage, co ordinate and make prudent choices on obtaining and spending money is impacted by many things. These include having a reliable source of income that can meet basic living needs, access to services, systems and opportunities, knowledge and understanding of systems and opportunities and the personal skills to manage and make decisions. An individual's financial mismanagement, an inadequate income source, poor decisions, service and system barriers and discrimination can lead to debt, poor self esteem, poor community participation, family breakdown, crime and conflict (Maitland City Council Maitland Social Compass Community Consulyations 2007/08).

Often those from other another country, especially new arrivals, experience financial mismanagement and debt. For those who are refugees or who were unable to plan adequately for their migration, there are factors that compound their financial status. They include overseas trauma and negative experiences in meeting basic life requirements, a loss or separation from partners and family, limited English, literacy and numeracy and a loss of or no key documentation such as birth certificates, health records and qualifications (CRC 2006).

Community consultation with agencies and community organisations (Maitland Social Compass 07/08) identified the need to address debt levels and financial counselling and support for the refugee community as well as other new migrants.

Refugees may be eligible for Centrelink payments from their day of arrival in Australia if Centrelink has been advised of their arrival. The payment will depend on individual and family circumstances such as age, marital relationships and number of children. Additionally, new arrival refugees may be eligible to receive a one off Crisis Payment, which is a one week payment of whatever income support payment (excluding Family Tax Benefit), the refugee customer is eligible to receive. New arrival refugees are given a 13 week exemption from looking for work in order to assist with the initial resettlement period and may continue to receive exemptions from job seeking if enrolled full time in the Adult Migrant English Program (AMEP).

The refugee family or individual faces many barriers in resettlement often resulting in poverty and debt. Employment and housing is an issue for many in the community without the additional barriers of limited English, literacy and numeracy skills, adjusting to a different culture, coping
with recent trauma and loss, health issues, attempting to make new social supports and accessing services and facilities e.g. transport and schools.

The Federal Government through the Department of Immigration and Citizenship (DIAC) provides assistance to some refugees through the Integrated Humanitarian Settlement Strategy (IHSS). In the Hunter area the majority of IHSS refugees are on visas 200 or 204. In general terms the IHSS provider is responsible for providing case management for its refugee clients for 6 - 12 months after arrival in Australia. This means the IHSS provider, along with its consortium partners, is responsible for finding both short and long term accommodation along with referrals to other service providers such as health, AMEP and Centrelink. At the end of the IHSS period customers are referred to Northern Settlement Services for any further ongoing support.

The majority of refugees in the Maitland area however are on a Special Humanitarian Program (SHP) Visa 202. This means an individual or an organisation has proposed to bring a single person or a family to Australia as refugees. In general terms the proposer then has the responsibility of assisting SHP refugees to arrive in Australia and then with the ongoing resettlement needs such as accommodation and referrals to Centrelink, health services and AMEP etc. This may cause additional financial hardship to the Proposer, particularly if they are themselves a refugee.

The Federal government also funds the Adult Migrant English Program (AMEP) of generally approximately 510 hours or more hours, depending on individual circumstances of English tuition. However, the priority to do these hours competes with other living and family demands and access issues. e.g. child care and transport. In Maitland these classes are available at Maitland TAFE, where transport to the campus is an issue.(Maitland City Council 2007/08/09). The limitations of the short time frames of the AMEP are highlighted by the Community Relations Commission NSW (2006) stating that learning to converse fluently in basic interpersonal communication in a new language can take up to two years.

There are also multilingual resources available to educate and inform the new arrival of financial management, rights and responsibilities in regards to contracts, purchases, housing, utilities and transport. For example, Centrelink multilingual fact sheets and DVD, NSW Human Services Community Services dvd on Money Management & Housing and Surrounds.
There is a need for the whole community to work collaboratively with services to assist the new arrival who has no other social support structures that others in the community may have. This assistance may be in the form of orientation and introduction to the community and its services. The importance of local community involvement in implementing the principles of multiculturalism has been recognised by the NSW Premier and Cabinet Local Government NSW (2008) and the Australian Government (2009).

Finally, community consultation with refugees (Maitland Social Compass 07/08) highlighted the determination and commitment of these individuals and families to integrate and be informed of the services and opportunities available to them and all of the community in Maitland. However, agency and service consultation (Maitland Social Compass) also highlighted the need for new arrivals to have realistic expectations in obtaining financial security whilst still maintaining and developing their skills and entrepreneurship.

REFERENCES


DIRECTION: key strategies

9.1 Provide coordinated, timely and resourced resettlement programs and community support to refugees in the Maitland LGA.

9.2 Provide money management education and counselling to people from culturally and linguistically diverse backgrounds.

9.3 Implement programs and co ordinate services that address socio economic issues for people from culturally and linguistically diverse backgrounds.
PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

SUMMARY OF INFORMATION:

This is a summary of a comprehensive toolkit completed for the culturally and linguistically diverse background communities in Maitland and can be accessed by contacting the Community Planning team, Maitland City Council. Demographic information can be accessed from Maitland Community Profiles www.maitland.nsw.gov.au

SNAPSHOT OF THE DEMOGRAPHICS

Maitland total population

Estimate at June 2008 67,621
Change over previous year 1,053  % change 1.6  Source: ABS April 2009

Culturally and Linguistically Diverse population

- 7% born overseas with 3.1% from a non English speaking background
- Compared to NSW Average 23.4% and 16.2% respectively  Source: Census 2006

Comment

Projected population growth should incorporate assumptions of an increase in diversity in the LGA

Country of Birth

![Country of birth chart]

Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)
Changes in numbers between 2001 and 2006 indicate

- There has been an increase whose Country of Birth is United Kingdom and New Zealand. (258).
- This is followed by South Africa, Phillipines and India (140)
- Followed by Netherlands and United States (64)
- There are less people stating their Country of Birth as Poland and Germany (-28)

Comment:

The decline in numbers of the Polish and German community should be investigated for ageing in place issues for individuals and the rest of their community. The cultural heritage implications for the City regarding this should also be addressed and the impact that this may have for the specific population group e.g. loss of eldership? Cultural support and events? Recording of the contribution that these groups have made to Maitland City life and economy?
## New arrivals from overseas

<table>
<thead>
<tr>
<th>Year of Arrival (year of arrival in Australia)</th>
<th>Maitland City</th>
<th>Hunter Statistical Division %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>69</td>
<td>1.6 2.1</td>
</tr>
<tr>
<td>2005</td>
<td>102</td>
<td>2.4 2.8</td>
</tr>
<tr>
<td>2004</td>
<td>96</td>
<td>2.2 2.2</td>
</tr>
<tr>
<td>2003</td>
<td>66</td>
<td>1.5 1.9</td>
</tr>
<tr>
<td>2002</td>
<td>60</td>
<td>1.4 1.7</td>
</tr>
<tr>
<td>2001</td>
<td>82</td>
<td>1.9 1.5</td>
</tr>
<tr>
<td>1996 to 2000</td>
<td>320</td>
<td>7.5 6.3</td>
</tr>
<tr>
<td>1995 to 1991</td>
<td>252</td>
<td>5.9 5.1</td>
</tr>
<tr>
<td>Before 1991</td>
<td>3,029</td>
<td>70.8 71.1</td>
</tr>
<tr>
<td>Not stated</td>
<td>203</td>
<td>4.7 5.5</td>
</tr>
<tr>
<td>Total</td>
<td>4,279</td>
<td>100.0 100.0</td>
</tr>
</tbody>
</table>

• The last five years, 2002 to 2006, (9.1%) shows a higher proportion of new arrivals than for the five year periods, 1991 to 1995 (5.9%) and 1996 to 2000 (7.5%). Overall there has been an increasing trend of new arrivals, similar to Hunter Regional trends.

• The data indicates that there was a slight increase of new arrivals for the years 2001, 2004 and 2005 within the Maitland area with a decrease in 2006.

• 70.8% of overseas born population arrived before 1991 and 11% arrived during or after 2001 compared with 57.3% and 16.7% respectively for NSW.


Comment:

• There is an ageing culturally and linguistically diverse population of those who arrived prior to 1991
• A review of the integration, settlement and lifestyle patterns and community consultation with these pre 1991 new arrival groups could provide insight into issues and strategies for the increasing trend again for new arrivals in the Maitland area.
• There is a need to be aware of the various government programs and support available for some of these groups depending on the type of visa they have.
• The new arrivals’ and refugees’ level of English and knowledge of the Australian and Maitland community would also influence the social and cultural issues for these groups and thus the integration and acceptance into the Maitland community.
• For all new arrivals there may be trauma issues and discrimination issues that may need to be supported and recognised in the settlement process.

Location of residency within the Maitland LGA for those born overseas.

Locations have been composed based on 13 planning districts within the Maitland LGA

Refer to Social Atlas www.maitland.nsw.gov.au

• Proportions ranged from a low of 4.3% in Telarah - Mount Dee to a high of 8.9% in Ashtonfield - Avalon Estate.

The five areas with the highest percentages were:

• Ashtonfield - Avalon Estate (8.9%)
• Metford - Woodlands Estate (8.3%)
• Maitland Central - Gillieston Heights - Cliftleigh (8.3%)
• East Maitland - Louth Park (7.2%)
• Woodberry (7.2%)

**Location of residency within the Maitland LGA for recent arrivals of those born overseas**

Proportions ranged from a low of 2.6% in Tenambit to a high of 18.1% in Ashtonfield - Avalon Estate. The five areas with the highest percentages were:

• Ashtonfield - Avalon Estate (18.1%)
• Aberglasslyn & District (18.0%)
• Rutherford (13.1%)
• Maitland Central - Gillieston Heights - Cliftleigh (12.5%)
• Metford - Woodlands Estate (12.2%)

**Comment:**

*The north and eastern part of the LGA has a predominance of residency for the CALD community. However, new developments proposed to the west of the City could see a shift in this pattern.*
## COMMUNITY CONSULTATIONS

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrelink National Consultations with African Communities 2007</td>
<td>Between May and September 2006</td>
</tr>
<tr>
<td>Agency/ Organisation Consultation: Re: Sudanese Community</td>
<td>28/02/07</td>
</tr>
<tr>
<td>Meeting between Council and male representatives from local Sudanese community</td>
<td>March 2007</td>
</tr>
<tr>
<td>Meetings with Council, Hunter New England Health, TAFE, Job Network, Centrelink, DEWR, Smith Family</td>
<td>April 2007</td>
</tr>
<tr>
<td>Centrelink Multicultural worker</td>
<td>September 2008</td>
</tr>
<tr>
<td>Refugee Week Morning Tea. Local community members as speakers and information booths</td>
<td>June 2007</td>
</tr>
<tr>
<td>Maitland Business and Professional Womens Network</td>
<td>2007</td>
</tr>
<tr>
<td>Centrelink Multicultural Focus Group</td>
<td>22/4/08</td>
</tr>
<tr>
<td>Maitland Womens Community Café</td>
<td>March 2008</td>
</tr>
<tr>
<td>Maitland Multicultural Services and Support Survey</td>
<td>March 2008</td>
</tr>
<tr>
<td>Consultation with TAFE ESOL class</td>
<td>February 2009</td>
</tr>
<tr>
<td>Consultation with workers for Global Connections Drop In Centre</td>
<td>9th March 2009</td>
</tr>
<tr>
<td>Stories in local media The Herald, Mercury</td>
<td>7/08, 6/08, 6/5/08, 2/5/05, 30/3/05, 25/1/05, 24/1/05, 21/3/05, 16/7/05, 9/3/05, 6/5/05</td>
</tr>
<tr>
<td>Poles in Maitland</td>
<td>1983</td>
</tr>
</tbody>
</table>
KEY SERVICE MAPPING POINTS

GOVERNMENT AGENCIES

FEDERAL

Department of Immigration and Citizenship
Centrelink

Contract to Job Service Program Providers. Transition period commencing for new Providers as of 1/7/09. Four (4) to Maitland LGA

Dept of Health and Ageing

STATE

NSW Community Relations Commission (CRC)

Hunter Region CRC Advisory Group

State Agencies have a key role often designating a Multicultural officer worker but covering a large geographical area.

State agencies include: NSW Health and Hunter New England Area Health; NSW Human Services Community Services; Police, NSW Education and Training TAFE NSW, NSW Human Services Ageing Disability and Home Care.

Examples of Programs locally include

TAFE: English language for speakers of other languages classes (ESOL)> supported formation of choir, Harmony Day event, WEL Program at workplaces

NSW Education and Training> schools. Have multiculturalism and diversity: Programs, curriculum, events and projects

NSW Human Services Community Services> Community Service Grants Program funds many programs in ngos and Council, Children Services, Community Builders Scheme

LOCAL GOVERNMENT: MAITLAND CITY COUNCIL

Social planning; community halls and facilities, sports grounds; auspicing projects e.g. Time Capture; City Library Services: meeting place, resources, Living Library, grant programs

City Strategic planning; Community infrastructure
**NON GOVERNMENT ORGANISATIONS**

Ethnic Communities Council of Newcastle and the Hunter Region (ECCNHR)

Northern Settlement Services

Hunter African Communities Council

These are Newcastle based but with activities throughout the Hunter. Often outreach or worker on limited hours.

The ECCNHR have programs in area especially around aged care social support.

Maitland Polish Association

Maitland Neighbourhood Centre

Other groups but not with multicultural specific focus include: playgroups; sporting groups; CWA; Service Clubs; special interest groups, advocacy groups.

Catholic Care have specific CALD Community and Aged Care Packages

**KEY GRANT PROGRAMS**

Community Builders ; CDSE (Service clubs) scheme; Local government Community Grants Program;
National Diverse Australia Program Community Grants, Community Services Grant Program NSW Human Services, Citizenship Support Grants Program DIAC, Commonwealth Community and Care Packages and EACH packages, Community Development Grants Program NSW Community Relations Commission

**LOCAL INTERAGENCIES/NETWORKS/CONSORTIUMS**

Maitland Home and Community Care (HACC) Forum

Youth Interagency

Chamber of Business

Crime Prevention Partnerships

Community Drug and Action Team (CDAT)

Maitland Liquor Accord

Maitland Suicide Prevention Network

Woodberry Beresfield Tarro Thornton Interagency
Woodberry Family Centre
Maitland Neighbourhood Centre
Hunter Multicultural Network
Hunter HEADSPACE
Hunter Social Planners Network
Hunter Region of Councils (HREOC)

Comment

Majority of services provided is case management, crisis or high need cases by State agencies.
Informal inclusion, support and welcoming occurs by neighbours and local community groups.
No easy access to local community information

Although one friendship support group for older members of the CALD community there is no other central meeting place or program for new residents and those from diverse communities.
It is questioned whether services/groups have reviewed practices and things they do to include events to encourage and support diversity and minimize access barriers. Cultural Competency to be implemented by services.

Early development of diversity programs> Living Library, Global Connections
## KEY POLICIES AND FRAMEWORKS

<table>
<thead>
<tr>
<th>Policy/Strategy</th>
<th>Authority/Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill of Human Rights</td>
<td>United Nations</td>
</tr>
<tr>
<td>Principles for Social Inclusion in Australia</td>
<td>Social Inclusion</td>
</tr>
<tr>
<td>National Agenda for Social Inclusion</td>
<td>Board Federal government</td>
</tr>
<tr>
<td>Anti discrimination and EEO legislation</td>
<td>Federal and State</td>
</tr>
<tr>
<td>Integrated Humanitarian Settlement Strategy (IHSS) Principles</td>
<td>Dept of Immigration and Citizenship</td>
</tr>
<tr>
<td>New and Emerging Communities Policy Statement 2007</td>
<td>Federation of Ethnic Communities</td>
</tr>
<tr>
<td>“Supporting New and Emerging Communities to Participate in and contribute to Australian Society”</td>
<td>Councils of Australia (FECCA)</td>
</tr>
<tr>
<td>Youth and Children Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>Supporting Young People and Children from CLDB</td>
<td>FECCA</td>
</tr>
<tr>
<td>Ageing Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>Caring for older Australians from CLDB</td>
<td>FECCA</td>
</tr>
<tr>
<td>Health Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>“Improving health and wellbeing outcomes for Australians from CALD backgrounds”</td>
<td>FECCA</td>
</tr>
<tr>
<td>Empowerment and Inclusion Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>Womens Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>Migration, Citizenship and Cultural Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>English Language Services Policy Statement 2007</td>
<td>FECCA</td>
</tr>
<tr>
<td>COMMUNITY RELATIONS COMMISSION AND PRINCIPLES OF</td>
<td>NSW Government</td>
</tr>
<tr>
<td>MULTICULTURALISM ACT 2000 - SECT 3</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>NSW Government State Plan November 2006</td>
<td>NSW State Government</td>
</tr>
<tr>
<td>Multicultural Strategic Commitment</td>
<td>NSW Human Services Community Services 2008 -2013</td>
</tr>
<tr>
<td>NSW DET Cultural Diversity and Community Relations Policy: Multicultural education in schools</td>
<td>NSW Education and Training</td>
</tr>
<tr>
<td>NSW DET Anti Racism Policy</td>
<td>NSW Education and Training</td>
</tr>
<tr>
<td>NSW DET Values in NSW Public Schools</td>
<td>NSW Education and Training March 2004</td>
</tr>
<tr>
<td>NSW Health Strategic Directions in Refugee Health Care in NSW</td>
<td>NSW Health 1999</td>
</tr>
<tr>
<td>State agency plans</td>
<td>NSW government</td>
</tr>
<tr>
<td>Local Government Act and Regulations</td>
<td>NSW Premier and Cabinet Local Government</td>
</tr>
<tr>
<td>Implementing the Principles of Multiculturalism Locally</td>
<td></td>
</tr>
<tr>
<td>A planning framework for Councils</td>
<td>NSW Premier and Cabinet Local Government</td>
</tr>
<tr>
<td>Social Justice Framework 2008-2012</td>
<td>NSW Premier and Cabinet Local Government</td>
</tr>
</tbody>
</table>