A Message from the Executive Director

Vivi Germanos-Koutsounadis

ECCFCSC’s staff and Board of Directors had a very busy winter planning for and implementing many new changes. Much time was spent preparing the organisation for the operational reforms being instituted by the government in the areas of disability, advocacy and aged care. In addition to this, we’ve also been working on a management restructure and organisational rebrand that will gradually be implemented in the coming months.

Throughout October and November the Ethnic People with Disabilities Program (EPDP) will undergo Third Party Verification. Extensive work has gone into preparing the organisation for this audit, including a review of all our policies and procedures and the implementation of a comprehensive Quality Management System to ensure compliance with the NSW Disability Service Standards and the continuous improvement of our service delivery and operations well into the future.

Over the past few months the staff and Board of Directors continued to attend training and meetings to maintain an awareness of the many changes being brought about as a result of the NDIS and to ensure that the needs of CALD people with disabilities and their families and carers are being considered. We’ve also started considering how to diversify our work in response to the disability sector changes, in particular how we can extend our services to asylum seeker women and children.

Bicultural Support continued and expanded its important work with children’s services in the rural and metropolitan areas to promote and foster the inclusion of CALD children. In September the program provided crucial input into the Productivity Commission’s Inquiry on Children’s Services to ensure that the needs of CALD children and their families are being considered and included in their recommendations.

In June I attended the Parliamentary Consultation on the Second National Plan to Reduce Violence against Women and their Children and was delighted to see that for the first time comprehensive recommendations were made relating specifically to CALD women. The Foundation to Prevent Violence against Women and their Children also launched the Our Watch campaign which aims to end domestic violence. It’s pleasing to see that this campaign has a policy and project manager dedicated to CALD issues.

Furthermore, the Department of Social Services, as part of its Family Safety Branch, has set up a CALD Women’s Safety Unit and they are planning a series of kitchen table consultations with grass roots CALD women. We would like to congratulate the Federal government on all these important initiatives.

ECCFCSC also had an opportunity to provide its expertise in these developments when the 1800 RESPECT hotline consulted us on a series of translated fact sheets about domestic violence. We were more than happy to assist the helpline in determining the cultural relevance and sensitivity of the content and hope these fact sheets go on to serve as a valuable resource to CALD communities across the country.

JOIN US FOR ECCFCSC’s 35th AGM!

On November 25th, ECCFCSC will hold its 2014 AGM which will be followed by a celebration of our 35th anniversary. The celebration will include a keynote address by the National Children’s Commissioner Megan Mitchell, performances by local community groups and a delicious lunch featuring food from all around the world! Members, clients, partner organisations, friends and supporters of ECCFCSC are all invited to join us in celebrating our 35th anniversary.

WHEN: Tuesday, 25 November, 10 am
Morning tea will be served at 11am with the 35th Anniversary Celebration officially beginning at 11.30am. Lunch will be served at 1.30pm.
WHERE: ECCFCSC, Building 3, 142 Addison Road, Marrickville
It feels like there has never been a busier time at ECCFCSC! It is a mixed bag of feelings, with lots of uncertainties and also opportunities for new change.

The constant effort to improve our service delivery strategies has resulted in reviewing all project plans for the future direction of our work in children’s, disability and aged care services.

To ensure that CALD children, families, people with disabilities and the elderly are supported in their efforts to access appropriate services, we provided responses to the following government inquiries:

- Productivity Commission’s draft report on Child Care and Early Childhood Learning;
- Key Directions for the Commonwealth Home Support Programme Discussion Paper;
- Inquiry into Social, Public and Affordable Housing;
- Disability Inclusion Bill;
- Productivity Commission’s Draft Report on Disability Care and Support.

In July we launched our 6-month Professional Development Calendar through which we are offering workshops to children’s services, disability, aged care and HACC workers. In addition to this our RTO incorporated two new units of competency:

- HLTHIR403C Work effectively with culturally diverse clients and co-workers, and
- CHCECE001 Develop cultural competence.

I would like to thank Vivienne Medway for her excellent work on this. We look forward to offering these units in the coming months.

This year we are also offering the Cultural Circles Project – a training and mentoring program aimed at building the capacity of children’s services to better meet the needs of CALD children and families.

We would like to thank our outgoing MRS Coordinator, Emma Lazarus, for all her hard work on the program and extend a warm welcome to Zar Ni Lwin Oo, Inna Smetanina (ESMAP Project Officers), and Keeley Ray (MRS Program Coordinator) to our organisation.
What an incredibly busy last few months we have had at Bicultural Support. We delivered professional development training to 25 statewide Bicultural Support Consultants in Sydney, hosted an orientation and induction program for 20 new Sydney Metropolitan based Bicultural Support Workers, conducted 6 Bilingualism Forums across the state which were attended by approximately 300 people, extended the series of Yarnin’ Circles in partnership with IPSU and Children’s Services Central, and embarked on the Cultural Circles Project in the Illawarra (St George-Sutherland and Hunter regions to be targeted in the coming months).

Throughout the year, Bicultural Support continued to see the Program travelling across the state, meeting with our Bicultural Support Workers and Consultants and the ISA teams across NSW to discuss partnerships and develop Plans Of Action. We value our partnerships with Inclusion Support agencies across NSW, to help us deliver more effective IPSP Programs that meet the unique, individual Bicultural Support needs of each ISA Region.

Our English Classes Program which is provided to our Bicultural Support Workers and ECCFCSC staff has been running successfully all year, taking on a team-teaching approach with two teachers this year!

We are very excited about the development and update of some new resources including our 2015 NSW Multicultural Resource Guide and a series of posters on CALD Parent participation (translated into 5 different languages, including a poster for our Indigenous families). In addition, we are currently working on uploading a sample language of our Survival Words in Children’s Services onto our website.

We look forward to launching our updated Bicultural Support promotional material over the next few months, including our new look Bicultural Support brochure which incorporates translated information for parents.

Bicultural Support

**Facts & Figures**

To date this year, 950 requests for Bicultural Support have been received, with 912 of these allocated with a Bicultural Support Worker (96%). Approximately 40% of these requests have been for Bicultural Support Workers who speak a Chinese dialect.

- 950 ECEC Services received Bicultural Support.
- Over 950 Indigenous, CALD and refugee children included and supported in care.
- 950 employment opportunities for Bicultural Support Workers.
- ISA Regions 3, 5, 6 and 18, the highest accessing ISA regions of Bicultural Support.
- 91% access by Long Day Care Centres of Bicultural Support.
- 300 Bicultural Support Workers received professional development support.
- 370 Bicultural Support Workers and Consultants across NSW.
- Represented by 110 language and cultural groups.
- 10 Aboriginal Bicultural Support Workers.
- 18 Bicultural Support and ISA Plans of Actions.
- 454 Facebook friends.
What a time of change for people with a disability! The past few months have seen the continued roll out of the NDIS in the various trial sites around Australia, the passing of the Disability Inclusion Act through the NSW parliament, and the start of the Ability Links program across NSW. Amidst all the changes, people with a disability, their families and carers continue to experience challenges and barriers to living the life they choose, and so the need for advocacy and information is as great as ever.

Some highlights from the past few months include:

- In May, we collaborated with Auburn City Council, My Choice Matters, and other disability programs in ECCFSC to hold a workshop for people with a disability from a Turkish-speaking background. Over 80 participants learned about how to get ready and start planning for the NDIS.

- In June, we participated in the Open Marrickville festival. In collaboration with Marrickville High School, we organised workshops with a professional artist for local young people with a disability from diverse backgrounds. Over 300 people visited our exhibition at the Addison Road Community Centre! One visitor said, “I enjoyed seeing reflections of these young people’s hopes, goals, interests and ideas in their art.” Thanks to Marrickville Council for the grant which made this project possible.

- In August, we hosted a meeting of the Multicultural Disability Interagency, a network of disability service providers, professionals and community members passionate about best practice and positive outcomes for people with a disability from CALD backgrounds. If you would be interested in joining the mailing list or attending these quarterly meetings, please contact Ingrid.

EPDP is funded by the NSW Department of Family and Community Services – Ageing, Disability and Home Care to provide Information and Advocacy for people with a disability from Culturally and Linguistically diverse backgrounds. If you would like more information about our program or to make a referral, please contact us at the details below. We’d love to hear from you!

CONTACT US

Phone: 02 9569 1288

Email: epdp@eccfcsc.org or epdp_project@eccfcsc.org
ESMAP has enjoyed and eventful Winter! We carried out several exciting projects including:

- **The Domestic Violence Project** which aimed to identify the level of understanding about domestic violence and abuse amongst elderly people from CALD backgrounds. The project also aimed to increase awareness about different types of domestic violence in the community and how to seek help. This project was implemented by our new Project Officer, Zar Ni. A report outlining his findings and recommendations is available at eccfcsc.org.

- ESMAP also participated in The **Integrated Diabetes Project**, funded by NSW Health. The goal of this initiative is to achieve highly integrated, coordinated and timely diabetes health care services to patients. This will improve prevention strategies, reduce diabetes related complications and acute hospitalisations, improve education and coordinated pathways in all diabetes care settings.

- Wanda Annese continued her work on the **Celebrating 60 Years of Italian Migration** project which documents the reflections and stories of Italian migrants during the 1950s and 1960s. Each story highlights the sacrifices and struggles of the migrant community to achieve social and economic inclusion. They are stories of lifelong suffering and hard-work. Despite seemingly insurmountable difficulties, the hope and determination of these migrants resonates.

- Once again, ESMAP participated in the annual **Flavours from Around the World** festival which was held at Randwick Town Hall on 21 August. The event was attended by the Minister of Ageing and Disability, John Ajaka, and the Mayor of Randwick, Scott Nash, along with 250 members of the aged and CALD communities. The event, promoted inter-community harmony and raised awareness about different cultures among members of the local and wider community.

- We also celebrated the **7th anniversary of the Greek social support group**, Elpida and the 10th anniversary of the Eastern European social support group, Optimists Maroubra.

In addition to all these project and events, ESMAP continued working with HACC service providers, linking them with CALD communities and providing them with information and advice on multicultural issues.

ESMAP also spent the past few month attending and representing the needs of CALD communities at numerous consultations and groups including: the My Aged Care consultations, Aged Care Reforms Briefing session, MAPs meetings, HACC Forum, Aged and Disability Interagency, Multicultural Health Stakeholder Advisory Committee, Vietnamese Workers Interagency and the CALD Carers Network.
As the end of the year approaches, there is still so much happening at MRS! Firstly, we’d like to extend a big thank you to Emma Lazarus (our outgoing Program Coordinator) for her dedication and commitment to MRS during her time at ECCFCSC. We wish her all the best in her future endeavours.

In June and July we held Winter Vacation Care 2014 program. Unfortunately due to the resignation of our bus driver, we were only able to conduct outings for the first two days of the program. The remainder of the program was spent on-site doing arts and crafts, music and ball games. Nevertheless, everyone had a fabulous time. We are currently in the middle of Spring Vacation Care 2014 and I’m happy to report that all the kids are having a blast!

At the end of Winter Vacation Care we farewelled Alan and Edward who have now graduated from Vacation Care Program. We are thrilled to see them transitioning into adult life and wish the all the best!

All participants of the Dance Workshop are very busy preparing for the forthcoming Groovability Festival in December where they will showcase their dancing prowess under the guidance of our beloved teacher Liliana Carrolo. The dance workshop is on every Tuesday night at the CECAL hall from 5.30pm – 7pm.

In accordance with its ongoing commitment to professional development, the program arranged for a workshop on ‘Person Centred Duty of Care and Professional Boundaries’ which was delivered to its respite workers in July.

The MRS team is excited to welcome its new Program Coordinator, Keeley Ray, and wish her all the best with her role. We’d also like to welcome a few new respite workers: Sela, Andrew, Stephen, Ben and Mariam.

If you have any queries please contact Keeley, Lily or Donna

Ph: 02 9569 1288
or email: mrs@eccfcsc.org

Emma’s farewell party.
Earlier this year IWMAP updated a list of Senior and Carer CALD Groups in the Inner West Sydney region which was distributed to HACC Service providers. The list has since been used by many service providers to outreach and provide services to HACC eligible clients and carers. Clients and carers have also benefited from the list, using it to learn about suitable groups to join. Throughout the year IWMAP also developed Translating and Interpreting (TIS) cards in 5 additional languages (Croatian, Greek, Indonesian Bahasa, Italian, and Russian) to help service providers and users access interpreting services.

IWMAP staff members have been very busy with organising information sessions, consultations, bus outings and individual support to clients and carers. In the last 6 months IWMAP organised 12 information sessions on HACC related topics such as HACC Services, Rights and Responsibilities, Healthy Bladder and Bowel, Back and Body Care, Home Modification and Maintenance, Centrelink Payment and Vision Care for Arabic speaking, Chinese, Greek, Italian, Korean, Multicultural, Tamil, Turkish, and Vietnamese community members.

We also conducted a survey with 19 service providers from which we made the following findings:

- The majority of the service providers are outreaching CALD clients and providing services
- Some service providers are interested to learn how they can access population profiles of CALD target groups
- The majority of the service providers have bilingual workers
- The majority of the service providers are using TIS
- Some service providers indicated that they are interested in participating in Cross-Cultural Awareness and Working Effectively with Interpreters sessions

Two consultations were carried out with Korean and South Asian groups representing seniors and carers. The major findings were:

- The majority of seniors and carers are still not aware of NDIS, CDC, My Aged Care and Ability Links
- There are long waiting lists to get actual services
- Respite services are not sufficient
- Social isolation is still an issues for many CALD clients
- Carers are putting in too much individual effort and not relying on services enough

Recently, a joint project ‘Multicultural Dementia Forum’ was organised in partnership with local councils and other service providers. These separate education sessions were organised in English, Arabic, Cantonese, Greek, Italian, and Mandarin languages. This forum was attended by more than 200 participants and was well received.

The Inner West Multicultural Access Project (IWMAP) is supported by funding from the Australian Government under the Commonwealth HACC Program and NSW Department of Family and Community Services: Ageing, Disability and Home Care.

Upcoming Events

- **28 October (9:30am-3:30pm)** – Bus Outing to celebrate Carers Week 2014 funded by Marrickville Council
- **11 November (10am-12pm)** – Yoga Session for Multicultural Carers Group in Marrickville
- **9 December (10-12pm)** – End of Year Event for seniors and carers in Marrickville
- **17 December (10am-12pm)** – Information Session on Podiatry for Arabic community group in Lakemba
The CALD Consumer Capacity Building Project has been busy outreaching new and emerging communities to build their awareness of disability, and their capacity to navigate the many changes occurring in the disability sector.

In August 2014 the project completed the research and development phase where we collected data on communities, established a network of stakeholders in each target area, and ran community consultations to determine levels of awareness about disability and disability services.

Now in the implementation phase, we are developing resources and delivering workshops and information sessions across Sydney, Newcastle, Wagga Wagga and Coffs Harbour. Recently we have held sessions with Bengali, Burmese, Congolese, Sudanese, Ethiopian and many other communities in Sydney and Wagga Wagga. We discussed what disability means in different cultures, the rights of people with a disability, the services available to people with disabilities and their families, the changes taking place in the sector with the NDIS and how people can start preparing now.

We are also meeting with local disability service providers, multicultural organisations, government representatives and advocacy groups in each area to discuss how we can better prepare CALD clients so they can more effectively exercise choice and control within the new system.

We continue to work closely with our funding partner, the NSW Department of Family and Community Services: Aging, Disability and Home Care (ADHC), and the other organisations funded to run capacity building projects, to collaborate where appropriate and promote best practice in project delivery. Key resources on the capacity building projects have been translated into various community languages and will continue to be made available on our project page on the ECCFCSC website.

With the roll-out of the National Disability Insurance Scheme underway, we have also been active in ensuring that the multiple barriers faced by people with disabilities from newly arrived and CALD communities are considered by policy makers. The project coordinator continues to promote awareness of these issues at multicultural disability forums, government and not-for-profit consultations and in formal submissions responding to proposed legal and policy reforms.

To keep abreast of further developments, new resources and key dates for consultations and workshops, please continue to check online:

www.eccfcsc.org/our-programs/cald-disability-consumer-capacity-building-project
### UPCOMING EVENTS & WORKSHOPS

#### Professional Development Calendar

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<th>WHEN</th>
<th>WHAT</th>
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| **Wednesday, 29 October 2014**  
9.30am – 12.30pm          | **Disability in a Cultural Context**                                | • Children’s Services  
• Disability Services  
• HACC services         |
|                           | **In many Western cultures including Australia, the dominant way of making sense of disabilities is to explain them in medical terms, such as resulting from accidents, genetic disorders or viral infections. However, there are different perceptions of disability within culturally and linguistically diverse (CALD) communities. This session will provide opportunities to enhance knowledge, understanding and skills to work with CALD individuals and families living with a disability.** |                      |
| **Thursday, 6 November 2014**  
6pm – 9pm                  | **Working Effectively with Refugee Clients in Children’s Services** | • Children’s Services |
|                           | **This session will focus on the history of refugee intake in Australia, current resettlement processes, the challenges faced by torture and trauma victims, refugee children and their families, and the myths and facts about asylum seekers. It will look at the various resources that educators can use to assist them in providing culturally appropriate and sensitive care. Participants will also learn about inclusion strategies that their services can employ to work effectively with the target groups.** |                      |
| **Wednesday, 12 November 2014**  
6pm – 9pm                  | **Inclusive Practice: Developing and Implementing a Multicultural Policy** | • Children’s Services |
|                           | **This session is targeted at children’s service workers and explores the critical role that policies and procedures play in ensuring inclusive practice in the workplace. Throughout the session participants will consider their service’s existing P&P’s and learn several strategies for developing and implementing effective multicultural policies and action plans.** |                      |
| **Tuesday, 2 December 2014**  
9.30am – 12.30pm          | **Inclusive Practice: Developing and Implementing a Multicultural Policy** | • HACC  
• Disability Services |
|                           | **This session is targeted at aged care and disability care workers and explores the critical role that policies and procedures play in ensuring inclusive practice in the workplace. Throughout the session participants will consider their service’s existing P&P’s and learn several strategies for developing and implementing effective multicultural policies and action plans.** |                      |
Introducing....

**Ashley Hill**  
Bicultural Support & Registered Training Organisation  
The newest addition to the Bicultural Support team, Ashley has been employed on a casual basis to provide assistance in developing cultural resources and coordinating training sessions (among others no doubt!). Growing up with parents who loved to travel and a large extended Chinese family, Ashley developed an appreciation for diversity at a young age. She is particularly passionate about countering xenophobia and promoting inclusion and multiculturalism and has extensive experience researching these issues at an academic level, and putting them into practice with high school students. Ashley carried out her post-secondary studies in Canada, the United Kingdom, China and South Africa and holds a Bachelor of Arts (development studies and political studies) and a Master’s of Science (forced migration). She has recently returned home to Australia after spending almost twenty years abroad.

**Keeley Ray**  
Multicultural Respite Services  
Keeley has a Bachelor of Arts in Social Science at Charles Sturt University, and is currently studying a Master of Art Therapy at University of Western Sydney. Keeley has previously worked as a co-ordinator at Pacific Island Women’s Advisory and Support Service (PIWASS), at Rozelle Neighbourhood Centre as the Team Leader on the Weekend Respite and Recreation Program, a Part time Teacher at Sydney Institute of TAFE teaching Community Services/Welfare, and most recently has been working as a case manager at ADHC.

**Zar Ni Lwin Oo**  
Eastern Sydney Multicultural Access Project  
Zar Ni is committed to promoting multiculturalism in Australia and delivering culturally and linguistically appropriate services to people from various social, cultural, and religious backgrounds. He is originally from Burma and has more than 4 years’ experience in community development and aged and disability services, working directly with active seniors, elderly people with dementia and children and adults with disabilities. He attained a Diploma of Community Welfare Work from TAFE, Ultimo and is a 3rd year Social Work student at the University of New South Wales.

**Inna Smetanina**  
Eastern Sydney Multicultural Access Project  
Inna is strongly committed to the multicultural community. She makes every effort to promote and put into practice the principals of social justice and equality for all Australians. Inna is qualified with a Bachelor of Arts, major in sociology and management, and has supplemented this degree with several other qualifications. She is originally of Russian-Ukrainian background and speaks several Slavic languages. Inna has 5 years of experience in community development and direct work with elderly people, people with disabilities and their carers from CALD backgrounds.

A warm welcome to our new staff members!
Meeting & Training Room Facilities Available for Hire

The ECCFCSC has available for hire in its premises:

**Building 3 at the Addison Road Centre (ARC)**
142 Addison Road, Marrickville
Parking is also available at the ARC.

**Conference Room**
With seating arranged in conference style, this room can accommodate up to 75 people comfortably.

With seating arranged for training purposes, this room can accommodate up to 40 people comfortably, (depending on the arrangement of tables if used).

**Meeting Room**
Seating arranged for meeting/workshop purposes can accommodate up to 12/15 people comfortably.

People with mobility issues can access either room, as well as two toilets. People making a booking are advised to indicate access issues.

**Availability of the Facilities**
Either room is available **Monday to Friday** from **9am till 5pm**. Due to security reasons the rooms are not available during evening hours and/or weekends (special arrangements only). Priority is given to members of the Co-operative.

**HIRING RATES (GST INCLUSIVE)**

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<td><strong>CONFERENCE ROOM</strong></td>
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Ethnic Child Care, Family and Community Services Co-operative Ltd.
Building 3, 142 Addison Rd, Marrickville NSW 2204
ABN: 92766868403
Phone: 02 9569 1288 | Fax: 02 9550 9829 | www.eccfcsc.org

www.twitter.com/eccfcsc
www.facebook.com/eccfcsc
<table>
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<tr>
<th>RESOURCE NAME</th>
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<tr>
<td><strong>a) DVD – Growing Up Bilingual In Australia: An Investment</strong></td>
<td>$35.00</td>
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<tr>
<td>The DVD contains information for parents and educators about raising and caring for bilingual children. Chapters include: What is Bilingualism, Supporting Home Language Maintenance, Bilingual Education, Language Revival, Language and Community and Bicultural Support.</td>
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<td><strong>b) DVD – The Cultural Treasure Chest – Valuing Diversity in Children’s Services (2012)</strong></td>
<td>$30.00</td>
<td>$15.00</td>
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<tr>
<td><strong>c) DVD – The Cultural Treasure Chest – Valuing Diversity in Children’s Services (2007) – 50% of the original price!</strong></td>
<td>$25.00</td>
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<td>*DVD comes with an accompanying booklet with discussion points.</td>
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<td><strong>d) Survival Words for Children’s Services Booklet &amp; CD 2014</strong></td>
<td>$25.00</td>
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<tr>
<td>This resource assists early childhood educators to incorporate bilingual survival words and phrases in their practices covering over 50 languages.</td>
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<td>NOTE: Purchase the Booklet only ($25), Booklet &amp; CD ($30), CD only ($10)</td>
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<td><strong>e) Poster – Keys to Cultural Inclusion</strong></td>
<td>$11.00</td>
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<td>All keys have lift up flaps to reveal important information and suggestions about cultural inclusion.</td>
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<td>*Made with heavy card that will last for many years.</td>
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<td><strong>f) Poster – Welcoming Bilingual/Bicultural Children and Families</strong></td>
<td>$11.00</td>
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<td>The poster has nine lift up flaps that reveal important ideas and strategies for CALD children and families in your service.</td>
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<td>*Made with heavy card that will last for many years.</td>
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<td><strong>g) The Journey</strong></td>
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<td>Assists educators to have a good understanding of the refugee experience and issues faced and support/resource services available. NSW Mid North Coast based, however general information is transferable.</td>
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<td><strong>h) One Centre Many Languages Poster series</strong></td>
<td>P&amp;H cost only ($7.00)</td>
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<td>Produced in conjunction with KU St George Sutherland ISA Team and Bilby Publishing and Consulting. A set of 24 bilingual visual posters – A4 &amp; A3 (areas include: Creative Area, Writing Centre, Library, Science and Nature etc). Aims to build Educator capacity to implement diverse communication systems, promote and support multi-literacy and inclusive practices.</td>
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<tr>
<td><strong>i) Bilingualism Conference Proceedings and DVD –14/06/12</strong></td>
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<td>Postage &amp; handling</td>
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* GST included

**PLEASE NOTE: ALL BULK ORDERS TO RECEIVE 10% DISCOUNT.**

Cheque payable to: Ethnic Child Care, Family and Community Services Co-operative Ltd.
Address: Bldg. 3, 142 Addison Rd, Marrickville NSW 2204

For further information contact Abella - Phone: 02 9569 1288 | Email: coop@eccfcsc.org