



# Community Engagement Strategy Outcomes

## Katanning consultation

**Partners:** Shire of Katanning

In 2010 and 2011, the Office of Multicultural Interests (OMI) conducted a series of consultations as part of its Community Engagement Strategy. These contributed to the following four objectives detailed in OMI's Strategic Plan 2009–2013:

### Public sector

- Facilitate CaLD engagement in government decision-making processes, policies and programs.
- Support the public sector to achieve substantive equality for CaLD communities.

### Empowering CaLD communities

- Provide CaLD communities with the information, skills and opportunities to support settlement, integration and citizenship.
- Undertake research, consultation and partnerships to identify, address and advocate for the needs of CaLD communities.

### Broad community consultation outcomes

At a broad level, the community consultations:

- increase CaLD community engagement in government decision making
- connect CaLD communities and State Government agencies
- increase the capacity of agencies to engage effectively with CaLD communities
- increase information on government services and gaps in services to CaLD communities
- increase knowledge of CaLD community groups, leaders and issues among government agencies
- increase cultural awareness of government agencies
- develop the capability of OMI staff to work with communities and deliver its overall community engagement program.

### As part of the consultation process, OMI:

- consulted on the needs and priorities of CaLD communities
- researched and prepared pre-consultation discussion papers on relevant themes in partnership with government agencies
- planned and delivered consultations in partnership with other government agencies
- prepared and published summary reports following each consultation
- worked with partners and stakeholders to implement actions arising
- monitored, tracked and reported on outcomes.

The consultation process as a whole has some general outcomes for government and non-government agencies, CaLD communities and OMI staff.

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## About the consultation

The consultation was held from 24 to 25 February 2011 at the Katanning Leisure Centre. Forty-four people attended.

Information gathered at the community forum was supplemented by individual meetings with representatives of Braeside Primary School, Great Southern Institute of Technology, Islamic Association of Katanning Incorporated, Katanning Community Resource Centre, Katanning Migrant Resource Centre, Katanning Senior High School, Shire of Katanning Library and Western Australian Meat Marketing Co-operative (WAMMCO). Two meetings were held with community volunteers.

The consultation aimed to:

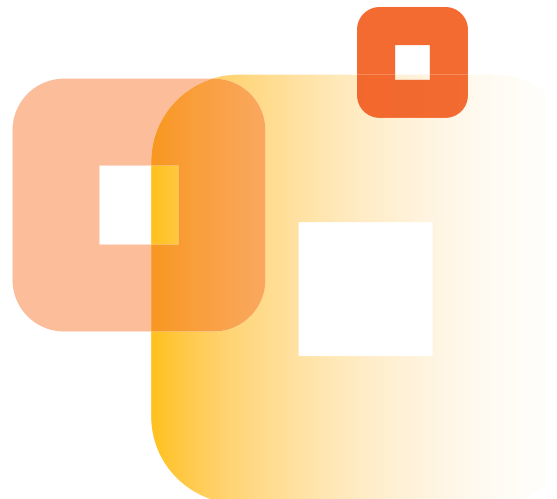
- ▣ identify issues faced by people from culturally and linguistically diverse (CaLD) backgrounds in Katanning, and their associated impacts
- ▣ explore possible solutions, and how to achieve them.

The consultation in Katanning differed from previous consultations, which were initiated and coordinated by the Office of Multicultural Interests. The Katanning consultation was both initiated and coordinated by the Katanning Shire Council. The consultation also benefited from the presence of a Department of Immigration and Citizenship representative at all meetings. A representative of the Karen Welfare Association, based in Perth, also assisted with community contacts and attended several meetings.

Participants identified the following **priority issues**:

- ▣ the need for a comprehensive Centrelink service in Katanning
- ▣ difficulties accessing health services, particularly specialist (including torture and trauma) services and the need for greater use of interpreters by health services and professionals
- ▣ the need for assistance to sit and pass the citizenship test
- ▣ the need for more English classes during the day, at night and on Saturdays
- ▣ English language assistance, particularly greater access to interpreting and translating services
- ▣ the need for comprehensive and coordinated settlement services and additional resources for the shire's migrant resource centre.

Following the consultation, OMI wrote to relevant government agencies highlighting issues pertinent to them and inviting comment. Outcomes are listed on the next page.





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## Outcomes

- **The Department of Human Services** advised that:
  - Centrelink master program services in Katanning are now available full-time through the Community Resource Centre
  - the department's multicultural services has committed to quarterly visits and engagement with CaLD communities with the first visit taking place at the end of March 2012 and incorporating community information sessions and dialogues with the Albany Migrant Resource Centre and its staff
  - refresher cross-cultural training for co-located Centrelink and Medicare Service Centre staff has been completed.
- **The Minister for Citizenship and Multicultural Interests** awarded a grant of \$33,333 to Rainbow Coast Neighbourhood Centre to supplement funding for the Katanning Migrant Resource Centre.
- **The Association of Services to Torture and Trauma Survivors (ASeTTS)** carried out a consultation in Katanning as a result of the information contained in the consultation report and conducted a series of cultural awareness training workshops for staff in service delivery agencies.
- **The Office of Multicultural Interests** partnered with the WA Primary Care Health Network to host consultations with CaLD communities on the draft WA Primary Health Care Strategy and, due to the issues identified during the OMI consultation, Katanning was included in this consultation process.
- A Katanning Interagency Forum has been established to improve communication, cooperation and coordination between service providers.
- **The Department of Training and Workforce Development** advised that the Katanning Workforce Development Centre, provided by the Central Area Regional Training Scheme Inc (trading as Directions), agreed to respond to the identified gaps in career development services for CaLD clients in Katanning. They will review their service delivery in the area and put in place arrangements to meet these needs. They also plan to allocate more working hours to a Career Development Officer to foster a closer working relationship with the Migrant Resource Centre in Katanning.
- **The Department of Health** advised that:
  - WA Country Health Services (WACHS) will continue to promote the use of Telephone and Interpreting Services (TIS) to staff and consumers in the region
  - Katanning Hospital has embraced a multicultural workforce, including clinical and support staff from CaLD backgrounds of whom two entered Australia as refugees. Refugees presenting to Katanning Hospital requiring trauma and/or torture counselling are referred to the Community Mental Health Service for assessment and referral to specialist services, as appropriate
  - WACHS encourages Central Great Southern Multi-Purpose Service staff to use the Australian Government's Translating and Interpreting Service (TIS)
  - expenditure on interpreting and translating has increased 88 per cent across the Great Southern since 2009

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- ▣ the Department of Immigration and Citizenship link to the Medical Practitioners Free Interpreting Registration Form has been provided to the WACHS Great Southern Operations Manager.
- ▣ **Great Southern Institute of Technology** advised that the institute can support people from CaLD backgrounds who require additional support to undertake mainstream training through the Course in Applied Vocational Study Skills (CAVSS) and, in addition to English language programs, the institute also runs job-seeker programs.
- ▣ **Department of Education** advised that:
  - ▣ services for CaLD students are provided through the English as a Second Language/English as a Second Dialect (ESL/ESD) program. A comprehensive professional learning program is offered and new arrival teaching programs are available through the ESL/ESD website
  - ▣ the ESL/ESD Resource Centre has an extensive bank of resources to support teachers, including resources to promote multiculturalism
  - ▣ the department's State-wide services division includes a significant team of ESL/ESD English language and literacy coaches to support schools and regional networks
  - ▣ in 2009, Katanning Senior High School received 55,000 new arrival resource kits and, more recently, an ESL/ESD support program had been established
  - ▣ a specialist ESL cell was established at Katanning Primary School in 2008 and extended to Braeside Primary School in 2010
- ▣ a bank of translated documents for use in schools is available on the department's website
- ▣ Katanning Senior High School has accessed the department's contracted translation service as part of its School Community Partnership program.
- ▣ **Department of Regional Development and Lands** expressed strong interest in supporting economic development and community development of CaLD communities in regional areas of WA through its 107 Community Resource Centres.

## What next?

OMI continues to work with stakeholders and provide regular updates on progress and achievements in response to issues raised.