



ANNUAL REVIEW

2019



Ethnic Communities' Council of NSW

Representing All Communities



Ethnic Communities' Council of NSW
Representing All Communities

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Featuring a selection of photographs from the ECCNSW photo album that captures images of the various ethnic communities in New South Wales.

MESSAGES OF SUPPORT



Congratulations to the Ethnic Communities' Council of NSW for its continued efforts to foster harmony in NSW during the past year.

The Council can be proud of its many initiatives, one of which is the Leaders in Cultural Diversity program. This important program is aimed at strengthening the role of peak multicultural councils in NSW and ensuring a coordinated approach is taken to issues affecting culturally and linguistically diverse communities in our state. The NSW Government is pleased to support the Council in its work and looks forward to close collaboration in the future.

A handwritten signature in black ink, appearing to read 'Gladys Berejiklian'.

Gladys Berejiklian MP
Premier



I would like to express my thanks to the Ethnic Communities' Council of NSW for your work and achievements in promoting multiculturalism in NSW over the past year.

As the first organisation in Australia founded to represent all culturally and linguistically diverse communities, the Council has worked tirelessly as an advocate, educator and champion of community development.

I commend the Council for recently launching its Strategic Plan 2019-2022, which outlines a vision for 'an inclusive Australian society that values and upholds principles of multiculturalism'.

I look forward to continuing to work in partnership with the Council.

A handwritten signature in black ink, appearing to read 'Geoff Lee'.

The Hon. Geoff Lee MP
Minister for Skills and Tertiary Education
Acting Minister for Sport, Multiculturalism, Seniors and Veterans



As Shadow Minister for Multiculturalism, I am delighted to send my heartfelt wishes to the Ethnic Communities' Council of NSW. I would like to thank you and continue to offer my support to your staff and volunteers in their commitment to a just and fair community.

The Ethnic Communities' Council of NSW continues to make an outstanding contribution to the diversity of NSW; you are a strong and respected advocate for our multicultural society and, help make NSW a welcoming and prosperous state.

Your combined achievements are many and are cause for celebration.

On behalf of the NSW Opposition and, in my capacity as Shadow Minister for Multiculturalism, I thank you very much for your advocacy and dedication to a vibrant and harmonious society. I wish all staff, members, volunteers and supporters a truly great year ahead.

Yours sincerely

Jodi McKay MP
Leader of the Opposition
Shadow Minister for Multiculturalism
Member for Strathfield



Dr Hari Harinath OAM
Chair of Multicultural NSW

Multicultural NSW has a long and proud history of partnering with the Ethnic Communities' Council of NSW. Our relationship is a great example of government partnering with community advocacy groups to achieve positive outcomes for the NSW community. Together we strive to champion cultural diversity and community harmony. We play different roles but work collaboratively to achieve great outcomes for the CALD communities in NSW. The informed community knowledge and advocacy of the NSW ECC continues to inform our program and policy design. Partnerships such as the one between MNSW and ECC NSW are important and our agency is proud to have the organisation involved in our Leaders in Cultural Diversity Program until 2021.



Joseph La Posta, CEO
Multicultural NSW

Dr Hari Harinath OAM,
Chair of Multicultural NSW

Joseph La Posta
CEO, Multicultural NSW

CHAIR'S REPORT



Mrs. Marta Terracciano
Chair

As Chair of the Ethnic Communities' Council of NSW (ECCNSW) Board, it is my honour to introduce our annual report for 2018-19.

I would like to thank the Board for their tireless volunteer work towards the mission of the ECCNSW, which is to actively promote

the principles of multiculturalism, and to advocate for the further development of a culturally inclusive society. The Board's efforts this year included evaluating the outcomes of the last three-year strategic planning cycle and overseeing the process of developing our strategic vision for the next three years. The Board also continued to ensure our processes of governance and financial management remained robust and place the organisation in a solid position to embark on our next strategic cycle.

I also acknowledge and thank the Members' Forum, which has committed to overseeing and providing significant input into several important developments relating to culture, diversity and inclusion in NSW. The Forum's input has ensured we remain informed of our communities' shared issues of concern, and it has helped us to advocate for the strengthening of policies, programs and opportunities that reinforce multiculturalism and cultural diversity in NSW.

Much of our work protecting ECCNSW's legacy advocating for multiculturalism to be embedded in systems and processes in NSW happens at a policy level. It is not in the form of direct service delivery to individual clients. So, whenever a person of a CALD community receives a water contract they understand, is offered a full range of energy provider options, votes after receiving impartial information in their own language, or receives culturally sensitive health services in NSW, it is partly because of the advocacy of ECCNSW. These are but a small sample of our work, because in 2018/19, in total we worked directly with 21 government agencies, 25 peak bodies, nine influential service networks,



ECCNSW Chair Marta Terracciano congratulates a graduating Media Mentorship student

seven energy providers, six sector regulators, four government owned corporations and four universities. An outstanding example is the SBS Media Mentorship program in partnership with Macquarie University, SBS, and NITV. The main purpose of the program is to address access and equity issues for culturally and linguistically diverse (CALD) students, to boost their employability upon graduation so they can contribute to the changes and diversification of the Australian media. We also represented your voice and wrote major submissions to an NSW Parliamentary Enquiry and to the Australian Energy Regulator.

I would like to acknowledge the NSW Government, its agency, Multicultural NSW, the Australian Government, the many Local Governments we worked with and various non-government agencies for their financial and collaborative support which enabled ECCNSW to deliver our advocacy work and to deliver innovative projects. A case in point is Speak My Language, which provided information about

healthy ageing to CALD seniors and their carers in over 28 languages and was broadcast by up to 40 radio stations.

I would like to thank and acknowledge our organisational members and our individual associate members who support us, and who gave their views and suggestions for the ECCNSW's new Strategic Plan 2019-2022. The Strategic Plan outlines a vision for '*an inclusive Australian society that values and upholds the principles of multiculturalism*'. The Board and Management are pursuing a strategy to recognise and engage our members, collaborate with others on shared issues, and better utilise our existing infrastructure. The focus areas of the Strategic Plan are:

1. Engage and Empower
2. Collaborate and Partner
3. Lead and Represent
4. Strengthen and Build Capacity

I would like to acknowledge the people who took up important posts throughout the last year such as Mr Joseph La Posta, CEO of Multicultural NSW, Mr Chin Tan the Race Discrimination Commissioner, Australian Human Rights Commission, and Mr James Taylor Managing Director of SBS.

I wish to give my sincere thanks, gratitude and recognise the importance of the ECCNSW Chief Executive Officer Ms Mary Karras. Her commitment in delivering the work has exceeded expectations. All our results have been achieved under her management. The Organisation's standing in the community as a leading, inclusive and progressive organisation is a credit to our CEO and her team. I wish to thank each and every staff member for all their hard work and dedication.

As always, I wish to thank my fellow Board of Management, the Executive and a special mention to Mr Jack Passaris OAM, the Deputy Chair, for their support, leadership and governance of ECCNSW. Their generosity to commit time and expertise throughout the year and my term has ensured the Board has played its part in a successful year.

As ECCNSW enters its 45th year of serving the community in a very strong position and I know that we will continue to reach greater heights in the years ahead.

Mrs. Marta Terracciano J.P.
Chair, Ethnic Communities' Council of NSW



ECCNSW, SBS and Macquarie University applaud the Media Mentorship graduating class of 2019

CHIEF EXECUTIVE OFFICER'S REPORT



Mary Karras CEO

The Ethnic Communities' Council of NSW (ECCNSW) is the only peak body representing ethnic communities across NSW to all levels of government – local, state and national – and increasingly, to corporate sectors.

Our role is to listen to the issues and concerns

of diverse communities across NSW and to represent them effectively in a vast array of policy and service areas. We work tirelessly to uphold, celebrate and defend the principles of multiculturalism, ensuring the specific issues of CALD communities across NSW are vigorously represented. In the last 12 months alone, ECCNSW has directly advocated for ethnic communities of NSW in areas and sectors as diverse as:

- Children and Youth (education, jobs etc.)
- Children and Youth (education, jobs etc.)
- Ageing and aged care
- Inclusion of people with disability
- Carers
- Health
- Housing
- Small businesses
- Employment
- Education policy
- Community Languages Schools
- Affordable energy (gas, electricity)
- Water
- Taxation
- Voting access
- Law and Policing
- Settlement, Migration and Refugees
- Safety (water safety, road safety, crime)
- Women (education, health, safety, financial security and access to housing)
- Domestic violence prevention
- Environment care
- Census representation
- Australia Post

- Town Planning
- Human Rights and Equal Opportunity Commission

As this year represented the end of a three-year strategic planning cycle, we looked critically at the changing social and policy landscape and considered how we have, and will continue to remain, effective and relevant. One change already affecting our communities is government subsidised services increasingly moving to 'fee-for-service' models. Indeed, the Australian Government Review of Competition Policy (2015) recommended that wherever possible, services subsidised by governments should be delivered via market-driven models (as the National Disability Insurance Scheme is and aged care will increasingly be). This means we can expect that services will increasingly be delivered by private and non-government providers that are competing with each another. In this context, ECCNSW offers a forum for providers to work together collectively (as they have for example, in Speak My Language), an avenue to deliver an impartial voice to regulators and to independent bodies overseeing service systems, and to influential peak bodies and other groups. Examples of our work in this context includes with:

- NSW Energy Round Table
- NSW Electoral Commission
- Sydney Water
- Australian Electoral Commission
- Australian Energy Regulator
- Australian Energy Market Commission
- Energy and Water Ombudsman of NSW
- Water NSW consultative group
- Aged Care Liaison Group (Dept of Health)
- Energy & Water Consumer Advocacy Panel
- Aged Care Quality and Safety Commission
- Submission to NSW Parliamentary Inquiry into the Electoral Act and
- Seniors Rights Service of NSW (joint Submission to the Royal Commission into Aged Care Quality and Safety)

We also concentrated on getting impartial information to CALD customers and consumers of utilities (water and energy) and aged care.

For example, our Energy Team lobbied energy businesses to initiate innovative projects for multicultural communities – ensuring the benefits of energy competition are available to all residents of NSW and beyond; whilst the Speak My Language (SML) Program delivered in partnership with ECCQLD, ECCV, SBS and NEMBC, broadcast impartial and accurate information regarding ageing and aged care in 28 different languages across NSW and Australia. The SML podcasts were identified as being downloaded by families living overseas which enabled families living across the globe to support their Australian family members to plan ahead for ageing and aged care here in Australia.

Our “grass roots” connections with CALD communities and businesses across NSW (via our project work and membership base) informs our understanding of the needs of communities. Our staff have delivered projects in environmental protection, energy regulation and delivery, business and household savings (Bin Trim, Household Waste); empowerment through technology (Tech Savvy Seniors and Be Connected); primary prevention of domestic violence (Men Against Violence); voting and civics information (Vote Talk); Inclusion of people with disability (My Journey); media diversity, empowerment and capacity building (Speak My Language and Media Mentorship Programs); Aged Care Sector Development and more. Our understanding of the needs of CALD communities is also informed through our Members’ Forum and the vital support and collaboration of our individual associate members, organisational members and the many collaborators that support and deliver projects to CALD communities. In the last 12 months, we collaborated directly with more than 100 agencies including government departments, statutory bodies or agencies, peak bodies, corporate entities, service networks, universities, vocational education institutions, professional bodies and more.

None of these achievements would have been possible without the extraordinary efforts of our committed staff that includes the numerous bi-lingual educators who work on the ground across a diverse range of topics. I would like to

sincerely thank all of them for their diligence and commitment to our vision and mission.

Finally, this year we embarked on the journey of evaluating our 2016-18 Strategic Plan and developing our new Strategic Plan for the next three years (2019 – 2022).

As a result, our Board has committed to four focus areas and strategic priorities:

1. Engage and Empower

Engage, involve and empower CALD communities to contribute to, and participate in, all aspects of public life

2. Collaborate and Partner

Collaborate and form partnerships to generate collective action on issues of importance to CALD communities

3. Lead and Represent

Take a leadership role as an advocate for multiculturalism and represent issues of importance to CALD communities to governments and businesses

4. Strengthen and Build Capacity

Strengthen our processes and build organisational capacity to achieve strategic objectives

Some highlights will include enhanced opportunities for members and communities to participate in policy and program input; innovative use of technology to drive engagement; a new website with enhanced functions for our members; greater opportunities for engagement across NSW; and practical resources and links to our innovative projects.

I look forward to the opportunity to work with the staff, our members and supporters in 2020 and beyond.

Mary Karras
CEO, Ethnic Communities Council of NSW

ABOUT US

OUR PURPOSE

The Ethnic Communities' Council of NSW is a leading peak body representing multicultural communities across New South Wales.

OUR VISION

An inclusive Australian society that actively upholds the principles of multiculturalism.

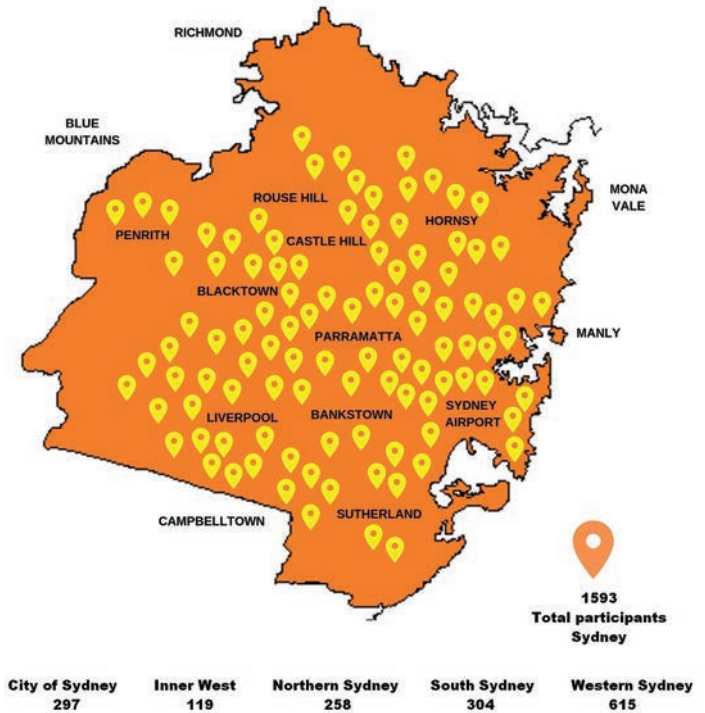
OUR RESULTS

This Annual Review presents a summary of the impact and influence ECCNSW has achieved over the financial year of 2018-2019.

The Review illustrates our achievements in each of the Key Result Areas of the Strategic Plan 2016-2019. The Key Result Areas are:

- Outreach, Collaboration, Action and Advocacy
- Empowerment and Capacity Building
- Harnessing the Legacy, Broadening the Reach and Strengthening the Governance.

ECCNSW Outreach across Sydney



ECCNSW Outreach Rural and Regional 2018-19



358 Community Organisations

84% ethnic
community
organisations

17% Other
non-profit
organisations

9% multicultural
service providers

10 Staff engaged
in advocacy, policy &
sector development

2 Specialising in
energy reduction
& climate change

6 Generalists working
on state-wide issues

4 Specialising in
community care
ageing & disability

2 Engaged in media
& communications

44 Years since we
were founded by
multicultural
communities
at a Town
Hall rally



64 Community Representatives

31 Ethnicities



89% Born
overseas



24 Language
groups that speak
all of the most
commonly spoken
languages
in NSW



10 Belief systems



11% Refugees



OUTREACH, COLLABORATION, ACTION AND ADVOCACY

Engage communities, identify shared issues, foster collaboration, facilitate access to resources and coordinate action to address identified issues



OUTREACH

ENGAGING COMMUNITIES

“Authentically representing CALD communities of NSW requires us to outreach. We are constantly engaging CALD communities in conversations and seeking their views on issues they identify as important.”

Mary Karras, CEO ECCNSW

Our goal is to empower CALD individuals and communities to have direct and on-going participation in civic life. Outreach and community engagement ensure the right of Australians of CALD backgrounds to be aware of and involved in, the policy and service delivery decisions that affect their lives. The Ethnic Communities’ Council of NSW (ECCNSW) provides a range of opportunities for CALD communities to be involved in these decisions – from less active to more active participation.

LEVELS OF PARTICIPATION – GET INVOLVED AT A LEVEL THAT SUITS YOU



Option to be:	Informed	Consulted	Involved	Collaborating	Empowered
Opportunity:	Be aware of the issues, facts, options and opportunities.	Provide input on an issue. Have your say.	Participate directly in the decision-making process (e.g. on allocation of resources).	Work with others to achieve a shared outcome (policy decision, service design).	Achieve the skills, networks and/or resources for direct action. Achieving it for ourselves.

OUTREACH FOR WORKER SAFETY

Involving CALD Communities to keep workers safe

Research shows that CALD and migrant workers are more likely to be harmed in the workplace than other workers (SafeWork NSW, 2019).

To address this, ECCNSW in partnership with Insurance and iCare NSW (iCare – previously known as NSW Workcover) outreached to over 336 Arabic and Vietnamese speaking people living in South West Sydney, to deliver crucial information about safety at work and workers compensation.

The sessions were delivered in Arabic and Vietnamese by an iCare facilitator and ECCNSW bilingual educators.

Participants learned tips to stay safe at work and about the process of workers compensation insurance and the role of iCare as an insurance company.

ECCNSW commends Insurance and iCare NSW for taking a proactive approach to engaging multicultural communities and informing them

of their rights and responsibilities to stay safe at work.

iCare's Head of Research, Customer and Community, Associate Professor Caroline Howe said the pilot will contribute to an iCare multicultural engagement and toolkit strategy.

“Building confidence and connectivity is important and as a social insurer, and partnerships with peak bodies such as the ECCNSW are an important part of our work. As the states social insurer we have opportunities and responsibilities to work across our ecosystem to drive change for the customers we protect and the community we serve. Our partnership with the Ethnic Communities’ Council of NSW has enabled us to reach out to our multicultural communities and has helped us to gain a deeper understanding of multicultural needs. The valuable insights captured during the project will support future development and our delivery.”

ECCNSW is currently discussing a future project with Insurance and iCare NSW to raise awareness about Dust Disease at work for Vietnamese communities.



Participants of the worker safety workshop, with Associate Professor Caroline Howe (Insurance and iCare NSW)



OUTREACH BY RADIO

Reaching CALD seniors who may be isolated

This year the Speak-My-Language (SML) program broadcast information about ageing well and aged care in 28 languages across 40 ethnic radio stations.

Led by ECCNSW, with our partners ECC Queensland / Diversicare, ECC Victoria, SBS Radio and the National Ethnic and Multicultural Broadcasters' Council (NEMBC), SML reached thousands of listeners across the country.

The evaluation of the project has proven that SML effectively reached many isolated seniors. Radio hosts and bi-lingual facilitators involved in the project told us many stories of how CALD seniors were calling the radio stations and speaking to aged care experts directly!

Mariette Mikhael, Coordinator of SML in NSW said, *“In the Hindi community, our bi-lingual facilitator Anju Mathur became quite famous. After hearing Anju on the radio, a senior reached out to her and invited her to speak with her friends. They met in the park under some trees. These seniors ended up forming their own social group and more and more seniors have connected with this informal group. Many also registered for aged care services after they learned how aged care service providers can support them to stay independent and in control of their lives.”*

COLLABORATION

IDENTIFYING SHARED ISSUES AND FOSTERING COLLABORATION

“ECCNSW seeks collaboration with any person or agency that shares our vision for an inclusive Australian society that values and upholds the principles of multiculturalism.”

Mary Karras, CEO ECCNSW

The principles of multiculturalism basically involve ensuring a ‘fair go’ for all Australians, regardless of race, ethnicity, language, culture or religion. The principles are also about celebrating our cultural diversity and recognising that diversity brings economic and social strength to Australia. And finally, they are about supporting and protecting our social cohesion as Australians, living together in harmony. Ultimately, that is what we all want for our families and communities – a good life!

This year, ECCNSW collaborated with agencies, government, organisations and communities to identify and address issues of shared concern. Over 2018/19, on your behalf, ECCNSW worked directly with up to 100 New South Wales and Commonwealth government departments, regulatory agencies, peak bodies and significant corporate entities, in addition to numerous community organisations including many of ECCNSW’s member organisations.

Examples include:

- 14 Local Governments across NSW
- NSW Energy Round Table
- NSW Electoral Commission
- NSW Police
- NSW Dept. of Communities and Justice
- NSW Environment Protection Authority
- Energy and Water Ombudsman of NSW
- Sydney Water
- Department of Health (Commonwealth)
- Australian Electoral Commission
- Australian Energy Regulator
- Australian Energy Market Commission
- Australian Taxation Office
- Australia Post
- Public Interest Advocacy Centre
- ECC QLD, ECC Victoria
- SBS
- NEMBC
- Health Direct
- Australian Nursing Home Foundation
- CASS
- Italian Welfare, CO.AS.IT
- COTA NSW
- Carers NSW
- Alzheimer’s Australia
- NSW Jewish Board of Deputies
- Elder Abuse Helpline
- Primary Health Network
- Greek Welfare
- Macarthur Disability Services
- PICAC
- Seniors Rights Service of NSW
- ECC Hunter, ECC Wagga, MCCI
- FECCA
- Energy & Water Consumer Advocacy Panel
- Sydney Local Health District
- Tenants’ Union of NSW
- UTS City Campus
- Sydwest Multicultural Services
- Australian Bureau of Statistics
- Greater Sydney Local Land Service
- Energy Consumers Australia
- AGL, Red Energy, Ausnet Services, Jemena, Ausgrid, Endeavour, Transgrid
- Insurance and iCare NSW



HOUSEHOLD PROBLEM WASTE

Action on shared issues of concern: The Environment

Many people of CALD background have told us that they are concerned about the environment and wish to do what they can to help.

The Household Problem Waste program empowered 761 people to do just that, by recycling and removing problem waste and creating Community Recycling Centres. This program, funded by the NSW Environment Protection Authority and delivered by ECCNSW in partnership with NAVITAS, engaged both long term multicultural residents as well as newly arrived migrants and refugees in NSW.

A total of 53 workshops were delivered this year in Arabic, Assyrian, Mandarin, Cantonese, Vietnamese, Greek, Korean, Turkish, Tamil, Urdu, Hindi, Nepalese and Spanish. Participants said it was a privilege to attend the workshops which provided them with an opportunity to learn and ask questions in their own language.

“I’ve been in Australia for years; this is the first I’ve heard of such information. I am glad I attended this workshop!”

Workshop Participant

ECCNSW also provided information at stalls in 16 different locations across NSW, reaching a further 354 people.

We are certain even more people found out about the initiative, as seven radio interviews were developed in partnership with SBS Radio and six articles were placed in community newspapers in multiple languages.

ECCNSW thanks SBS Radio for their ongoing partnership and media support for initiatives such as these.

“We need more environmental education sessions in languages”.

Assyrian Group at Fairfield

COLLABORATING TO PROVIDE ACCURATE AND IMPARTIAL INFORMATION ON AGED CARE

“All involved in Speak My Language (SML) are passionate about supporting older people to age well and stay independent. The spirit of collaboration and camaraderie was wonderful. Without this generosity, SML would not have been the great success that it was.”

Terrie Leoleos, ECCNSW

The SML program enabled CALD and Aboriginal seniors and their carers to tune in to their favourite community radio station to hear real stories of how seniors are ageing well and accessing aged care services to do so. Additionally, aged care experts provided accurate and impartial information in language. In total, SML broadcast 14 topics in 28 languages, across 40 radio stations in NSW, QLD, VIC, TAS and the

ACT. Some languages and topics were broadcast nationally by SBS Radio.

SML was the result of successful collaborations with many agencies – at its core, between ECCNSW, ECCQLD/DiversiCare, ECCV, SBS Radio and the National Ethnic and Multicultural Broadcasters’ Council. An Advisory Group helped guide and advise on the project implementation and included key stakeholders from the sector including: Aged Care and Rehabilitation, Alzheimer’s Australia, Australian Nursing Home Foundation, CASS, CO.AS.IT, FECCA, Greek Welfare, Health Direct, Macarthur Disability Services, Maria Berry (carer representative), NSW Elder Abuse Helpline and Resource Unit, NSW Multicultural Access Program, PICAC NSW, Primary Health Network, Inner West Sector Support and Development Network and the Seniors Rights Service.

In addition to the above agencies, ECCNSW worked with 40 radio stations and 32 additional care providers and other community organisations.



SML representatives from QLD, VIC and NSW are invited to speak with (former) Minister for Ageing, the Hon Ken Wyatt MP

ACTION AND ADVOCACY

FACILITATING ACCESS TO RESOURCES AND COORDINATING ACTION TO ADDRESS IDENTIFIED ISSUES

“Our reach is culturally, linguistically, religiously and geographically broad. We aim to represent the interests of all age groups. We cover issues and address sectors that impact on the multicultural communities of NSW.”

Mary Karras, CEO ECCNSW

Representing Your Issues and Concerns

This year, we represented your issues and concerns in the following areas:

Advisory Bodies and Roundtables

- NSW Premier and Leader of the Opposition regarding anti-discrimination law and Section 20D and prepared a generic letter for members to use as a template
- Participated (by invitation) to a high-level roundtable convened by the Commissioners leading the Royal Commission into Aged Care Quality and Safety



ECCNSW CEO Mary Karras congratulates the recipients of the NSW Education Minister's Awards for Excellence in Student Achievement for Community Languages.

- Australasian Dermatologist Customer Engagement Advisory committee
- Australian Department of Health – Aged Care Workforce Strategy Roundtable
- Australian Department of Health – Aged Care Liaison Group
- National Roundtable on the development of the 2nd National Action Plan on Women, Peace and Security
- Non-Government Organisation Housing Partners Reference Group
- NSW Department of Education Ministerial Board of Community Languages
- NSW Department of Education Ministerial Board of Community Languages, Governance Committee
- NSW Department of Education – Multicultural Education Advisory Group
- NSW (former) Department of Family and Community Services Multicultural Advisory Group
- NSW Electoral Commission Culturally and Linguistically Diverse Reference Group
- NSW Ministry of Health and Cultural Perspectives – Reference Group for Palliative Care project
- Sydney University – Sydney Institute of Community Languages Advisory Group
- Uniting – Child Wellbeing Practice Reference Group
- Member of the Australian Hate Crime Network, convened by University of Western Sydney

Representations made to:

- NSW Minister for Women, Ageing and Mental Health, the Hon Tanya Davies, MP, outlining the importance of these portfolios and how ECCNSW supports work in these areas

Contributions made to:

- Amnesty International Community Conversations campaign
- Australian Digital Health Agency – My Health Record
- Australian Department of Social Services – Fourth Action Plan to Reduce Violence Against Women and their Children
- Australian Human Rights Commission – Racial Tolerance Consultation
- Australian Human Rights Commission – National Forum on Racial Tolerance and Community Harmony
- Australian Human Rights Commission – Forum on Racism and the Media
- Australia’s National Research Organisation for Women’s Safety (ANROWS) research
- City of Sydney – Future Shaping of Sydney
- Commonwealth Bank of Australia to develop a plan to address financial abuse in CALD communities
- eSafety Commission – advising on CALD content that supports and encourages digital literacy and online safety
- Energy Consumers Australia – Housing Summit focusing on Energy Efficiency and Safety
- FECCA – provided information and/or feedback on a variety of issues including citizenship, aged care, reducing violence against women and supporting FECCA’s representation on Labour’s Community Sector Partnership
- Greater Sydney Commission on the feasibility of the draft Regional and District Plans
- NSW Ageing and Disability Commissioner
- NSW Department of Education – Review of EALD provision in NSW public schools; NSW Department of Education – Review of the Languages Curriculum
- NSW Department of Education, Ministerial Board of Community Languages Schools, Strategic and Risk Management Plans
- NSW Department of Finance Services and Innovation – Fair Trading Communications to CALD communities
- NSW Department of Justice – Review of Domestic Violence Strategy consultation
- NSW Electoral Commission – feedback on staff training material to develop cultural competence
- NSW Government, Registry of Births, Deaths and Marriages on suggested changes to birth certificates to reflect multiculturalism in NSW
- NSW Health – Draft Health Plan for CALD communities
- NSW Tenants Union in the Make Renting Fair campaign



Multicultural Access Program

The NSW Multicultural Access Program (MAP) has delivered an exciting line up of community engagement events, educational sessions, presentations, training to the aged care sector, as well as providing coaching and support to CALD specific and mainstream aged care services.

The aged care sector is experiencing significant reform. This year alone, the Commonwealth Government has introduced new standards for aged care, a Charter of Aged Care Rights, requirements for services to cater to cultural, linguistic, religious and social diversity and a new complaints phone line. ECCNSW has also been asked to provide information and contribute to national aged care conversations and reviews. In partnership with the Seniors Rights Service, (another influential NSW peak body), ECCNSW wrote a submission to the Royal Commission into Aged Care Quality and Safety, outlining the findings of research the agencies jointly conducted about preventing abuse or mistreatment of older people of CALD background. The MAPs project also contributed information to the Review of the Commonwealth Home Support Program (CHSP).

Providing opportunities for the sector to contribute towards national reform is always welcomed. However, much work is needed to prepare consumers and communities to be able to feed into the reform and this presents challenges. Therefore, assisting communities and associations on how to articulate and submit their concerns has been a priority for the NSW MAP Officer for this past year, with over 360 calls to CALD services, consultations with over 200 consumers and families, and numerous attendances at monthly and bi-monthly network meetings with industry bodies. These activities ensured CALD issues and concerns were being raised at both a state and national level.

NSW MAP Network

The NSW MAP Network continues to meet bimonthly. New members have joined the Network, which has been incredibly exciting given the new members' expertise, enthusiasm and passion for aged care and the multicultural sector. The Network has initiated a number of programs which will be developed further including: Ambassador Networks across NSW, Workforce Development Mentorship Program and Conferences in partnership with other SSD



across NSW which focus on aged care into the future.

The NSW MAP has also established connections with multicultural aged care networks in Queensland and Victoria to streamline aged care issues and priorities and share learnings and resources. This will assist to minimise duplication across the states, build greater capacity to address common issues and develop practices which will have both state and national outcomes.

An outcome of the network collaborations is the establishment a new CALD SSD website which will feature all CALD SSD's across Australia. The website is being launched in November 2019, and will provide government, industry and the sector with an efficient online platform to identify and access the Multicultural Aged Care Sector Support and Development (SSD) Officers near them in minimal time. Coaching and training opportunities will also be available through the website and will include an online community forum.

Profile and Sector Education

Over 18 presentations to the aged care sector have been delivered this period. The themes and topics of these presentations include: *Bridging the Digital Divide; A Multicultural Lens; An Aged Care Lens Into The Future; The Importance of Capturing a Consumer Voice; Authentic Engagement with CALD Consumers; The Top 14 Priority Aged Care Topics; Working with Ethnic Radio; What are the New Aged Care Standards and What Do They Mean?*

Over 180 calls have been conducted by the NSW MAP Officer, providing coaching and support to industry and services. Information included support on implementing the new standards, meeting outcomes, working with new CALD bilingual workers, engaging with CALD consumers and CALD associations, working with CALD volunteers, building the capacity of aged care teams, reducing CALD consumer complaints, and responding to requests to deliver in-language educational sessions to CALD seniors.



My Aged Care Information sessions

In addition to coaching and addressing enquiries, the NSW MAP Officer facilitated the delivery of face-to-face educational sessions across NSW. A total of 15 sessions in eight languages were delivered to over 419 participants. Priority topics included My Aged Care, Commonwealth Home Support Program, Package Care Options and Rights and Responsibilities.

New Networks Established in Regional NSW

Support to regional NSW has seen the development of new networks and CALD groups joining the NSW MAP collaboration. Recent work with the Samoan, Cook Islander, Russian and Greek communities in Queanbeyan, Young and Goulburn has evolved with seniors and carers registering to become Ambassadors and connectors in their respective community groups. As a result, the Ambassadors have been supported to plan a community event called "The Gathering" which is currently in development and is scheduled to be held in Queanbeyan/ ACT mid-November, with over 200 guests, VIP's and service providers expected to attend.



Energy Advocacy Community Engagement Group

ENERGY ADVOCACY

Advocating for multicultural communities across Australia

ECCNSW is the only peak body in Australia currently advocating for the energy needs of people from culturally and linguistically diverse (CALD) backgrounds, contributing to over ten consultative bodies nationwide.

Throughout 2018-2019, the ECCNSW Energy Advocate Team has been working on several fronts with the energy sector across the eastern states to develop ground-breaking initiatives designed to engage and reach people from (CALD) backgrounds.

Extreme weather events, regulatory changes in the National Energy Market (NEM) and growth in the sector means it is more imperative than ever to support these communities to navigate an already complex system and ensure their voices are heard.

Energy Consumers Australia (ECA)

Following the success of *Creating Cultural Connections: Engaging CALD Energy Consumers Guidelines*, ECCNSW was funded for a further three years to monitor and evaluate the responses of energy businesses and agencies across the NEM, to consult and communicate with CALD consumers. This important work was funded by Energy Consumers Australia – the national voice for residential and small business energy consumers – and delivered by ECCNSW.

The soon to be released final report resulting from this work, entitled *Continuing Cultural Connections* will provide best practice guidelines to assist energy networks, retailers and businesses to effectively engage and consult with CALD energy consumers.

Every five years all regulated energy transmission and distribution businesses must submit both a detailed revenue estimation for the next five-year period (referred to as a Revenue Reset) and a set

of tariff classes and mechanisms called a Tariff Structure Statement.

NSW businesses were the first to complete their submissions to the Australian Energy Regulator (AER) early in 2019. As part of this process, businesses were required to consult with a range of consumer stakeholders about their proposed submissions and incorporate, where possible, consumer opinions into the proposals.

The ECCNSW's Energy Advocate has been involved in a number of those deliberations and forums over the past year in NSW, Victoria and South Australia.

The *Continuing Cultural Connections* guidelines will be a vital resource to ensure consumer opinions include those of CALD consumers.

Jemena Gas Network

Over many years, ECCNSW has lobbied energy businesses to initiate innovative projects for CALD communities – ensuring the benefits of energy competition are available to all residents of NSW and beyond.

An example is a recent partnership between Jemena Gas Network (Jemena) and ECCNSW, which involved a team of ECCNSW bilingual educators and facilitators providing information, advice and on-the-ground support to run four extensive 'deep-dive' forums with Arabic speaking domestic energy consumers. The forums were delivered in Arabic by ECCNSW and Arabic speaking staff from Jemena in Fairfield, Western Sydney.

ECCNSW also facilitated engagement with small business operators from five language groups regarding future gas market decisions.



“Both the Jemena project and initiatives to engage small business operators has not been attempted by energy businesses in Australia prior to these efforts. It has been a resounding success with accolades across the sector.”

Iain Maitland, Energy Advocate, ECCNSW

The Jemena consultation process has been so successful that it won the annual prestigious Consumer Engagement Award for energy distribution businesses jointly established by Energy Networks Australia, the national peak body for energy distribution companies, and ECA.

Payment Assistance

Previous research undertaken by ECCNSW identified the low take-up by multicultural communities of energy assistance measures available to consumers experiencing difficulty with making payments. A primary reason for this was a lack of awareness of the opportunities available for assistance. Significantly, a considerable proportion of those surveyed had heard of the initiatives but did not take advantage of them when they could.

AER Hardship Guidelines

Recognition of this significant low uptake identified by ECCNSW led the Australian Energy Regulator (AER) to consult with ECCNSW and other stakeholders to establish the AER Hardship Guidelines. These Guidelines were initiated in May 2019 in the eastern states excluding Victoria. ECCNSW also provided electricity retailers with cultural and language expertise to ensure their flyers were accessible in multiple languages.

ECCNSW also contributed our significant experience in the energy sector to consultations held over more than two years by the Essential Services Commission Victoria (ESCV). In January 2019, these consultations resulted in ESCV introducing its own binding payment assistance mechanism for consumers in Victoria, the Payment Difficulties Framework.

These two sets of enforceable guidelines form a major area of interest for the ECCNSW Energy Advocacy Team. ECCNSW is arguing that the (two) guidelines' effectiveness for multicultural communities should be evaluated via a consumer research project in 2020.



Service NSW

Service NSW recently initiated an integrated suite of services through its service centres and online. The Cost of Living initiative and Energy Switch, along with the Service NSW website, provide the opportunity for in-language assistance – either in person at one of their service centres, over the phone or online. ECCNSW has provided information, expertise and guidance to Service NSW as they introduce these new programs.



EMPOWERMENT AND CAPACITY BUILDING

Provide opportunities, structures and resources to contribute to capacity building and to the empowerment of our members and the communities we represent and serve



EMPOWERMENT

EMPOWERING OUR MEMBERS AND THE COMMUNITIES WE SERVE

“At every opportunity in our projects and collaborations, ECCNSW seeks to leave communities stronger and more empowered to achieve their own goals and dreams.”

Marta Terracciano, Chair ECCNSW

In this strategic objective ECCNSW sought, not only to achieve immediate project outcomes, but to ensure that at the end of each project, communities and our member collaborators, were more empowered.



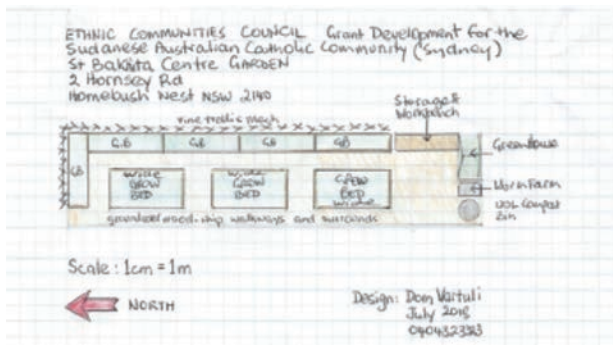
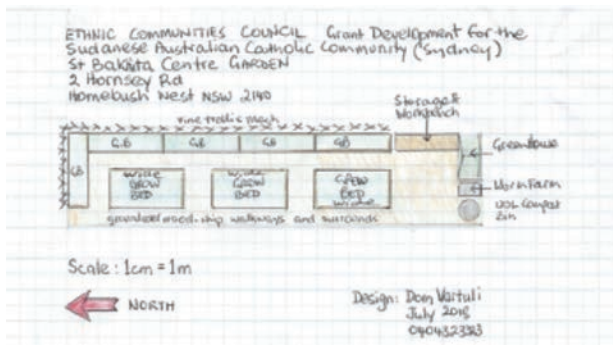
COMMUNITY GARDEN

Resourcing communities to foster community connection and healthy living

This year, ECCNSW worked with the South Sudanese community at the St Bakhita Centre to establish a flourishing community garden.

According to the St Bakhita Centre, since the garden started it has not only helped the South Sudanese women in the community of Western Sydney to grow healthy food, but it also has grown meaningful new friendships.





Anna Dimo, Pastoral Care Coordinator, St Bakhita Centre

The set-up of the garden started in June 2018 with a gardening expert developing a site design for the community garden.

Three large garden beds and five narrow grow beds were put together, levelled, raised and filled with soil and mulch. A green house, storage, work bench and a compost bin were also installed at the site.

Anna Dimo, Pastoral Care Coordinator at the St Bakhita Centre explains the intergenerational benefits of the garden:

“We have a playgroup at the centre so women bring their children when they attend our citizenship, English and computer classes. Now we have the community garden, they can teach their children how to grow food and hopefully inspire them to eat healthy, traditional foods rather than fast food.”

For the Australian South Sudanese community of Western Sydney, this initiative provides a sustainable way to access nutritional food and eliminate social isolation.

ECCNSW is committed to helping all multicultural communities in NSW, particularly the new and emerging communities, to develop ways to increase community connections. ECCNSW endeavours to support any community that requires assistance to achieve these outcomes.

Funded by the WestConnex Community Connections Program.



VOTE TALK

Resourcing CALD communities to vote

The Vote Talk program involved broadcasting in-language conversations to inform and empower CALD communities to enact their right to vote in Australian government elections. ECCNSW delivered Vote Talk in partnership with the Australian Electoral Commission (AEC) and NSW Electoral Commission (NSWEC) with funding by AEC and NSWEC.

Vote Talk engaged and resourced trusted and recognised members of CALD and Indigenous communities to broadcast and podcast impartial and accurate information to make voting in Australia easy to understand.

Based on demographic research, data reviews and consultations, ten language groups were targeted: Arabic, Vietnamese, Tagalog, Chinese, Spanish, Hindi, Assyrian, Tamil, Urdu, and English (an Indigenous focus and a youth focus).

The Vote Talk model involved:

- Community consultations (over 100 individuals from the selected language groups).
- Training bi-lingual facilitators (BLF) on civics, podcast development and broadcast skills.
- Recording podcasts on community attitudes towards voting and election processes.

These included factual information aimed at dispelling misconceptions that could result in votes being “informal” (and therefore not counted).

- Live on-air radio conversations (163 hours total) scripted by ECCNSW, AEC and NSWEC to ensure accuracy and political neutrality.

Vote Talk achieved significant capacity building of bi-lingual facilitators and radio hosts. Feedback from communities was also overwhelmingly positive:

“We (the radio station) were receiving calls from people asking why they did not receive this information during other previous elections.”

“People stopped me (BLF) while I was shopping to say they enjoyed the updates on radio and found it very interesting. They even organised carpooling for election day to ensure they would accurately submit a formal vote, not a donkey vote.”

“On radio we discussed politics around the world and in my country and how privileged we were to be here in Australia and have the freedom and right (democracy) to have a say about what happens in this country”.

CAPACITY BUILDING

PROVIDING OPPORTUNITIES, STRUCTURES AND RESOURCES TO CONTRIBUTE TO CAPACITY BUILDING

“Capacity building involves increasing the knowledge, skills, networks and resources of an individual, group or community, in such a way that they are better equipped to flourish.”

Mary Karras, CEO ECCNSW

TECH SAVVY CALD SENIORS

Increasing digital literacy skills and confidence

There is a myth about older people which says they “don’t want to use computers or smartphones.” This is not true. What is true is that as we get older, we are offered fewer opportunities to develop digital literacy and confidence.

For the past five years, ECCNSW in partnership with the State Library of NSW, the NSW Department of Family and Community Services and Telstra has been disproving this myth by delivering the Tech Savvy for Seniors program to people aged 65 years and over. This year we delivered a total of 405 sessions in Arabic, Bengali, Cantonese, Greek, Hindi, Italian, Mandarin, Korean, Spanish, Tamil, Vietnamese and Filipino to more than 1000 seniors.



Graduating Korean Tech Savvy Seniors Class – Parramatta



Graduating Hindi Tech Savvy Seniors Class – Parramatta

The Tech Savvy for Seniors program increases digital literacy skills of seniors. During 4–6 sessions held in local libraries, participants learn how to use a computer, tablet and smartphone, and how to use the internet to look up services, keep in touch with family and friends overseas and access online banking and other online services. Importantly, seniors also learn how to navigate the internet safely.

ECCNSW bilingual educator Anwar Yousif has been delivering training in Arabic communities for over two years. He says he loves witnessing participants increase their independence and social connectedness while learning how to use online services and pursue hobbies and other interests online.

“Although the program provides Arabic seniors with an introduction to computing, it also offers a window to a whole new social world. After attending the program, participants tell me they feel much more connected with each other and confident using technology.”

Anwar Yousif, Arabic Bilingual Educator



Graduating Tech Savvy Seniors Class – Granville



From August 2019, ECCNSW is starting a new round of free computer courses across numerous libraries in Arabic, Assyrian, Bengali, Cantonese, Greek, Hindi, Korean, Italian, Mandarin, Spanish, Tagalog, Tamil and Vietnamese.

BE CONNECTED

Increasing access to online services and social connections

The ability to use on-line services is becoming essential in life. Some seniors have not had the chance to develop these skills and can be extremely disadvantaged and socially isolated as a result. ECCNSW is addressing this issue by delivering the 'Be Connected' initiative, which is funded by the Australian Government and coordinated by the Good Things Foundation. This program teaches older Australians online skills and safety using the online Be Connected Network platform.

Throughout 2019, ECCNSW delivered Be Connected to over 500 participants in Sydney and the Illawarra from Arabic, Assyrian, Chinese, Vietnamese, Korean, Hindi, Tamil, Filipino and Turkish backgrounds. ECCNSW bilingual

educators supported individuals to learn a range of online and social skills using the Be Connected online platform.

Participants were particularly excited about learning how to use Facebook and make a Skype call to stay connected with friends and family overseas.

Lan Ngoc Chau attended a Vietnamese group and said it has completely changed her life since she retired.

"I used to go to the (social support) group to find out things I needed to know. Now I can use a mobile phone to search for things. I also connected with a lot of friends on Facebook, WhatsApp and my family who is out of the country via Viber and FB messenger. It's so much fun. I'm feeling happiness. I can now find a lot of friends I lost a long, long time ago. Thank you so much ECCNSW for helping me Be Connected!"

Lan Ngoc Chau, Vietnamese participant



SPEAK MY LANGUAGE

About the Program

Speak My Language (SML) engaged bilingual facilitators with extensive connections in their communities, then trained and mentored them to become radio journalists and podcasters.

Led by ECCNSW, with partners ECCQ/Diversicare, ECCV, SBS Radio and NEMBC, SML reached thousands of listeners across the country via radio, and thousands more across the globe via our podcasts. A total of 14 topics were delivered including on Ageing Well, Dementia (early stages and later stages), Allied Health, My Aged Care, Elder Abuse, Home Care Packages, Commonwealth Home Support Program, and 'Carers and Families', to name a few.

To date, SML developed content in 28 languages and has broadcast across 40 ethnic radio stations, many of which had national audiences.

Trained to Authentically Engage

SML training enabled bilingual facilitators to develop excellence in authentic engagement practices to enhance their relationship with their consumers and carers. The comprehensive program included three comprehensive manuals covering content on aged care, scripting and engaging people to tell their story, as well as training booklets and the highly-rated interactive activities.

The "buzz" about the training has been such that ECCNSW has been inundated with requests from service providers to access the two-day training program developed by SML.

Ageing Well is Fun!

SML has been monitored by evaluator, Jenny Bray Training and Consulting, who will submit a final



evaluation report to government. Ms Bray reports that SML is starting conversations in families and changing people's thinking about ageing and aged care in contemporary multicultural Australia. To illustrate this point, Ms Bray shared the following quote from a young adult listener.

"Before, I thought aged care was just about getting cleaning, cooking, showering. But it's actually about what makes you live a good life. How aged care can support that in whatever way you want."

"It led me to ask my Dad (71) if there was something he always wanted to do but hasn't done it yet. He said, 'I haven't really thought about it, but now you mention it, I always wanted to do Asian cooking classes.'"

"So, for his birthday, I paid for his Asian cooking classes. That was inspired by SML. Inspired by reframing my vision of ageing – that you continue to learn and to have more YOU time."

Sonny, SML interview

Creating Radio Celebrities

Eugene is one of our bilingual facilitators from ECCQLD/Diversicare who found a renewed sense of purpose in aged care. Through the SML program Eugene found the power of ethnic radio to be an incredible communication tool. He is now somewhat of a radio “star” in his community, thanks to his on-air presence.



“I never thought radio would be part of my job, but now that I have experienced it first hand I am absolutely loving it!”

Eugene Hsu, ECCQ Diversicare

Styling Aged Care Perceptions

SML uncovered a remarkable story of intergenerational active ageing via Gina, a fashion designer who has brought style and flare to a beautiful group of Syrian women. Having experienced war and trauma due to overseas events and political turmoil, Gina felt that her love of fashion could be harnessed to help women find a new lease on life. A group of women aged between 65 and 86 are now meeting weekly to work on their fashion brand which they have established with Gina. They are organising fashion shows with the aim of raising funds to purchase sewing machines so that the social enterprise can grow.



“Fashion designing is fun, but knowing I have a group of women who support me every week, helps me feel connected. I’m not lonely anymore and have so much to look forward too.”

Anita, 78

Inclusion of Queanbeyan and ACT Facilitators

The final phase of the funded SML project has seen a vibrant group of facilitators from Queanbeyan and the ACT join the Speak My Language “family”. Working closely with CMS1 radio, the facilitators from Samoan, Cook Islander, Bengali, and Russian backgrounds have begun their own movement, planning a Multicultural Ageing Event scheduled to be held in November.

“The communities have loved the radio conversations on air. They are learning so much about the Australian aged care system. The calls to the stations are showing us these conversations are not only needed, but also enjoyed. People are beginning to break down the barriers and reach out for help. What a fantastic program!”

Lieta, ACT

BIN TRIM

Working with Multicultural Businesses

The NSW Environment Protection Authority's Bin Trim initiative continues to help NSW businesses to maximise their recycling, minimise their waste and save money.



Once again, the NSW Environmental Protection Authority has collaborated with ECCNSW to identify hard to reach businesses in Sydney suburbs with densely populated multicultural communities.

ECCNSW primarily targets food related businesses such as restaurants, however this year we broadened our reach to include temples and churches, childcare centres and pre-schools with large numbers of children and parents from CALD backgrounds.

ECCNSW bilingual educators used existing networks to engage over 243 multicultural businesses diverting approximately 1,000 tonnes of waste from landfill.



The model involves ECCNSW working with each businesses in their own language, over a two to three-month period, conducting assessments and developing action plans for implementation. Upon completion of the action plan business are recognised for their commitment to the environment and given stickers to display in their premises.

Many of the multicultural businesses identified had no previous knowledge or understanding of waste minimisation.

This new target group of businesses generated a significant amount of food waste and amassed a considerable number of bottles and amounts of cardboard and paper. Bin Trim worked with these businesses to recycle and introduce a

better waste management system that led to a cleaner environment and a reduction in costs for the business. Since interacting with the Bin Trim program, many of the businesses involved have reported a reduction in food waste by introducing worm farms and have also increased recycling by introducing internal recycling bins.

Raising further awareness about the program, ECCNSW has partnered with SBS Radio to develop a range of interviews about the program in Arabic, Mandarin, Vietnamese, Cantonese and Tamil languages. Articles have also been published to promote the program in one of the leading Korean community newspapers and an Indian community newspaper.

MY JOURNEY

The My Journey project, delivered by ECCNSW in collaboration with Sandra Pires from Why Documentaries, is creating video content about 'a day in the life' of people living with disability.

Stories follow an entire day's journey of fictitious characters as they interact with their family members and the wider community. To remain authentic, content is based on consultations with people living with disability and their families and supporters.

Covering an entire day's journey, each story captures daily tasks and everyday activities which most of us take for granted, such as



Sandra Pires from Why Documentaries



Sandra Pires in action

going shopping, dropping off children to school, catching a bus, visiting a bank, going to the movies, traveling by public transport, attending family events or going to a doctor's appointment.

Within the main 'My Journey' storyboard, there are a set of ten additional story offshoots. The side stories are being produced in English and in Arabic, Greek, Chinese, Hindi, Korean, Vietnamese, Sudanese, Cambodian and Italian.

My Journey has begun story boarding and planning for the digital media component which includes a multiplatform website with interactive video links that offer opportunities for audience participation throughout the video. In this way, My Journey enables participants and visitors to join the characters "day in the life of" Journey, from the character's point of view.

The stories show the resilience, ingenuity and strength of the characters, whilst simultaneously illustrating how society is still a long way away from being universally accessible. By raising awareness of how non-inclusive attitudes and behaviours of others, inaccessible built environments, systems and processes are unfairly excluding people with disability from enacting their rights as citizens, the project hopes to explore how the broader community can support and facilitate inclusion for and with people living with disability. The stories also provide information about available services.



Vietnamese mother's group at Marrickville West Primary school

LOVE FOOD HATE WASTE

Maximising food choices to reduce waste

Did you know that across NSW, households throw away more than \$2.5 billion worth of edible food each year?

The Love Food Hate Waste program helps people to reduce food waste at home by sharing and demonstrating recipes, showing how to make use of leftover food, how to freeze food correctly and learn good habits when planning a shopping list.

This year, this popular program funded by the NSW Environment Protection Authority (NSWEPA), reached over 187 people from 10 language groups. During the workshops, ECCNSW bilingual educators prepared meals using leftovers and other ingredients from a range of cultural backgrounds such as Korean, Chinese, Lebanese and Indian.

New Food Smart toolkits, developed by NSWEPA, were given to participants whilst ECCNSW bilingual educators helped convey the information in Mandarin, Vietnamese, Hindi, Arabic, Korean, Turkish, Tamil, Greek, Urdu and Spanish.

“The Mandarin speaking participants said they found the workshops very interesting and useful. They learnt tips to save on the cost of food and reduce unnecessary food waste.”

Ye Lu, ECCNSW

Participants gave very positive feedback saying the program had raised their confidence and knowledge about food waste. Participants said they had developed new food waste avoidance behaviours and viewed the waste of food differently after attending the workshops.



Video resources

MEN AGAINST VIOLENCE

Changing the conversation about domestic violence

The primary objective of the Men Against Violence (MAV) project was to influence meaningful change by building capacity and resilience from within communities.

This innovative initiative engaged men from Punjabi and Arabic speaking communities to become 'Wellbeing Connectors' who would facilitate meaningful conversations with other men in their own communities to challenge attitudes or behaviours that enable domestic violence. The Wellbeing Connectors also enlisted other men from their communities who were willing to carry on these conversations with even more men. Within a year, 139 men in Auburn, Bankstown, Blacktown and Parramatta, gave

pledges that they would talk to at least five other men about Men Against Violence.

The Commonwealth Department of Social Services (DSS) funded ECCNSW to deliver the (MAV) project as part of a broader national approach to tackle domestic violence. As such, the MAV project is also contributing to research for the National Plan to Reduce Violence Against Women and their Children 2010-2022 being undertaken by Australia's National Research Organisation for Women's Safety (ANROWS).

Inspired by the Argentinian Cambia El Trato campaign about domestic violence by the Avon Foundation, ECCNSW also produced two domestic violence primary prevention video resources in Punjabi and Arabic. The videos are available on the ECCNSW website.

The videos use the power of conversation to convey a deep message about perceptions of domestic violence. In the video, a son expresses to his father his concerns about the way his father treats his mother. This resource offers a powerful tool to assist primary prevention services and collaborative partners to initiate conversations about domestic violence in communities.

The Department of Social Services (DSS) recognised the strength of the MAV model and has funded ECCNSW for another 12 months to recruit Wellbeing Connectors from the Australian South Sudanese and Tamil communities of Western Sydney.



Men Against Violence Advisory Group

CARING FOR YOUR HEART

Promoting healthy living in Arabic communities

Whilst Australians born overseas generally have good health, the NSW Chief Health Officer identified that people born in Lebanon or Iraq now living in Australia show high rates of hospitalisation for coronary heart disease and cardiac revascularisation procedures.

To address this, ECCNSW worked in partnership with Sydney Local Health District (SLHD) to deliver the Connecting Communities Challenge Program. This program sought to find out what Australian Arabic speaking people understood about heart health and whether they would use a mobile app to support them to improve their heart health. This important program was funded by the SLHD.

Over 100 Arabic speaking participants attended focus groups to discuss a series of questions. Most of participants agreed that heart health in their communities had deteriorated since arriving in Australia compared to what happened in the past in their country of origin.

ECCNSW bilingual educator Yasmin Mohamed was interviewed by SBS Arabic community radio about the project and said the feedback from participants was excellent:

“All participants said a change in diet, lack of exercise, stress on their lifestyles and some attributed smoking, as factors that had affected heart health in their communities whilst living in Australia.”

“They identified actions they would take to improve their heart health including eating healthy food and exercising regularly.”

All participants said they would appreciate an app on their phone that would support them to take these actions.

Participants agreed that an app would need to be in Arabic and easy to use, requiring no complex actions. The app would need to be suited to their



specific needs and characteristics with a variety of exercises demonstrated in the app. All agreed the app would be more useful if it was fun and could be shared with friends, although cautioning that any personal information could only be shared with their health practitioners.

Workshops focusing on healthy eating were also held across Sydney with a variety of community groups. During the workshops, participants were shocked to learn the correct portion size of food and committed to reducing the size of their future meals at home. All workshop participants were very interested in receiving additional information.

ECCNSW is keen to see the next stage of this initiative, which would be the development of the app, co-designed with Australian Arabic speaking communities.

HARNESSING THE LEGACY, BROADENING THE REACH AND STRENGTHENING THE GOVERNANCE

Strengthen the governance and internal operations of ECCNSW, and harness the Organisation's connections, reputation and goodwill in order to provide effective state wide advocacy for the issues affecting, and of importance to, ethnic communities of NSW



HARNESSING THE LEGACY

HARNESS THE ORGANISATION'S CONNECTIONS, REPUTATION AND GOOD WILL

“ECCNSW has represented the interests of CALD communities across NSW for 44 years. This legacy is an asset. Because of it, we are invited to attend many events, networks and influential meetings. We never take this honour for granted. We see every event as an opportunity to learn more about the needs and concerns of CALD communities and to represent those faithfully wherever we go.”

Marta Terracciano, Chair ECCNSW

Some Events ECCNSW Attended in 2019

- Minister’s Awards for Excellence in Student Achievement for Community languages
- Womens Lawyers Assoc mentoring diversity meeting
- Greek National Day event at Sydney University
- Yellow Ribbon National Road Safety Week launch
- ANZAC Commemoration with schools at Hyde Park
- Holocaust Remembrance, Masada College
- Salvation Army Red Shield Appeal Launch
- International Women’s Peace Group Conference
- Scouts NSW launch of Strategic Plan, NSW Government House
- Interculturality Mass at St Mary’s Cathedral
- The community reception held by the Dept. of Border Protection and the Federal Minister for Multiculturalism and citizenship the Hon David Coleman
- NSW Premier’s Multicultural Communications Awards
- Commonwealth Bank of Australia Iftar Dinner
- Affinity Intercultural Foundation Iftar Dinner
- Maurice Blackburn Iftar Dinner
- NSW Parliamentary forum hosted by Minister Davies, Minister for Ageing and COTA on “Why won’t they hire me?”
- Women of Diversity Dinner
- NSW Ministerial Council on Ageing Media Awards



- Breakfast briefing on Rebates by the Hon Minister Dominello, MP and the Hon Minister Williams, MP
- Shabbat dinner hosted by the Hon Minister Williams, MP at the Emanuel Synagogue
- Graduation of Community Languages teachers studying at Sydney University
- Kristallnacht Remembrance Event
- Brazilian Business Awards dinner
- SBS Business Awards
- SBS Belonging project launch depicting migrant and refugee stories
- Meeting Race Discrimination Commissioner, Dr Tim Soutphommasane, for the launch of the Advocates in Profile.



Children Celebrate the Chithirai Festival, 2019



Chithirai Festival - Blacktown 2019

BROADENING THE REACH

PROVIDE EFFECTIVE STATE-WIDE ADVOCACY

“We engage face-to-face with thousands of people, and to broaden our reach we use technology.”

Mary Karras, CEO ECCNSW



EMBRACING A NEW DIGITAL AGE

The Speak My Language (SML) program is in its final year of funding. Initiated as an educational and capacity building program, SML has developed into a social movement, bringing CALD consumers and carers to the forefront of a national aged care conversation.

The consumers, carers and members of the 28 CALD communities across New South Wales, Queensland, Victoria and the ACT have taken the concept to new heights, using social media to share their stories about ageing well and using aged care services, to audiences both here and abroad.

Families, and communities from around the world including the UK, Canada, the USA, India, Spain, Portugal, Greece, Germany and Serbia are just a few of the many countries that have tuned in and downloaded the SML podcasts.

Our ethnic and multicultural radio programs aired through our broadcasting partners SBS and NEMBC, and via independent radio programs across Australia. To date, the program has broadcast over 2000 hours of conversations on air in over 28 languages about ageing well, heard by over 50,000 people per week across the country. Whilst funding for this project has ended, due to huge demand, ECCNSW has committed to working with communities to keep the movement going!

A Social Movement Begins!

Anju Mathur has found extreme value in the Speak My Language Program. Working closely with Hindi and Urdu speaking seniors, she has found the stories and journeys shared on radio and through podcasts are creating a change in mind set. Working with ECCNSW as an SML bilingual facilitator, Anju’s extraordinary talent was also put to use as a mentor to other bilingual facilitators who joined the SML team. Anju sees the social movement which has started amongst her community.

“People themselves are becoming a beacon of light carrying the message of ageing well. They are taking the conversation about ageing well to the streets, to the temples, to people’s homes, and to events.”

Anju Mathur, SML bilingual facilitator

Anju was one of the bilingual facilitators who leveraged the program by effectively using digital media, Twitter and Facebook to a national and international audience.

STRENGTHENING THE GOVERNANCE




STRENGTHEN THE GOVERNANCE AND INTERNAL OPERATIONS

The ECCNSW follows a comprehensive compliance checklist and monitors changes in legislation and compliance requirements of our funding bodies to ensure effective governance is maintained. This year, the organisation completed the following governance related activities:

- Reviewed Operational Policies
- Reviewed ECCNSW Information and Records Management Policy
- Reviewed ECCNSW Code of Conduct
- Drafted the ECCNSW Information, Communication and Technology Plan
- Reviewed the ECCNSW Information, Communication and Technology Risk Audit and Risk Management Plan

ABRIDGED ACCOUNTS

The abridged income statement and balance sheet for the Ethnic Communities' Council of NSW Inc (ABN: 66 291 586 945) for the year ended 30 June 2019 have been prepared from the audited financial statement approved by the Management Committee, who are responsible for these financial statements as well as the information they contain. The unabridged accounts and audit report by Meagher Howard & Wright may be obtained from the Council.



Mr. Emanuel Valageorgiou, Treasurer

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	FY 2019	FY 2018
	\$	\$
INCOME		
Grants	1,691,249	1,330,630
Donations Sponsorships Received	17	(200)
Interest Received	31,446	25,402
Membership Fees	8,913	8,485
Rent Income	135,218	126,661
Unexpended rollover next year	(399,995)	(450,126)
Sundry Income & Service Fees	26,640	46,308
Total Income	1,493,489	1,087,160
EXPENDITURE		
Administration	166,639	177,374
Audit Fees	3,600	3,600
Bank Charges	576	589
Building Expense	69,512	61,628
Computer, Support & Software	34,934	22,146
Insurance	28,080	22,151
Legal Expense	-	5,000
Media & Web Design	32,479	1,022
Staff & Contractors Expenses	1,166,050	802,089
Total Expenses	1,501,871	1,095,599
Surplus (Deficit) before income tax	(8,382)	(8,439)
Surplus (Deficit) after income tax	(8,382)	(8,439)
Retained earnings at the beginning of the financial year	1,256,137	1,264,576
Retained earnings at the end of the financial year	1,247,755	1,256,137

BALANCE SHEET AS AT 30 JUNE 2018

	FY2019	FY2018
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	1,382,483	1,457,199
Trade and Other Receivables	33,938	58,002
Prepayments	2,078	1,975
Total CURRENT ASSETS	1,418,499	1,517,176
NON-CURRENT ASSETS		
Property, Plants and equipment	2,300,001	2,300,001
Total NON-CURRENT ASSETS	2,300,001	2,300,001
Total ASSETS	3,718,499	3,817,177
LIABILITIES		
CURRENT LIABILITIES		
Trade and Other Payables	544,611	679,486
Provision for Employees Other	86,133	41,554
TOTAL CURRENT LIABILITIES	630,744	721,040
NON-CURRENT LIABILITIES		
Building Improvement Reserve	50,000	50,000
Total NON-CURRENT LIABILITIES	50,000	50,000
TOTAL LIABILITIES	680,744	771,040
NET ASSETS	3,037,755	3,046,137
EQUITY		
Retained Earnings	1,247,755	1,256,137
Reserves	1,790,000	1,790,000
TOTAL EQUITY	3,037,755	3,046,137

BOARD OF MANAGEMENT



Ethnic Communities' Council of NSW Board of Management, 2018-19

The ECCNSW Board of Management is a subset of the Members' Forum and includes all office bearers. The Board of Management's responsibility is to oversee the governance of the association in accordance with the Associations Incorporation Act 2009 and the ECCNSW Constitution on behalf of members. Some of the key activities of the Board include:

- Ensuring a strategic plan is developed to secure a sustainable future that enacts the Objects of the ECCNSW Constitution
- Monitoring progress against the strategic plan
- Managing finances and resourcing the strategic plan
- Meeting all legal requirements
- Ensuring the organisation has policies and procedures in place
- Managing risk

BOARD OF MANAGEMENT 2018–19

Marta Terracciano JP, Chair

Elected as Chair in 2017 and as Secretary in 2011. Ms Terracciano is CEO of Spanish Residential Gardens Aged Care facility, member of the FECCA Executive, a member of the FECCA's Women's Advisory Group, a member of Citizen Engagement Advisory Council, Consultative Committee NSW Health Care Complaints Commission, Secretary of Canterbury Multicultural Aged and Disability Support Service and an active member of the Spanish-speaking community, a former Commissioner of the Community Relations Commission, Member of Western Network Committee and Ambassador of Peace. Ms Terracciano has extensive experience in a range of other voluntary organisations dealing with age, youth, and multicultural issues.

Jack Passaris OAM, Deputy Chair

ECC office bearer for 40 years, foundation and life member. Mr Passaris is President of Multicultural Care Inc and Newtown Greek Orthodox Parish, Treasurer and Trustee of the Greek Orthodox Archdiocese of Australia, former Marrickville Council Deputy Mayor and various other positions. Awarded the Order of Australia medal for his services to the community particularly through ECCNSW and local Government. He has an ongoing and strong commitment to multiculturalism in Australia and community life. In 2014 Mr Passaris was awarded the NSW Premier's Multicultural Community Medal.

Glen Falkenstein, Youth Chair

Elected in 2017 and 2015 as Youth Chair. Glen is the co-founder of the Australian Youth Parliament of World's Religions and for several years has worked as a legal advocate for asylum seekers in various capacities. Glen currently works within the Jewish community and possesses a combined law degree from the University of Technology Sydney.

Peter Doukas, Immediate Past Chair

Elected Chair in 2013 and re-elected in 2015, Peter Doukas was the youngest ever Chair of the Ethnic Communities' Council of NSW. He also served as Secretary between 2009 and 2013 and presided over significant changes to the internal governance structure of the organisation. Mr Doukas is managing Director of law firm Denison Toyer, based in the Sydney CBD and operating mainly in commercial, administrative and estates law. He has worked in corporate governance since 2006 and has provided extensive advice to associations, and NGOs around compliance and governance. He is currently the Senior Deputy Chair of FECCA and serves on various other non-profit boards.

Emanuel Valageorgiou, Treasurer

Elected as Treasurer in 2017 and member of the Board since 2005, he served as Secretary in 2007 and Chair from 2011-2013. Mr Valageorgiou is an experienced NFP board director and formerly a senior executive with TransGrid, who currently provides HR and change

management consulting services to NFPs and small business. He is a Director of Multicultural Care Inc. and a Founding Director of Glory Football Club and has extensive experience in voluntary organizations dealing with multicultural issues, aged and disability care, youth and sport.

Fiona Mouhtaridis, Secretary

Elected 2007. ECCNSW member since 2004 and has held a variety of positions including Executive Member, Vice Chair and Assistant Treasurer. Ms Mouhtaridis is a member of the Greek Orthodox Church St Constantine and Helen Ladies Auxiliary. Ms Mouhtaridis holds a commerce degree and is a practising solicitor and a passionate advocate of multiculturalism.

Tasha Vanos OAM JP, Assistant Secretary

ECCNSW member with various governance positions for over thirty years. Past National President of AHEPA Australia, secretary of AHEPA NSW, Chairman of the AHEPA Medical Foundation Inc., Chairman Hellenic Tribute Inc. Sydney Olympics (Discobolus) and past President of the Castellorizian Club and a current Director. He is also committee member for the Restoration of St. Sophia Church Darlinghurst and donor.

Suellyn Lin, Assistant Secretary

Elected Board Member 2015, Forum Member 2013. Ms Lin is a Managing Director of a Food Import/Distributing Company OZ PACIFIC P/L and has been involved in Multi-grains and Organic Food areas since 2003. She is also an Australian Quarantine Accredited Person. She was the President of Taiwanese Women's Association in 2000 and is well-experienced in a variety of voluntary works. Ms. Lin is enthusiastic in histories and cultures of different ethnic groups. She has a keen interest in developing multiculturalism in Australian society and she makes it her lifetime ongoing commitment.

Christine Lynch OAM, Assistant Treasurer

Elected 2015 as board member. Forum member since 2012. Member of AHEPA Australia Ltd 50 years, served as national president 2013-2015. Committee member of the Greek Young Matrons Association since 1984 (raising funds for children's hospital and Greek Archdiocese), committee member of St Basil's Ladies Auxiliary



Marta Terracciano JP



Jack Passaris OAM



Glen Falkenstein



Peter Doukas



Emanuel Valageorgiou



Fiona Mouhtaris



Tasha Vanos OAM JP



Suellyn Lin



Christine Lynch OAM



Abbas Alvi



Siddique Panwala



Maria Georgiou



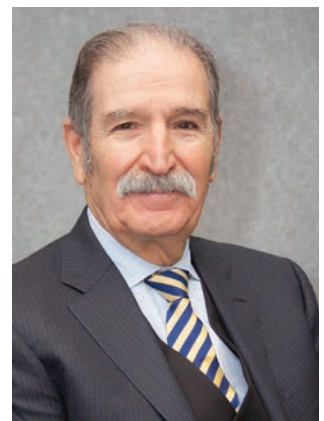
Catherine Poutasi



Amir Salem



Sam Pashalis



George Bouteris

for over 20 years, member of the Hellenic Women of Sydney committee raising funds to provide food, clothing, pharmaceuticals for orphanages in Greece. Chairperson of the AHEPA National Educational Fund Inc, member of the AHEPA Australia National Council, Secretary of the AHEPAMedical Foundation Inc. Ahepan of the year 2007. Member of the St Sophia Restoration Fundraising Committee under the Greek Orthodox Community of NSW. Attended Sydney TAFE Ultimo with Diploma in Floristry and Advanced Floristry. Retired business person.

Abbas Alvi

Elected 2012. Founder President Australia India Business Council; President, We Australians Are Creative Inc; Director of Community Resource Network; Director Mount Druitt Community Agency; and Member of the ART Advisory Subcommittee of Blacktown. A creative community network, including publications and audio productions. Mr Alvi is a strong advocate of environmental protection and renewable energy.

Siddique Panwala

Elected 2011. A former Human Rights Activist, Development Consultant and Legal Trainer originally from India. He is associated with ethnic community organisations in Sydney such as Indian Australian Arts and Film Association, a founding member of the Indian Association for Citizen Rights, Member of Gujarati Samaj of NSW, and a supporter of Sydwest Multicultural Services, Blacktown. Mr Panwala runs an interpreting and translation company and works with Michael Vassili Barrister and Solicitor in Blacktown as a legal professional.

Maria Georgiou

Elected 2013. Mrs Georgiou is a primary school teacher at an inner-city independent school. With experience in a variety of voluntary positions, she has a strong interest in multiculturalism and is passionate about playing a role in educating today's youth about the diverse world we live in.

Catherine Poutasi

Elected 2017. Experienced Management Committee and Board Member with a demonstrated history of working in the

management consulting industry. Skilled in Negotiation, Business Planning, Analytical Skills, Coaching, and Government. Strong business development professional with a Master's degree focused in Organisational Psychology from Auckland University.

Amir Salem

Elected 2017. Cross-cultural Training Consultant. Member of the NSW Multicultural East Sydney Regional Advisory Council. Member of Waverley Council Multicultural Advisory Committee. Vice-President of the Australian Egyptian Forum Council Inc. Board member of Arab Australia Council. Former Multicultural Education Coordinator for the Sydney Institute of TAFE.

Sam Pashalis

Elected to the Members' Forum in 2012 and as a Board Member on 2017. Mr. Pashalis is the Secretary of the Greek Orthodox Parish and Community of Belmore "All Saints", and a Committee Member of various heritage and philanthropic associations. With a keen interest in understanding the multicultural foundations of our society, he is an advocate for the use of technology as a unifying resource towards that goal. Mr. Pashalis holds an Engineering degree and is employed in the ICT industry as a Senior Consultant.

George Bouteris

Elected 2017. Elected to the Board in 2017. George has worked in the real estate industry for 48 years and has worked in both the Sutherland Shire and Inner West markets with LJ Hooker Marrickville and now Raine & Horne Commercial with his son Anthony. George has invaluable experience in commercial and industrial sales and leasing, as well as development site sales. Consequently, he has a wealth of knowledge of the commercial and industrial markets to draw upon to assist his clients in securing the best possible sale price for their property. George is member of the following organisations: Property Council of Australia, Real Estate Institute of NSW, Board member of the ESTIA Foundation (Part of the Greek Orthodox Archdiocese), former committee member of the Greek Orthodox Archdiocese Church, Gympie NSW.

MEMBERS' FORUM MEMBERS 2018–19

Abbas Alvi
Aida Tabet
Alexander Weilsmann
Amir Salem
Anagan Babu
Anju Kalra
Anthony Markakis
Aziz Akbar OAM
Catherine Poutasi
Dr Cen Amores
Dr Chandrika Subramanian
Christine Lynch OAM
Christodoulos Economou
Dr Dimitria Groutsis
Emanuel Valageorgiou
Ernest Kulauzovic
Fiona Mouhtaros
George Bouteris
Glen Falkenstein
Hormiz Eshoo
Indarjit Khuman
Insiya Oomatia
Irene Passaris
Irene Walker
Jack Passaris OAM
Jim Markakis
Jon Soemarjono
Josefina Musa
Lily Bao
Lucas Woo
Mahrukh Batliwalla
Maria Georgiou
Maria Markos
Mark Franklin

Marta Terracciano
Mary Karras
Mikall Chong
Noriko Shimada
Oksana Sadova
Padmanabhan Karamil
Paul Kim
Peter Doukas
Phil Chau
Ramia Janardhan
Sam Pashalis
Sarosh Batliwalla
Siddique Panwala
Steve Mouhtaros
Suellyn Lin
Tasha Vanos OAM
Theophile Elongo
Vijaykumar Halagali

Life Membership Bestowed

George Wojak AO, MBE
Eddie Raiss
Ross Tzannes AM
Angela Chan
Jack Passaris OAM
Ian Lacey AM
Josie Lacey OAM
George Varughese
Anthony Pun OAM

Honorary Consultants

Ian Lacey AM
Ross Tzannes AM

STAFF AND VOLUNTEERS

Staff

Mary Karras
Chief Executive Officer

Esther Lozano
Communications Officer
(to 30/6/2019)

Terrie Leoleos
Program Manager "Speak My Language"

Anne Tong
Communications Officer for
"Speak My Language"
Program
(to 29/01/2019)

Marc Roppolo
Communications Officer for
"Speak My Language" Program
(from 12/02/2019)

Fadi Nemme
Project coordinator

Iain Maitland
Energy Advocate

Helen Scott
Project coordinator

Mariette Mikhael
Project coordinator

Christine Ahn
Project coordinator

Patrick Wang
Financial Officer
(from 05/11/2018)

Terence Lau
Bookkeeper
(to 14/11/2018)

Karen Li
Administration Officer



Launch of the new strategic plan 2019-22 at the Members Forum

Bilingual Educators

Abdal Nasser

Arabic

Abu Mustafa

Arabic

Adnan Alca

Turkish

Antonios

Ampatzis

Greek

Anwar Yousif

Arabic

Elizabeth Park

Korean

Francesca Messi

Italian

George Georgees

Arabic, Assyrian

Grace Jing Lu

Mandarin

Haiyan Li

Cantonese,
Mandarin

Huong Phan

Vietnamese

Jimena Escobar

Spanish

John Kim

Korean

Le Shayla Shen

Mandarin

Mani Ramasamy

Tamil

Marium Khan

Urdu

Minh Hoang

Vietnamese

Patricia Vaz

Hindi

Phung Ngo

Vietnamese

Po Yee Bo Lam

Cantonese,
Mandarin

Rageed Tater

Arabic

Richard Yu

Korean

Rishi Acharya

Nepalese

Samira Habib

Bengali

Tania Obeid

Arabic

Yasmin Ibrahim

Mohamed

Arabic

Ye Lu

Mandarin

Yu Min Chau

Mandarin,
Cantonese

Macquarie University and SBS Mentorship Students

Luke Pidgeon

Chelsea Phipps

Finn Potter

Ilhan Abdi

Dalia Al-Haj

Qasem

Nicole Alevras

Jessica De Almeida E Silva
(Campbell)

Meret Hassanen

Ashkan Suren

Kathleen Tong

Eve Nishorgo

ECCNSW work placements

(Navitas)

Sonia Soni

Jenny Leong Lim

Chia Chun Fan

Volunteers

(Speak My Language Project)

41 volunteers from across 32 NFP organisations

Consultant Strategic Advisor

Jenny Bray

Strategic Advisor
(from 26/3/2019)



ECCNSW staff 2019



ECCNSW Bilingual Educators