



Community Engagement Strategy Outcomes

Albany/Mount Barker consultation

Partners: City of Albany, Great Southern Institute of Technology and Rainbow Coast Neighbourhood Centre

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.

Albany/Mount Barker consultation

About the consultation

A consultation was held in Albany and Mount Barker between 17 and 18 October 2011. Two OMI officers conducted the consultation, which also benefited from the presence of staff from the Department of Immigration and Citizenship (DIAC) and the Department of Human Services (DHS) at all meetings. The consultation involved two community forums and a series of meetings with key individuals and agencies.

Thirty-eight people attended a forum at the Albany Migrant Resource Centre on Monday 17 October 2011 and 26 people attended a forum at the Great Southern Institute of Technology on Tuesday 18 October 2011. Nine meetings were held with key individuals and agencies in Albany and Mount Barker.

The consultation aimed to:

- identify issues and the associated impacts faced by people from culturally and linguistically diverse (CaLD) backgrounds in Albany and Mount Barker
- explore possible solutions, and find ways to achieve them.

Participants identified the following **priority issues**:

- language—the need for increased access to English language learning opportunities and for agencies to increase their use of interpreting and translating services
- employment—the need for increased access to career guidance services, overseas qualifications recognition, opportunities for adult learners to access a wider range of education programs to enhance their job opportunities, and increased employment opportunities for people from CaLD backgrounds
- transport—the need for a more frequent public transport system and assistance for people to obtain a driver's licence
- information provision—the need for improved access to information to facilitate the settlement process and the provision of settlement information and advice for all migrants and refugees
- community integration—the need for the community to embrace a wider range of multicultural community events, increased competency of service delivery staff, and capacity building among ethnic community organisations and community members.

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

Great Southern Institute of Technology (GSIT) advised that:

- the institute had renovated classrooms for the delivery of English language tuition in Albany and was offering both day and evening classes
- GSIT was investigating new technology for use in classrooms to enhance learning opportunities for English as a Second Language (ESL) students and was involved in a project exploring educational applications of iPad technology that was expected to support and provide enhanced opportunities for ESL learners
- lecturers are able to access the Translating and Interpreting Service (TIS) if required and, in the newly renovated rooms, two interview rooms had been created with telephone access that might be used to access TIS
- language programs are offered under a range of different funding arrangements and qualifications. For example, in 2012, GSIT has offered students undertaking the Certificates of General Education for Adults the ability to include units from industry areas such as hospitality in their programs and a number of students had selected this option
- GSIT was negotiating to expand the vocational offerings under the Language, Literacy and Numeracy (LLNP) program
- GSIT was growing the Underpinning Skills for Vocational Qualifications (USIQ) program that can provide significant support for ESL students engaged in vocational courses. It provides

students with greater opportunities for success through small group tuition in foundation skills, such as language, that are aligned to the vocational aspirational needs of the students

- over the past four years, GSIT has increased its capabilities to offer career development to students and has a number of staff trained in career development to Certificate IV level, and is ensuring that staff directly responsible for delivering career advice are trained
- management staff, most of whom are directly aligned to the delivery of ESL programs, hold qualifications in both career development and ESL at post-graduate level.

What next?

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