



Community Engagement Strategy Outcomes

Regional consultations (Karratha, Port Hedland, Broome)

Partners: Shire of Roebourne, Town of Port Hedland and Shire of Broome

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

Public sector

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

Empowering CaLD communities

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

Broad community consultation outcomes

At a broad level, the community consultations:

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

As part of the consultation process, OMI:

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

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

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About the consultation

The first regional consultation was held from 1 to 3 September 2010. Forums were held in Karratha, South Hedland and Broome. A total of 54 people attended the forums—26 in Karratha, 20 in South Hedland and eight in Broome. Additional individual discussions were conducted with three community members in Broome.

The consultation aimed to examine:

- ▣ issues faced by people from CaLD backgrounds, including permanent and temporary migrants, in employment, family and community life
- ▣ whether services to people from CaLD backgrounds meet their needs
- ▣ the impact of these issues and service-delivery gaps and how these issues and service gaps could be addressed.

Participants identified the following **priority issues** common to all three towns:

- ▣ **service delivery issues:**
 - ▣ lack of awareness of available services by people from CaLD backgrounds
 - ▣ lack of planning for the delivery of services to people from CaLD backgrounds specifically
 - ▣ frequent turnover of staff which impacted on the quality and continuity of services
 - ▣ transport difficulties due to limited public transport services
 - ▣ difficulties identifying and reaching representative CaLD organisations and members of CaLD communities.

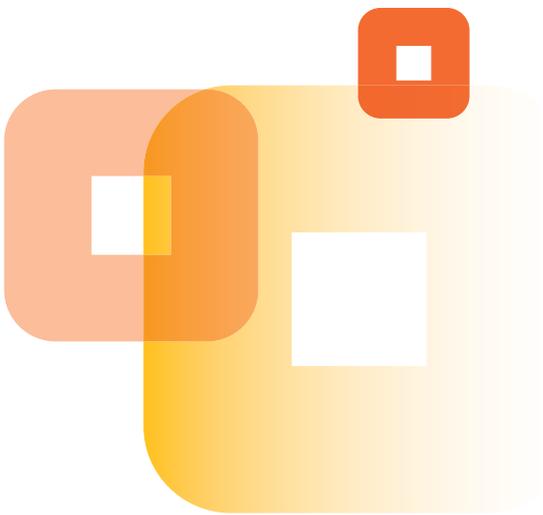
- ▣ **English language issues:**
 - ▣ difficulties accessing available English language classes for those working long shifts
 - ▣ lack of English language support, including for children at primary and secondary school level and employees in the workplace
 - ▣ lack of access to translated material and interpreting and translating services.
- ▣ **community integration issues**, including the need for more marketing and promotion regarding the benefits of cultural diversity and more opportunities for members of CaLD communities to mix with the wider community
- ▣ **lack of available and affordable housing** and additional barriers faced by people from CaLD backgrounds, including English language difficulties, lack of local networks and support services and discrimination in the housing market
- ▣ **the challenge faced by their local governments** in meeting the needs of the community, including the specific needs of people from CaLD backgrounds, through existing resources, particularly given the demands of a fly-in fly-out workforce.

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



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Outcomes

- ▣ The Department of Training and Workforce Development (DTWD) advised that:
 - ▣ the development of regional workforce development plans for the Pilbara and Kimberley regions have commenced to identify the key issues impacting on the development of the regional workforce and strategies to address these issues, such as workforce participation, migration, attraction and retention, skill development, and planning and coordination
 - ▣ the department had commissioned the development of workforce development plans for the Pilbara and Kimberley
 - ▣ DTWD funds regionally-based Workforce Development Centres that offer free career development services to all Western Australians. This includes existing workers seeking to up-skill or looking for a career change and those who are not participating in the workforce. These centres operate across the Pilbara and Kimberley, including Karratha, South Hedland and Broome. Staff in the centres have undertaken professional development in the delivery of services for CaLD clients and also have access to specialist support from a metropolitan Workforce Development Centre specifically catering for CaLD clients
 - ▣ State Training Providers offering English language classes in regional areas continue to support CaLD community members via close relationships with community groups to ensure their services are known, and through the delivery of English classes on weekends and evenings where possible. Adult Migrant English Program (AMEP) services in the Pilbara and Kimberley regions are provided by Polytechnic West. Clients are eligible for a range of services provided by AMEP, including face-to-face tuition, a Distance Learning Program, free childcare, document translation services, the Home Tutor Scheme and access to a Pathways Advisor/Career Counsellor
 - ▣ DTWD provides funding for Linkwest (formerly Learning Centre Link), the peak association for community, learning and neighbourhood centres in Western Australia. There are a number of Linkwest member centres across the Pilbara and Kimberley regions, including Broome, Derby, Wyndham, Karratha, Kununurra, Paraburdoo, Newman and Tom Price. These centres provide a range of services, such as adult learning programs, counselling and social networking. A translation option for CaLD users is also available at the Linkwest website: www.learningcentrelink.asn.au.
 - ▣ The Shire of Roebourne advised that it was working on a new multicultural policy and that the public hospital had had two medical specialists added to its staff—a gynaecologist and a paediatrician.
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▣ The Town of Port Hedland advised that:

- ▣ a 'Welcome Barbecue' for new residents to the town is organised regularly by a group of agencies. New residents attending receive a welcome pack containing contact information on agencies within the town and the services they offer
- ▣ a Local Directory of Services, developed by the Chamber of Commerce, is available that contains information about services, including community groups, services and schools in the Town of Port Hedland
- ▣ a site for a community garden had been identified which could be an avenue to resolve the issue of cost and availability of ingredients for ethnic food within the community.

What next?

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