Central East   P C P

Primary Care
Partnership

Cultural Planning
Framework
&
Resource Kit

January 2004

MIGRANT INFORMATION CENTRE
eastern melbourne
A.B.N. 27 084 251 669

WHITEHORSE
COMMUNITY HEALTH SERVICE

Women's Health
E A S T

CONTENTS

Cultural Planning Framework (CPF)

Background

The Cultural Planning Framework (CPF) has been developed as a component of the "Culturally and Linguistically Diverse (CALD) Communities Project", a Central Eastern Primary Care Partnership (CE PCP) funded initiative. The aim of the project is to "*enhance the capacity of health and community agencies to more effectively meet the needs of the CALD communities*".

The Cultural Planning Framework provides tools in the form of practical suggestions and examples to be taken into consideration in planning for services. The attached appendix also contains valuable information, expanding on themes raised in the framework.

This framework is a *guide* for agencies in their service planning. There will be assistance with its application, provided by the Project Worker, Pip Krogh for the duration of the project, and a focus group will be held at the conclusion on the project for evaluation purposes.

The aims of the Framework are

- To present ideas and information to agencies to assist them to:
  (a) better meet the needs of CALD communities within their catchments
  (b) potentially access a greater number of clients for the agency / service
  (c) provide more equitable services to all consumers;

- To encourage consideration of cultural planning in strategic planning sessions by health service providers and community agencies within the CE PCP; and

- To provide agencies with practical examples and tools for incorporating cultural planning considerations in each of the main theme areas.

The framework can be used by agencies as a checklist for planning services to CALD communities i.e. what do we need to have done to provide equity of access to our services by people from CALD communities. Under the five themes of planning, language services, consumer feedback and consultation, agency capacity building and marketing and promotion the framework provides practical suggestions on how to plan for service delivery to people from CALD communities. The framework is part of the Cultural Planning Resource Package which contains a plethora of relevant resources, that agencies can use in the planning and delivery of services.

To assist agencies to incorporate their work with CALD communities their broader strategic planning and monitoring systems, the frame work provides space for agencies to note their current practices highlighting actions being undertaken and making suggestions for future plans.

Theme One: Planning & Access

It is important for agencies to have relevant data and information to effectively plan for services that are more accessible and equitable to all clients including CALD consumers. The following steps will provide examples of how to plan for the needs of clients from CALD communities and provide staff with a greater awareness of the communities they are providing services to.
Resources to support the implementation of the suggestions under the theme of 'Planning & Access' can be found in Section 2 of the Resource Kit.

OBJECTIVE 1.1

The service has clear information on the demographics, cultural and religious practices of CALD communities in their local catchment area. This information is readily available to all staff.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Obtain statistics on CALD background communities within the local catchment area from: - Migrant Information Centre (MIC) - Department of Immigration, Multicultural and Indigenous Affairs (DIMIA)		
• Use client data to identify the match between current consumers and the demographics of the catchment. Review annually.		
• Develop and implement plans to redress any imbalance identified through statistics and staff reports.		
• Create and maintain a list or database of contact details for: - local ethnic networks / community groups - ethno-specific services		
• Compile cultural / religious fact sheets or resource folders, containing information on diverse cultural communities and make available to staff. Materials can be obtained from: - Migrant Information Centre - DIMIA - Other internet sources		
• Other strategies		

OBJECTIVE 1.2

The service has information about the needs of CALD communities in their catchment that is readily available to all staff.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Make documentation of consultations, meetings and forums with CALD groups, held by your agency or other agencies available to staff.		
• Make copies of reports on CALD communities needs available to staff. These reports can be gained from the: - Migrant Information Centre - Centre for Ethnicity and Health		
• Other strategies		

OBJECTIVE 1.3

Data collected from all consumers includes preferred language.

Practical Suggestions	Current Status	Other Comments or Suggestions
• When recording client data include relevant cultural details such as: - preferred language - preferred dialect - is an interpreter requested / required?		
• Other strategies		

OBJECTIVE 1.4

The service has a plan / strategy on improving services to people from a CALD background. If there is a plan / strategy it is currently being implemented and monitored.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Includes specific strategies for working with diverse communities		
• Agency has an Access & Equity Policy, including an action plan for implementing the policy		
• Agency's senior management monitors the implementation of the action/work plans and its implementation forms part of staff appraisals		
• Other strategies		

Theme Two: Language Services

Ensuring that interpreting and translation services are available to consumers who require them is a significant element in providing access to services for CALD communities and individuals. However it is also vital to ensure that <u>processes for the effective use</u> of interpreters and translators are in place to facilitate smooth and efficient use of language services for staff and client. Resources to support the implementation of the suggestions under the theme of 'Language Services' can be found in Section 3 of the Resource Kit.

OBJECTIVE 2.1

Guidelines are in place for the use of interpreters.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Make guidelines on how to work with telephone and on site interpreters available to staff		
• Ensure guidelines regarding **when** interpreters should be engaged are known by all staff		
• Include an introduction to the guidelines for working with interpreters in staff orientation		
• Include competence of effective use of language services in staff appraisals		
• Other strategies		

OBJECTIVE 2.2

Training for staff in the use of interpreters and translating material is available.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Include training in the effective use of interpreters (both telephone and on site) in the staff training plan. This can be provided by: - in house trainers - external agencies		

Practical Suggestions	Current Status	Other Comments or Suggestions
• Include training in preparation of materials for translation in the staff training plan. This can be provided by: - in house trainers - external agencies		
• Other strategies		

OBJECTIVE 2.3

The availability of interpreters is actively promoted to consumers in multiple languages.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Clearly advertise the availability of interpreters within the service - on posters - agency developed signs / language maps - external signage		
• Promote the availability of interpreters (in English and relevant community languages) in service promotional / information material. This includes; - newsletters - pamphlets / flyers - reports		
• Other strategies		

OBJECTIVE 2.4

Interpreters / translations are utilised as required.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Display language maps / posters in the reception area / customer service desk to facilitate language identification for interpreting. - Posters are available from VITS - Create an agency specific language map		
• The service is aware of all available funding sources for interpreting and translation		
• Make arrangements for language service credit line or similar funds		
• Allocate a specific budget for interpreting / translation requirements		
• Monitor and report against the use of interpreters within the agency		
• Identify relevant community languages to be used in service material through demographic data and client statistics		
• Identify relevant materials about the service, to be translated into community languages, such as: - pamphlets - flyers		
• Other strategies		

Theme Three: Consumer Feedback &

Consultation

Analysing and considering the issues and needs of CALD communities from feedback forms and consultations is an important way for staff to increase their cultural awareness. The results can also be used as a planning tool when considering strategies for developing inclusive services.
Resources to support the implementation of the suggestions under the theme of 'Consumer Feedback & Consultation' can be found in Section 4 of the Resource Kit.

OBJECTIVE 3.1

The service has consumer feedback mechanisms in place available in relevant languages. The usage of these feedback mechanisms is monitored and analysed.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Translate consumer feedback surveys into relevant community languages		
• Inform consumers of the availability of interpreters for customer feedback		
• Record comments and suggestions in other languages / made through interpreters in the feedback system		
• Monitor the usage of feedback mechanisms by CALD consumers		
• Analyse CALD consumer feedback and develop strategies for implementation from the feedback received		
• Other strategies		

OBJECTIVE 3.2

Processes are in place to assist and encourage CALD consumers to participate in consultations concerning services and service development.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Involve CALD communities in the planning of consultations / forums		
• Utilise existing meetings with CALD groups / communities to seek input into service development.		
• Promote consultations / forums to existing clients in their own language through the use of translated material		
• Directly promote consultations / forums to CALD community groups in the area by: - visiting migrant community groups - promoting the forum with community leaders - including translations in the promotional material - utilising ethnic media		
• Inform consumers of the availability of interpreters at consultations / forums. Make the invitations RSVP in order to pre-book interpreters if required		
• Other strategies		

Theme Four: Agency Capacity Building

Providing cultural training and resources to agency staff aims to develop their capacity and skills. These skills can be applied to planning, implementing and evaluating the provision of services and programs that are equitable and meet the needs of all consumers, including CALD communities.
Resources to support the implementation of the suggestions under the theme of 'Agency Capacity Building' can be found in Section 5 of the Resource Kit.

OBJECTIVE 4.1

Staff development includes cultural training components. This is in addition to language services training –see Objective 2.2.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Include cultural awareness components in orientation for new staff, such as: - a demographic breakdown of the catchment and current clients - agency procedures for interpreting and translation - agency specific resources available such as translated brochures, feedback mechanisms etc		
• Include cross-cultural training components for all staff in the agency training plan. This can take the form of: - guest speakers from CALD communities / ethno specific agencies to talk at staff meetings - formal training provided by external agencies		
• Other strategies		

OBJECTIVE 4.2
(An Extension of Objective 1.1)

Resources are available for staff to better understand the needs of consumers from a CALD background

Practical Suggestions	Current Status	Other Comments or Suggestions
• Make available resources for staff to share and learn about the needs of people from a CALD background. These can take the form of: - resource folders / boxes - a resource page on the intranet - training sessions		
• Make available to staff a copy or access to a multicultural service directory		
• Make available to staff a copy or access to an ethnic community group directory		
• Other strategies		

Theme Five: Marketing & Promotion

Considerable time and resources are committed by agencies to marketing and promoting their services. Therefore it is important to consider how to most appropriately reach the target audience in the catchment, including CALD communities. The following suggestions aim to ensure that the service consistently makes an effort to reach out to all people who are eligible and may benefit from the service in the most appropriate manner.
Resources to support the implementation of the suggestions under the theme of 'Marketing & Promotion' can be found in Section 6 of the Resource Kit.

OBJECTIVE 5.1

The marketing / promotional strategy of the agency includes strategies for reaching CALD consumers. The strategies are implemented and monitored.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Include provisions in the Organisational Plan / Marketing Strategy for the dissemination of any promotional materials to CALD communities. This may include: - translated material - pamphlets / flyers etc		
• When appropriate promote the service and any project / programs via ethnic media / networks: - newspapers - ethnic radio - existing CALD community groups / networks		
• Monitor responses from CALD clients to any targeted marketing / promotion: - increased clients from targeted groups - specific feedback from clients - for projects/activities and feedback sheets include questions re information source		
• Maintain a current database with contacts for key people from ethnic communities and relevant ethno-specific services		
• Utilise native speakers / interpreters to promote the service to CALD communities through - existing community groups - existing clients - radio		

• Other strategies		

OBJECTIVE 5.2

The content of promotional material reflects the cultural diversity of their catchment

Practical Suggestions	Current Status	Other Comments or Suggestions
• Include images of people from diverse cultures in service marketing i.e.: - posters - pamphlets / flyers - annual reports		
• Other strategies		

OBJECTIVE 5.3

The atmosphere / impression of the service should aim to be welcoming to consumers from a CALD background.

Practical Suggestions	Current Status	Other Comments or Suggestions
• Display pamphlets / information in diverse languages in your customer service reception areas: - from your own agency - from other related services		
• Internal signs in relevant community languages are visible, such as: - entrance / exit - reception / information		
• External signs in community relevant languages are visible, such as: - entrance - reception / information		
• Other strategies		

FRAMEWORK ASSISTANCE

Who can assist our agency to implement / apply the cultural planning framework to our services?

Migrant Information Centre (Eastern Melbourne)
333 Mitcham Road, Mitcham, VIC 3132
Tel: 03-9873 1666
Fax:03- 9873 2911
Email: mic@miceastmelb.com.au
Website: www.miceastmelb.com.au /

Action on Disability within Ethnic Communities Inc.(ADEC)
13 Munro Street, Coburg, VIC 3058
Tel: (03) 9383 5566
Toll Free: 1800 626 078
Fax: (03) 9383 5185
Email: info@adec.org.au
Website: www.adec.org.au

ADEC produced "The Better Ethnic Access to Services Kit (BEATS) – A resource for Primary Care Partnerships" in 2001. This very useful document includes best practice case studies, interpreting and translating sources, internet sites and other valuable resources. It can be accessed on their website.

TIPS FOR INCORPORATING THE FRAMEWORK INTO AGENCY / SERVICE PLANNING

- Where possible the framework should be used in routine planning sessions and involve as many agency staff as possible to create a sense of ownership of resulting tasks and activities.

- An Access & Equity Officer / working group should be identified to ensure that identified activities and strategies are being implemented and monitored.

- Responsibility for the implementation of the Plan should be shared across the agency, i.e. a range of people are nominated for the completion of tasks.

- Any action plans, strategies or documents developed using the framework should clearly identify the people nominated for the implementation of each task as well as clear time lines for completion. The position of the person should be stated, rather than the name of the person: e.g. Project Worker, not Pip Krogh; Completed (or reviewed) by 2003, not ongoing

- All tasks identified should be as clear as possible. For example 'Translation of Volunteer Brochure (Dated 17 July 2003) to be translated into Greek and Chinese by Sept. 2003', instead of 'Brochures translated into two languages annually'.

- Sufficient resources, in regards to both funding for tasks, activities and strategies identified should be set aside or included in a future budget to assist in the provision of culturally responsive services.

- Any action plans, strategies or documents developed using the framework should be endorsed by Senior Management (CEO, Exec. Director, Chairperson etc).

- Where possible strategies should be incorporated or linked into existing agency documents and policies to ensure accountability and ownership across the whole agency.

Planning & Access

DEMOGRAPHICS – where to find them?

Where can I get demographics that are accurate and relevant to my agency?

Department of Immigration & Multicultural & Indigenous Affairs
http://www.immi.gov.au/settle/data/select_dynamic_report.shtml
Provides customised reports that allow you to choose your own time period, geographic region (e.g. state, LGA, statistical division, statistical subdivision etc), Country of Birth, Religion, Language etc and are sent to you by email within 12 hours of your request.

Migrant Information Centre
http://www.miceastmelb.com.au/demographics96.htm
Contains easy to access demographic information by municipality using ABS Census data and Department of Immigration and Multicultural and Indigenous Affairs settlement statistics.

Victorian Office of Multicultural Affairs
http://www.voma.vic.gov.au
These reports present community profiles for major communities based on country of birth. The comprehensive profiles including data on where people live by Local Government Areas, age, sex, language spoken, religion, post-school qualifications, labour force status, income and a range of employment and housing variables.

ETHNIC COMMUNITY / SERVICE DIRECTORIES

Where can I find lists of ethno-specific agencies / community groups?

Ethno-Specific Group Directory in the Eastern Region
Migrant Information Centre (Eastern Melbourne)
http://www.miceastmelb.com.au/ethnicdirectory.htm
A database with contact details for local community groups in the Eastern Region

Multicultural Services Database
Ethnic Communities Council Victoria
http://www.eccv.org.au/db/
An online database with extensive search capacity by suburb, or region for a wide selection of services.

Victorian Multicultural Resources Directory 2002-03
Victorian Office of Multicultural Affairs
www.voma.vic.gov.au/mrd
This directory includes information on community organisations, ethnic elderly organisations and ethnic schools and more. Both a screen version and a print version are available.

Local Governments
Locals Government Internet sites also have community directories. These can be found at:

Manningham City Council
http://www.manningham.vic.gov.au/CommunityAndServiceGroups/index.htm

Whitehorse City Council
http://www.whitehorse.vic.gov.au/commdir/Detail.asp?CatID=16

Monash City Council - a community database through the local library
http://www.monlib.vic.gov.au/cominfo.html

CULTURAL / RELIGIOUS INFORMATION:

Where can I get cultural / religious fact sheets?

Community Information Summaries - Australian Immigration statistics

Department of Immigration and Multicultural and Indigenous Affairs
www.immi.gov.au/statistics/infosummary/index.htm
Based on arrivals by country (100 countries) these summaries include: historical background, geographic distribution, language, age & sex, employment, citizenship, religion and the second generation. The profiles will be updated to use 2001 Census data in the latter half of 2003.

Cultural Care Kit
Residential Care Rights.
This kit provides information on areas such as food and diet, religion, language, role of the family in caring for elderly, attitudes to sickness, hospitals and pain and contacts for a number of communities. Communities included are Aboriginal, Anglo-Australian, Arabic, Bosnian, Cambodian, Chinese, Croatian, Czech, Dutch, Estonian, German, Greek, Hungarian, Indian, Italian, Jewish, Latvian, Maltese, Polish, Russian, Serbian, Spanish speaking, Turkish, Ukrainian and Vietnamese. The kit costs $33 and is available from *Tel: 9602 3066*
Suite 4B, 343 Little Collins Street, Melbourne 3000.

Australasian Police Multicultural Advisory Bureau
A Practical Reference to Religious Diversity for Operational Police and Emergency Services
www.apmab.gov.au/guide/religious2/
This guide looks at: Aboriginal and Torres Strait Islander Spirituality, and Baha'i, Buddhist, Christian, Hindu, Islamic, Jewish and Sikh faiths. Some of the information includes an overview, main beliefs, worship times, death and related issues, gender roles and family, and physical contact and other sensitivities. Whilst aimed at Police and emergency services, the general information is applicable to all service providers and useful background knowledge.

Religion Fact Sheets
Migrant Information Centre
http://www.miceastmelb.com.au/meap.htm#culturalresources
An introduction to Buddhism, Christianity, Hinduism and Islam.

NEEDS REPORTS / CONSULTATION REPORTS

Documentation of consultations, meetings and forums with CALD groups are available from;
http://www.miceastmelb.com.au/research.htm

Making a Future - A report on the Needs of Migrant Communities in the Eastern Region
Migrant Information Centre (Eastern Melbourne)
http://www.miceastmelb.com.au/makingafuture.htm

Reports are also available from a number of ethnic specific agencies, Victorian Multicultural Commission, Migrant Resource Centres, Centre for Ethnicity and Health and other agencies.

For example the following agencies have reports on CALD communities available on line or to be ordered on line:

Australian Multicultural Foundation
www.amf.net.au/projects/macti.html

Centre for Multicultural Youth Issues
http://www.cmyi.net.au/Lev2resources.html

South Central Migrant Resource Centre
http://www.southcentralmrc.org.au/publications.htm

South Eastern Region Migrant Resource Centre
http://www.sermrc.dandenong.net/publications.htm

Victorian Multicultural Commission
http://www.multicultural.vic.gov.au/publications.htm

Victorian Office of Multicultural Affairs
http://www.voma.vic.gov.au

The MIC also has a library that includes a number of needs analysis reports that are available for people to borrow. For further information please contact the MIC on 9873 1666.

Language Services
GUIDELINES FOR INTERPRETING & TRANSLATION

Where can we get some ideas for developing guidelines for language services?

There is a plethora of information available on the internet regarding Language Services Policies and Guidelines. The following information is a sample of documents related to language services.

> **Working With Interpreters**
> *Migrant Information Centre (Eastern Melbourne)*
> http://www.miceastmelb.com.au/documents/pdaproject/work%20with%20interpreters.doc

> **Policy for the Use of Interpreters**
> *Migrant Information Centre (Eastern Melbourne)*
> http://www.miceastmelb.com.au/documents/pdaproject/Policy%20for%20interpreter.doc

> **Preparing Text for Translation**
> Migrant Information Centre (Eastern Melbourne)
> http://www.miceastmelb.com.au/documents/pdaproject/translation.doc

> **A Guide to Cross Cultural Communications**
> *VITS LanguageLink*
> *http://www.vits.com.au/publications/guide.pdf*

TRAINING FOR INTERPRETING & TRANSLATION

Who can I contact in regards to training our staff?

There are a number of training options available to suit the specific needs of your agency and staff. A good starting point is to speak to other agencies that have already undertaken staff training.

Some organisations offer set training modules as part of a published training calendar, such as:

> Centre for Ethnicity & Health
> http://www.ceh.org.au/training.html
> Ph: (03) 9420 1358

There are also numerous organisations that can provide tailored training packages to suit your requirements. The following are a selection of organisations providing such training listed in alphabetical order.

> Action on Disability within Ethnic Communities Inc.
> http://www.adec.org.au/training.html
> Ph: (03) 9383 5185

Australian Multicultural Foundation – Aged Care Training Unit
http://www.amf.net.au/projects/macti.html
Ph: (03) 9457 7130

Central Health Interpreting Service
http://www.chis.org.au/training.htm
Ph: (03) 9377 3333

VITS LanguageLink
http://www.vits.com.au/services/crosscultural.htm
Ph: (03) 9280 1941

Victorian Transcultural Psychiatry Unit
http://www.vtpu.org.au/programs/education/sample_program.html
Ph: (03) 9417 4300

Consultants are also able to create training packages to cater for your agencies specific requirements and budgets. Word of mouth, from other agencies and participants of past training, can often be your best recommendations.

Finally it can be a good idea to keep a look out for regular updates on one off training sessions / workshops and seminars that can be found on the following information sites / newsletters

e-SP (electronic-Service Partnerships) Infocast
previously known as Community Building Infocast
Infoxchange Australia
http://www.communitynews.infoxchange.net.au/group/noticeboard/
Regularly updated community, housing, health & primary care, youth and education news, with updates on training, workshops and seminars.

Eastern Multicultural News
A monthly e-newsletter put out by the Migrant Information Centre. It contains agency updates across a variety of sectors and information on seminars and training. Please contact Judy McDougall on 9873 1666 for further information.

LANGUAGE IDENTIFICATION POSTERS

 "Do you need an interpreter?" posters are available free from
VITS LanguageLink
General Inquiries
Phone: 9280 1941
Facsimile: 9280 1970
Email: vits@vits.com.au

 "Interpreter Available Upon Request" in different languages (see attached)
Migrant Information Centre
http://www.miceastmelb.com.au/meap.htm#culturalresources

Language Identification Card

"INTERPRETER AVAILABLE UPON REQUEST" IN DIFFERENT LANGUAGES

English	**Interpreter available upon request**
Arabic	مترجم متوفر حين الطلب
Bosnian	**Prevodilac po vašem zahtjevu**
Chinese	如有需要可安排傳譯員
Croatian	**Prevodioc dostupan na vaše traženje**
Farsi	مترجم درصورت نیازموجوداست
Greek	**ΕΑΝ ΧΡΕΙΑΣΤΕΙΤΕ ΔΙΕΡΜΗΝΕΑ, ΜΠΟΡΕΙΤΕ ΝΑ ΖΗΤΗΣΕΤΕ**
Italian	**Se A Vete Bisongno Di Un Interprete D'italiano Potete Chiederlo**

Serbian	Na vaš zahtev možemo da obezbedimo prevodioca
Turkish	İstek üzerine size tercuman temin edilebilinir
Vietnamese	Có thông dich viên nêú có yêu câù

COUNTRIES & LANGUAGES SPOKEN

When seeking the assistance of an interpreter or translator, it is vital that the appropriate language be identified including dialects, e.g. Hokkien (Chinese).

The following information provides useful general information regarding countries and the major languages/dialects spoken in those countries. The listing provides general guidance only and it is not intended to be inclusive of all the languages and/or dialects that may be spoken.

COUNTRY	MAIN LANGUAGE(S)	DIALECTS & OTHER LANGUAGES SPOKEN
Afghanistan	Pushtu, Dare	Uzbeki Turkmani, Baluchi, Pashaii, Nuristani
Albania	Albanian	Greek
Algeria	Arabic	French, Berber dialects
Argentina	Spanish	Italian, Native Languages
Armenia	Armenian	Arabic, Turkish, French, Russian, Azeri
Assyria	Assyrian(Syriac)	Chaldean, Arabic, Persian
Austria	German	
Azerbaijan	Azeri	Russian, Armenian, Lezgin
Bangladesh	Bengali	English, Urdu, Assamese
Byelarus	Byelarussian	Russian, Ukranian, Polish
Belgium	French, Dutch	German, Flemish
Bolivia	Spanish	Quechua, Aymara
Bosnia-Herzegovina	Bosnian	Croatian, Serbian
Brazil	Portuguese	Amerinddian Languages
Brunei	Malay	Chinese, English, Brunei
Bulgaria	Bulgarian	Turkish, Romany, Greek
Cambodia	Khmer	Mandarin, Teo Chiew, Vietnamese, French
Canada	English, French	
Chile	Spanish	Amerindian Languages
China	Cantonese, Mandarin	Hakka, Tibetan, Mongolian, Hokkien, Fukkien & many other languages
Colombia	Spanish	Amerindan Languages
Cook Islands	Cook Is, Maori, English	Raratnga, Pukapuka &other
Costa Rica	Spanish	Creole, English
Croatia	Croatian	Bosnian, Solvenian, Serbian
Cuba	Spanish	
Cyprus	Greek, Turkish	
Czech Republic	Czech	
Denmark	Danish	Faroese
East Timor	Tetum	Portuguese, Hakka
Ecuador	Spanish	Quechua
Egypt	Arabic	
Eritrea	Tigrinya, Tigre	Amharic
Estonia	Estonian	Russian
Ethiopia	Amharic	Tigrigna, Oromo, Italian, Arabic
Fiji	Fijian	Hindi
Finland	Finnish	Swedish, Sami
France	French	Basque, Breton, Provencal
Germany	German	

COUNTRY	MAIN LANGUAGE(S)	DIALECTS & OTHER LANGUAGES SPOKEN
Ghana	English, Akan	Ewe, other African Languages
Greece	Greek	Macedonian, Turkish, Albanian
Guatemala	Spanish	Native Languages
Haiti	French	Creole
Honduras	Spanish	Native Languages
Hong Kong	Cantonese	Other Chinese dialects
Hungary	Hungarian	Romanian
India	Hindi, Gujarati, Kannada, Malayam, Konkani, Manipari	Kashmiri, Sindhi, Bengali, Urdu, Punjabi, Assamese, Nepalese & 18 other official languages,
Indonesia	Bahasa Indonesian	Javanese, Sudanese, Maderese
Iran	Persian (Farsi)	Azeri, Kurdish, Armenian, Arabic, Turkish, Baluchi, Assyrian
Iraq	Arabic	Kurdish, Assyrian, Turkmani
Ireland (Eire)	English	Irish Gaelic
Israel	Hebrew	Arabic, Yiddish, Russian
Italy	Italian	Italian dialects
Japan	Japanese	
Jordan	Arabic	
Kenya	Swahili	Kikuyu, Gujarati, Masai
Kiribati	I-Kiribati	English
Korea, North	Korean	
Korea, South	Korean	
Kurdistan	Kurdish	Arabic, Turkish, Persian
Kuwait	Arabic	English
Laos	Laotian	Hmong, Chinese dialects, French
Latvia	Latvian (Lettish)	Russian, Polish
Lebanon	Arabic	Armenian, French
Lithuania	Lithuanian	Russian, Polish Russian, Polish
Macau	Portuguese, Cantonese	Other Chinese Languages
Macedonia	Macedonian	Serbian
Malaysia	Malay (Bahasa Malaysia)	Tamil, Sinhalese, Cantonese, Hokkien, & other Chinese dialects
Malta	Maltese	Italian
Mauritius	English	Creole, Hindi, Urdu, French
Mexico	Spanish	Native Languages
Morocco	Arabic	Berber dialects French
Myanmar (Burma)	Burmese	English, Karen, Native languages
Nauru	Nauruan	English, I-Kiribati, Chinese, Tuvaluan
Nepal	Nepali	
Netherlands	Dutch	Friesian
New Zealand	English	Maori
New Caledonia	French	Melanesian, Wallisian
Nicuragua	Spanish	Miskito
Niue	English, Niuen	
Norway	Norwegian	Sami
Pakistan	Urdu	Punjabi, Sindhi, Pashto, Baluchi
Palestine	Arabic	
Papua New Guinea	Pidgin, English	Hiri Motu, Native Languages

COUNTRY	MAIN LANGUAGE(S)	DIALECTS & OTHER LANGUAGES SPOKEN
Paraguay	Spanish, Guarani	
Peru	Spanish	Quechua, Aymara
Philippines	Pilipino (Filippino) Tagalog	Cebuano, Ilcano, Hiligaynon Ilongo, Bicol
Poland	Polish	Ukranian
Portugal	Portuguese	
Romania	Romanian	Hungarian, German
Russia	Russian	Ukranian, Tatar
Samoa (Western)	Samoan	English
Saudi Arabia	Arabic	
Serbia & Montenegro	Serbian	Croatian, Albanian
Seychelles	Creole	French, English
Singapore	Mandarin, Malay, Tamil, Hakka	
Slovakia	Slovak	Hungarian
Slovenia	Slovenian	
Solomon Islands	English	Pidgin
Somalia	Somali	Arabic, Swahili
South Africa	Afrikaans, English	Zulu, Xhosa, Swazi
Spain	Spanish (Castillian)	Catalan, Galician, Basque
Sri Lanka	Sinhala	Tamil
Sudan	Arabic	Nubian
Sweden	Swedish	Finnish, Sami
Switzerland	German, French	Italian, Spanish, Romansch
Syria	Arabic	Kurdish, Armenian, Aramaic
Taiwan	Mandarin	Taiwanese, Hakka
Thailand	Thai (Siamese)	Chinese dialects, Malay, Khmer
Tokelau	Tokelauan	English
Tonga	Tongan	English
Tunisia	Arabic	French, Berber
Turkey	Turkish	Kurdish, Arabic
Tuvalu	Tuvaluan	English, Kiribati diablect
Ukraine	Ukranian	Russian, Polish
United Arab Emirates	Arabic	
Uruguay	Spanish	
Vanuatu	Bislama, English, French	Melanesian dialects
Venezuela	Spanish	Native Languages
Vietnam	Vietnamese	Cantonese, Khmer, Teo Chiew
Yemen	Arabic	
Yugoslavia (Former)	See: Bosnia/Herzegovina, Croatia, Macedonia, Serbia and Slovenia	
Zimbabwe	English, Shone	

< Source: Victorian Interpreting & Translating Services (VITS)
http://www.vits.com.au/publications/languages.pdf >

Additional information on languages and dialects from around the world can be found on http://www.ethnologue.com. This website enables you to search by specific language and dialect and by country and region.

GUIDELINES FOR THE USE OF INTERPRETERS (Sample)

Effective communication with all clients is an essential part of Quality Service Provision. To ensure equitable service provision for clients from non English speaking backgrounds, the following strategies for the use of interpreters will be implemented:

- Each client will be informed of their right to use an interpreter in the initial stages of service provision.

- Each client will be informed of their right to terminate an interview with an interpreter if at any stage they feel uncomfortable with the interpreter or interview process.

- Each client will be offered the choice of interpreter where possible e.g. gender.

- Each client will be informed that interpreter costs will be the responsibility of the agency.

- The availability of interpreters will be displayed on all brochures, pamphlets, newsletters and other external promotional material.

- Data collected for each client will indicate the need for an interpreter, language and dialect spoken.

- Speaker conference phones will be available in all interview rooms to allow for easy access to phone interpreters.

- Qualified interpreters (minimum NAATI Interpreter Level 3 qualifications where available in that language) will be used for interpreting purposes to ensure:
    - confidentiality is maintained;
    - impartiality is maintained;
    - important messages are conveyed accurately.

- Language identification maps will be clearly displayed in all reception areas for the ease of language identification.

- All staff will be trained in both language identification and the effective use of interpreters.

<Source: Action on Disability within Ethnic Communities (ADEC) Mar 1998>

WORKING WITH INTERPRETERS

INTERPRETING is the action of transferring the spoken word from one language to another. Not all interpreters are qualified. It is important that services use <u>qualified</u> interpreters. Qualified interpreters are bound by a professional code of ethics which requires them to:

- Interpret accurately and honestly without adding or omitting anything that is being said.

- Maintain confidentiality.

- Be impartial and objective.

- Act in a professional manner at all times.

In using interpreters service providers should

- Outline policies and standards of care to CALD consumers/families using qualified interpreters.

- Ensure that data collected about consumers and carers indicates the need for interpreters.

- Provide staff training in the use of interpreters and preparation of materials for translation.

- Ensure that there is specific budget allocation for interpreting and translating.

WORKING WITH INTERPRETERS ON SITE

Points to consider <u>before</u> using an on-site interpreter:

- Identify what language or dialect is required. Do not make assumptions on the language your consumer speaks. (E.g. some Vietnamese people speak a Chinese language rather than Vietnamese).

- Identify cultural factors that may impact on the success of the interview (e.g. dress code, eye contact, etc.)

- Allow for the extra time needed for the interpreting process to take place. (An estimation is usually double the usual interview time.)

- When a consumer does not wish to use a qualified interpreter, it is important that the worker addresses this appropriately. Consumers may find it hard to relate to interpreters because of: past bad experiences; lack of confidence that confidentiality will be maintained; think they may have to pay for it, etc. Consider these points and attempt to allay any concerns.

- Ensure that the interpreter is not sitting in the room with you <u>before</u> the consumer arrives as this will help the consumer feel that there is no collusion.

Points to consider <u>whilst</u> working with an on-site interpreter:

Your responsibility:
- Take control of the interview and meeting. Introduce yourself and your role to the consumer and the interpreter and then introduce the interpreter and his/her role to the consumer

- The interview should be conducted in the usual way using the usual interviewing principles, e.g. good listening skills, positive body language and empathy.

- Jargon and complex sector specific terms should be avoided or simplified.

- Ensure that you are sitting facing the consumer and that the interpreter is equidistant away, e.g. 3 points of a triangle.

Communication:

- Talk to the consumer in first person.

- Maintain eye contact (where appropriate) with the consumer not the interpreter.

- Speak clearly and slowly. Ask one question at a time.

- Wait for the interpreter to finish before you commence a new sentence.

- Ask the consumer whether you are speaking at an appropriate pace or if any clarification is required during the interview.

- At the end of the interview, ask the consumer if they are satisfied with the interview and if they have any further questions.

- Verify that a consumer has understood what was being said by asking him/her to summarise the main points to you via the interpreter.

Points to consider if a consumer refuses an interpreter:

Sometimes a consumer may refuse an interpreter for a range of reasons including costs, confidentiality and fear of interrogation. The following points may assist you when this occurs. Inform the consumer/client of the following:

- your organisation will pay for the cost of the interpreter so there is no cost to the client;

- reassure the client that they will have a choice of gender and nationality of the interpreter (if available); they can even request the full name of the interpreter;

- he/she can cease the interview at any time should they feel uncomfortable so the client feels they have some control of the interview.

<Source: Adapted from Action on Disability within Ethnic Communities (ADEC) Mar 1998>

SPEAKER NOTES

These notes are intended to assist and guide anyone who is making a presentation to an audience where interpreters will be used.

Points to consider <u>before</u> the presentation:

Before the presentation takes place, it is important to keep the following points in mind so that the presentation is clearly understood by <u>all</u> participants and so interpreters can effectively pass on the information accurately.

- Allow for the extra time needed for your presentation to take place as each sentence is repeated by the interpreter. An estimation is usually double the usual presentation time.

- Professional interpreters will <u>only</u> relay information to the audience exactly in the way it is stated by the presenter. Interpreters cannot be used to gauge audience understanding or respond to the presenter's questions.

  E.g. if the presenter asks "Do they understand me?" the interpreter will respond "Do they understand me?" in the community language.

- Many services that exist in Australia do not exist in other countries hence no translation is available. For example early intervention, respite, and outreach. The presenter should explain the nature of the service before repeatedly using the same word.

- Before presenting, it is a good idea to read through your speech / notes to ensure that the presentation is clear and that the message is conveyed in a straightforward and simple manner. Complicated language is sometimes lost in translation. The real trick is to be simple and non patronizing.

  For example instead of saying "The Department's vision is focused on increasing employment options for people with disabilities", it may be better to say "The Department wants to assist more people with disabilities to find jobs".

- Service philosophy for health service providers also varies in diverse cultures. For example the western philosophy of aged care / disability services assisting people to be "as independent as possible" or "empowering people with disabilities" may not be understood in some cultures. It is a good idea to explain your philosophy and its importance at the beginning of your presentation.

Points to consider <u>during</u> the presentation:

The following points will assist you in conveying your message clearly and accurately:

- Don't shout.

- Speak clearly and slowly. Present one sentence at a time.

- Wait for the interpreter to finish before you commence a new sentence.

- Jargon or complex (service specific) terms should be avoided or simplified.

- Jokes or humorous statements should be avoided as they often do not translate accurately and become "not funny".

- Avoid intonations in your speech. Intonations can sometimes change a statement to a question.

- Do not use "broken" sentences. This makes it confusing for the interpreter and can sometimes sound patronizing.

Ask the audience whether you are speaking at an appropriate pace in the early stages of your presentation so the presentation can continue effectively.

Points to consider <u>after</u> the presentation:

- Ask the audience if there are any questions or if any clarification is needed for parts of the presentation.

- Thank the audience / interpreters.

<Source: Adapted from Action on Disability within Ethnic Communities (ADEC) July 2000>

Consumer Feedback & Consultation
CLIENT SURVEY EXAMPLE

This is an example of a client survey, which can be translated into relevant community languages. This particular form is based on the one used by the Migrant Information Centre, which is available in Arabic, Chinese and Persian-Farsi. The form should be relevant to your organisation and the services you provide.

Q1   Please circle the picture that best represents your overall impressions of the service you received today.

Pleased	Neither pleased nor disappointed	Disappointed

Q2   Please circle the picture that best represents your overall impressions of the information the (Name of Agency) gave to you today.

Pleased	Neither pleased nor disappointed	Disappointed

Q3   Please circle the picture that best represents whether the time you needed to wait for an appointment with a (Name of Agency) worker was reasonable.

Reasonable	Neither reasonable nor unreasonable	Unreasonable

Q4   Please circle the picture that best represents whether you would refer your friends and the family to the (Name of Agency).

Yes	Do not know	No

Q5   How did you hear about (Name of Agency)?

Internet   (   )   Friends / Family   (   )   Government Agency   (   )

GP / Medical Practitioner   (   )   Community Agency   (   )   Other   (   )

Q6   Any comments

………………………………………………………………………………………………………

………………………………………………………………………………………………………

THANK YOU FOR YOUR TIME AND CONTRIBUTION

Date   __/__/03

CONSUMER FEEDBACK

Another example of Consumer Feedback Mechanisms can be found at http://www.hacc.health.gov.au/download/caiguidelines.htm. This link contains the comprehensive **Home and Community Care Program Consumer Survey Instrument and Guidelines**, produced by the Ageing and Aged Care Division of the Commonwealth Department of Health and Ageing

This package aims to provide a framework for obtaining consumer input in the assessment of quality in Home and Community Care (HACC) services. It consists of the Consumer Survey Instrument (there are 7 versions to choose from) and Guidelines for using the Instrument.

These guidelines have been designed for HACC services, however they could be applied to other services.

PLANNING FOR COMMUNITY CONSULTATION / FORUMS WITH CALD GROUPS

Effective planning for any agency involves a strong understanding of the demographics of the catchment area and a clear picture of the needs of the target audience. In addition to analysing demographic data and statistics, a further step towards identifying the needs, wants, and issues of the identified community is community consultation.

There are many strategies to be used when consulting with CALD communities, such as utilising existing groups and meeting such as churches, seniors meetings, sporting clubs to meet with communities, rather than holding 'special' consultation sessions and expecting people to come to you.

In addition the objectives of the consultations and the role of your agency need to be made extremely clear as to avoid creating unrealistic expectation within the community of what your agency can / is willing to provide.

The following points aim to assist agencies to hold consultations / forums with CALD communities.

Access:

- How you will approach / access the community you would like to consult with?
- Have you identified the appropriate people such as community leaders to initiate consultations with a 'community'?
- Are there clients who already use your service that you may be able to consult with i.e. ask you current clients what they think about your services?
- Are there ethnic groups/clubs that you can meet with as part of their existing meeting schedule?
- Have you sought advice from the president / secretary of the group regarding whether you should meet with the committee or the whole group?
- What is most effective and acceptable method of promoting the consultation / forum to this particular community e.g. printed flyers, ethnic radio, papers, existing groups or through community leaders?
- Will interpreters be required for the consultation / forum?

Participant involvement / expectations:

- Has the process of the consultation / forum been clearly explained to the community leaders?
- How will the participants be informed of outcomes and actions?
- How will the participants be involved in future decision making processes?
- Are strategies in place to enable this to happen if so desired?

Cultural / Social constraints:

- Is it culturally appropriate for men and women to attend public meetings together?
- Would a female / male facilitator be more appropriate in this context?

Literacy / numeracy: assessment:

- What are the levels of literacy / numeracy for men and women?

- How will this affect the activities chosen for the consultation / forum process?

Timing:

- What time of the day would be most convenient? Take into consideration working families, prayer time etc
- What day of the week would allow most people to attend?
- What time of the year are important events such as religious or cultural festivals etc?

Venue:

- Is the venue a well-known, accepted place for the community?
- Is the venue accessible by public transport?

Child Care:

- Would the provision of childcare make the meeting more accessible to women / families?
- Will the activities to be conducted allow participants to have their children with them?

The above questions are designed as a prompt for agencies considering consultations / forums with CALD communities. If you need any assistance with any of the points please contact the Migrant Information Centre on 9873 1666 or other ethno-specific services.

Agency Capacity Building
TRAINING - INTERPRETING & TRANSLATION

Who can I contact in regards to training our staff?

There are a number of training options available to suit the specific needs of your agency and staff. A good starting point is to speak to other agencies that have already undertaken staff training.

Some organisations offer set training modules as part of a published training calendar, such as:

> Centre for Ethnicity & Health
> http://www.ceh.org.au/training.html
> Ph: (03) 9420 1358

There are also numerous organisations that can provide tailored training packages to suit your requirements. The following are a selection of organisations providing such training listed in alphabetical order.

> Action on Disability within Ethnic Communities Inc.
> http://www.adec.org.au/training.html
> Ph: (03) 9383 5185
>
> Australian Multicultural Foundation – Aged Care Training Unit
> http://www.amf.net.au/projects/macti.html
> Ph: (03) 9457 7130
>
> Central Health Interpreting Service
> http://www.chis.org.au/training.htm
> Ph: (03) 9377 3333
>
> VITS LanguageLink
> http://www.vits.com.au/services/crosscultural.htm
> Ph: (03) 9280 1941
>
> Victorian Transcultural Psychiatry Unit
> http://www.vtpu.org.au/programs/education/sample_program.html
> Ph: (03) 9417 4300

Consultants are also able to create training packages to cater for your agencies specific requirements and budgets. Word of mouth, from other agencies and participants of past training, can often be your best recommendations.

Finally it can be a good idea to keep a look out for regular updates on one off training sessions / workshops and seminars that can be found on the following information sites / newsletters

> **e-SP (electronic-Service Partnerships) Infocast**
> *previously known as Community Building Infocast*
> *Infoxchange Australia*
> http://www.communitynews.infoxchange.net.au/group/noticeboard/

Regularly updated community, housing, health & primary care, youth and education news, with updates on training, workshops and seminars.

Eastern Multicultural News
A monthly e-newsletter put out by the Migrant Information Centre. It contains agency updates across a variety of sectors and information on seminars and training. Please contact Judy McDougall on 9873 1666 for further information.

Marketing and Promotional Strategies

- **Communication Strategies**
  Migrant Information Centre (2002)
  http://www.miceastmelb.com.au/documents/pdaproject/Communication-strategy.doc
  This communication strategy was developed for a HACC project to increase the knowledge and understanding of (HACC) services by people from CALD communities. The strategy emphases the need for agencies to involve CALD communities in the planning and delivery of services. Through doing this agencies engage communities and have access to their knowledge and experience. It is this knowledge and experience that can assist agencies to effectively target promotional activities.

- **Promotional Strategy (attached)**
  Migrant Information Centre (2000)
  http://www.miceastmelb.com.au/promotionalstrategy.htm
  The strategy provides a step by step guide for agencies to use in developing and promoting services to culturally and linguistically diverse communities and includes a contact list for ethnic media.

- **Communicating with Culturally and Linguistically Diverse Victorians (the CALD Report)**
  Information Victoria (State Government Information)
  http://www.info.vic.gov.au/resources/cald_report.htm
  Qualitative research undertaken between March and July 2001. The report identifies the preferred means by which specific categories of CALD Victorians, across 20 language groups, prefer to receive information about government services. The research is presented here in a practical, matrix format to provide a checklist guide for agencies when formulating communication strategies aimed at specific categories of CALD Victorians. The total document is very large, but the website includes links to reports for specific communities.

MIGRANT INFORMATION CENTRE
eastern melbourne

PROMOTIONAL STRATEGY

A step by step guide for promoting services to people from culturally and linguistically diverse communities

Prepared by Migrant Information Centre
(Eastern Melbourne) in cooperation with
the MIC Health and Aged Care Working Group
and the Migrant Communities Advisory Group
August 2000

A.B.N. 27 084 251 669

Framework for a Promotional Strategy

Identify the culturally and linguistically diverse communities in your catchment area

⇩

Identify how your service can be seen to be relevant to culturally and linguistically diverse communities
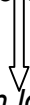
⇩

Identify gaps between your current service delivery and the cultural needs of people from culturally and linguistically diverse communities (e.g. undertake a cultural audit)

⇩

Identify the current useage of your services by people from culturally and linguistically diverse backgrounds

⇩

Identify culturally and linguistically diverse communities with low useage rates

Hold a focus group with communities with low and high useage rates to identify what they value about your service and how they heard about your service

⇩

Develop an action plan to address gaps between your current services and the needs identified through focus groups and the cultural audit

⇩

Choose appropriate mechanisms for promoting services to culturally and linguistically diverse communities (see page 43)

⇩

Implement promotional activities

⇩

Monitor useage rates by people from targeted culturally and linguistically diverse communities

Identify the culturally and linguistically diverse communities in your catchment

area.

> MIC can supply demographic data by 2001 census collection districts as well as local government areas and settlement since 1996 based on Department of Immigration and Multicultural Affairs settlement database

Identify how your service can be seen to be relevant to culturally and linguistically diverse communities

> MIC can assist services to identify the cultural needs of culturally and linguistically diverse communities through talking with your staff, arranging meetings between your staff and community leaders and referring staff to relevant literature

Identify gaps between your current service delivery and the cultural needs of the communities (e.g. undertake a cultural audit)

> MIC staff can assist in undertaking a cultural audit e.g. through providing a framework, undertaking the audit in conjunction with your staff or referring to other agencies who could assist you

Identify the current useage of your services by people from culturally and linguistically diverse backgrounds

> Examine current useage figures from client records

Identify culturally and linguistically diverse communities with low useage rates

> Compare useage to demographic data

Hold a focus group with communities with low and high useage rates to identify what they value about your service and how they heard about your service

> MIC can assist through facilitating focus groups, assisting your agency to develop focus group formats or referring you to individuals who can assist

Develop an action plan to address gaps between your current services and the needs identified through focus groups and the cultural audit

> MIC can assist through, for example, facilitating discussions or reviewing your action plans

Identify mechanisms to promote your service to culturally and linguistically diverse communities based on MIC Promotional Strategy

> For example, ethnic press, meeting with community leaders, written information, information forums, etc. (See page 33)

Implement promotional activities

Monitor useage rates by targeted migrant communities

Informing People from Culturally and Linguistically Diverse Communities of your Service

Ways of informing communities of your services include:

- Translated brochures, flyers and pamphlets using simple, concise language

- Ethnic radio programs including talk back radio programs

- Ethnic newspapers

- Community and social club newsletters

- Promotion through community and religious leaders and places of worship

- Information provided to bilingual GPs and language teachers who can then advise and refer their clients

- Information forums targeted at specific communities using bilingual staff and professional interpreters

- Service providers visiting clubs, English classes and group meetings to highlight and talk about their services and how they can help people – professional interpreters should be used where necessary

- Promotion stalls at forums and community festivals

- Inviting community leaders to your service, to launches of new services, etc.

Choosing the best mechanism for service promotion

To choose the most appropriate mechanisms for promoting services, agencies need to have knowledge of the communities they are trying to reach and their access to information through ethnic media. For example, many elderly Armenian people in the Eastern Region speak Turkish so they do not listen to the Armenian radio program. A number of Chinese people have stated that they cannot listen to their radio program because it is broadcast at an inconvenient time. Therefore you can reach a wider audience through Chinese newspapers. A third example is the Greek community that has well developed radio coverage and television through channel 31.

In choosing the medium for a particular community the MIC can assist you in choosing the medium that will maximise your services' exposure. The assistance could be in the form of providing you with information on the most popular medium or introducing you to community leaders, etc.

Ethnic Media List

Language	Press	Phone	Fax	Radio[1]	Phone	Fax	TV	Phone	Fax
Afghan									
Arabic	El Telegraph	9387 1590	9387 9199	3CR	9419 8377		Ch 31	9663 5831	9663 8465
Arabic	An Nahar	9383 7422	9383 7399	SBS	9949 2121	9949 2120	SBS	9949 2473	9949 2473
Arabic	Al Bairak			3ZZZ	9415 1930	9417 1675			
Cambodian				SBS	9949 2121	9949 2120			
Chinese	Aust Chinese Age	9663 8181	9663 3696	2AC		9654 1118	Ch 31	9663 5831	9663 8465
Chinese	Melb Chinese Post	9663 8455	9663 8209	3ZZZ	9415 1930	9417 1675	SBS	9949 2473	9949 2473
Chinese	The Tide	9329 8686	9329 5088	SBS	9949 2121	9949 2120			
Chinese	Chinese Australian	9663.1833	9663 1033	3AW	9696 1278	9690 0630			
Chinese	Chinese Commercial Weekly	9480 1919	9480 1919	3CW 1341am	9326 8002	9329 9243			
Chinese	Aust Chinese Daily	9663 8045	9639 2645	3SER 97.7fm	9796.7977	9796.7745			
Chinese	Pacific Times	9639 2825	9639 2825						
Chinese	Melb Asian News	9663.2855	9663.2877						
Chinese	21st Century Chinese News	9639 3429	9639.0857						
Chinese	Asian Multimedia	9897 3663	9897 3633						
Chinese	Chinese Herald	9416 3888	9416 2079						
Chinese	The Independence Daily	(02)9283 2722	(02)9283 5233						
Croatian	Croatian Herald	9521 3366	9482 2830	3ZZZ	9415 1930	9417 1675	Ch 31	9663 5831	9663 8465
Croatian	Spremnost Croatian Weekly	(02)9150 4074	(02)9150 4074	SBS	9949 2121	9949 2120			
Dari				SBS	9949 2121	9949 2120			
Dutch	The Dutch Courier	9752 5953	9754 7242	3ZZZ	9415 1930	9417 1675			
Dutch	The Dutch Weekly	9439 0755	9439 0733	SBS	9949 2121	9949 2120			
Filipino	Philippine Times	9689 2855		3ZZZ	9415 1930	9417 1675	SBS	9949 2473	9949 2473
Filipino				SBS	9949 2121	9949 2120			
French	Le Courier Australien	(02)45771 0836	(02) 4577 6726	SBS	9949 2121	9949 2120	Ch 31	9663 5831	9663 8465
French							SBS	9949 2473	9949 2473
German	Neue Helmat und Well	9521 3366		3ZZZ	9415 1930	9417 1675	SBS	9949 2473	9949 2473
German	Die Woche	(02) 9707 4999	(02) 9708 6025	SBS	9949 2121	9949 2120			
Greek				3XY	9495 1422	9495 1424	Mega		

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[1] Check radio guides e.g. the Green Guide for times and days for language programs

Language	Press	Phone	Fax	Radio[2]	Phone	Fax	TV	Phone	Fax
Greek	Ta Nea (The News)	9495 1422	9495 1422	3AB	9347 8111	9347 8969	Ch 31	9663 5831	9663 8465
Greek	Greek Times	9482 4433	9482 2962						
Greek	Melbourne	9481 7800	9481 7800						
Greek	Greek Herald	9486 9522	9486 9858						
Hungarian	Hungarian Life	9521 3366	9521 3436	3ZZZ	9415 1930	9417 1675			
Hungarian				SBS	9949 2121	9949 2120			
Indonesian	Warta Berilia Aquilla	(02) 95608510	(02)9560 8510	3ZZZ	9415 1930	9417 1675	SBS	9949 2473	9949 2473
Indonesian				SBS	9949 2121	9949 2120			
Italian	Il Globo	9481 0666	9486 1412	Rete Italia	9481 0666	9486 1412	Ch 31	9663 5831	9663 8465
Italian							SBS	9949 2473	9949 2473
Macedonian	Aust Macedonian Weekly	9471 3960	9471 3961	3ZZZ	9415 1930	9417 1675	Ch 31	9663 5831	9663 8465
Macedonian	Today denes	9404 2990	9404 2990	SBS	9949 2121	9949 2120			
Macedonian	Macedonian Weekly Herald	5781 1999	5781 0045						
Maltese	Maltese Herald	9637 9992	9682 1923	3ZZZ	9415 1930	9417 1675			
Maltese				SBS	9949 2121	9949 2120			
Persian/Farsi	Golbang (published monthly)	9894 2644		SBS	9949 2121	9949 2120			
Persian/Farsi	Golchin (published monthly)	9464 2228	9464 2229						
Polish	Polish Weekly	9362 0128	9362 0108	3ZZZ	9415 1930	9417 1675	Ch 31	9663 5831	9663 8465
Polish	Kurier Zachodni	9753 4035		SBS	9949 2121	9949 2120			
Portugese	Portugese Noticlas	(02) 9680 7877	9680 8602	3ZZZ	9415 1930	9417 1675			
Portugese	O Portugese Na Australia	(02) 95685911	9560 6044	SBS	9949 2121	9949 2120			
Russian	Unification	9521 3366	9521 3436	3ZZZ	9415 1930	9417 1675	Ch 31	9663 5831	9663 8465
Russian	Horizon	9369 4122	9387 1461	SBS	9949 2121	9949 2120	SBS	9949 2473	9949 2473
Russian	Panorama	9578 0598	9578 0598						
Serbian	World Serbian Voice	9521 3366	9521 3436	3ZZZ	9415 1930	9417 1675	Ch 31	9663 5831	9663 8465
Serbian	Novosti	9486 9522	9486 9858	SBS	9949 2121	9949 2120			
Serbian	Vesti	9662 8555	9662 8755						
Spanish	Extra Informativo	(02) 9755 7938	(02)9727 7102	3ZZZ	9415 1930	9417 1675	SBS	9949 2473	9949 2473
Spanish	Spanish Herald	9486 9522	9486 9858	SBS	9949 2121	9949 2120			
Spanish	El Espanol	(02) 9585 9669							

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[2] Check radio guides e.g. the Green Guide for times and days for language programs

Language	Press	Phone	Fax	Radio[3]	Phone	Fax	TV	Phone	Fax
Tamil	Eelamurasu	9457 6347	9408 7303	SBS	9685 2525	9685 2519	Ch 31		
Tamil	Uthayam	9561 0242	9561 0242	3CR	9419 8377	9417 4472			
Tamil				3MDR	9713 1861				
					9754 3390				
Tamil				3ZZZ	9415 1928	9415 1818			
Turkish	Turkish Report	9464 7782	9464 7783	3ZZZ	9415 1928	9415 1818	Ch 31	9663 5831	9663 5931
Turkish	Yeni Valan	(02) 9646 3039	(02) 9643 2361	SBS	9685 2525	9685 2519			
Turkish	Zaman	9309 6168	9309 7225						
Vietnamese	TiVi Tuan San	9417 1292	9417 0655	PBS	9534 1067	9534 5765	Ch 31	9663 5831	9663 5931
Vietnamese	Human rights	9419 6793	9419 6793	3ZZZ	9415 1928	9415 1818			
Vietnamese	Viet Luan	9521 3366	9521 3436						
Vietnamese	Dan Viet	(02) 9892 4441	(02)9726 5356						
Vietnamese	Chieu Duong	(02) 9725 6444	9725 6446						
Vietnamese	TiVi Victoria	9795 2811	9795 2944						
Vietnamese	Thuong Nghiep Tuan Bao - Vietnamese golden guide Weekly	9421 0655	9421 0881						

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[3] Check radio guides e.g. the Green Guide for times and days for language programs

WELCOME IN OTHER LANGUAGES

Welcome	**English**
اهلا بكم	**Arabic**
歡迎光臨	**Chinese**
DOBRA DOŠLI	**Croatian**
خوش آمدید	**Farsi**
ΚΑΛΩΣ ΩΡΙΣΑΤΕ	**Greek**
BENVENUTI	**Italian**
BIENVENIDOS	**Spanish**
CHÀO MỨING	**Vietnamese**

INTERNET LINKS

The information on this list was correct at the time of publishing. However due to the nature of the media internet links change very quickly. If you have difficulty accessing a specific link, it may be useful to take the address back to the stem i.e. rather than http://www.miceastmelb.com.au/documents/pdaproject/Welcome%20in%20different%20 0languages.pdf try www.miceastmelb.com.au and search through the site for the information you are looking for.

The selection of information on this list aims to provide a broad overview of services and agencies that can assist in someway with aspects of the Cultural Planning Framework. There is a lot of information available and these sites were selected as a starting point.

General Information Links

- *Centre for Culture, Ethnicity and Health*
www.ceh.org.au
The CEH maintains an extensive resource library with a number of videos and resources focusing on specific cultures and general access and equity issues. This site contains links to the CEH library, the training calendar, a centralised register of health promotion projects in Victoria focussing on CALD communities and more.

- *Migrant Information Centre (Eastern Melbourne)*
www.miceastmelb.com.au
This web site provides information on the activities of the Centre and resources for agencies e.g. demographic data, cultural resources

Aged Care Links

- *Alzheimer's' Association NSW*
www.alzheimers.org.au/content.cfm?categoryid=14
This link will take you to fact sheets in 6 different languages on topics such as communication, diagnosis and difficult behaviors.

- *Australian Department of Health & Aging*
www.health.gov.au/acc/publicat/multilin.htm
Links to multilingual publications on Aging produced by the Department in 15 different languages.

- *Australian Institute of Health and Welfare*
www.aihw.gov.au/publications/age/poi/index.html
This site contains the report "Projections of Older Immigrants - People from Culturally and Linguistically Diverse Backgrounds, 1996 -2026, Australia". The report contains detailed projections for the 50 most common countries of birth, 34 languages and 30 religions for older immigrants in Australia.

- *Australian Multicultural Foundation (AMF)*
www.amf.net.au
This site has links to the Multicultural Aged Care Training Institute and the Culturally Appropriate Aged Care Project.

- *Office of Senior Victorians*
  www.seniors.vic.gov.au
  This site includes an extensive list of links to other 'senior' sites and a link to "A guide to Services for Senior Victorians 2002" which can be downloaded in 13 languages.

- *Queensland State Government*
  www.health.qld.gov.au/fallsprevention/default.asp
  This site leads you to Falls Prevention in Older Persons and Falls Prevention Information Brochures in Chinese, Greek, Italian, Spanish and Vietnamese.

Disability Links

- *Action on Disability within Ethnic Communities Inc. (ADEC)*
  www.adec.org.au
  Action on Disability within Ethnic Communities is a community based organisation which represents the rights and needs of people of non-English speaking background with a disability and their carers. ADEC provides advocacy, information, referral, education, training and consultancy. This site contains information on ADEC's services, programs and publications including the "Better Ethnic Access To Services KIT", which can be found by following the 'Information' link.

- *Multicultural Disability Advocacy Association (MDAA) NSW*
  www.mdaa.org.au
  The MDAA site contains information on the organisation's publications, relevant government policies and main issues facing people from CALD background with disabilities. From the contents page, follow the link to "Ethnic Communities and Disability" page containing a lot of useful cultural information.

Health Links

- *Anti-Cancer Council of Victoria (ACCV)*
  www.accv.org.au/cancer1/prevent/langauges.htm
  The ACCV has specially trained Health Educators can deliver information sessions to groups in 18 community languages. Information on the topics available and the program are available on this site.

- *Australian Medical Association (Victoria)*
  www.amavic.com.au/ama_search.htm
  This site allows you to search for bilingual GP and specialists.

- *Better Health Channel*
  www.betterhealth.vic.gov.au
  Hosted by DHS, this site contains over 1,543 articles in English

- *Centre for Culture, Ethnicity and Health*
  www.ceh.org.au
  The CEH maintains an extensive resource library with a number of videos and resources focusing on specific cultures and general access and equity issues. This site contains links to the CEH library, the training calendar, a centralised register of health promotion projects in Victoria focussing on CALD communities and more.

- *Cultural Diversity in Health: Postgraduate Medical Council of NSW.*
  www.diversityinhealth.com/regions
  The site has over 40 community profiles by region, information on other factors that shape identity, some diversity tools for the health sector and links to other sites.

- *Drug Info Cleansinghouse*
  www.druginfo.adf.org.au
  This website will take you to the "Druginfo" newsletter, research summaries, reading & resource list and a range of downloadable fact sheets.

- *NSW Multicultural Health Communication Service*
  www.mhcs.health.nsw.gov.au/health-public-affairs/mhcs/publications/langindex.html
  This service provides downloadable fact sheets on a wide range of health issues from Asthma to Women's Health in a large selection of community languages.

- *Queensland State Government*
  www.health.qls.gov.au/multicultural/default.asp
  Hosts a comprehensive page on Multicultural Health Resources, links, and even multilingual fact sheets. Some of the publications available for downloading include "Checklists for Cultural Assessment", and "Providing care to patients from culturally and linguistically diverse backgrounds".

- *The Victorian Foundation for the Survivors of Torture Inc.*
  www.survivorsvic.org.au
  This site will take you to publications to assist newly arrived, largely refugee communities to understand and access health care services and to cater for their own nutritional needs in a new environment.

- *Victorian Government Health Information*
  www.health.vic.gov.au
  The State Government site includes a list of Health Service Directories, publications and a collection of external links to other health sites.

Mental Health Links

- *Multicultural Mental Health Australia*
  www.mmha.org.au
  This is the web site of the new national program in mental health and suicide prevention for Australians from culturally and linguistically diverse backgrounds. The site contains sections on 'Events & Training, 'Research and Projects' and a large number of links to translated mental health informations. (Previously the Australian Transcultural Mental Health Network)

- *SANE Australia*
  www.sane.org
  Follow the directions> information> factsheets> to locate information on psychosis, bipolar disorder and more.

- *Transcultural Mental Health Centre*
  www.tmhc.nsw.gov.au
  This site provides links to the Centre's projects and programs, translated information on schizophrenia, depression, body image and eating disorders and more. It also allows you to purchase transcultural mental health resources online.

- *Victorian Transcultural Psychiatry Unit*
  www.vtpu.org.au
  This site contains links to translated mental health instruments, policies and publications on mental health and ethnic communities. A service directory of bilingual mental health professionals is also available.

Multicultural Links

- *Ethnic Communities Council of Victoria*
  www.eccv.org.au
  This site provides information on the Ethnic Communities Council as well as a link to a Multicultural Services Database. www.eccv.org.au/agedcare_links.shtml provides a comprehensive list of aged care links.

- *Victorian Multicultural Commission*
  www.multicultural.vic.gov.au
  Information on grants, community consultations and links to other information and publications

- *Victorian Office of Multicultural Affairs*
  www.voma.vic.gov.au
  In the publications section there are links to the 'Multicultural Resources Directory', and 'The CALD Report' re CALD groups accessing government information. There is also other information on the site related to VMC grants and statistics and research.

Palliative Care Links

- *Association of Palliative Care Victoria / Palliative Care Council of South Australia*
  www.pallcare.asn.au/mc/
  This link will take you a downloadable version of the "Multicultural Palliative Care Guidelines" produced in 1999.

Primary Care Partnerships

- *Central East Primary Care Partnership (CE PCP)*
  www.centraleastpcp.infoxchange.net.au/
  This site contains information on the CE PCP's activities, projects and publications.

- *Primary Care Partnership*
  www.pcpnet.infoxchange.net.au/
  The umbrella website for all PCPs. There is a link to the Primary Health Knowledge Base (PHKB), which contains Consumer Privacy Information brochures in 42 community languages. You can also access the Service Seeker through this site that is a directory of services and practitioners, searchable by location, language spoken and gender.

Refugee Services Links

- *Refugee & Immigration Legal Centre (RILC)*
  www.rilc.org.au
  The RILC is a community legal centre specialising in all aspects of refugee and immigration law, policy and practice. This site outlines the casework and advice undertaken by the RILC and lists information on the training and professional development courses provided on the Australian refugee and immigration program.

- *The Foundation for Survivors of Torture and Trauma*
  www.survivorsvic.org.au
  The Foundation provides direct care to survivors of torture and trauma in the form of counselling, support, advocacy, family support, group work and complimentary therapies. This site contains links to their training programs, projects and publications, some of which are translated into community languages.

Youth & Family

- *Australians Against Child Abuse*
  www.kidscount.com.au
  This organisation runs a public education campaign "Every Child is Important" which seeks to prevent child abuse by affirming the value and significance of children to adults, families and the community as a whole. The parent resource booklet invites parents to reflect on their ideas and attitudes as parents and provides useful information on a number of issues of importance and interest to parents. These booklets have been translated into Arabic and Chinese.

- *Centre for Multicultural Youth Issues (CMYI)*
  www.cmyi.net.au
  CMYI provides training to the youth and related sectors on cross-cultural skills, migration and refugee issues and developing culturally responsive organisations. They also coordinate a number of youth projects and programs which are outlined on this site.

- *Free Kindergarten Association (FKA)*
  www.fka.com.au
  This organisation, through their Multicultural Resource Centre provides advice, consultancy, training and resources to child care workers and centres, pre-schools, early childhood students, CSRDOs on developing multicultural perspectives in their services and programs.

- *Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG)*
  (no website address at present)
  mail@vicseg.com.au
  VICSEG is an information and resource centre providing advocacy for and on behalf of parents from non-English-speaking backgrounds. Services include a newsletter, workshops, seminars, forums and publications. Information is available in languages other than English. Families are linked with other services via family support and youth workers. Community languages spoken include the following; Afrikaans, Arabic, Armenian, Cantonese, Mandarin and Somali.

** Translated Material on Government Services*

The following sites have information on government services in community languages. The information can be easily downloaded.

- *Centrelink*
  http://www.centrelink.gov.au/internet/internet.nsf/languages/index.htm
  Centrelink delivers services, programs and payments for Australian government departments. This site has information in a large number of community languages about these services and benefits.

- *Consumer Affairs Victoria*
  http://www.consumer.vic.gov.au/cbav/fairsite.nsf/pages/of_pubs?OpenDocument&ExpandSection=6,5#_Section5
  This site lists a number of publications for newly arrived migrants about housing and buying goods and services. There is a list of languages and available information sheets, including rights and responsibilities for consumers, traders, renters and landlords, credit and dept, shopping and services, computer and internet, safety issues and more.

- *Department of Immigration & Multicultural & Indigenous Affairs (DIMIA)*
  http://www.immi.gov.au/settle/booklets/index.htm
  The DIMIA website contains information on community profiles and statistics as outlined in the 'Planning & Access' Section. This specific link will take you to DIMIA's Settlement Kits available in 22 languages including English. These downloadable kits include State / Territory specific information on how to apply for a tax file number and Medicare, Australian customs and laws to outlining the health and education systems.

- *Equal Opportunity Commission Victoria*
  www.eoc.vic.gov.au/rescentre/publications/lote.html
  From this site you can download brochures on 'Equal Opportunity – Know Your Rights' and 'Making a Complaint' in 18 community languages.

- *Office of Housing*
  www.hnb.dhs.vic.gov.au/ooh/oohninte.nsf/frameset/Ooh?Opendocument
  This site provides information in Arabic, Croatian, Polish, Russian, Somali, Turkish, Spanish and Vietnamese on the issues such as paying rent to special housing needs. From the homepage, click on "Applying for Housing" then multilingual publications to download the information.

- *Victoria Legal Aid*
  http://www.legalaid.vic.gov.au/multilingual.cfm
  The Victorian legal aid services include multilingual telephone information, legal advice, help at court, legal assistance, interpreters, writing letters, and drafting documents. This link will take you to various fact sheets ranging from information on intervention orders and family law to child support and fines. The info sheets are downloadable in 26 community languages, although not all information is available in all languages.

Additional Resources

EASTERN REGION DEMOGRAPHICS

The demographics included in this resource kit are from the 2001 Census data, available from the Australian Bureau of Statistics www.abs.gov.au.

The statistics and demographic information covers the Eastern Region Migrant Information Centre catchment, which covers the local government areas of Manningham and Whitehorse and the previous area of Monash, known as Waverley.

Only Eastern Region information has been included in this kit as an <u>example</u> of the types of demographic details available. Further breakdowns by local government areas can be found from the ABS and on the MIC website at http://www.miceastmelb.com.au/demographics96.htm.

Additional sources of demographic data are listed under demographics in the 'Access & Planning' section.

The demographics included in this kit are:

Eastern Region Demographics

- Languages Spoken by Residents – Analysis

- Top 30 Languages Spoken by Age – Statistics

- Top 25 Languages Spoken at Home by People Aged Under 30 Years of Age – Graph

- Top 10 Languages Other than English by Age – Graph

- Country of Birth of Residents – Analysis

- Top 30 Countries of Birth by Age - Statistics

- Top 25 Countries of Birth in the Eastern Region – Graph

- Top 10 Countries of Birth of Residents from a CALD Background by Age – Graph

- Examples of graphs for specific language groups:

  - Arabic
  - Cantonese
  - Greek
  - Italian
  - Khmer
  - Lao
  - Mandarin
  - Persian

Languages Spoken by Residents in the Eastern Region[4].

- There is a total population of 938592 people living in the Eastern Region. 76% (715495) of these people speak English at home whilst 20% (186963) do not speak English at home.[5]

- One hundred and fifty one different languages are spoken across the Eastern Region.

- The largest Non English Speaking Background (NESB) population speak Greek (33290) at home, followed by Cantonese (27908), Italian (24948), Mandarin (17493), German (6206), Vietnamese (5816) and Arabic (5145).

- Within the local government areas across the Eastern Region Monash has the largest NESB speaking population with 34% (52455) of its population speaking a language other than English at home. The figures for the other 6 LGA's in the region are Manningham 35% (37633), Whitehorse 22% (31276), Boroondara 18% (27096), Knox 16% (22888) Maroondah 8% (8258) and Shire of Yarra Ranges 5% (7583)

- Within the largest 30 NESB communities the oldest population in the Eastern Region is the Dutch speaking population with 53% (1686) of the community 60 years of age or more. Other communities with a quarter or more of their population aged 60 years plus are the German speaking community with 48% (3001), Hungarian 45% (1126), Italian 35% (8710), Croatian 26% (697), Polish 25% (946). Across the English speaking population 17% (120673) are aged 60 years plus whilst across NESB communities 19% (35865) of the population is aged 60 years plus. The largest NESB population aged 60 years or over is the Italian community (8710) followed by the Greek community (7388) and the Cantonese (3040) community.

- Within the largest 30 NESB communities the youngest population in the Eastern Region is the Indonesian speaking community with 81% (2203) of its population under 40 years of age. Other communities with 60% or more of their population under 40 years of age are, Korean 74% (1100), Japanese 70% (1025), Hindi 69% (2018), Khmer 68% (808), Vietnamese 66% (3857), Punjabi 66% (695), Mandarin 64% (11130), Turkish 64% (738), Persian 63% (1416) and Arabic 61% (3117). The largest NESB population aged 40 years or less is the Greek community (17403) followed by the Cantonese (15653) speaking community and the Mandarin (11130) speaking community.

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[4] All figures are sourced from the ABS Census 2001
[5] A further 4% (36134) of responses were either not stated, non-verbal, auslan, and invented languages or not indicated.

Table 1: Top 30 Languages Spoken in the Eastern Region

|	Total	% of total NESB population	0-19yrs	% of 0-19 yrs as a % of total language population	20-39yrs	% of 20-39 yrs as a % of total language population	< 40 years	% of total population < 40 yrs	40-59 yrs	% 40-59 yrs as a % of total language population	60+ yrs	% 60+ yrs as a % of total language population
NESB	186963	20%	38483	21%	58234	31%	96717	52%	54375	29%	35865	19%
English	715495	76%	197126	28%	201394	28%	398520	55%	196302	27%	120673	17%
Total	938592		248850	27%	267925	29%	495237	53%	257460	27%	164357	18%
Arabic	5145	3%	1546	30%	1571	31%	3117	61%	1502	29%	526	10%
Armenian	1152	1%	245	21%	320	28%	565	49%	336	29%	251	22%
Cantonese	27908	15%	7024	25%	8629	31%	15653	56%	9215	33%	3040	11%
Chinese, nfd	1723	1%	526	31%	513	30%	1039	60%	507	29%	177	10%
Croatian	2676		411	15%	745	28%	1156	43%	823	31%	697	26%
French	2233	1%	391	18%	580	26%	971	43%	787	35%	475	21%
German	6206	3%	583	9%	1034	17%	1617	26%	1588	26%	3001	48%
Greek	33290	18%	6041	18%	11362	34%	17403	52%	8499	26%	7388	22%
Hindi	2934	2%	776	26%	1242	42%	2018	69%	728	25%	188	6%
Hokkien	1587	1%	231	15%	446	28%	677	43%	731	46%	179	11%
Hungarian	2476	1%	238	10%	399	16%	637	26%	713	29%	1126	45%
Indonesian	2733	1%	810	30%	1393	51%	2203	81%	431	16%	99	4%
Italian	24948	13%	2600	10%	6622	27%	9222	37%	7016	28%	8710	35%
Japanese	1470	1%	466	32%	559	38%	1025	70%	359	24%	86	6%
Khmer	1183	1%	359	30%	449	38%	808	68%	301	25%	74	6%
Korean	1483	1%	482	33%	618	42%	1100	74%	320	22%	63	4%
Macedonian	1787	1%	260	15%	515	29%	775	43%	583	33%	429	24%
Mandarin	17493	9%	5108	29%	6022	34%	11130	64%	5037	29%	1326	8%
Netherlandic	3160	2%	163	5%	420	13%	583	18%	891	28%	1686	53%
Persian	2231	1%	725	32%	691	31%	1416	63%	655	29%	160	7%
Polish	3729	2%	680	18%	649	17%	1329	36%	1454	39%	946	25%
Punjabi	1058	1%	279	26%	416	39%	695	66%	252	24%	111	10%
Russian	1674	1%	392	23%	478	29%	870	52%	491	29%	313	19%
Serbian	1735	1%	388	22%	496	29%	884	51%	557	32%	294	17%
Sinhalese	3027	2%	654	22%	1139	38%	1793	59%	1013	33%	221	7%
Spanish	3127	2%	636	20%	1065	34%	1701	54%	1015	32%	411	13%
Tagalog	2254	1%	390	17%	819	36%	1209	54%	859	38%	186	8%
Tamil	2778	1%	677	24%	787	28%	1464	53%	1013	36%	301	11%
Turkish	1161	1%	340	29%	398	34%	738	64%	306	26%	117	10%
Vietnamese	5816	3%	1633	28%	2224	38%	3857	66%	1550	27%	409	7%

Top 25 Languages Spoken at Home by People < 30 Years of Age living in the Eastern Region
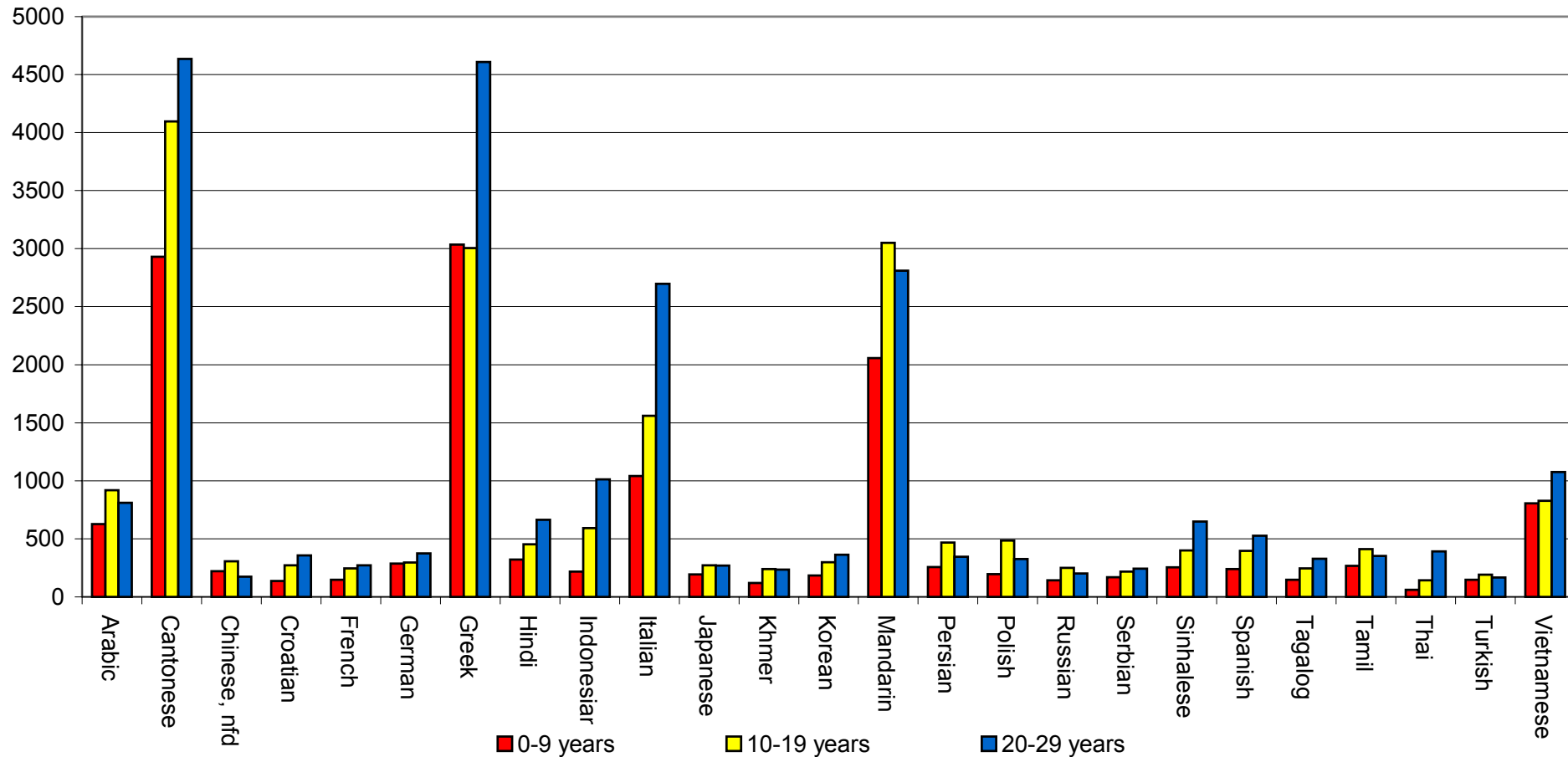
Over 100 different languages are spoken by young people living in the Eastern Region. 17% (66005) of the population under 30 years of age speak a language other than English at home. 14% (16108) of people under 10 years, 17% (22375) those aged 10 - 19 and 21% (27522) those aged 20 -29 years speak a language other than English at home. The largest number of people speak Cantonese 11658, followed by Greek 10650, Mandarin 7917, Italian 5298, Vietnamese, 2708 and Arabic 2358.

Source: ABS Census 2001

Top 10 Languages Other than English Spoken in the Eastern Region - by Age

Legend: Greek, Cantonese, Italian, Mandarin, German, Vietnamese, Arabic, Polish, Netherlandic, Spanish
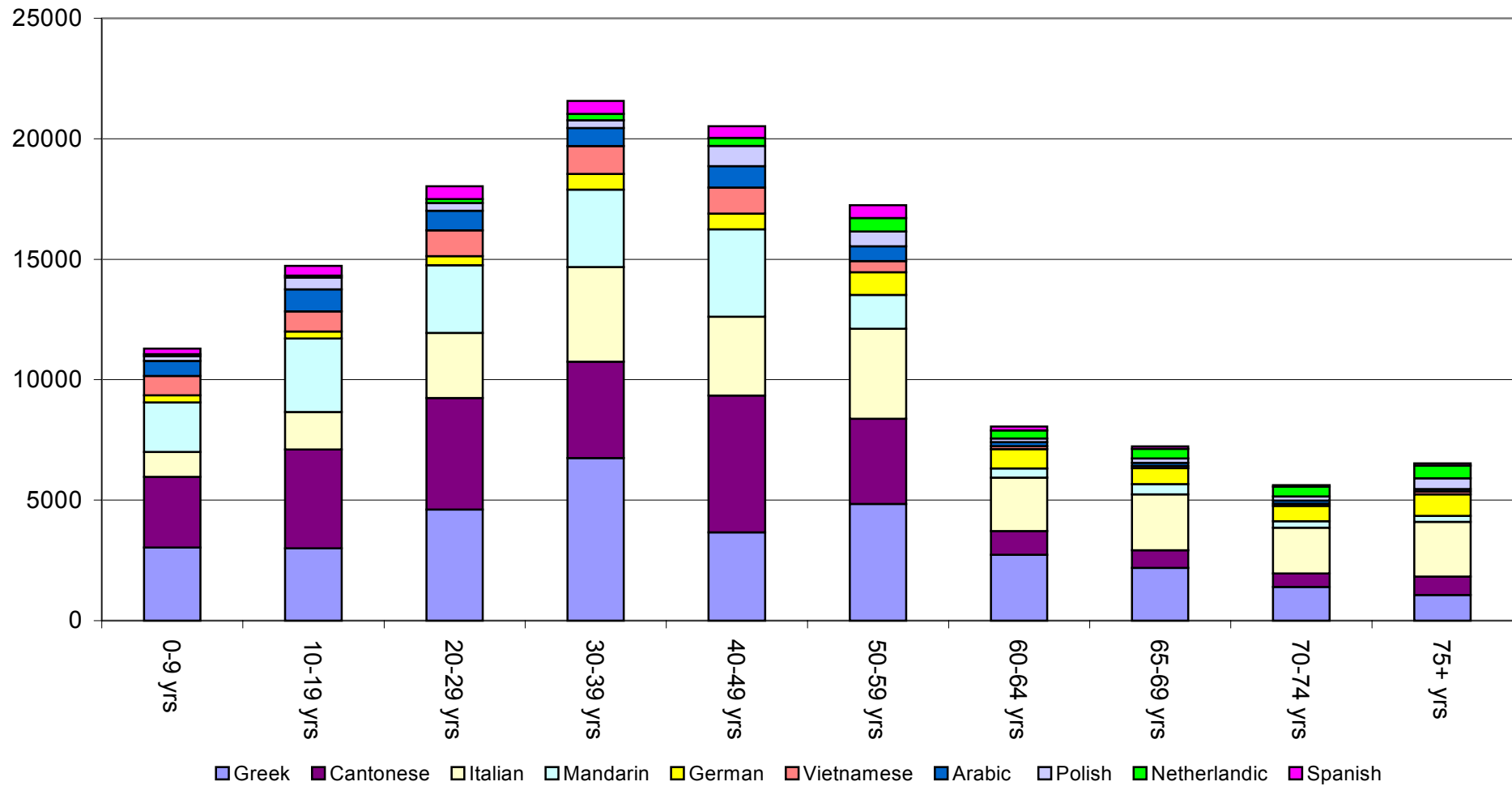
One hundred and fifty one languages are spoken at home by people residing in the Eastern Region. 20% (186,963) of the Eastern Region's population do not speak English at home. The largest number of people speaking a language other than English speak Greek 33290, followed by Cantonese 27908, Italian 24948, Mandarin 17493, German 6206, Vietnamese 5816, Arabic 5145 and Polish 3729.

Source: ABS Census 2001

Country of Birth of Residents in the Eastern Region[6]
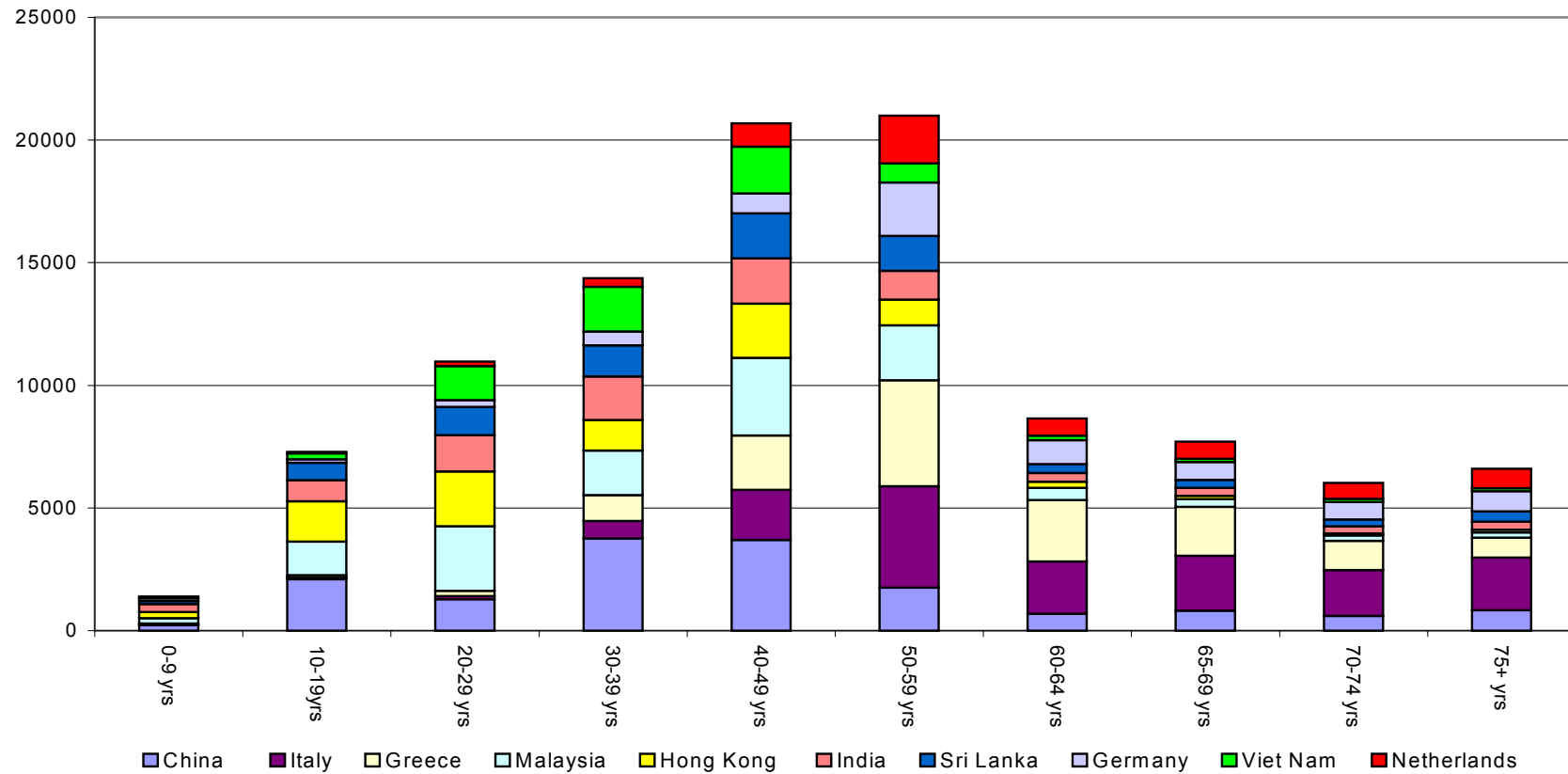
- People from over 190 countries have settled in the Eastern Region.

- The largest number of people born outside of Australia or England were born in China 15742 followed by Italy 15516, Greece 14444, Malaysia 12661, Hong Kong 9217 and India 8739.

- 30% (287342) of the total population were born outside of Australia and 26% (246001) of the total population was born outside of Australia and England.

- Within the largest 30 communities the oldest community is the Hungarian born community with 62% (1267) of the population over 60 years of age. Other communities with more than 40% of its population aged 60 years or more are: Italian 54% (8391) and Greek 45% (6506). 14% (92,246) of the Australian born population is aged 60 years or more. The largest number of people aged 60 years or over were born in England (13296), Italy (8391) and Greece (6506)

- Within the largest 30 communities the youngest community is the South Korean born community where 72% (1135) of the population is aged under 40 years. Other communities with more than 50% of their population aged less than 40 years of age are: Indonesian 70% (2307), Taiwan 69% (1884), USA 59% (1766), Hong Kong 58% (5382), Singapore 55% (1594), Cambodia 55% (938), Philippines 54% (1691), Vietnam 52% (3497), Iran 52% (823), South Africa 52% (2864) and India 51% (4428). 62% (405354) of the Australian born population is aged less than 40 years. The largest number of people aged 40 years or less were born in England (10391), China (7359) and Malaysia (6028)

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[6]All figures are sourced from the ABS Census 2001

Table 2: Top 30 Country of Births in the Eastern Region [7]

	Total Population	0-19yrs	% of 0-19 yrs as a % of total COB population	20-39yrs	% of 20-39 yrs as a % of total COB population	< 40 years	% of total population < 40 yrs	40-59 yrs	% 40-59 yrs as a % of total COB population	60+ yrs	% 60+ yrs as a % of total COB population
Australia	651386	210165	32%	195189	30%	405,354	62%	153786	24%	92246	14%
Cambodia	1713	110	6%	828	48%	938	55%	611	36%	164	10%
China	15742	2318	15%	5041	32%	7,359	47%	5450	35%	2933	19%
Croatia	2189	72	3%	319	15%	391	18%	935	43%	863	39%
Cyprus	1651	29	2%	245	15%	274	17%	803	49%	574	35%
Egypt	2698	122	5%	328	12%	450	17%	1300	48%	948	35%
England	41341	1903	5%	8488	21%	10,391	25%	17654	43%	13296	32%
Germany	7316	260	4%	834	11%	1,094	15%	2990	41%	3232	44%
Greece	14444	144	1%	1264	9%	1,408	10%	6530	45%	6506	45%
Hong Kong	9217	1895	21%	3487	38%	5,382	58%	3250	35%	585	6%
Hungary	2039	21	1%	116	6%	137	7%	635	31%	1267	62%
India	8739	1175	13%	3253	37%	4,428	51%	3028	35%	1283	15%
Indonesia	3297	682	21%	1625	49%	2,307	70%	681	21%	309	9%
Iran	1591	294	18%	529	33%	823	52%	619	39%	149	9%
Ireland	2651	135	5%	564	21%	699	26%	1035	39%	917	35%
Italy	15516	97	1%	841	5%	938	6%	6187	40%	8391	54%
Lebanon	1400	78	6%	464	33%	542	39%	635	45%	223	16%
Malaysia	12661	1582	12%	4446	35%	6,028	48%	5403	43%	1230	10%
Netherlands	6354	92	1%	530	8%	622	10%	2895	46%	2837	45%
Philippines	3124	524	17%	1167	37%	1,691	54%	1217	39%	216	7%
Poland	3764	193	5%	592	16%	785	21%	1530	41%	1449	38%
Scotland	6863	202	3%	1039	15%	1,241	18%	2985	43%	2637	38%
Singapore	2893	563	19%	1031	36%	1,594	55%	1040	36%	259	9%
South Africa	5537	1135	20%	1729	31%	2,864	52%	2031	37%	642	12%
Sri Lanka	7911	830	10%	2423	31%	3,253	41%	3254	41%	1404	18%
Sth Korea,	1569	457	29%	678	43%	1,135	72%	337	21%	97	6%
Taiwan	2713	666	25%	1218	45%	1,884	69%	764	28%	65	2%
USA	3002	847	28%	919	31%	1,766	59%	975	32%	261	9%
Viet Nam	6757	279	4%	3218	48%	3,497	52%	2692	40%	568	8%
Yugoslavia FR	2389	128	5%	468	20%	596	25%	1011	42%	782	33%
Total	938,728	248928	27%	267886	29%	516,814	55%	257496	27%	164418	18%

[7] All figures are sourced from the ABS Census 2001

Top 25 Countries of Birth in the Eastern Region*
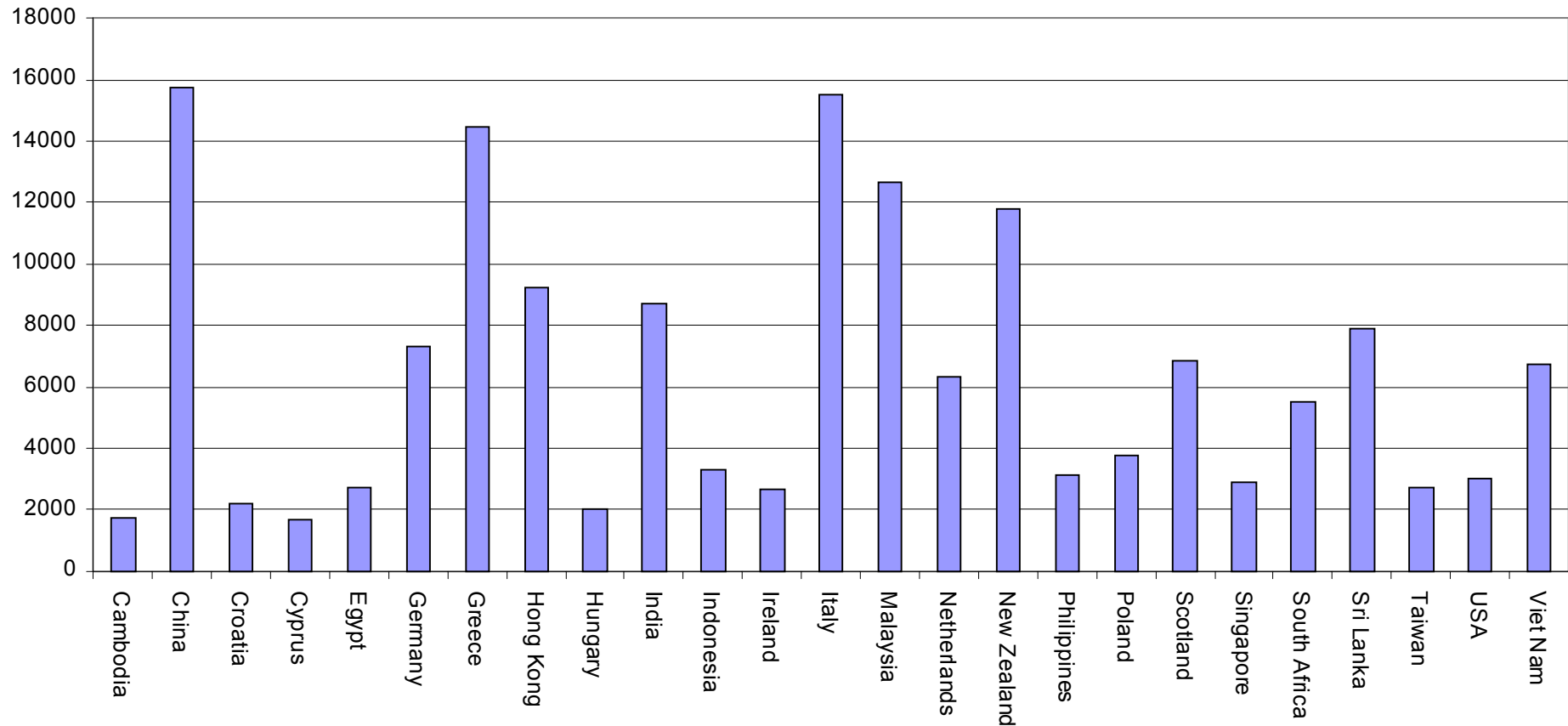
People from over 190 countries have settled in the Eastern Region. The largest number of people born outside of Australia or England were born in China 15742 followed by Italy 15516, Greece 14444, Malaysia 12661, New Zealand 11796, Hong Kong 9217 and India 8739. 26% (245422) of the total population were born outside of Australia and 22% (204081) of the total population was born outside of Australia and England.
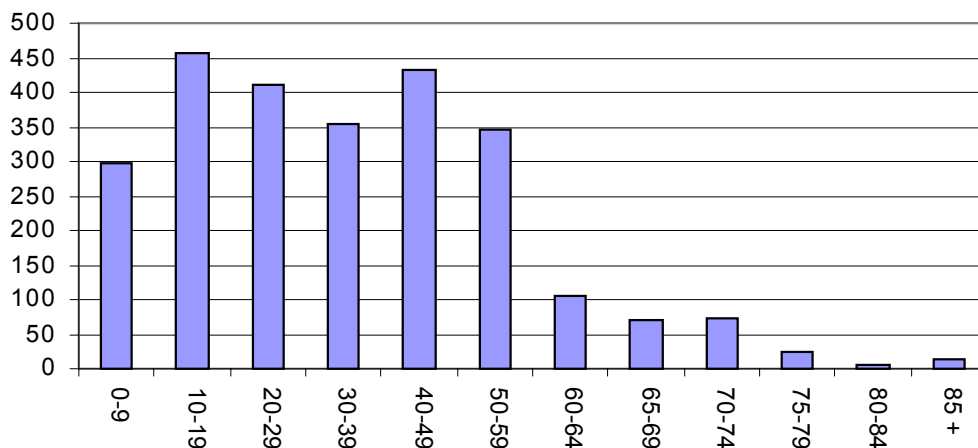
Source: ABS Census 2001

Top 10 Country of Births of Residents from a CALD Background living in the Eastern Region - by Age

China ☐ Italy ☐ Greece ☐ Malaysia ☐ Hong Kong ☐ India ☐ Sri Lanka ☐ Germany ☐ Viet Nam ☐ Netherlands

People from over 190 countries have settled in the Eastern Region. 70% (11055) of people born in China are aged less than 50 years compared to 19% (2985) of those born in Italy, 25% (3622) of those born in Greece, 73% (12661) of those born in Malaysia, 87% (7591) of those born in Hong Kong and 72% (6271) of those born in India. 26% (245422) of the total population were born outside of Australia and 22% (204081) of the total population was born outside of Australia and England.

Source: ABS Census 2001

60

Arabic

Age of people who speak Arabic and live in the Eastern Region
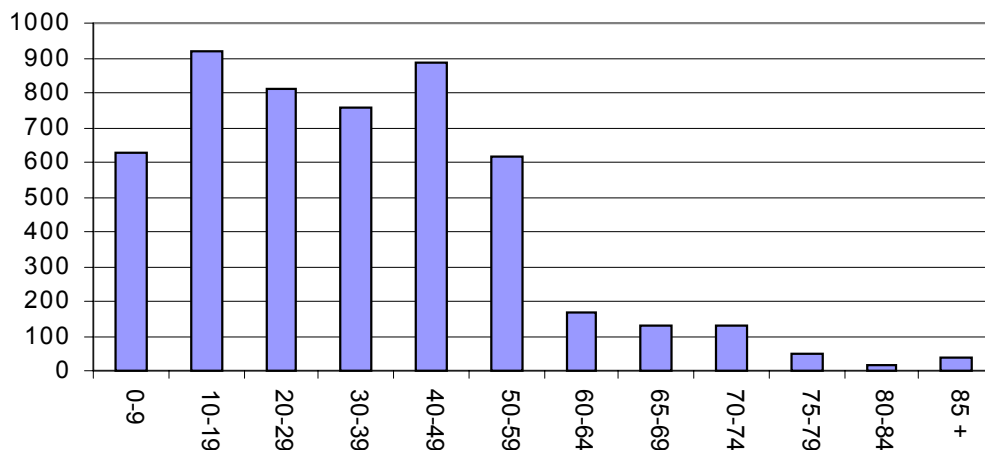
Source: ABS Census 2001

− 5145 people speak Arabic and live in the Eastern Region. 4896 people speak Arabic and live in the MIC catchment. 36% (1769) of this population live in Manningham and 19% (951) in Knox.
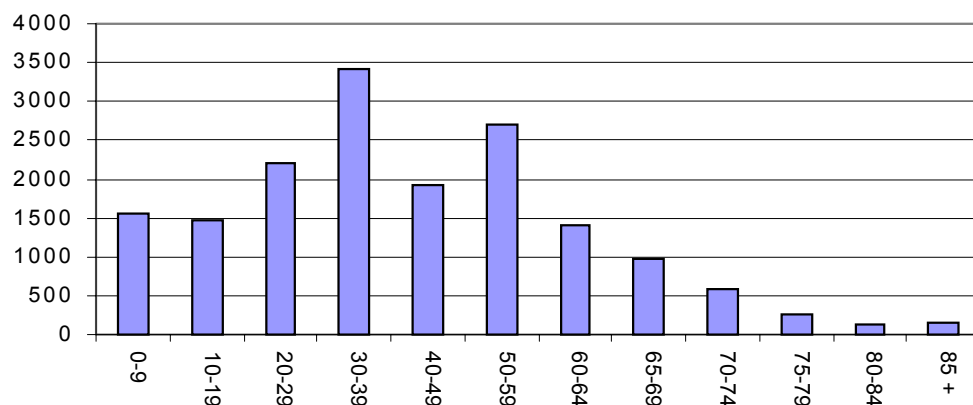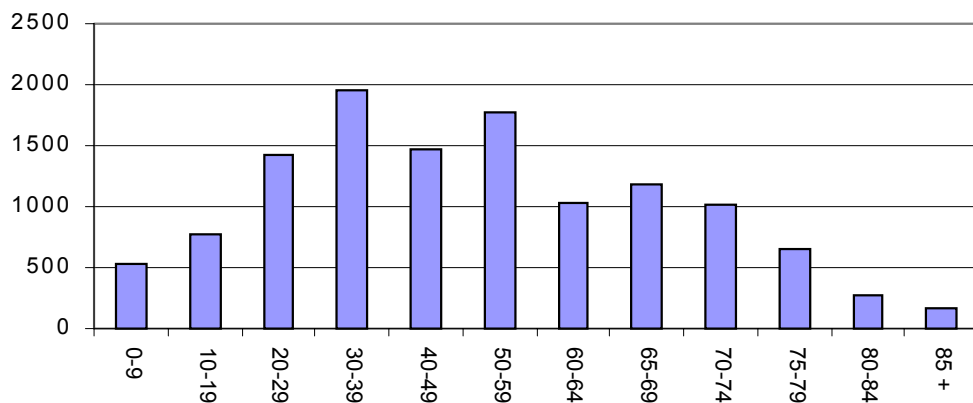
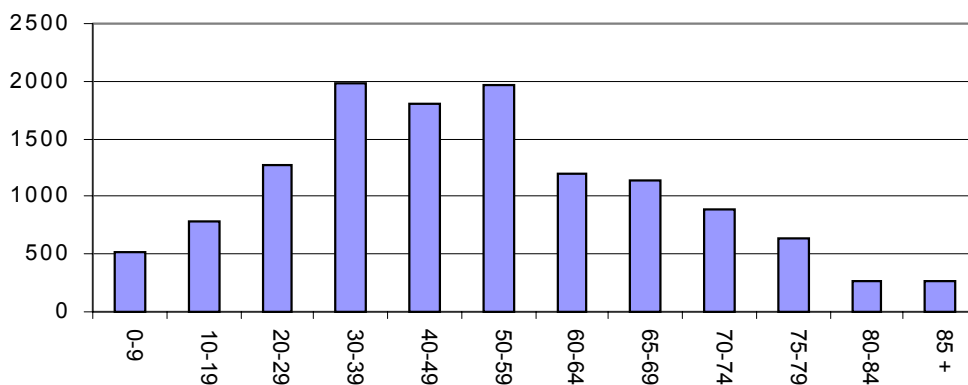Age of males who speak Arabic and live in the Eastern Region.

Source: ABS Census 2001

− 2588 males speak Arabic and live in the Eastern Region.

Age of females who speak Arabic and live in the Eastern Region.
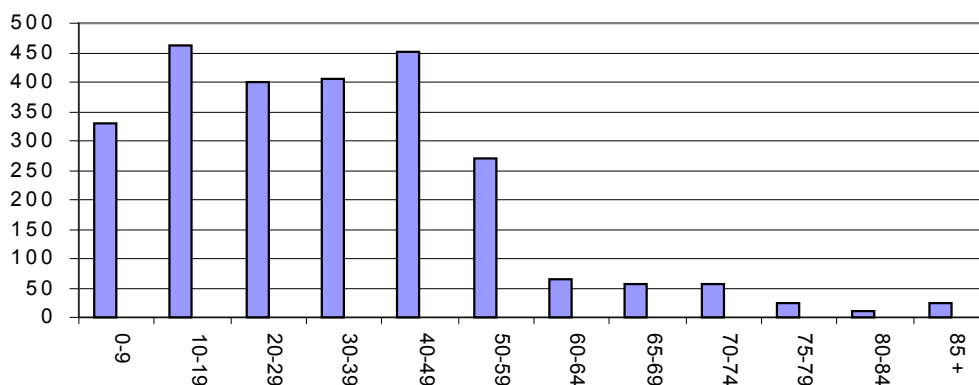
− Source: ABS Census 2001   2557 females speak Arabic and live in the Eastern Region.

Cantonese

Age of people who speak Cantonese and live in the Eastern Region
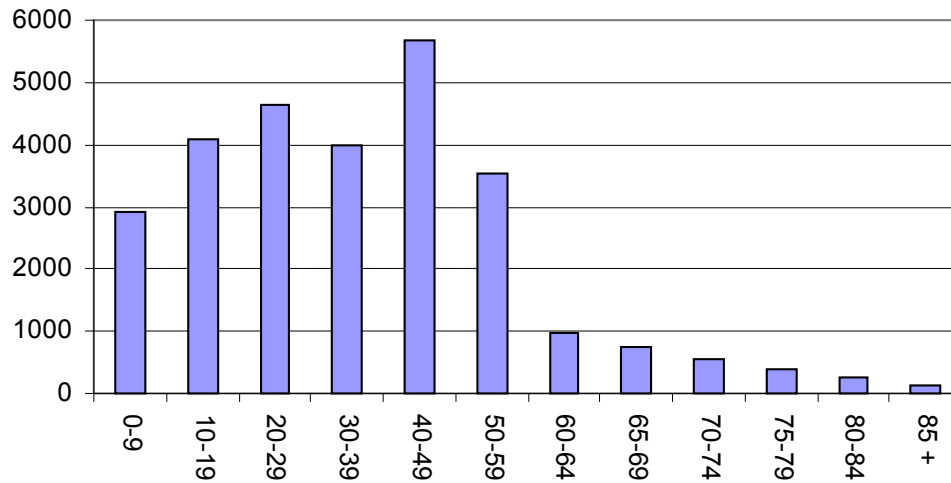
Source: ABS Census 2001
– 27908 people speak Cantonese and live in the Eastern Region. 26842 people speak Cantonese and live in the MIC catchment. 29% (7733) of this population live in Manningham and 20% (5369) live in Waverley.

Age of males who speak Cantonese and live in the Eastern Region.
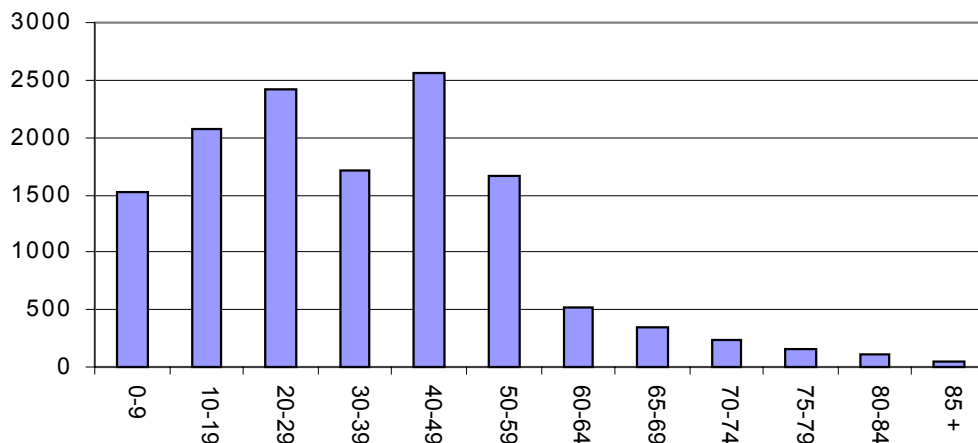
Source: ABS Census 2001
– 13347 males speak Cantonese and live in the Eastern Region.

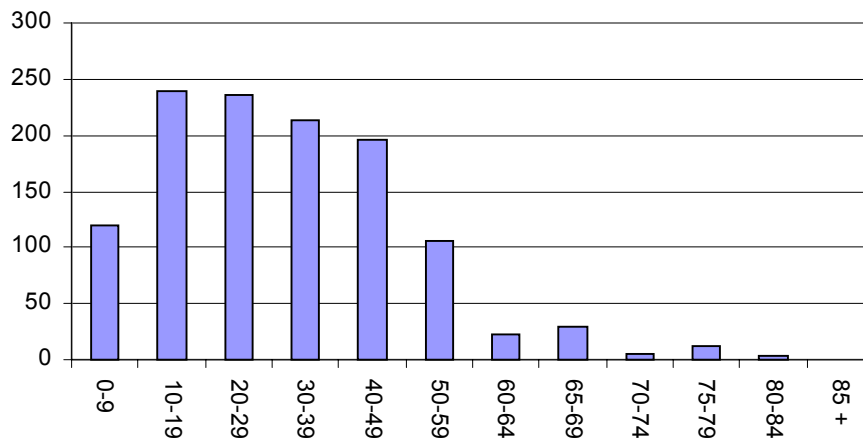Age of females who speak Cantonese and live in the Eastern Region.
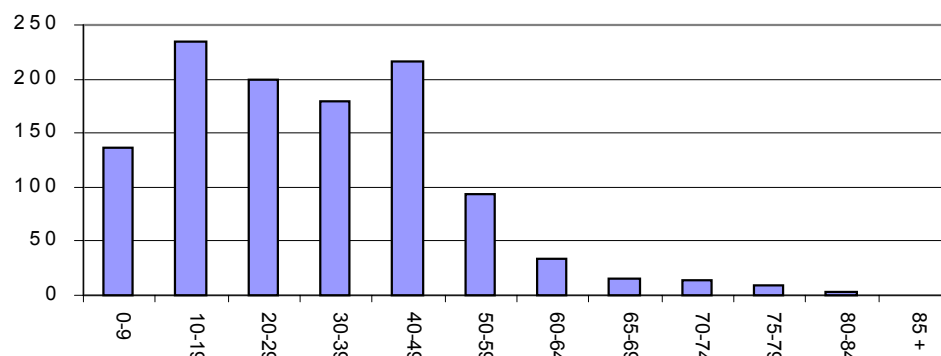
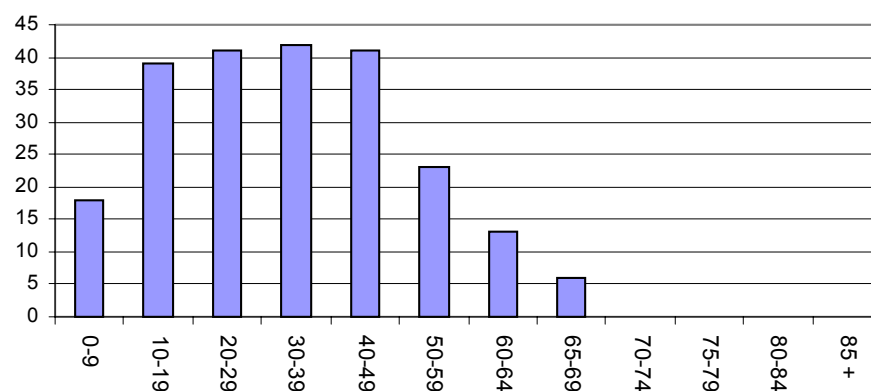Source: ABS Census 2001   14561 females speak Cantonese and live in the Eastern Region

Greek

Age of people who speak Greek and live in the Eastern Region
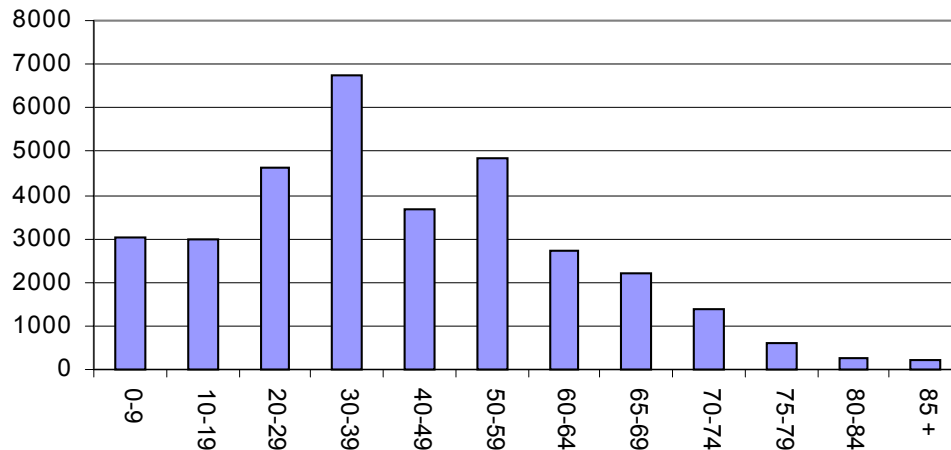
Source: ABS Census 2001
- 33290 people speak Greek and live in the Eastern Region. 28170 people speak Greek and live in the MIC catchment. 30% (8431) of this population live in Manningham and 24% (6743) in Waverley.
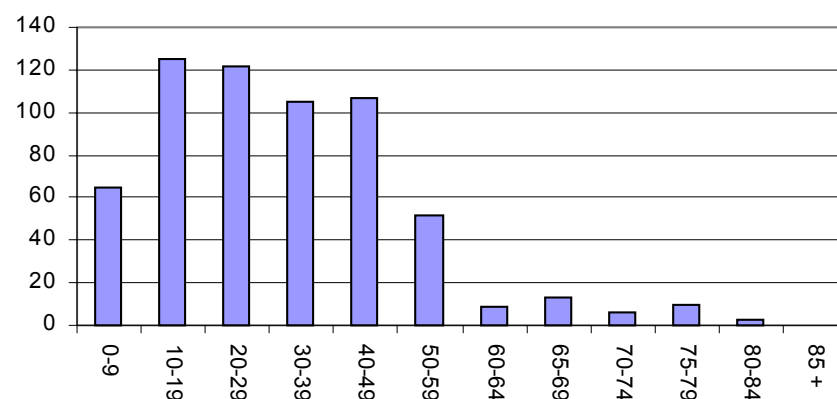
Age of males who speak Greek and live in the Eastern Region.
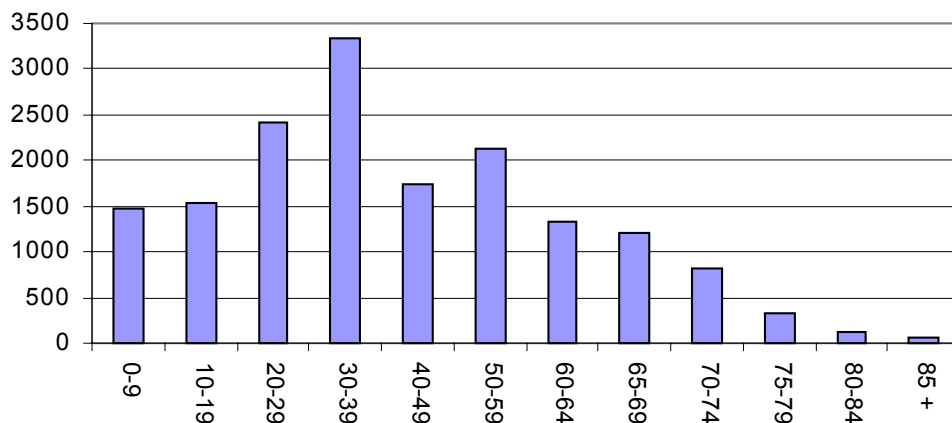
Source: ABS Census 2001
- 16516 males speak Greek and live in the Eastern Region.

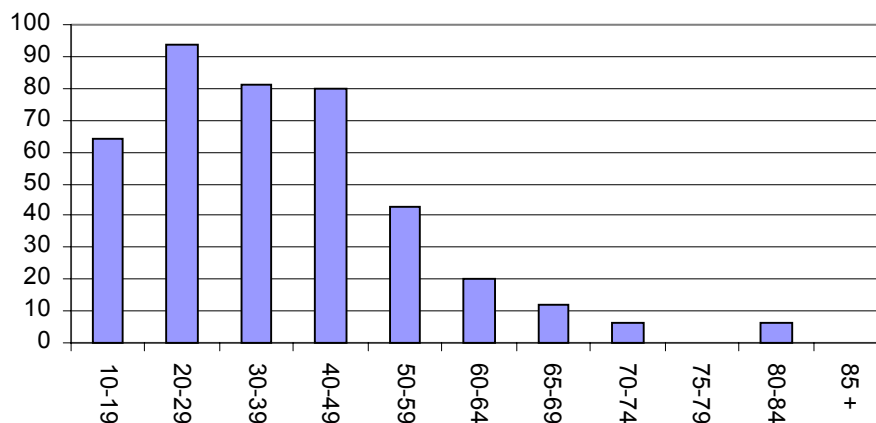Age of females who speak Greek and live in the Eastern Region.

Source: ABS Census 2001   16774 females speak Greek and live in the Eastern Region.
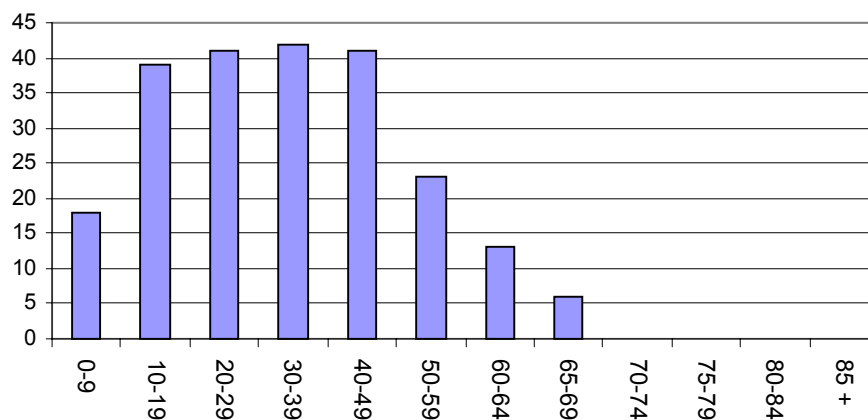
Italian

Age of people who speak Italian and live in the Eastern Region
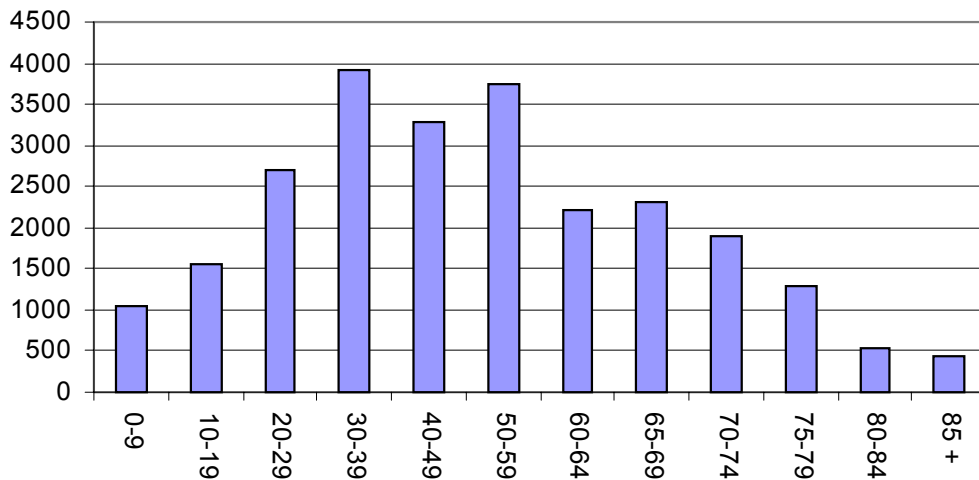
Source: ABS Census 2001
–   24948 people speak Italian and live in the Eastern Region. 22590 people speak Italian and live in the MIC catchment. 32% (7165) of this population live in Manningham and 16% (3504) in Boroondara.
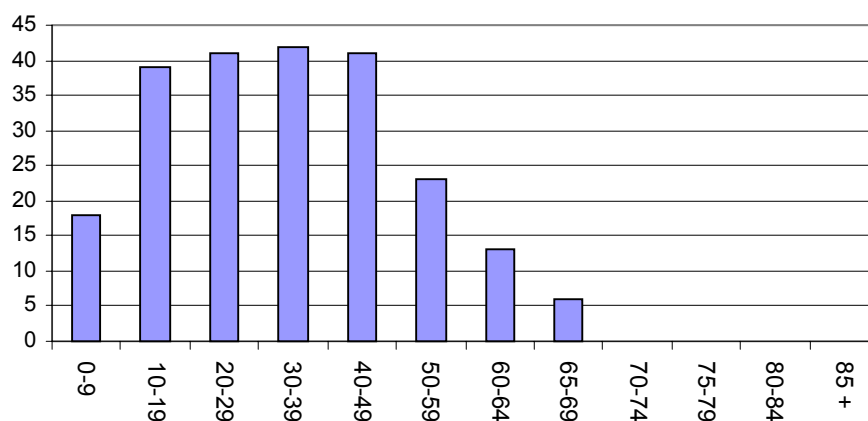
Age of males who speak Italian and live in the Eastern Region.

Source: ABS Census 2001
–   12235 males speak Italian and live in the Eastern Region.

Age of females who speak Italian and live in the Eastern Region.

Source: ABS Census 2001   12713 females speak Italian and live in the Eastern Region.

Khmer

Age of people who speak Khmer and live in the Eastern Region

Source: ABS Census 2001

- 1183 people speak Khmer and live in the Eastern Region. 32% (373) live in Whitehorse and 30% (349) live in Knox.

Age of males who speak Khmer and live in the Eastern Region.

Source: ABS Census 2001
- 566 males speak Khmer and live in the Eastern Region.

Age of females who speak Khmer and live in the Eastern Region.

Source: ABS Census 2001   617 females speak Khmer and live in the Eastern Region.

Lao

Age of people who speak Lao and live in the Eastern Region

Source: ABS Census 2001
- 443 people speak Lao and live in the Eastern Region.

Age of males who speak Lao and live in the Eastern Region.

Source: ABS Census 2001
- 223 males speak Lao and live in the Eastern Region.

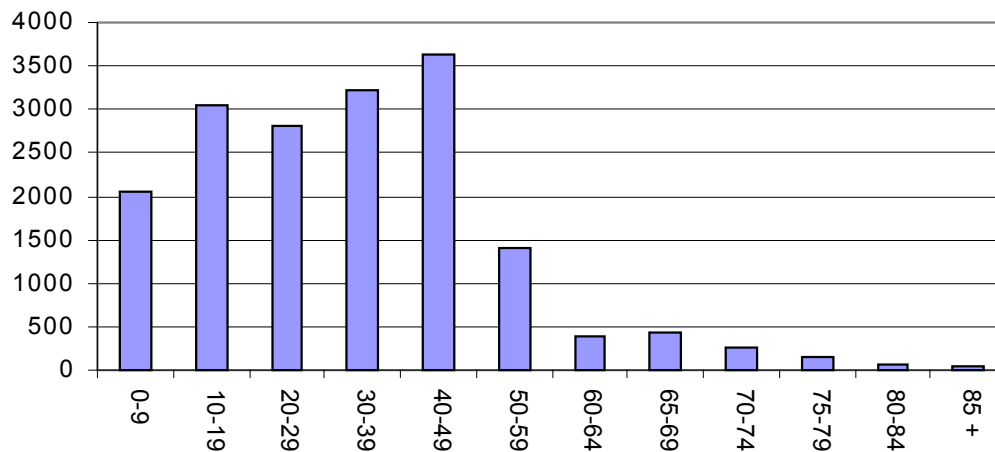Age of females who speak Lao and live in the Eastern Region.

Source: ABS Census 2001
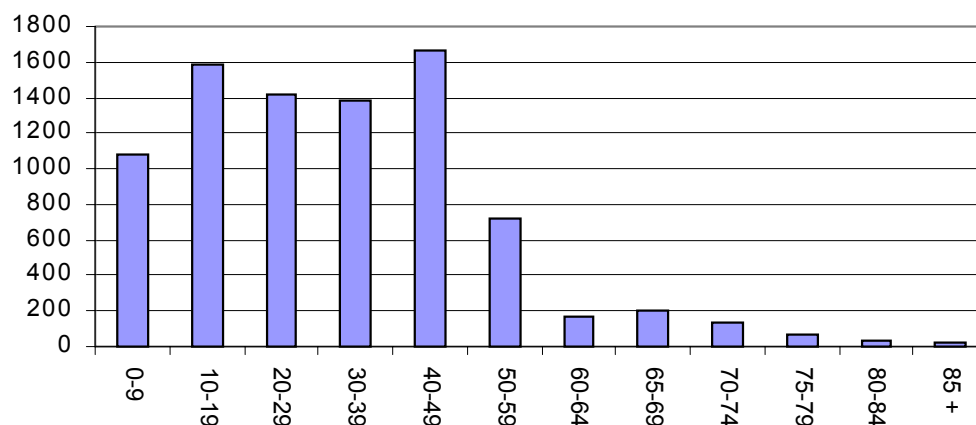220 females speak Lao and live in the Eastern Region.

Mandarin

Age of people who speak Mandarin and live in the Eastern Region

Source: ABS Census 2001
– 17493 people speak Mandarin and live in the Eastern Region. 16050 people speak Mandarin and live in the MIC catchment. 25% (4015) of this population live in Waverley, 22% (3529) in Whitehorse and 22% (3512) in Boroondara.
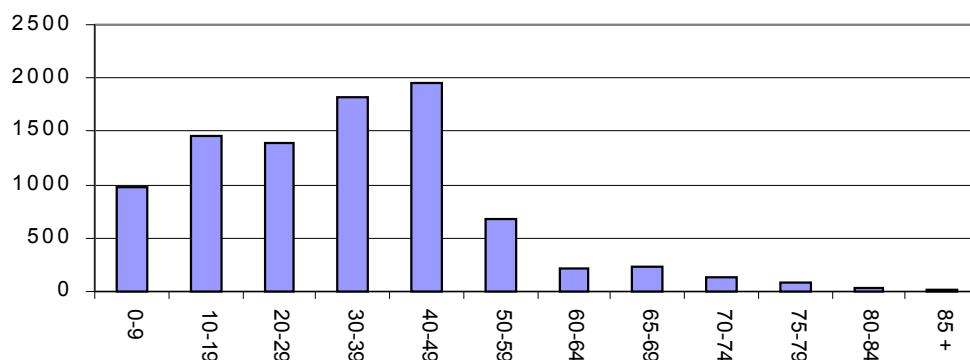
Age of males who speak Mandarin and live in the Eastern Region.

Source: ABS Census 2001
– 8484 males speak Mandarin and live in the Eastern Region.

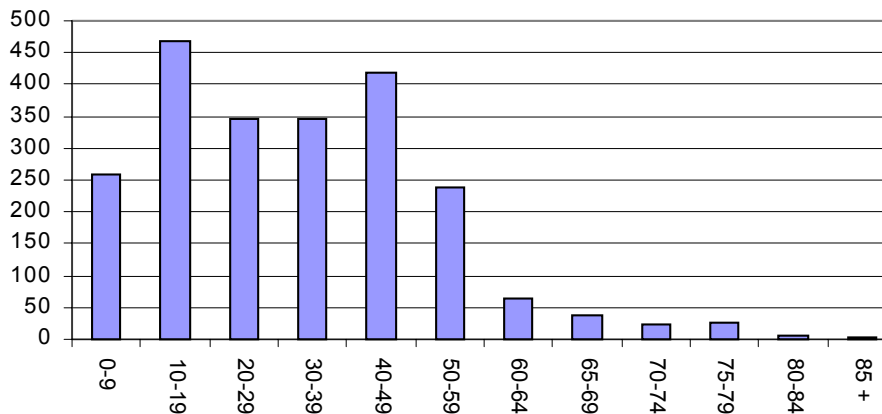Age of females who speak Mandarin and live in the Eastern Region.

Source: ABS Census 2001   9009 females speak Mandarin and live in the Eastern Region.
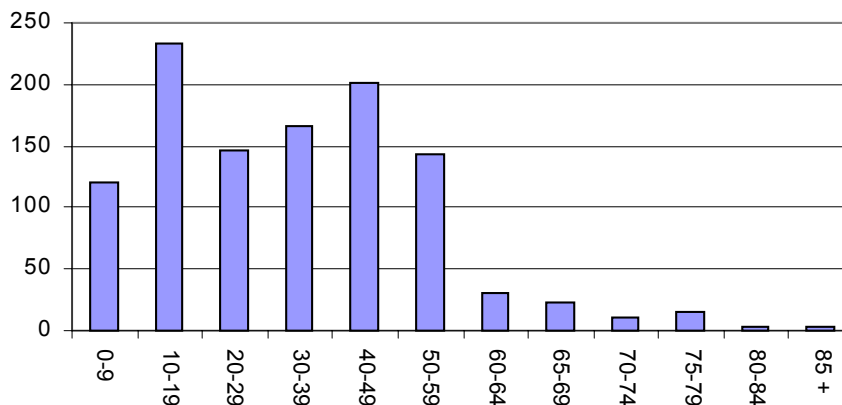
Persian

Age of people who speak Persian and live in the Eastern Region

Source: ABS Census 2001

− 2231 people speak Persian and live in the Eastern Region. 2149 people speak Persian and live in the MIC catchment. 29% (616) of this population live in Manningham and 22% (468) live in Waverley.
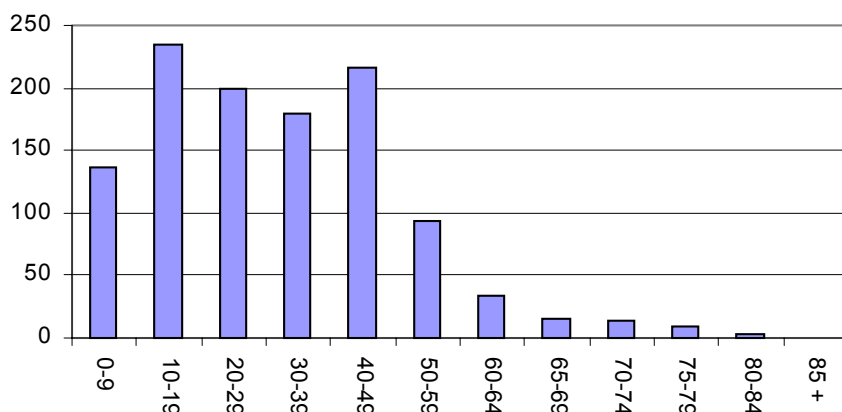
Age of males who speak Persian and live in the Eastern Region.

Source: ABS Census 2001

− 1097 males speak Persian and live in the Eastern Region.

Age of females who speak Persian and live in the Eastern Region.

Source: ABS Census 2001   1134 females speak Persian and live in the Eastern Region.