

NEEDS ASSESSMENT FOR

***CULTURAL AND LINGUISTICALLY
DIVERSE (CALD) COMMUNITIES***

IN THE MANLY LGA

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1.0 INTRODUCTION & DEFINITION

The Local Government Regulation requires all councils to develop a social/community plan to meet the needs of the residents in their area. The regulation also states that every Council must review and update their social/community plan every 5 years.

The Department of Local Government's 'Social and Community Planning and Reporting Guidelines' indicate that Council must assess the needs of certain mandatory target groups within the community, including cultural and linguistically diverse (CALD) communities.

The 1999 Northern Beaches Peninsula Cultural and Linguistic Diversity Social Plan was a joint plan between the three Northern Beaches Councils, Manly, Warringah and Pittwater. A working party with representatives from the three councils, Migrant Network Services and other appropriate services providers was established to implement the strategies from this Social Plan. The working party performed well and together achieved many outcomes.

In early 2003 the representatives of the working party determined that the joint planning document was successful and agreed to continue with a joint plan for the update and development of the future Cultural and Linguistic Diverse Social Plan.

During the following months, the Council representatives from the working party developed a methodology and timeline for reviewing and updating the plan. This involved gathering data, literature search, service provider consultations and community consultations which were conducted throughout September and October 2003.

In December 2003, the three Council representatives acknowledged that due to the different social plan timeframes of Warringah Council, it was not feasible to write up the results and develop strategies as a joint Northern Beaches Peninsula Cultural and Linguistic Diverse Social Plan document.

The three Council representatives discussed the issue and agreed to the following outcomes:

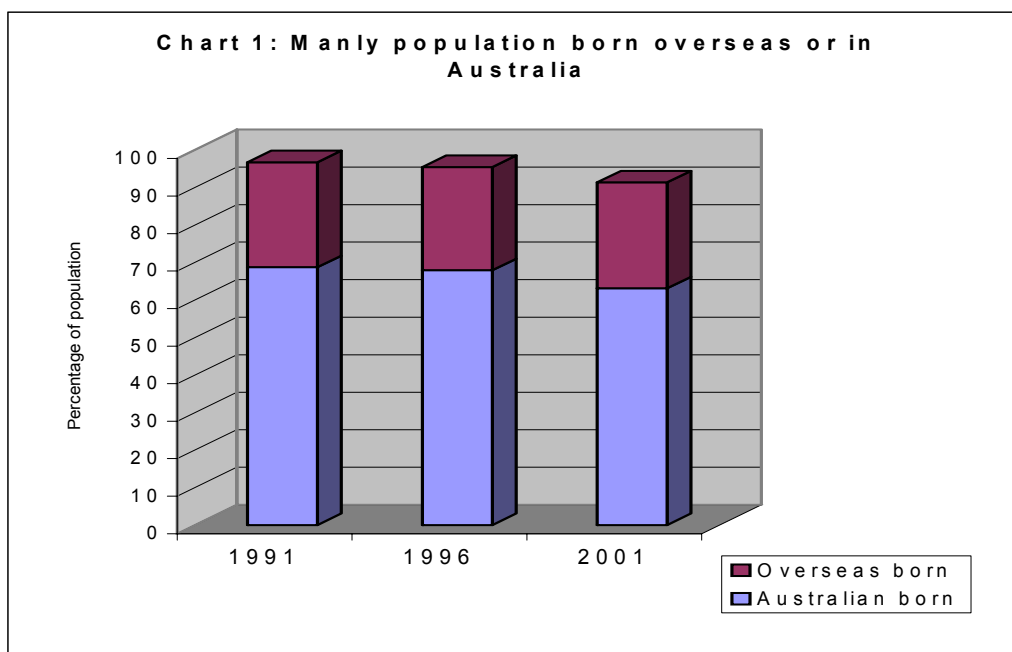
- That the three Councils conduct a joint review of the existing social plan in partnership;
- That each individual Council will record the results of the consultations and develop strategies for their own social plan document; and
- That the working party will continue to meet and work collaboratively on the implementation of strategies relating to the cultural and linguistic diverse target group.

2.0 DEMOGRAPHICS

NOTE: THIS SECTION IS DRAFT ONLY - MOST CHARTS/TABLES NEED EXPLANATION. PLUS, WAITING FOR LGA-SPECIFIC DEMOGRAPHICS FROM NORTHERN SYDNEY HEALTH AND MIGRANT NETWORK SERVICES.....

Chart 1 reflects the changes over time in the proportion of Manly's population who were born overseas or in Australia:

- Manly has experienced a decrease in the proportion of residents who were Australian-born, from 68.7% in 1991 to 63.1% in 2001. This is lower than the Northern Beaches (68.5%), but slightly higher than the Sydney region (62.2%).
- The proportion of Manly residents born overseas in 2001 was 28.2%, less than 29.5% in 1991. Manly had a lower number of people born overseas compared to the Sydney region (31.2%), but more than the Northern Beaches (25.3%).



Of those Manly residents who were born overseas, the three main countries of birth have remained relatively constant since the 1991 census, and were all English speaking countries (United Kingdom, New Zealand and the United States of America).

Table 2 highlights the main countries of birth for Manly residents.

Table 2: Birthplace of Manly's Population - 2001	
United Kingdom	36.2%
New Zealand	13.2%

United States of America	4%
South Africa	3.8%
Ireland	2.6%
Canada	2.5%
Germany	2.5%
China	1.9%
Netherlands	1.5%
Italy	1.5%
Hong Kong	1.4%
France	1.2%
Greece	1.1%
Korea	1%

In 2001, 82.3% of Manly residents spoke only English at home, compared to 82.9% in the Northern Beaches, and 66.5% in the Sydney region.

Manly had fewer residents who spoke a language other than English at home (9.68%), compared to the Northern Beaches (11.7%).

Table 3 shows Manly's three most common languages other than English, when compared with the Northern Beaches.

Table 3: Languages other than English - 2001			
Manly		Northern Beaches	
Chinese languages	14.9%	Italian	15.9%
Greek	9.6%	Chinese languages	14.4%
Italian	8.7%	German	15.3%

A comparison over time of those Manly residents who were born overseas reflected a couple of significant changes:

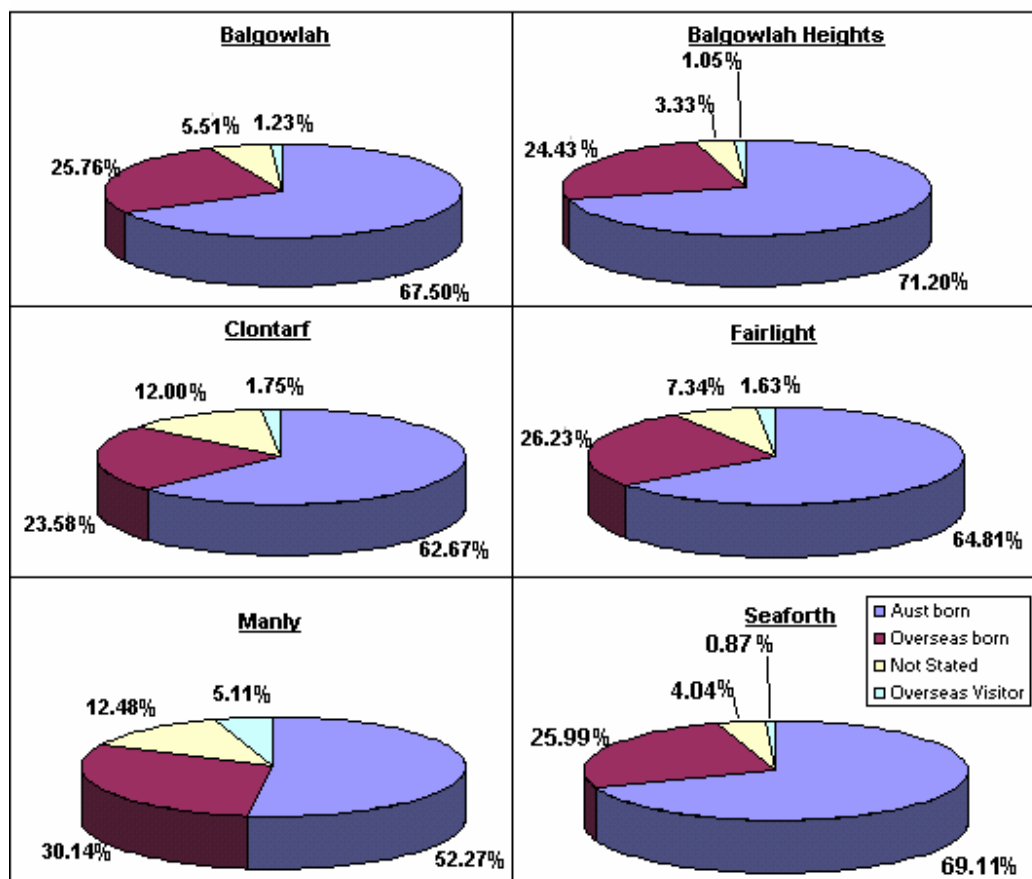
- Recently arrived residents were more likely to have come from an English speaking country. In 1996, 65.6% of new arrivals in Australia spoke English only, increasing to 75.3% of those who arrived in 2001; and
- Recently arrived residents were increasingly more proficient in spoken English. In 1996, 5.2% of those residents born overseas spoke another language and spoke English not well or not at all, reducing to 2.5% in 2001.

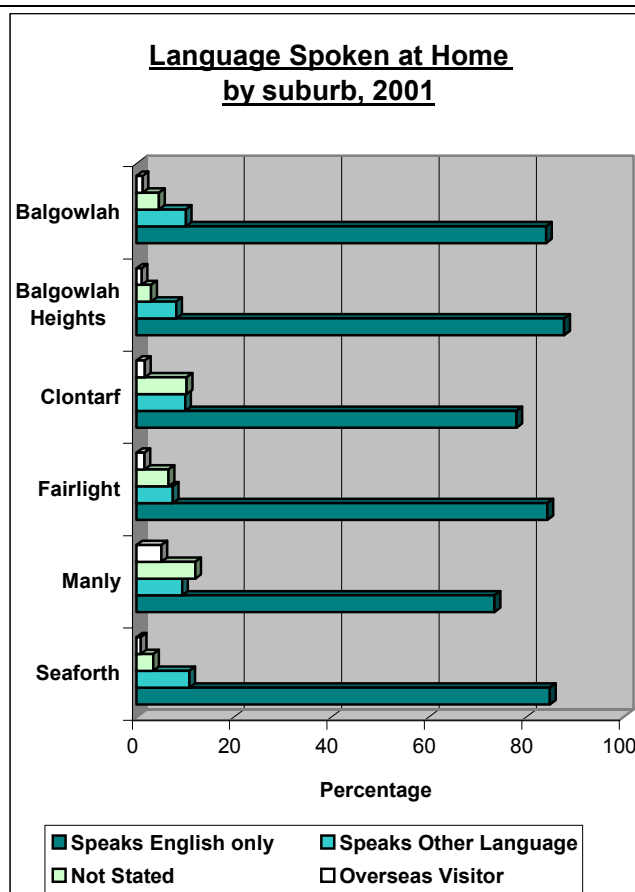
In the 2001 census, Manly residents identified their ancestry¹ as predominantly English (40.4%), Australian (31%), and Irish (14%).

The majority of Manly residents (76%) recorded Christianity as their religious affiliation, 20.5% declared themselves not religious, 1.5% were Buddhists, and 0.5% were Islamic.

¹ the birthplace of their parents

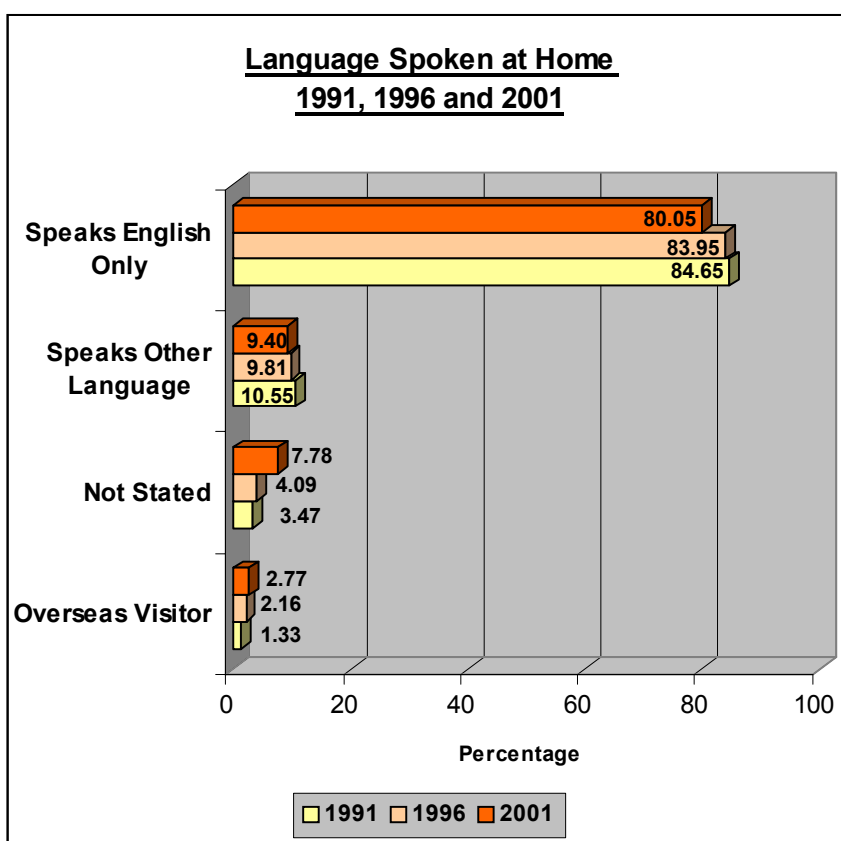
Birthplace of Manly LGA Residents, by Suburb





As the percentage of the total population

	Speaks English only	Speaks Other Language	Not Stated	Overseas Visitor
Balgowlah	84.06	10.11	4.59	1.23
Balgowlah Heights	87.79	8.15	3.01	1.05
Clontarf	78.00	9.98	10.28	1.73
Fairlight	84.35	7.45	6.58	1.63
Manly	73.48	9.35	12.06	5.11
Seaforth	84.87	10.84	3.43	0.87



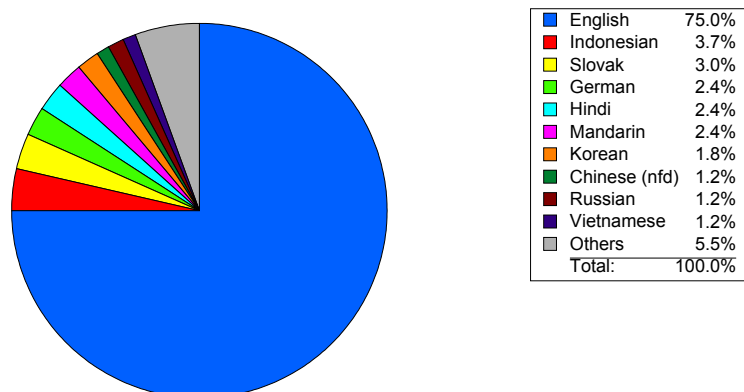
AS the percentage of the total population

	1991	1996	2001
Speaks English Only	84.65	83.95	80.05
Speaks Other Language	10.55	9.81	9.40
Not Stated	3.47	4.09	7.78
Overseas Visitor	1.33	2.16	2.77

Centrelink Statistical Information for Manly LGA (as at December 2003), based on those people receiving Centrelink benefits:

	Female	Male	0 to 25	26 to 45	46 to 65	66 plus	Total
China	168	36	Less than 20	128	27	42	204
Philippines	91	Less than 20	Less than 20	63	Less than 20	Less than 20	98
Germany	71	26	Less than 20	31	26	31	97
Netherlands	53	29	-	30	Less than 20	41	82
Italy	44	34	-	Less than 20	Less than 20	45	78
Yugoslavia	50	Less than 20	-	26	Less than 20	26	67
Greece	30	28	Less than 20	Less than 20	Less than 20	36	58
Poland	36	Less than 20	-	25	Less than 20	Less than 20	52
India	38	Less than 20	Less than 20	29	Less than 20	Less than 20	52
Indonesia	39	Less than 20	Less than 20	25	Less than 20	Less than 20	50

Top 10 Languages for Settlers arriving from 01 December 2002 to 30 November 2003 for Manly LGA

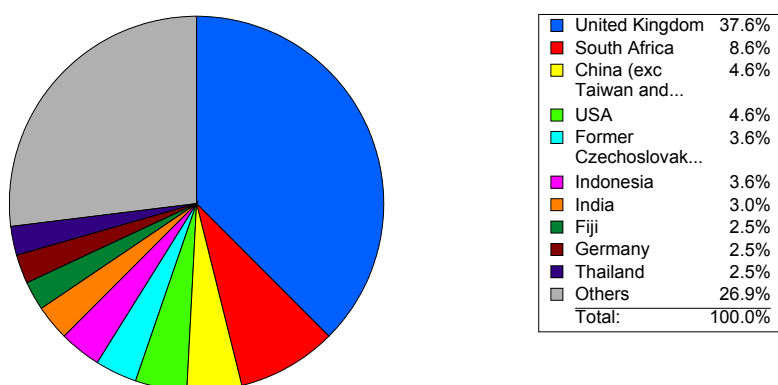


Note: Chart excludes 'Language Unknown'

<i>Language</i>	<i>Number of settlers</i>
English	123
Indonesian	6
Slovak	5
German	4
Hindi	4
Mandarin	4
Korean	3
Chinese (nfd)	2
Russian	2
Vietnamese	2
Others	9
Total Language Known	164
Language Unknown	52
Total	216

Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database. Department of Immigration, Multicultural, and Indigenous Affairs (DIMIA) website: <http://www.immi.gov.au/>. Data extracted on 06/12/2003

Top 10 Countries of Birth for Settlers (all migration streams) to Manly LGA from 01 Dec 2002 To 30 Nov 2003

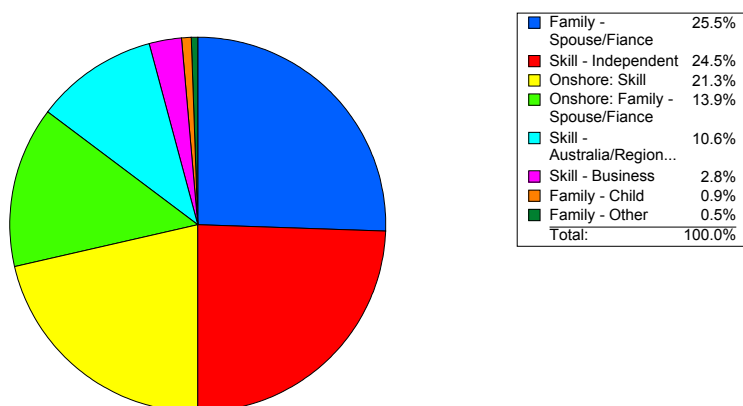


Note: Chart excludes 'Birthplace Unknown'

<i>Country of birth</i>	<i>Number of settlers</i>
United Kingdom	74
South Africa	17
China (exc Taiwan and SARs)	9
USA	9
Former Czechoslovakia not further defined	7
Indonesia	7
India	6
Fiji	5
Germany	5
Thailand	5
Others	53
Total Birthplace Known	197
Birthplace Unknown	19
Total	216

Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database. Department of Immigration, Multicultural, and Indigenous Affairs (DIMIA) website: <http://www.immi.gov.au/>. Data extracted on 06/12/2003

***Top 10 Migration Categories for all Settlers to Manly LGA
arriving from 01 Dec 2002 to 30 Nov 2003***



<i>Migration Category</i>	<i>Number of Settlers</i>
Family - Spouse/Fiance	55
Skill - Independent	53
Onshore: Skill	46
Onshore: Family - Spouse/Fiance	30
Skill - Australia/Regional Linked	23
Skill - Business	6
Family - Child	2
Family - Other	1
Total	216

Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database. Department of Immigration, Multicultural, and Indigenous Affairs (DIMIA) website: <http://www.immi.gov.au/>. Data extracted on 06/12/2003

Top 50 Countries of Birth by Migration Stream for all settlers to Manly LGA arriving from 01 Dec 2002 To 30 Nov 2003

<i>Country of birth</i>	<i>Human -itarian</i>	<i>Family</i>	<i>Skill</i>	<i>Special /other</i>	<i>Total</i>
United Kingdom	0	25	49	0	74
Unknown	0	5	14	0	19
South Africa	0	1	16	0	17
China (exc Taiwan and SARs)	0	3	6	0	9
USA	0	3	6	0	9
Former Czechoslovakia					
- not further def	0	4	3	0	7
Indonesia	0	6	1	0	7
India	0	0	6	0	6
Fiji	0	1	4	0	5
Germany	0	4	1	0	5
Thailand	0	4	1	0	5
Australia (inc External Territories)	0	1	3	0	4
Korea (South)	0	4	0	0	4
Turkey	0	2	2	0	4
Canada	0	3	0	0	3
France	0	3	0	0	3
Ireland	0	1	2	0	3
Malaysia	0	0	3	0	3
Philippines	0	3	0	0	3
Switzerland	0	3	0	0	3
Zimbabwe	0	0	3	0	3
Former USSR not further defined	0	2	0	0	2
Venezuela	0	1	1	0	2
Zambia	0	0	2	0	2
Argentina	0	0	1	0	1
Bangladesh	0	1	0	0	1
Brazil	0	1	0	0	1
Bulgaria	0	1	0	0	1
Caribbean	0	1	0	0	1
Cyprus	0	0	1	0	1
Denmark	0	0	1	0	1
FYROM	0	0	1	0	1
Italy	0	1	0	0	1
Papua New Guinea	0	1	0	0	1
Peru	0	1	0	0	1
Sri Lanka	0	0	1	0	1
Tonga	0	1	0	0	1
Viet Nam	0	1	0	0	1
<i>Total</i>	<i>0</i>	<i>88</i>	<i>128</i>	<i>0</i>	<i>216</i>

Source: Department of Immigration & Multicultural & Indigenous Affairs Settlement Database. Department of Immigration, Multicultural, and Indigenous Affairs (DIMIA) website: <http://www.immi.gov.au/>. Data extracted on 06/12/2003

3.0 CONSULTATION METHOD

Consultation to assess the needs of the CALD community included a range of methods:

1. Focus group
2. Service providers
3. Literature review

The Northern Beaches has a diverse range of CALD communities, and recognizing Council's cannot consult each one, local service providers and the Northern Beaches Multicultural Network helped identify three communities to include in the 2004 social planning process. The consensus of the Council's and the Network was that relatively new and emerging communities should be chosen for inclusion in the planning process, especially those displaying specific needs. Statistics also provided from Migrant Network Services and Centrelink helped to determine that the three communities should be:

- Indonesian
- Tibetan (137 Tibetans live in NSW, and 121 of these live on the Northern Beaches)
- Serbian

3.1 Focus group

Several focus groups were conducted with the multicultural community, including:

- ***Indonesian Community***

Consultations were conducted on Sunday 21 September 2003 at the Dee Why Mosque with fifty representatives of the Indonesian community. The consultation was facilitated by a representative from each of Manly, Warringah and Pittwater Councils.

The consultation commenced with introductions and an overview of the role of local government and the purpose of the Social Plan to the whole group. Following an afternoon tea break, the men and women were consulted in separate rooms.

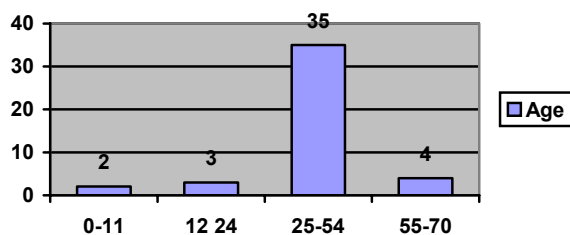
The consultation addressed the following questions:

- What is good about living on the Northern Beaches?
- What is not so good about living on the Northern Beaches?
- Have you used any Council Services?
 - a. If yes, tell about your experience in using these services
 - b. If no, what stops you from using Council Services?
- What could Council do to help your community?

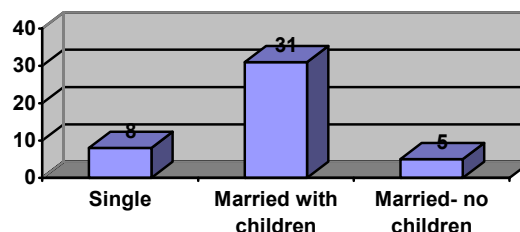
44 people completed a survey to allow an understanding of demographics. 22 were male and 22 were female.

General:**Age:**

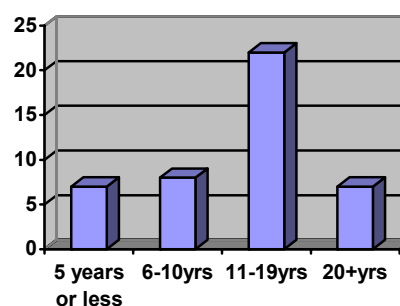
0-11yrs	2 people	4.5%
12-24yrs	3 person	6.8%
25-54 years	35 people	79.5%
55 –70 years	4 people	9.2%

**Family status:**

Single	8 people	18.2%
Married with kids	31 people	70.4%
Married no kids	5 people	11.4%

**Length of time in Australia:**

5 years or less	7 people	15.9%
6 to 10 years	8 people	18.2%
11 to 19 years	22 people	50%
20 + years	7 people	15.9%

**Male responses:****Age:**

0-11yrs	2 people	9.1%
12-24yrs	1 person	4.5%
25-54 years	17 people	77.3%
55 –70 years	2 people	9.1%

Family status:

Single	6 people	27.3%
Married with kids	13 people	59.1%
Married no kids	3 people	13.6%

Length of time in Australia:

5 years or less	4 people	18.2%
6 to 10 years	5 people	22.7%
11 to 20 years	10 people	45.5%
29 + years	3 people	13.6%

One stated that they had lived here since they were born. All ranged in their age group

Length of time on the Northern Beaches:

14 people lived on the Northern Beaches the same length of time they had lived in Australia. 8 people had not lived on the Northern Beaches the whole time they had been living in Australia. Most people had lived 1 –3 years less on the Northern Beaches than in Australia.

Female responses:

Age:

12- 24 years	2 people	9.1%
25-54 years	18 people	81.8%
55-70 years	2 people	9.1%

Family Structure:

Single	2 people	9.1%
Married with kids	18 people	81.8%
Married no kids	2 people	9.1%

Length of time in Australia:

5 or less years	4 people	18.2%
6-10 years	1 person	4.5%
11-19 years	13 people	59.1%
20 + years	4 people	18.2%

Length of time on the Northern Beaches

14 people had lived in Australia and the Northern Beaches the same amount of time. 8 people had not lived on the Northern Beaches for the same length of time as in Australia. Most had only live on the Northern Beaches 1-3 years or less. However one person had lived here 10 years less and the other 9 years less.

- **Indonesian Women's Support Group**

A focus group was conducted on Sunday 12th October 2003 with thirteen Indonesian women at St Kevins Hall in Dee Why. Two Manly Council representatives facilitated the focus group. The majority of women were aged between 25 years and 54 years, with one woman over 55 years of age. Eleven of the thirteen women were married with children, two were married without children. The majority of women had lived in Australia between six and 20 years. The consultation addressed the following questions:

- What are the good things about living on the Northern Beaches?
- What are the not so good things about living on the Northern Beaches?
- Have you used Council services before? If so, tell us about your experiences and whether you encountered any barriers to accessing these services.
- What can Council do to help your community?

- **Tibetan Community**

Consultations were conducted on Saturday 20 September 2003 at the Senior Citizens Centre, Howard Avenue in Dee Why. Approximately 40 representatives of the Tibetan community were in attendance, as was the Ethnic Community Liaison Officer (ECLO) of the NSW Police and a Department of Education and Training representative. The consultation was facilitated by representatives from Manly, Warringah and Pittwater Councils.

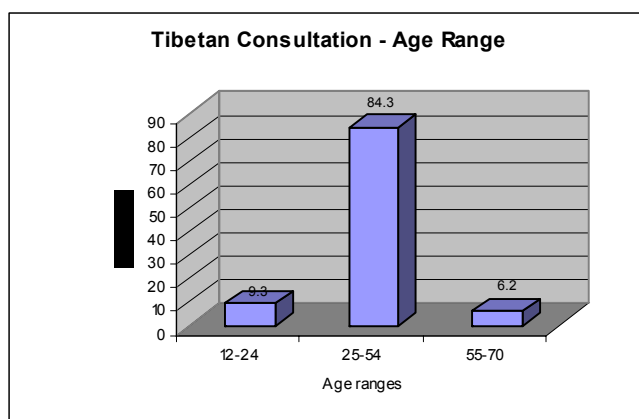
The consultation commenced with introductions and an overview of the role of local government and the purpose of the Social Plan to the whole group. The consultation then addressed the following questions:

- What is good about living on the Northern Beaches?

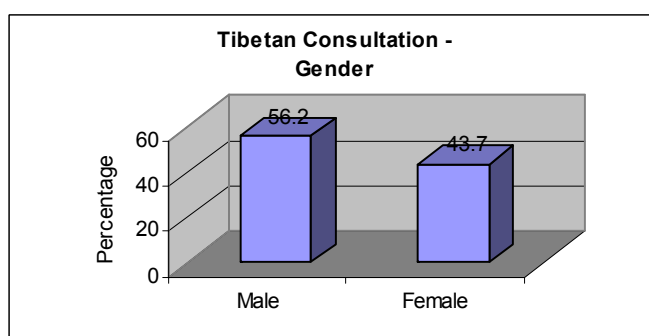
- What is not so good about living on the Northern Beaches?
- Have you used any Council Services?
 - a. If yes, tell about your experience in using these services
 - b. If no, what stops you from using Council Services?
- What could Council do to help your community?
- Any other issues you would like to discuss

32 people completed a survey to allow an understanding of demographics, findings are as below:

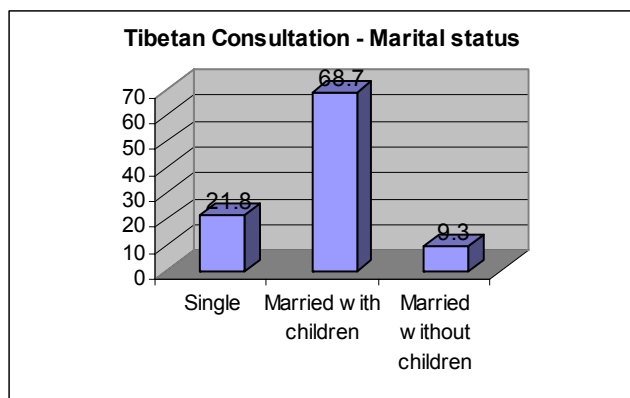
<i>Age group (years)</i>	<i>Percentage</i>	<i>Numbers</i>
12-24	9.3	3
25-54	84.3	27
55-70	6.2	2



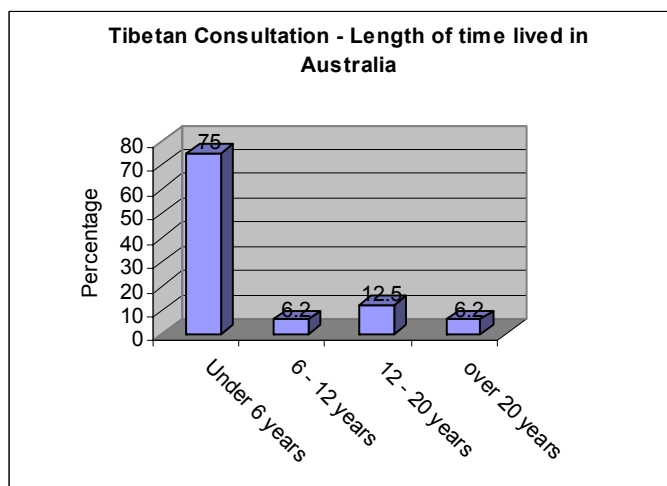
<i>Gender</i>	<i>Percentage</i>	<i>Number</i>
Male	56.2	18
Female	43.7	14



<i>Marital status</i>	<i>Percentage</i>	<i>Number</i>
Single	21.8	7
Married with children	68.7	22
Married without children	9.3	3



<i>Length of time lived in Australia</i>	<i>Percentage</i>	<i>Number</i>
Under 6 years	75	24
6 - 12 years	6.2	2
12 - 20 years	12.5	4
over 20 years	6.2	2



Length of time lived on the Northern Beaches
3 months to 27 years

• ***Serbian Community***

Consultations were conducted on Wednesday 17 September 2003 at the Tramshed in Narrabeen. Approximately 5 representatives of the Serbian community were in attendance, as was the Ethnic Community Liaison Officer (ECLO) of the NSW Police, a Department of Education and Training representative, the Project Worker for Serbian Youth Project, a Community Settlement Services worker from the Northern Beaches Neighbourhood Service, and a Serbian Community Settlement Services worker. The consultation was facilitated by representatives from Manly, Warringah and Pittwater Councils.

The consultation commenced with introductions and an overview of the role of local government and the purpose of the Social Plan to the group. The consultation then addressed the following questions:

- What is good about living on the Northern Beaches?
- What is not so good about living on the Northern Beaches?
- Have you used any Council Services?
 - a. If yes, tell about your experience in using these services
 - b. If no, what stops you from using Council Services?
- What could Council do to help your community?
- Any other issues you would like to discuss

The results of this consultation have been included in this needs assessment; however they were dominated by the views of the service providers who took part. Community attendance at this consultation was recognized as being low, and could have been due to a teacher's strike being held on the same day, with potential attendees having to remain at home to look after children. Discussions are underway between Pittwater and Warringah Council in an attempt to consult the Serbian community again in early 2004, either by accessing schools or existing social meetings.

3.3 Service providers

• ***Key service providers***

A focus group was held with key service providers in June to gain feedback on the 1999 Social Plan, and discuss the key issues currently facing the CALD community. Service providers included:

- Manager, Northern Sydney Multicultural Health Service
- Ethnic Community Liaison Officer, NSW Police
- Community Settlement Services Officer, Northern Beaches Neighbourhood Service
- Multicultural officer, Manly Community Centre
- Multicultural Service Worker, Centrelink
- Community Development Officer, Migrant Network Services

Representatives from the Education Sector (Northern Beaches TAFE, Manly Warringah Pittwater Community College, AMES and Department of Education and Training) were invited but could not attend. Further attempts to consult separately with this group did not eventuate.

- ***Northern Beaches Multicultural Network***

In May 2003, the Northern Beaches Multicultural Network was consulted on the 1999 Social Plan, current issues facing the CALD community, and which communities should be included in consultation for the 2004 Social Plan. Outcomes from this session have been included in this Needs Assessment.

- ***Women's Resource Centre***

Consultation with key workers from the Women's Resource Centre at Dee Why was conducted on 20th November 2003. This was a joint consultation coordinated by Manly and Pittwater Councils. Four female workers contributed to the discussion, which focused on women's issues, with a key component of discussion being childcare, and multicultural issues. Semi-structured interview questions led the discussion, including:

- What do you think are the issues facing women on the Northern Beaches?
- Can you identify any strategies to address these issues
- Any comments on Council services?

3.4 Literature Review

Several relevant sources of literature still need to be reviewed:

- Green Paper - Cultural Harmony the next decade 2002-2012
- Report of the Review of Settlement Services for Migrants and Humanitarian Entrants (May 2003)
- Charter of Public Service in a Culturally Diverse Society
- Update of the small and emerging communities project of the Northern Sydney Multicultural Health Service
- A new agenda for Multicultural Australia
- 'Access to Home & Community Car eServices by the NESB Frail Aged, Younger People with disabilities and their carers' (Northern Sydney Health, 2001).
- 'Multiculturalism & Local Governance - A National Perspective' NSW Dept of Local Government, Ethnic Commission of NSW, University of NSW (1998).
- Settlement Services Needs - Chinese and Indonesian Communities in the Manly Warringah Pittwater Area (prepared by Guler Peker & Dorte Kuder), September 2001.

4.0 REVIEW OF SERVICES FOR CALD

Gaps - TO DO.....

5.0 CONSULTATION RESULTS:

5.1 Why do CALD communities like the Northern Beaches?

Tibetan, Serbian and Indonesian communities were asked during focus groups what they most liked about living in the area, with the following aspects rating highly:

- Natural environment (Proximity to the beaches, open spaces, beneficial for health and relaxation)
- Perception of safety
- Proximity and quality of services and facilities
- Community (close to members of own community, general community is friendly and multicultural in nature)

5.2 Summary of Issues

The key issues facing the CALD community, arising from consultation have been summarised as:

- Accommodation
- Services & Facilities
- Childcare
- Sense of community
- Aged
- Youth
- Safety
- Implementation

5.3 Consultation Sources

As issues have been discussed, the following abbreviations have been used to note their consultation source:

IC	Indonesian Community (men & women)
IWSG	Indonesian Women's Support Group
TC	Tibetan Community
SC	Serbian Community
KSP	Key Service Provider

LP	Single parents
WRC	Women's Resource Centre
CSP	Children's service provider survey
SPIC	Manly Social Plan Implementation Committee
NSH	Northern Sydney Health
NSHP	Northern Sydney Health Promotion
PCC	Parents Consultative Committee
FF	Families First consultation in Northern Sydney 2003
PaT	Parents as Teachers
CPC	Council's Crime Prevention Coordinator
MCCS	Manly Council Children's Services survey
MYC	Manly Youth Council

5.4 Issues, Needs and Strategies for CALD communities

ISSUE:	1.0	ACCOMMODATION
Need:	1.1	Increase affordable housing options

Consultation with the CALD community indicated that the cost of housing was very expensive, both for rental and purchase properties (IC, IWSG, TC).

Accommodation is a concern for most target groups in the community, including young families, young single women, single parents, older women and those escaping DV (MYC, LP, CSP). Many people are forced to move out of the Northern Beaches to areas with more affordable rental prices, however this can lead to social isolation, as it is often away from their community, friends, family and service support networks.

Single parents in particular are under considerable stress relating to affordable housing. Private rentals are expensive, and rent assistance is not proportional. One single parent was told by the Department of Housing she would have to wait 14 years for a DoH property (LP).

There is an obvious need to investigate ways to increase affordable housing in the area, particularly for those in need. The Manly Warringah Local Government Housing Initiatives Programme (LGHIP) is in the first year of this two year project, and aims to identify innovative ways to alleviate this issue.

Suggested strategy:

- ***Investigate options of attachment housing (e.g. granny flats) to accommodate young mothers/ families, who could provide support for existing older occupants***
- ***Continue to support regional initiatives such as the Manly Warringah LGHIP project***

ISSUE:	1.0	ACCOMMODATION
Need:	1.2	Increase emergency & medium-term accommodation for families

The Women's Resource Centre reported a significant lack of medium-term accommodation. At present, emergency accommodation on the Northern Beaches is provided in the form of the Bringa Women's Refuge. However, women only qualify for accommodation at the Refuge if they are escaping domestic violence, and have children. Once women have left the Refuge, there is no local medium-term accommodation, and often they are forced to move out of the area, or stay in temporary/ transient accommodation. The Women's Resource Centre also reported a lack of emergency accommodation locally for single women. This places women at significant risk of homelessness.

Women with children who are suffering DV at home tend to stay in these situations longer, for fear of losing their children or lacking financial support if they do leave their partner (WRC).

Many women (particularly CALD women) do not report DV or sexual assault, unless they are admitted to hospital (WRC, NSH).

Women from a culturally and linguistically diverse background (CALD) suffering DV on spousal visas feel they cannot leave their partners, because they will have to relinquish their visas, and possibly lose their children (NSH, WRC).

According to a workshop on homeless women hosted by Manly Council in February 2003, women could be at risk of homelessness if they found themselves in any of the following situations:

- Temporary or unstable accommodation
- Escaping domestic violence
- International students in unstable homestay arrangements
- Older women unable to pay housing costs when retire
- Young people unable to afford housing costs in the Northern Beaches
- Middle-aged/middle-class women unable to leave their partners as not in control of financial arrangements
- Women who do not meet Department of Housing criteria for accommodation
- Women who are not aware of other support or accommodation options
- Upper/middle-class women who do not wish to go to a 'refuge'
- Women not wishing to move out of the Northern Beaches area (i.e. most refuges/shelters are out of area)
- Women at risk of eviction due to the stress of housing costs
- Female migrants/refugees who cannot stay with their family
- Women from CALD backgrounds on a spouse visa

To exacerbate these issues, certain characteristics could result in a woman being at risk of homelessness, including:

Low economic status	Mental illness
Poor health	Alcoholism/drug addiction
Family breakdown	Crisis situation
Interpersonal crisis	

These issues are compounded by the loss of boarding houses in Manly. Over the past two decades, Manly has lost many of its boarding houses, with the direct effect of diminishing the supply of low-cost accommodation.

The following information was provided through the licensing system which ceased in 1992, and tracks boarding house numbers over the last two decades:

1983 - 88	1984 - 82	1985 - 80	1986 - 74	1987 - 69	1988 - 58
1989 - 55.					

In 1989 these 55 premises provided 1,013 bedspaces.

In April 2003, information collated by Council's Fire Officer identified less than 20 Guest / Boarding Houses.

Suggested strategy:

- ***Support funding applications by relevant agencies for medium-term and emergency accommodation for women based on the Northern Beaches***
- ***Develop a policy on the provision and retention of boarding houses for occupation by long term residents disadvantaged by the private rental market***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.1	Improve Library resources

Both the Tibetan and Indonesian communities expressed a concern at the lack of up-to-date reference books on their country's history, culture, religion and language at local libraries. A strong desire to have access to newspapers in their own languages was also expressed.

Suggested strategy:

- ***Improve service delivery to CALD community with up-to-date reference books on different cultural groups***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.2	Improve access to information and services

Key service providers raised the concern that there is no coordinated approach to disseminating information to the CALD community; it currently appears to be ad-hoc. It was suggested that a better way of getting information to the community could be the promotion of major contact points for information, rather than having information widely distributed around several organizations. The main points of contact could be the Northern Beaches Neighbourhood Service (Dee Why), Manly Community Centre, the ECLO at NSW Police, and the Community Settlement Services Officer (based at the Northern Beaches Neighbourhood Service). The CALD community could then be referred directly to these contacts for advice and information.

The concern was raised that there was no real integration, formal networking or referral between agencies/ services (e.g. state/local government & services) to ensure comprehensive and integrated service delivery for women & children (WRC). This often means that some women fail to access the appropriate support or service/s for their needs.

The Report on the Families First Planning workshops in the Northern Sydney area (2003) highlighted that service providers wanted to see an information strategy developed to ensure new parents and those new to the area gained information about services and community supports. Participants thought that families usually

received excellent service support once they were linked into the network, but they were concerned about the fairness of access. Access often reflects specific services (e.g. childcare), awareness of Australian human service systems, and English language and literacy. Participants were concerned that the most vulnerable or isolated families were less likely to be accessing services.

Families First workshop participants also believed there was a wide range of information available, but that it is uncoordinated – specific strategies were suggested such as a local directory and a Family Expo fun day. There was also a need to link people who are new to the area and provide information about community supports, children's services applications and waiting lists, e.g. an information day for new migrants.

Key service providers raised the need for community 'open days' specifically targeted to newly arrived migrants. These have occurred in the past, and agencies such as NSW Police, Centrelink and Northern Sydney Health all had stalls which allowed the CALD community to gain a greater understanding of local services available to them.

Suggested strategy:

- ***Develop partnerships with key stakeholders to ensure a coordinated approach to information dissemination***
- ***Develop a comprehensive directory of children's services & childcare for private and council services to be made available at early childhood centres, children's services, libraries and hospital maternity clinics***
- ***Support Families First initiative of linking families to community supports and services***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.3	Provision of translated information

As part of the 1999 Northern Beaches CALD Plan, a series of brochures for newly arrived migrants were translated into Croatian, Serbian, Bosnian and Farsi. Key service providers were keen to ensure the effectiveness of these brochures, and their distribution, were evaluated.

The Indonesian community was concerned about the lack of translated information from key agencies on their services (e.g. Centerlink, RTA, Northern Sydney Health and Council). They were also keen to have translated information on the legal system. They suggested that representatives from key agencies could address the community at the Dee Why Mosque. The Tibetan community suggested a translated brochure, with all services listed, such as childcare, community centres, hospitals/ medical centres, emergency numbers, RTA, Police, tax and library contacts.

The Tibetan community was also interested in information on Council and community grants for specific activities they were considering facilitating.

Key service providers believed it was a basic right for CALD communities to be able to access multicultural messages on Council published documents. It was suggested that Council could incorporate a translated message in several key languages on Council documents (e.g. on the back of Council letterhead).

Suggested strategy:

- ***Investigate the provision of translated brochures on key services for specific CALD community groups***
- ***Investigate the provision of community and Council grant information to the CALD community***
- ***Investigate including multilingual messages on Council publications***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.4	Improve access to community facilities

Consultation with the CALD community revealed a need for community venues for meetings and functions (IC, IWSG, TC). The Tibetan community was particularly concerned about the cost of hall hire. Because most women worked during the week (and often on Saturdays) the Indonesian Women's Support Group was restricted to meeting on Sundays. However, many venues were unavailable on weekends. The Indonesian community was also interested in hiring outdoor venues for their functions. There was also a desire for a prayer room, and a women's space in public places (e.g. Warringah shopping mall or Brookvale TAFE).

All women, ranging from older women, NESB women and young mothers with children have a need for friendly and accessible venues to meet (SPIC/NSH, IWSG).

Key service providers reported that most CALD communities had expressed a desire to have their own space to meet and celebrate cultural events. With most of the CALD communities located in the Warringah area, this venue would ideally be located in Dee Why. Acknowledging the difficulties of achieving this, it was suggested that Council could promote the broad range of community facilities (Council and community/ church owned) to the CALD community, whilst at the same time raising awareness of booking systems and schedules.

Suggested strategy:

- ***Investigate greater promotion of Council and community owned facilities to the CALD community***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.5	Increase parent support networks

There was an identified need to extend parenting support and education, particularly with a greater focus on the first three years of a child's life (SPIC, WRC, NSH). This supports the recent research on early brain development which is also supported by the Families First initiative. Evidence shows that children and parents from all socioeconomic groups need support from birth if there are to be

improvements in children's outcomes in behaviour, learning and health over the life cycle.

A key area of concern was that some mothers with children were not accessing any childcare services, mostly due to cost. Service providers believed this was particularly evident with families from a CALD background. The concern was that if any learning or developmental issues arose during the first three years of a child's life, it often led to behavioral issues later in school (WRC). Service providers identified the lack of supported playgroups and venues locally, particularly for CALD families.

Participants in the 2003 Families First planning workshops in the Northern Sydney area suggested that support should be provided for mothers groups and early family groups over a more extended time, particularly where networks and connections were unlikely to be sustained by the parents themselves. Generally service providers felt there was a need for more ethno-specific playgroups. Supported playgroups should:

- Have a professional person providing an information and support role
- Bring in existing resource services
- Provide educational resources
- Introduce parents to community support people and mentors
- Foster collaboration with a range of early childhood professionals.

Consultation for Families First also revealed that families in the Northern Sydney region were often quite isolated, especially older parents who have workforce networks rather than community based networks, high mobility, lack of extended family supports and both parents working. Other reasons for isolation were geographic isolation and lack of transport, a wide range in socio-economic circumstances - affluence and pockets of disadvantage, those who were newly arrived in the area, those who had no English language, and were culturally isolated.

Participants consistently identified CALD communities, particularly those from emerging communities who did not yet have established community networks. This also applies to ATSI families who may have moved to the area from rural or regional communities. Also those who move into the area from overseas, migrants, work placement families and refugees. Refugees also may have little trust of government.

Suggested strategy:

- ***Work closely with the Families First initiative and support funding applications for supported playgroups at more venues on the Northern Beaches***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.6	Increase provision of English language classes

Currently, newly arrived migrants are entitled to 500 hours of free English language classes. The Tibetan community suggested that an increase in the number of hours was necessary. The Indonesian community pointed out that English language classes over 500 hours were very expensive.

Suggested strategy:

- ***Lobby relevant agencies to increase service provision where necessary***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.7	Improve employment opportunities

The Tibetan community and key service providers expressed a need for work experience for newly arrived migrants, either at Councils or other large employers on the Northern Beaches. They were also keen to gain assistance with writing their CV's and gaining knowledge on how to access the job network.

There is a Skilled Migrant Placement Officer available through the Department of Education and Training (DET); however this position is only for one day per week on the Northern Beaches, and is not considered sufficient (KSP).

Key service providers were also concerned that Northern Beaches employers needed to be more culturally sensitive to the needs of newly arrived migrants. The Indonesian community pointed out that some employers failed to understand the importance of Friday prayer for Muslims.

Suggested strategy:

- ***Investigate work experience options for newly arrived migrants at major employers on the Northern Beaches (including Councils)***
- ***Lobby DET to increase the Skilled Migrant Placement Officer's time on the Northern Beaches to deal with CALD communities***
- ***Investigate cultural appropriateness of key employers on the Northern Beaches***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.8	Improve and maintain play areas

The need for better playground facilities was identified during consultation for the 1999 Manly Social Plan. Since then, all major playgrounds have been renovated, and the 'pocket' playgrounds are being upgraded. Ensuring playgrounds meet the current rigorous safety standards and are provided with shade cloth is a priority. Council's Open Space Coordinator advises that the following needs have also been identified:

- more adventurous play facilities and equipment;
- a greater demand on children's playgrounds with increasing number of families choosing to live in apartments with no private play areas or gardens

This was supported by consultation, when parents expressed the desire for more playgrounds along the harbour foreshore (BP), and more outdoor facilities for children under five years, especially bike tracks (PCC).

There was a particular concern for children's safety, concerning the cleanliness and maintenance of some open space areas with instances of broken glass and cigarette butts found in some playgrounds, parks and beaches (PCC, PaT, IWSG). Parents also felt that North Harbour Reserve was polluted and dirty, especially by the present number of dogs which used the reserve and swam in the water (BP). Several parents felt that North Harbour Reserve and the Ocean Beach playground should be properly fenced, to ensure the safety of their children (PCC, PaT).

Ensuring Council improves and maintains play areas will also go some way towards reducing the increasing incidence of childhood obesity by encouraging active outdoor activities for health children.

Suggested strategy:

- ***Investigate increasing the provision of outdoor adventure facilities for children***
- ***Instigate a regular regime of playground maintenance and cleansing***

ISSUE:	2.0	SERVICES & FACILITIES
Need:	2.9	Cost of living

Consultation with the CALD community (excluding the Serbian community) highlighted a concern about the high cost of living on the Northern Beaches (IC, IWSG, TC). It was generally felt that groceries were more expensive compared to other areas of Sydney, particularly with the two major supermarkets dominating the market.

Suggested strategy:

- ***Liaise with Chamber of Commerce to investigate the cost of groceries***

ISSUE:	3.0	CHILDCARE
Need:	3.1	Increase childcare places

In line with the issues raised during the consultation for the 1999 Social Plan, the demand for affordable childcare remains high.

In 1999 the demand for before and after school and part time care was seen to be expanding, while the number requiring long day care options had dropped. However since then, there has been a reverse in demand for school aged services e.g. Before and After School Care and Vacation Care, due to an increase in service providers. However, this is not the case for 'part time care' which is still in high demand (e.g. needing Long Day Care, like the Roundhouse or Family Day Care, for part of the week).

Childcare was raised as a concern at all consultations held (SPIC, PCC, LP, WRC, PaT, IC, IWSG). This related the inability to access childcare services because of the length of current waiting lists. The Indonesian community in particular were not using childcare because of cost (IC, IWSG).

Analysis of the Children's services survey revealed that 'childcare - availability generally' was the top issue (16.5%) for parents. When participants were asked what Council could do to improve the issues identified, 'create more childcare overall' was the main response (13.5%). When participants were asked if there was anything that had stopped them accessing Children's Services, 27.4% of respondents answered "yes". The top three reasons were:

- No places available – Long Day Care (31.4%)
- Childcare – no places available generally (23.5%)
- No places available – Family Day Care (9.8%)

One mother reported she had been on the Roundhouse waiting list for 3 years for long day care for her child (BP). Obtaining a childcare place for one child was bad enough, but as one parent pointed out, multiple placements (e.g. twins) at the same childcare centre was virtually impossible (PCC).

Whilst the preference of many families was to secure childcare places within Council operated services (because of a perception of higher standards, and more affordable fees), many parents had to accept places in private childcare operations. Parents also were concerned about the high turnover in Council childcare staff, and believed this was due to the low salaries in the childcare industry. They stated they would be more than happy to pay more for their childcare if it meant that staff were retained, and quality of care for their children was consistently high (PCC).

Waitlists for Manly Council children's services as at end of November 2003 were:

Pre-school:	150
Family Day Care:	230
The Roundhouse Long Day care:	
0-2 years	266
2-3 years	100
3-5 years	105
Harbour View	187

Manly Council is currently involved in a regional planning initiative with SHOROC to develop common guidelines (detailing standards and planning mechanisms) to encourage the entry of new private childcare operators to the region

There are also three proposed private childcare centres which are either in the planning process, or currently being constructed in the Manly area. These centres will provide a total of 270 long day care places, presumably for under-3 year olds. This should go some way towards relieving the pressure on childcare waiting lists.

Suggested strategy:

- ***Continue to pursue regional initiatives through SHOROC to increase the***

provision of private childcare services

ISSUE:	3.0	CHILDCARE
Need:	3.2	Increase family day care provision

In 1999, the number of day carers in Manly was considered to be inadequate. This remains a key concern, with Council's Children's Services struggling to recruit new carers.

Analysis of the Children's services survey revealed that when participants were asked if there was anything that had stopped them accessing Children's Services, 27.4% of respondents answered "yes". The top three reasons were:

- No places available – Long Day Care (31.4%)
- Childcare – no places available generally (23.5%)
- No places available – Family Day Care (9.8%)

SPIC report that the lack of family day carers could be due to:

- the high cost of housing in Manly, with many mothers having to return to work;
- some women choosing to return to the workforce to progress their careers; and
- Downsizing of the Department of Defence facility at North Head, and the resulting loss of women willing to be family day carers

Currently, local promotion is through school newsletters, National Association promotion through magazines or TV. Word of mouth has proven to be the most successful form of recruitment.

Manly Council has recently commenced involvement in a regional planning initiative with SHOROC which will focus regional promotion to recruit family day carers.

Suggested strategy:

- ***Continue involvement in regional promotion through SHOROC to recruit family day carers***

ISSUE:	3.0	CHILDCARE
Need:	3.3	Maintain equity and affordability for those most in need

Single parents particularly were concerned about the higher fees of private operators. One example cited was a single mother working part-time, but having to access private childcare, and taking home only \$40 in the hand. In these cases, many single parents would choose to stay at home with their child, contributing to an existing view of the 'bludging sole parent' on welfare. Single mothers were concerned that many families accessing Council childcare services could easily afford the cost of private childcare, and felt that they, as single parents should be

given priority, as an incentive for them to return to work. In fact, not being able to access childcare, whether it is for issues of waiting lists, or affordability, could often lead to social isolation for single parents (LP).

Suggested strategy:

- ***Ensure Council's waiting list criteria for childcare is in line with equity and access principles, supporting those most in need***

ISSUE:	3.0	CHILDCARE
Need:	3.4	Encourage childcare for non-Council services

Childcare was also identified as an issue for women needing to access health or educational services, (e.g. counseling sessions at Queenscliff Community Health Centre, or studying at Brookvale TAFE) (WRC).

The 1999 Northern Beaches CALD Plan revealed that childcare provision for parents attending English language classes was a key concern. There remains a need to investigate this issue with education service providers (AMES, TAFE, Manly Warringah Community College) on the Northern Beaches.

Suggested strategy:

- ***Lobby Brookvale TAFE & Queenscliff Health Centre to provide childcare for women accessing their services***
- ***Consult with education service providers to assess the issue of childcare provision for those attending English language classes***

ISSUE:	4.0	SENSE OF COMMUNITY
Need:	4.1	Increase cross-cultural understanding

Both the Indonesian and Serbian communities claimed there was a need to increase cross-cultural understanding in the broader community.

The Serbian community was concerned about the negative portrayal in the media of Serbians due to the past conflict. They expressed a desire for more activities which could bring the Serbian community together and promote a positive image to the broader community.

Consultation with the Indonesian community raised concern about discrimination from the broader community. Indonesian women felt culturally isolated by the Australian community due to the Bali bombing. Discrimination ranged from verbal abuse towards Muslim women wearing head scarves, to perceived discrimination in job interviews towards Muslim women wearing head scarves. Women wearing head scarves also sometimes had problems with bus drivers. Some Indonesians had suffered verbal abuse in 'road rage' incidents, where the abuse was targeted towards their cultural background (IWSG, IC). The Indonesian Women's Support

Group were keen for the Northern Beaches Councils to investigate funding an Indonesian support worker for the area.

Key service providers discussed the importance of promoting and celebrating the community's diversity through existing and new community events, with a particular focus on building relationships and raising awareness of diversity.

Councils can help to promote community harmony and tolerance, with initiatives such as cross cultural training for staff (including the use of the Translating Information Services - TIS), continuing to conduct local citizenship ceremonies, and coordinating events and festivals (e.g. Harmony Day, World music concerts in The Corso etc).

Suggested strategy:

- ***Investigate the provision of an Indonesian Support Worker for the Northern Beaches***
- ***Conduct cross-cultural training for Council staff, with a specific focus on explanation of Islamic traditions and beliefs***
- ***Investigate extending cross-cultural training to Northern Beaches services***
- ***Continue to conduct Council citizenship ceremonies***
- ***Continue to facilitate a broad range of Council events and festivals incorporating a multicultural element***

ISSUE:	5.0	AGED
Need:	5.1	Increase support for older Serbians

There was an identified need for more activities focused on older Serbian people, with a particular need to integrate Serbian and other groups into activities. There was also the need for preventative and educational programmes for older Serbian people with gambling problems. There also was a need to raise awareness and knowledge of local aged and respite services, but that these services should be culturally appropriate (SC, KSP).

Service providers agreed that these issues could be facilitated by the appointment of a designated Serbian aged worker on the Northern Beaches.

Suggested strategy:

- ***Investigate the provision of a Serbian aged worker for the Northern Beaches***

ISSUE:	5.0	AGED
Need:	5.2	Reduce depression in older Italian community

Service providers reported that depression (particularly in older Italian men) was increasing. There had been some cases of suicide. Often it is difficult to refer these cases to counsellors as the person would not want their community know

about their depression. There is also a stigma involved in accessing counselling services. There appears to be a need to emphasise and strength the social and support networks available to the community, although access and visibility of services remains an issue (KSP).

CoAsIt, an Italian support group which services the Italian community on the Northern Beaches, has recently conducted research into mental health issues of older men aged 55 years and over. This research should be able to highlight areas of concern and potential strategies.

Suggested strategy:

- ***Investigate service support networks for older Italians***

<i>ISSUE:</i>	<i>6.0</i>	<i>YOUTH</i>
<i>Need:</i>	<i>6.1</i>	<i>Assess the needs of CALD youth</i>

Key service providers discussed the issue of 'bi-cultural competence', or the clash of cultures which is often evident when a CALD family wish to raise their children with an understanding and respect of their culture, whilst their children want to be just like their 'Aussie' friends. The Serbian community was particularly concerned about their youth losing their cultural traditions and religious understanding. The community felt they could not control the increasing trend of youth using alcohol and drugs. Whilst there is a Youth Worker presently employed by Northern Sydney Health (based at Northern Beaches Neighbourhood Service) to investigate the needs of Serbian Youth, this is only a short-term project.

Key service providers pointed out that there is no multicultural youth group on the Northern Beaches.

This issue of incorporating a multicultural component into the school curriculum was identified in the 1999 Northern Beaches CALD Plan, and in 2003 was raised by both the Indonesian community, and key service providers as still being relevant. To ensure that their children did not lose their sense of cultural identity, the Indonesian community was keen for local schools to spend a small portion of time each week on Islamic or Muslim topics (IC, IWSG, KSP).

Indonesian women also discussed a need for more affordable sporting activities for teenagers. They felt the current school holiday programmes were too expensive (IC).

Suggested strategy:

- ***Investigate the need for a Serbian Youth worker***
- ***Investigate the need for a local multicultural youth group***
- ***Lobby Department of Education to introduce relevant cultural and language subjects into local schools***
- ***Investigate the need for sporting activities for youth***

ISSUE:	6.0	YOUTH
Need:	6.2	Racism in schools

The Indonesian community commented that their children are often the victims of racism in local schools. This included bullying on school buses by older students. The NSW Police had also received reports of racially oriented incidents at local schools. At present, schools are required to have a liaison officer for students. There is obviously a need to ensure anti-bullying programmes are enforced, possibly with a cross-cultural component to raise awareness of cultural diversity.

Suggested strategy:

- ***Lobby Department of Education to ensure active anti-bullying campaigns, and cross-cultural training are present in local schools***

ISSUE:	7.0	SAFETY
Need:	7.1	Continue to address the safety needs of the CALD community

Whilst consultation revealed that CALD communities have a greater perception of safety on the Northern Beaches than other areas of Sydney, there were a few safety issues raised, mostly related to discrimination. Key service providers discussed the need to include the CALD community in ongoing safety initiatives targeted to traffic, water safety and alcohol related incidents.

Suggested strategy:

- ***Continued involvement and representation on SHOROC Safe Communities Project, Manly Community Safety Committee and Pittwater Crime Prevention Plan advisory group to address safety issues and to implement specific projects***
- ***Investigate traffic and water safety issues for CALD communities through the SHOROC Safe Communities Project, Manly Community Safety Committee and Pittwater Crime Prevention Plan advisory group***

ISSUE:	8.0	IMPLEMENTATION
Need:	8.1	Coordinate a regional approach to implementation of the Plan

Manly, Warringah and Pittwater Councils and the key service providers on the Northern Beaches acknowledged the need for an ongoing working group to progress the strategies relevant to the CALD community. The key actions from the 1999 Social Plan were implemented jointly by all three Councils and key agencies, and this proved to be a successful approach. Whilst a 2004 Northern Beaches CALD Plan will not be produced, Councils have conducted joint consultation, and will continue to work closely to ensure Council specific strategies are in line with the identified needs. Key service providers include: Centrelink, Northern Sydney Health, Migrant Network Services, NSW Police, Northern Beaches Neighbourhood Service, Manly Community Centre, Department

of Education and Training, Brookvale TAFE, AMES, Manly Warringah Community College.

Suggested strategy:

- ***Establish a working group of key stakeholders to progress implementation of CALD actions from the 2004 Social Plan***

6.0 SUMMARY OF NEEDS ASSESSMENT FOR CALD COMMUNITY			
Issue	Need	Strategy	Responsibility
1.0 ACCOMMODATION	1.1 Increase affordable housing options	<ul style="list-style-type: none"> Investigate options of attachment housing (e.g. granny flats) to accommodate young mothers/ families, who could provide support for existing older occupants Continue to support regional initiatives such as the Manly Warringah LGHIP project 	Regional Housing Coordinator/ Council's Branch Manager, Planning & Strategy
	1.2 Increase emergency and medium-term accommodation for families	<ul style="list-style-type: none"> Support funding applications by relevant agencies for medium-term and emergency accommodation for women based on the Northern Beaches Develop a policy on the provision and retention of boarding houses for occupation by long term residents disadvantaged by the private rental market 	Council's Community Services Planner/ Regional Housing Coordinator
2.0 SERVICES & FACILITIES	2.1 Improve Library resources	<ul style="list-style-type: none"> Improve service delivery to CALD community with up-to-date reference books on different cultural groups 	Council's Library Services Coordinator
	2.2 Improve access to information and services	<ul style="list-style-type: none"> Develop partnerships with key stakeholders to ensure a coordinated approach to information dissemination Develop a comprehensive directory of children's services & childcare for private and council services to be made available at early childhood centres, children's services, libraries and hospital maternity clinics Support Families First initiative of linking families to community supports and services 	Council's Community Services Planner/ NB Multicultural Network/ Council's Children's Services Coordinator

6.0 SUMMARY OF NEEDS ASSESSMENT FOR CALD COMMUNITY			
Issue	Need	Strategy	Responsibility
	2.3 Provision of translated information	<ul style="list-style-type: none"> Investigate the provision of translated brochures on key services for specific CALD community groups Investigate the provision of community and Council grant information to the CALD community Investigate including multilingual messages on Council publications 	Council's Community Services Planner/ NB Multicultural Network
	2.4 Improve access to community facilities	<ul style="list-style-type: none"> Investigate greater promotion of Council and community owned facilities to the CALD community 	Council's Community Services Planner/ Information Services Librarian/ NB Multicultural Network
	2.5 Increase parent support networks	<ul style="list-style-type: none"> Work closely with the Families First initiative and support funding applications for supported playgroups at more venues on the Northern Beaches 	Council's Children's Services Coordinator
	2.6 Increase provision of English language classes	<ul style="list-style-type: none"> Lobby relevant agencies to increase service provision where necessary 	Council's Community Services Planner/ NB Multicultural Network

6.0 SUMMARY OF NEEDS ASSESSMENT FOR CALD COMMUNITY			
Issue	Need	Strategy	Responsibility
	2.7 Improve employment opportunities	<ul style="list-style-type: none"> Investigate work experience options for newly arrived migrants at major employers on the Northern Beaches (including Councils) Lobby DET to increase the Skilled Migrant Placement Officer's time on the Northern Beaches to deal with CALD communities Investigate cultural appropriateness of key employers on the Northern Beaches 	Council's Community Services Planner/ NB Multicultural Network
	2.8 Improve and maintain play areas	<ul style="list-style-type: none"> Investigate increasing the provision of outdoor adventure facilities for children Instigate a regular regime of playground maintenance and cleansing 	Council's Open Space Planner
	2.9 Cost of living	<ul style="list-style-type: none"> Liaise with Chamber of Commerce to investigate the cost of groceries 	NB Multicultural Network
3.0 CHILDCARE	3.1 Increase childcare places	<ul style="list-style-type: none"> Continue to pursue regional initiatives through SHOROC to increase the provision of private childcare services 	Council: Children's Services Coordinator
	3.2 Increase family day care provision	<ul style="list-style-type: none"> Continue involvement in regional promotion through SHOROC to recruit family day carers 	Council: Children's Services Coordinator
	3.3 Maintain equity and affordability for those most in need	<ul style="list-style-type: none"> Ensure Council's waiting list criteria for childcare is in line with equity and access principles, supporting those most in need 	Council: Children's Services Coordinator

6.0 SUMMARY OF NEEDS ASSESSMENT FOR CALD COMMUNITY			
Issue	Need	Strategy	Responsibility
	3.4 Encourage childcare for non-Council services	<ul style="list-style-type: none"> Lobby Brookvale TAFE & Queenscliff Health Centre to provide childcare for women accessing their services Consult with education service providers to assess the issue of childcare provision for those attending English language classes 	Council: Children's Services Coordinator/ NB Multicultural Network
4.0 SENSE OF COMMUNITY	4.1 Increase cross-cultural understanding	<ul style="list-style-type: none"> Investigate the provision of an Indonesian Support Worker for the Northern Beaches Conduct cross-cultural training for Council staff, with a specific focus on explanation of Islamic traditions and beliefs Investigate extending cross-cultural training to Northern Beaches services Continue to conduct Council citizenship ceremonies Continue to facilitate a broad range of Council events and festivals incorporating a multicultural element 	NB Multicultural Network/ Council's Community Services Planner/ Mayors Office/ Events & Tourism
5.0 AGED	5.1 Increase support for older Serbians	<ul style="list-style-type: none"> Investigate the provision of a Serbian aged worker for the Northern Beaches 	NB Multicultural Network
	5.2 Reduce depression in older Italian community	<ul style="list-style-type: none"> Investigate service support networks for older Italians 	NB Multicultural Network/ CoAsIt
6.0 YOUTH	6.1 Assess the needs of CALD youth	<ul style="list-style-type: none"> Investigate the need for a Serbian Youth worker Investigate the need for a local multicultural youth group Lobby Department of Education to introduce relevant cultural and language subjects into local schools Investigate the need for sporting activities for youth 	NB Multicultural Network

6.0 SUMMARY OF NEEDS ASSESSMENT FOR CALD COMMUNITY			
Issue	Need	Strategy	Responsibility
	6.2 Racism in schools	<ul style="list-style-type: none"> Lobby Department of Education to ensure active anti-bullying campaigns, and cross-cultural training are present in local schools 	NB Multicultural Network
7.0 SAFETY	7.1 Continue to address the safety needs of the CALD community	<ul style="list-style-type: none"> Continued involvement and representation on SHOROC Safe Communities Project, Manly Community Safety Committee and Pittwater Crime Prevention Plan advisory group to address safety issues and to implement specific projects Investigate traffic and water safety issues for CALD communities through the SHOROC Safe Communities Project, Manly Community Safety Committee and Pittwater Crime Prevention Plan advisory group 	Council's Community Services Planner/ Crime Prevention Coordinator
8.0 IMPLEMENTATION	8.1 Coordinate a regional approach to implementation of the Plan	<ul style="list-style-type: none"> Establish a working group of key stakeholders to progress implementation of CALD actions from the 2004 Social Plan 	