

## E-NEWSLETTER

ACT Multicultural Community

Edition 9

7 May 2020

We hope you enjoy this fortnight's edition of the ACT Multicultural Community E News.

The ACT Government has established a new dedicated website on COVID-19. The new website [www.covid19.act.gov.au](http://www.covid19.act.gov.au) is a single point of truth for everything you need to know about COVID-19 in the Canberra region.

The website will be updated regularly as information evolves. We welcome your feedback and how we can continue to make our information easier for you to access.

There is also a subscription feature so make sure you sign up to receive regular email updates on COVID-19 from us.

We would also like to encourage you to share and promote your own events and activities in its future publications. If you wish to have your events included in the bulletin, please complete the attached eNews entry template and email to [communityparticipation@act.gov.au](mailto:communityparticipation@act.gov.au).

Thank you

Office for Multicultural Affairs  
Community Services Directorate

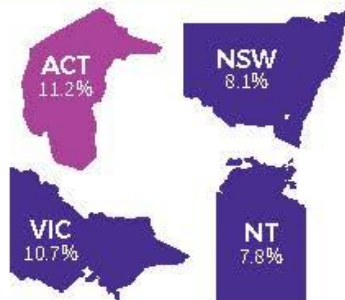
GETTING TO KNOW THE ACT

# MULTICULTURAL COMMUNITY PROFILE

## WHERE HAVE WE COME FROM, AND WHAT DOES IT MEAN FOR OUR GROWING POPULATION?

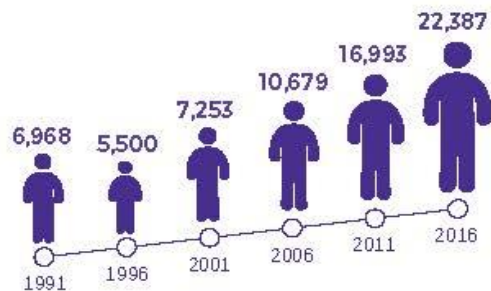
Here are some demographics to help understand who we are and how we compare with the rest of Australia.

### BY 2016, THE ACT WAS THE NATION'S FASTEST GROWING POPULATION



GROWTH FROM 2011 TO 2016

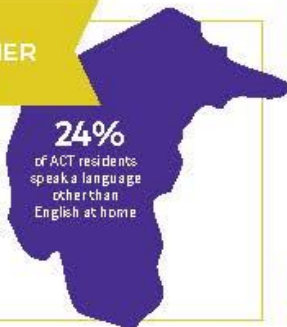
The proportion of ACT residents born overseas was 26.5% in 2016, up from 24% in 2011. Many of the ACT's overseas born residents are relatively recent arrivals. In fact, over 26,000 have arrived in Australia since the beginning of 2011. The most commonly reported countries of birth outside of Australia are England, China, India, New Zealand and the Philippines.



IMMIGRATION BY CENSUS YEAR

### NEARLY 1 IN 4 PEOPLE SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

In 2016, 24% of ACT residents aged five and over indicated that they spoke a language other than English at home, up from 18% in 2011. The most common languages other than English were Mandarin, Vietnamese, Cantonese and Hindi.



### GUNGALIN IS DRIVING THE CAPITAL'S GROWTH



Home to roadworks, new suburbs and the Territory's first light rail corridor, the flourishing northern area of Gungahlin is the second fastest growing region in the country. Up from 30,000 people in 2011 to more than 71,000 in 2016.

### RECENT ARRIVALS ARE RELATIVELY WELL EDUCATED AND HIGHLY SKILLED

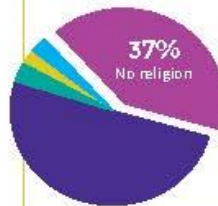
ACT residents born in countries where English is not the main language are relatively highly educated. 50% of them have a bachelor degree or higher, compared to 36% of those born in Australia.



ACT residents with a non-English speaking background are also more likely to be employed in highly skilled occupations than their Australian born counterparts. This includes ICT, engineering, natural and physical sciences, tertiary lecturing, medical practice and business analysis.

Source: ABS Census 1998-2016; ACT State of the Public Service Report 2016-17

### CHANGING RELIGION



45.4% ACT residents identified as Christian. A further 2.6% as Hindu, 2.5% as Buddhist and 2.5% as Muslim. 37% of ACT residents reported they had no religion or other secular/spiritual beliefs. This is the second highest reporting of no religion in any state or territory and is up from 29% in 2011.

### ADDITIONAL FACTS

In 2016, a total of 6,500 ACT residents reported having Aboriginal and Torres Strait Islander origins, an increase of 1,313 people since 2011.

The ACT State of Public Services Report 2016-2017 indicates that 3,970 employees, or 18.2% of the total ACT Public Service workforce, identified as coming from a culturally and linguistically diverse background, up from 16.8% in 2014.

Our nation's capital is younger (median age of 35, compared with 38 for the nation) higher earning (median weekly income \$988, compared with \$662) and has a higher proportion of people who have never married (39%, compared with 35%) than the rest of the nation.



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## GRANTS AND AWARDS

**New** The 2019-20 Community Support and Infrastructure Grants and the Participation – Digital Grants are now open. Applications Close 19 May!

Over \$300,000 is available under the 2019-20 Community Support and Infrastructure Grants and the Participation – Digital Communities Grants. All not for profit organisations can apply. We particularly encourage applications from community organisations including local community groups, sporting clubs, social clubs, and multicultural groups looking to support social connection and community resilience during and after the COVID-19 pandemic.

The **Community Support Grants** aim to support community organisations to deliver programs and services effectively and efficiently for the benefit of Canberrans under three categories: community support and capacity; non-fixed infrastructure and equipment; and minor capital works and fixed infrastructure. Applications are through Smarty Grants: <https://dhcs.smartygrants.com.au/1920CSIG>

Further information is available at: [www.communityservices.act.gov.au/wac/community/grants/community-support-and-infrastructure-grant-guidelines](http://www.communityservices.act.gov.au/wac/community/grants/community-support-and-infrastructure-grant-guidelines)

The **Participation – Digital Grants** will consider applications from community organisations wishing to establish or enhance their capacity to effectively engage their communities and clients to participate fully in the life of Canberra through the use of digital technology. This includes purchasing of ICT software and hardware including computers and printers; online enhancement; and digital literacy training. Applications are through Smarty Grants: <https://dhcs.smartygrants.com.au/1920DC>

Further information is available at: <https://www.communityservices.act.gov.au/wac/community/grants/participation-digital-communities-grant-guidelines>

### What is the Women's Return to Work Grants Program?

The Program provides practical financial support to women returning to the workforce by providing funding for them to attend short courses, pay for childcare to attend interviews, as well as undertake more formal training or education.

It may also provide support for the purchase of equipment or clothing directly related to women who are on low incomes including Aboriginal and Torres Strait Islander women, women from culturally and linguistically diverse backgrounds, women with disabilities, younger women and older women requiring assistance in returning to paid work following caring for a child/ family member or community member for more than 12 months in the period of their lives.

Each grant provides up to \$1000 (GST exclusive) in assistance for women enrolling in training or other employment associated costs that will improve their workforce skills or capacities.

For more info visit the: <https://www.communityservices.act.gov.au/women/return-to-work-grants-program>

## Youth InterACT Scholarship

The Youth InterACT Scholarships provide funding of up to \$500 for individual young people aged 12 to 25 who wish to attend an activity of a learning capacity, sporting, conferences, personal or career development through participation in various activities, events or courses.

Applications are assessed by a scholarship committee on the last Friday of every month.

Applications will need to be received into the office 14 days prior to the committee's meeting dates otherwise they will not be considered.

For further information telephone: 6205 3064 or visit the:  
<https://www.communityservices.act.gov.au/youth/recipients>

## ACT GOVERNMENT NOTICES

### New New dedicated Libraries ACT Digital Helpline

Our library branches may be closed due to COVID-19, but our online services are always open! In response to the growing demand for their FREE digital resources, Libraries ACT has launched a new dedicated helpline, available 9.30 am to 5 pm, Monday to Friday (except public holidays).

Get easy access to eBooks, eAudiobooks, digital magazines, literacy games, language learning and online databases. You can also stream children's stories, movies and documentaries, or download and stream music. All for FREE!

With close to 18,000 eBooks and more than 9,000 eAudiobooks, there's something for everyone.

If it's your first time using the library online or you just need some extra help accessing online resources, give the Libraries ACT Digital Helpline a call on 6207 7265 and one of their friendly staff will help step you through what to do.

In addition to providing over-the-phone support, the helpline team will also develop new online information (such as how-to-guides) to further aid customers with their digital resource access needs. This information will be made available on the Libraries ACT website, [www.library.act.gov.au](http://www.library.act.gov.au)

### Online Kids Programs from Libraries ACT

Libraries ACT is excited to bring you two of our most popular kids' programs online until our branches reopen: Giggle & Wiggle Online and Online Story Time. You can find links to watch them on the [library website](#).

New Online Story Time videos will be shared every Monday, Wednesday and Friday morning with our library staff sharing some of their favourite Australian picture books.

A new Giggle & Wiggle Online video will be added every Monday morning. Sing and dance along and share a great Australian picture book. Watch and repeat, the repetition helps young kids with their language learning.

Thank you to the Australian Society of Authors, Australian Publishers' Association and the Australian Library and Information Association for allowing us to bring stories to you in this way. All songs used are in the public domain.

You can also use your library membership to access all our [Kids eResources](#), including Story Box Library for other great Australian story videos online.

## Do not touch, pick or eat any wild mushrooms!

Death Cap mushrooms are one of the world's deadliest mushrooms and can be currently be found across the Canberra region. Since 2002, there have been four deaths and several poisonings in the ACT due to Death Cap mushrooms.

In Canberra, Death Cap mushrooms often grow near established oak trees in mild, moist weather. The Death Cap mushroom can easily be confused with edible varieties. This includes the Straw Mushroom, which is grown and eaten through a large part of Asia.

It is difficult, even for experienced collectors, to tell the difference between the Death Cap mushroom and edible wild mushrooms. For this reason, people are strongly advised **not to touch, pick or eat any wild mushrooms**, and to remind friends and family who are visiting or new to Canberra of the risks of Death Cap mushroom poisoning.

All parts of the Death Cap mushroom are poisonous and eating part of a mushroom can be fatal. Cooking the Death Cap mushroom does not make it safe.

If you suspect that you, or one of your family members or friends might have eaten Death Cap mushrooms, you should seek urgent medical attention at a hospital emergency department.

If you believe you have seen a Death Cap mushroom, do not touch the mushroom with your bare skin. If it is in your own yard, the best option is to leave it be and make sure others stay away from the area. The mushroom will die in a few days.

If you believe you have spotted a Death Cap mushroom growing in a public area, please contact Access Canberra on 13 22 81.

For further information on Death Cap mushrooms, download the fact sheet, poster or flyer online at <https://www.health.act.gov.au/about-our-health-system/population-health/fact-sheets>. Flyers and posters are available in both English and non-English languages.

## Theo Notaras Multicultural Centre Meeting Rooms Closed

For community safety, in response to these challenging times, The Theo Notaras Multicultural Centre Function Room, West Wing Meeting Room, Harmony Training Room, Diversity Meeting Room and Commercial Kitchen are closed until further notice.

## Overseas Qualification Assessment

### Do you have overseas qualifications?

The ACT Government, through the Office of Multicultural Affairs, provides free assessment of overseas tertiary qualifications for permanent residents, refugees, asylum seekers and humanitarian entrants living

in the ACT. For more information and to apply for a free assessment please visit [Overseas Qualifications Assessments \(OQA\) - Community Services](#), or telephone: 6205 3142.

## ACT Diversity Register

The [ACT Diversity Register](#) is an online platform that enables ACT Government and non-government Boards and Committees to advertise vacancies and provide connections to training opportunities. Individuals will be able to view and apply for board and committee vacancies directly through the system and to seek information on upcoming events and training.

The Register is open to everyone, but it is an important resource to support Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with disabilities, and Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ).

It is important that this diversity is reflected in appointments to boards and committees and in leadership roles, to ensure the voices of women and people with diverse experiences are heard.

The ACT Government set a 50 percent target for female representation on ACT Government boards and committees, and by 2020 triennially funding sporting associations will be required to meet 40 percent female representation. The Diversity Register is designed to support these targets and to support all boards and committees across the ACT to have a membership that reflects the community they serve.

*For more information or any inquiries please contact Office for Women on 6205 0515.*

## ParentLink – Informing, Supporting, Connecting

ParentLink is a universally targeted parenting education program from birth to teenage years. ParentLink provides parents (carers and teachers) with information which aims to increase confidence and skills, while also providing links to local resources and services.

The ParentLink website provides links to a suite of parenting guides and useful local information. The guides cover a variety of topics: including, *Starting School, More than Reading and Writing, Optimism and Cyber Safety*.

The ParentLink suite of resources has recently been rebranded. This includes new guides specifically for Aboriginal and Torres Strait Islander families, and access to resources for diverse cultural groups.

ParentLink guides are available to view via the ParentLink website [www.parentlink.act.gov.au](http://www.parentlink.act.gov.au).

## COMMUNITY NOTICES

### New Videos, posters and audio recordings in 28 languages – keeping safe from coronavirus

If you, your clients, colleagues or friends are looking for information about coronavirus in less common languages, have a look at this online library of videos, posters and audio recordings in 28 languages, from Australia and around the world (<https://www.humanslikeus.org/coronavirus>). Includes resources entirely in pictures (accessible to everyone) explaining how to wash our hands, and why this keeps us safe from harmful germs. You can also find excellent posters in 35 languages specially designed for pre-school, primary and high school kids (<https://covid19healthliteracyproject.com/#>). Languages covered:

[Languages from Africa](#): Swahili/Kiswahili, Kirundi, Dinka, Nuer, Lingala, Somali, Amharic, Oromo/Afaan Oromoo, Tigringya.

[Languages from the Middle East](#): Arabic, Hazaragi, Assyrian, Kurdish/Kurmanji, Dari, Pashto, Farsi/Persian.

[Languages from Asia](#): Bengali, Tibetan, Hindi, Tamil, Chin Hakka/Hakha, Chin Falam, Zomi/Zou, Karen, Rohingya, Burmese, Nepali/Napali, Hmong.

## New Australian Muslim Voice Incorporate Radio Ramadan FM 99.5 and FM 103.1 Tuggeranong

Also streaming at [www.amv.org.au](http://www.amv.org.au)

Broadcasting 24 hours every day athan, Qur'an, theology, history, nasheed, children program and much more...

Studio Phone no: 02 5105 9226

Canberra business struggling during the lockdown can contact Javed – 040 1678 151 for ways the radio can help

Support Australian Muslim Voice radio by donating to  
BSB: 633000 Account: 130197999

Facebook: Australian Muslim Voice  
[WWW.AMV.ORG.AU](http://WWW.AMV.ORG.AU)

## New List of services and programs to support ACT multicultural community

COMMUNITY ORGANISATION/ ACT DIRECTORATE	SUPPORT AVAILABLE	TARGET GROUP	OPEN HOURS
ACT Education Directorate	<p>The ACT Government's Education Directorate has support available for students attending public schools who are learning English as an additional language and who identify as a refugee or asylum seeker.</p> <p>If your family is in need of support to access online learning, you can be given access to loan equipment that will help young people continue to participate in school.</p> <p>If online learning is still not an option for you, schools are able to provide paperwork packs to students. The paperwork packs can also be translated to languages</p>	Families in need of support, including refugees and asylum seeker families with children attending ACT schools	Support available within normal school hours.



	<p>other than English for those who require this support.</p> <p>You can contact your child's ACT Public school to find out more.</p>		
Canberra Relief Network	<p>The ACT Government is working together with community partners, including Uniting Care Kippax, Oz Harvest and The Foodbank to provide urgent food and essential items through a food pantry.</p> <p>This new food pantry will ensure vulnerable people in our community can access supplies they need for themselves and their families during this challenging time.</p> <p>If you are in isolation, if you are elderly, if you have a disability, if you have lost your job or you're not sure how you will put food on the table, please get in touch by calling 1800 43 11 33 or emailing <a href="mailto:info@canberrarelief.com.au">info@canberrarelief.com.au</a> or for more information visit <a href="https://canberrarelief.com.au/">https://canberrarelief.com.au/</a>.</p>	Vulnerable Canberrans and others affected by COVID-19.	Open Monday to Friday from 9:30 am to 2:30pm.
MARSS Australia Incorporated	<p>Migrants, refugees, asylum seekers and humanitarian entrants can access support through the Migrant and Refugee Settlement Services (MARSS) Emergency Relief Fund. The fund can:</p> <ul style="list-style-type: none"> <li>• provide supermarket gift cards (based on family size and generally as needed)</li> <li>• pay bills or utilities for clients in financial distress</li> <li>• purchase bus, tram, or train tickets</li> <li>• negotiate payment plans</li> <li>• refer clients for internal or external assistance (welfare, housing and tenancy, employment, education, legal, domestic violence, counselling, physical and mental health)</li> <li>• help with any other urgent issues</li> </ul> <p>You can contact MARSS Australia by calling 02 6248 8577 or emailing <a href="mailto:info@marss.org.au">info@marss.org.au</a>. To find out</p>	Migrants, refugees, asylum seekers and humanitarian entrants.	<p>Open 9am to 5pm, Monday to Friday.</p> <p>Face to face appointments only available for urgent or sensitive matters.</p> <p>All other business being conducted over the phone.</p>

	<p>more visit <a href="https://www.marss.org.au/">https://www.marss.org.au/</a>.</p>		
Multicultural Hub	<p>Multicultural Hub Canberra is providing relief services through its ACT offices in Canberra and Gungahlin and through its centres across NSW, including offices in Queanbeyan, Goulbourn, Cooma and Bega.</p> <p>The primary focus for the Multicultural Hub is providing support to clients who have lost employment and have limited or no access to benefits.</p> <p>You can contact Multicultural Hub for more information by calling 02 6100 4611 or emailing <a href="mailto:info@mys.org.au">info@mys.org.au</a>.</p>	Migrants, refugees and asylum seekers	Open 9am to 5pm, Monday to Friday.
Companion House Assisting Survivors of Torture and Trauma	<p>Companion House continues to provide support to asylum seekers and refugees, including:</p> <ul style="list-style-type: none"> <li>• virtual counselling services conducted mostly by phone</li> <li>• urgent casework and emergency relief services</li> <li>• a food pantry with essentials relevant to client communities (for example, bulk rice, cooking oil etc.)</li> <li>• home delivery of food, essential medications and other essentials for those clients identified as vulnerable.</li> </ul> <p>Companion House's medical service also remains open primarily via tele-health, though some consultations are still being conducted face to face.</p> <p>You can contact Companion House for more information by calling 02 6251 4550 or emailing <a href="mailto:info@companionhouse.org.au">info@companionhouse.org.au</a>.</p>	Asylum seekers and refugees	Open Monday, Tuesday, Thursday and Friday All counselling services are being delivered over the phone.
HelpingACT Incorporated	<p>HelpingACT has established a food station at 14 Daniels Street, Franklin to support refugees, asylum seekers and Canberra's homeless populations.</p> <p>You can contact HelpingACT by emailing <a href="mailto:contact@HelpingACT.org">contact@HelpingACT.org</a> or visit the website for more</p>	Refugees, asylum seekers and Canberra's homeless populations	Available when called in advance.

	information: <a href="https://www.helpingact.org/">https://www.helpingact.org/</a>		
Victim Support ACT	<p>Victim Support continues to provide clients with information, case coordination, safety planning and access to brokered counselling. This work is primarily being done by phone and email.</p> <p>You can contact Victim Support ACT using the <a href="#">Human Rights Commission contact us</a> form or by calling 1800 8222 72 or 02 6205 2066.</p>	Victims of crime in the ACT.	Open 9am to 5pm, Monday to Friday.
St Vincent de Paul Society Canberra-Goulburn (Vinnies)	<p>The St Vincent de Paul Society continues to deliver many of its support services to the ACT community.</p> <p>The St Vincent de Paul Society Helpline remains open and available to direct requests for assistance to the available support in the relevant region and is delivering some practical items and resources to clients' homes, where necessary.</p> <p>St Vincent de Paul Society Centres will remain open only in line with Government and local government direction.</p> <p>You can contact St Vincent de Paul Society via the Helpline on 13 18 12 or by calling 02 6282 2722 or emailing <a href="mailto:info@svdp-cg.org.au">info@svdp-cg.org.au</a>.</p>	All vulnerable members of the community	Open 9am to 5pm, Monday to Friday.
Legal Aid ACT	<p>Legal Aid has expanded its Helpline to deliver most of their legal advice and assistance support services. It is encouraged to provide the number to any individual who needs legal assistance or advice.</p> <p>Legal Aid is also adapting its court and tribunal services to align with advice from Health authorities and Court directions.</p> <p>You can contact Legal Aid by calling 1300 654 314 or emailing <a href="mailto:legalaid@legalaidACT.org.au">legalaid@legalaidACT.org.au</a>.</p>	All vulnerable members of the community needing legal assistance or advice	<p>Open Monday, Tuesday, Thursday and Friday from 8.30am to 4.30pm and Wednesday from 8.30am to 8.00pm.</p> <p>Face to face appointments in urgent and necessary circumstances.</p>

## New Navitas English proves online study is a great fit for new migrants and job seekers

As the COVID-19 situation in Australia continues to evolve, Navitas English has committed to ensuring the health and wellbeing of its staff and students by moving to an online/remote delivery model. Since 30th March, Navitas has been delivering all programs, including the Adult Migrant English Program (AMEP), Skills for Education and Employment (SEE), and Career Transition Assistance (CTA) online/remotely across Canberra and Sydney.

For many years Navitas English has been using digital learning technology to support their face to face programs and the recent transition has proven successful in supporting students, with varying levels of technology access, to fully participate in their online/remote classes.

Jetinder Macfarlane, General Manager of Navitas commented:

“We are confident that the move to online/remote delivery will allow for uninterrupted learning and help students to continue to engage with their teachers and other students. There has never been a more important time for our students to remain connected to each other, given the imposed restrictions on physical gatherings.”

During this time, Navitas English colleges will remain open with staff onsite to answer any questions.

For information on how to enrol, contact us: <https://www.navitas-english.com.au/home/contact-us/>

## New Forum Australia invites you to a unique online event

**To explore options for Australia to accelerate climate action and address climate emergency.**

**Monday 11 May 2020 7:00-8:30pm on Zoom**

[Register here for the Online Webinar on Climate Change: Green New Deal?](https://zoom.us/webinar/register/8015872813695/WN_jkAfmle4S-mVAuyQ4RNApg)  
[https://zoom.us/webinar/register/8015872813695/WN\\_jkAfmle4S-mVAuyQ4RNApg](https://zoom.us/webinar/register/8015872813695/WN_jkAfmle4S-mVAuyQ4RNApg)

**Register**

The session will deliberate whether the Green New Deal approach is a useful way for Australia to address climate emergency, create jobs, generate climate resilient growth and advance sustainability. Covering, science, policy, politics, economics, global best practices and the larger concept of well-being in the society, it will be a very interactive forum with a very distinguished panel.

### Panel

- Emeritus Professor Will Steffen, Fenner School of Environment and Society, ANU
- John Hewson AM, Former Leader of the Federal Opposition and Professor ANU Crawford School
- Shane Rattenbury MLA, Minister for Climate Change and Sustainability
- Dr Arnagretta Hunter, Clinical Senior Lecturer, ANU Medical School
- Dr Imran Ahmad (Chair/Discussant), Honorary Associate Professor ANU and Immediate Past President Forum Australia

## Services for Multicultural Seniors in the ACT

The Multicultural Communities Council of Illawarra Inc (MCCI) is an accredited provider of community-based care services for people over the aged of 65 now operating in the ACT and Queanbeyan areas. For over 45 years, MCCI has been supporting culturally diverse seniors, carers, and communities throughout NSW and the ACT. As a specialist multicultural home care service for seniors, our diverse team of 130 staff and volunteers speak a combined 36 community languages. During the current coronavirus pandemic, MCCI's seniors group services are currently suspended; however, several home-based services remain open for seniors over 65 who require assistance to maintain their independence at home, including: Home Care Package support, domestic assistance, personal care, flexible respite, and individual social support. A small fee applies to most services. Contact us via our website: [www.mcci.org.au](http://www.mcci.org.au) or via email: [admin@mcci.org.au](mailto:admin@mcci.org.au).

**More Info:** Chris Lacey, Chief Executive Officer, 02 42297566 or [chris@mcci.org.au](mailto:chris@mcci.org.au)

## A Conversation for everyone – Advanced Care Planning

The Health Care Consumers' Association provides information on Advanced Health Care Planning (also known as Living Will, Enduring Power of Attorney, Statement of Health Choices, Advance Directive and Health Care Directive) on our website <https://www.hcca.org.au/consumers/advance-health-care-planning/>.

Due to the current COVID situation we are no longer running group talks but we can have a phone conversation and send resources by email. We intend to run group sessions on the internet soon. **For more information:** please contact Yelin Hung on 0413 922 184 or email [yelinhung@hcca.org.au](mailto:yelinhung@hcca.org.au)

## CONSUMER SURVEY – consumer experiences in finding information about COVID-19 (Coronavirus)

The Health Care Consumers' Association (HCCA) have developed a survey to help us, and our health system, to provide consumers in the ACT (and surrounds) with the information you need during the COVID-19 (Coronavirus) pandemic.

In the survey, HCCA wants to find out:

- where people are looking for information about COVID-19,
- whether you are finding the information you need,
- whether your questions are being answered, and
- what questions you have that are not being answered.

The survey link will be available from 10am Thursday 9 April and will close at 8am Tuesday 14 April. The survey should take less than 4 minutes to complete. It can be accessed through:

- HCCA's Facebook page: <https://www.facebook.com/HCCA.ACT>
- HCCA's website: <https://www.hcca.org.au/policy/consumer-information-about-covid-19/>

The results from the survey will be analysed and provided to [ACT Health, Canberra Health Services and Capital Health Network](#).

HCCA really appreciates you sharing the survey through your networks. Communication is critical to how we deal with the Coronavirus. We need to know what information people need to feel they can make good decisions on how to respond to these challenging and stressful times.

## Multicultural Employment Service (MES) ACT

**During this current COVID-19 pandemic, we have changed the way we are supporting clients. Our wonderful staff are still working from our office to ensure that we are able to assist, however we do ask that you contact us via phone as we have implemented strict social distancing rules to keep ourselves and clients safe.**

Multicultural Employment Service (MES) has experienced employment consultants who actively seek out jobs in local businesses, services and agencies. MES has worked closely with migrants and refugees in the ACT for over three years matching job seekers with employers directly. Job seekers (of any age - not limited to youth) can register on-line at [Multicultural Employment Service ACT](#)

**More Info:** Multicultural Employment Service (MES) Level 2, The Theo Notaras Multicultural Centre, 180 London Circuit, Civic.

**Website:** [Multicultural Employment Service ACT](#)

**Email:** [info@mes.org.au](mailto:info@mes.org.au)

**Telephone:** 6100 4611

## Multicultural HUB Canberra

**During this current COVID-19 pandemic, we have changed the way we are supporting clients. Our wonderful staff are still working from our office to ensure that we are able to assist, however we do ask that you contact us via phone as we have implemented strict social distancing rules to keep ourselves and clients safe.**

We understand that a number of our clients need extra support during this time. If you require assistance with emergency food relief, please contact our office.

INFORMATION SERVICE - one-stop information and referral centre for all things multicultural in the ACT and region.

COMMUNITY CENTRE - community concerts/exhibitions, meeting facilities for new communities, life-skills training, parent support programs, computer training room, etc.

MULTICULTURAL WOMEN'S SERVICE - case management and support for multicultural women including individual case management, information and referrals, networking and group activities and community development.

SETTLEMENT SERVICES (SETS) - support for migrants and refugees with the DSS SETS program including accommodation, employment, health, education and family support.

MULTICULTURAL YOUTH SERVICES (MYS) - youth services for young migrants, refugees and asylum seekers including personal support, after school drop-in, outreach, sport/art activities & holiday programs.

MULTICULTURAL EMPLOYMENT SERVICE (MES) - employment for migrants, refugees & asylum seekers as well as communications for employment training, work experience.

MULTICULTURAL AGED-CARE SERVICE - culturally appropriate aged-care services, in home care, individual support, carer respite, and group activities.

The Multicultural HUB Canberra expands the current multicultural youth and employment services located at MYS to now include a community centre, settlement services and multicultural aged-care services. It is located second floor of the ACT Theo Notaras Multicultural Centre down the corridor just past MARSS and is open 9-5pm Monday to Friday.

For more information Phone (02) 6100 4611, email [info@mhub.org.au](mailto:info@mhub.org.au) or website [www.mhub.org.au](http://www.mhub.org.au)

Location Level 2, Theo Notaras Multicultural Centre, 180 London Circuit, Canberra ACT

## Shop with a refugee run business to help refugees build a new life.

Welcoming refugees into work makes our economy stronger, builds bonds in our society and benefits individual business.

Did you know you can support refugees in their working life by shopping with a business run by a refugee or one that gives refugees a chance to work?

Look in the Refugee Business Directory (<https://www.humanslikeus.org/support-refugee-businesses>) on the [Humans Like Us website](https://www.humanslikeus.org/) (<https://www.humanslikeus.org/>) for businesses around Australia that are run by, or employ refugees. Some of them have online shops so you don't even have to be a local!

If you know of a refugee-run business that we haven't included, we'd love to talk to them.

More info: Selena Choo, Founder, Humans Like Us, 0401202013 or [selenachoo@outlook.com](mailto:selenachoo@outlook.com).

## Give A Young Carer A Brighter Future

Imagine how hard it is for a child to every day look after a parent living with a long-term illness or disability. Instead of doing schoolwork and interacting with friends, many young carers spend their time instead helping a parent with personal care, medications, medical appointments, grocery shopping, cooking, cleaning, washing, paying bills and looking after younger siblings. They often struggle at school, miss classes, have little time to themselves and are more likely than their peers to have mental health issues.

They need your support to give them a break from caring these holidays and help them through school next year. Carers ACT is calling on you to donate to its appeal to support young carers and spread the word. To donate online visit [carersact.org.au/donate](http://carersact.org.au/donate) or call 6296 9900. Or why not give someone a meaningful gift with a donation gift card and help make a lasting difference to a young carer in need.

**More Info:** Phone 02 6296 9900 or email [carers@carersact.org.au](mailto:carers@carersact.org.au)

## Saver Plus

Saver Plus assists individuals and families on lower incomes to build assets and improve financial capability and has supported thousands of lower income earners to develop a lasting savings habit.

Saver Plus offers:

- up to \$500 in matched savings for education costs;

- fun, free and informal financial education workshops; and
- assistance and support to establish a savings goal and develop savings habit.

Participants make regular deposits towards a savings goal over a 10-month period and attend workshops to build their financial management skills. When participants reach their savings goal, ANZ matches the amount – up to \$500 – towards education costs including uniforms, text books, laptops, sports equipment, music tuition, TAFE or apprenticeship costs, and much more.

**Date:** Ongoing

**Where:** Throughout ACT and Queanbeyan

**Cost:** Free event

**More Info:** Contact on 0448 730 305 | Email [kathleen.watson@thesmithfamily.com.au](mailto:kathleen.watson@thesmithfamily.com.au)

## Can You Help Promote Careers as a Translating and Interpreting Service (TIS) National Interpreter?

Do your clients speak an emerging language and have good English skills? Do you know someone who is multilingual and seeking a new career direction? The Translating and Interpreting Service (TIS National) is currently recruiting to meet growing demand for interpreting services in Australia.

For more information, visit the [interpreter recruitment](#) page.

## Department of Social Services - Free Interpreting Service

The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.

The Free Interpreting Service is delivered by TIS National, on behalf of the Department of Social Services.

The following groups can access the Free Interpreting Service to provide services to anyone in Australia who is eligible for Medicare.

- Medical Practitioners;
- Pharmacies;
- Non-government organisations;
- Real Estate Agencies;
- Local Government Authorities;
- Trade Unions; and
- Parliamentarians.

You can check your eligibility for the Free Interpreting Service using the eligibility calculator on the [TIS National website](#).

To register for a client code, eligible groups can complete the [online registration form](#) or allow a few extra minutes the first time they use the service. You can also register by contacting TIS National on 1300 575 847. For more information visit [Department of Social Services](#) or contact TIS National on the contact details above.



## Department of Social Services - Free Translating Service

The Free Translating Service is provided for people settling permanently in Australia, to support participation in employment, education and community engagement.

Permanent residents and selected temporary or provisional visa holders are able to have up to 10 eligible documents translated, into English, within the first two years of their eligible visa grant date.

Applications for the Free Translating Service are made on the [Free Translating Service website](#)

The website is easy to use and is available in English, Arabic, Farsi and Simplified Chinese.

**More Info:** [Department of Social Services - Translating](#)

The Free Translating Service Helpdesk can also be contacted:

By email: [fts@migrationtranslators.com.au](mailto:fts@migrationtranslators.com.au) or online using the contact us form or by phone : 1800 962 100

## Ethnic Interpreters and Translators

- Are you passionate about the language you speak?
- Do you enjoy helping others with language difficulties?
- Would you like to make a career out of the language you speak and earn extra \$\$\$?
- Do you want to become an Interpreter?

Ethnic Interpreters and Translators are currently recruiting people who speak the following dialects in the ACT: Korean| Vietnamese| Mandarin| Cantonese.

Please visit the website ([www.ethnic.com.au](http://www.ethnic.com.au)) to apply online or phone: 1300 855 221 (toll free) for further information.

## TPV and SHEV Guide – Translations are now available

The Australian Government Support for Temporary Humanitarian Stay (449), Temporary Humanitarian Concern (786), Temporary Protection (785) or Safe Haven Enterprise (790) visa holders' guide is now available.

**For more information:** [Department of Social Services](#)