



Multicultural Advisory Group

Date	16 December 2020
Time	1:30pm to 3:30pm
Location	Large Committee Room, Level 1 Eddie De Vere Building
Chair	Liam Mayo
Secretariat	Sandy Bensaci
Attendees	David Hollinsworth, Thị Bích Hợp Nguyễn, Dr. Sheikh Muhammad Naveed, Graham Adra, Linda Dennis, Peppi Bueti and Councillor David Law
Apologies	Kim Price, Vicki Qiu and Jessica Taylor

Meeting minutes

Item No	Agenda topic
1. Standing Items	
1.1	Traditional acknowledgement and welcome Spoke about the reconciliation journey we have been on this year.
1.2	Review agenda
1.3	Approve minutes of 21 October, 2020 <ul style="list-style-type: none"> • Nominated by: David Hollinsworth • Seconded by: David Law • Accepted by: Liam Mayo
2. Business Arising	
2.1	Outstanding action items <ul style="list-style-type: none"> • Update Multicultural Welcome Hub to include information and link to the short course on 'How to do Business with Council'. – <i>complete</i> • Migrant Work Ready Program <ul style="list-style-type: none"> ○ Explore funding options for Migrant Work Ready (MWR) program. ○ Explore pathways for small business skills development and incubation ○ Case study brief circulated to MAG ○ Connect with Michael Combs founder of Career Seekers regarding MWR program. – <i>in progress see MAG update</i> • Investigate Buderim Private Hospital PPE flyer and progress a strategy to advocate for less discriminatory practices. – <i>in progress see MAG update</i>

	<ul style="list-style-type: none"> • Racism it Stops with Me campaign <ul style="list-style-type: none"> ○ Convene planning group, including consultation with Community Strategy Leadership Group. ○ David Hollinsworth talking to racism thread in the Community Strategy Leadership Group and through Kim Price back into MAG. <p>- <i>carried over to 2021 David Hollinsworth and Kim Price</i></p> • Coordinate a meeting with local hospitals about the disbursement of culturally appropriate multicultural materials. <p>- <i>in progress see MAG update</i></p> • Collaborate to plan the review of the Multicultural Welcome Hub and Handbook. <p>- <i>carried over to 2021 Thj Bích Hợp Nguyễn and Kim Price</i></p> • Advise councils Corporate Communications Branch to change 'Christmas in My Neighbourhood' to 'Festive Season in My Neighbourhood'. <p>- <i>complete</i></p> • Distribute information about the Community Connect Plus Kids mentor program <p>- <i>complete</i></p> <p>On hold</p> <ul style="list-style-type: none"> • Morton Bay Council visit - <i>Liam Mayo and Kim Price</i>
2.3	<p>MAG updates</p> <p>Harmony Week 2021</p> <p>Held from 15 – 21 in March and the tag line 'Everyone Belongs' will continued to be used.</p> <p>Council and the Sunshine Coast Multicultural Network are seeking expressions of interest from organisations and groups who would like to host an activity and be included in a regional marketing program for the week.</p> <p>Migrant Work Ready</p> <p>Debrief</p> <ul style="list-style-type: none"> • Program could be delivered two times per year. • Identified three streams to the program <ol style="list-style-type: none"> 1. unskilled, limited or no work experiences 2. highly skilled 3. small business start-up • Needs a resourced position. • Need to develop stronger pathways for participants i.e. internships, work experience opportunities etc. • Flow of facilitation and workshop topics are good. • Facilitation format is essential to building trust and quickly creating social connections. • CV and job interview workshops need to be longer. • Graduation event could be better in the evening and co-hosted with chambers of commerce. • There are many moving pieces and opportunities. • Work with and promote the MWR program through different chambers. • Bring previous participants back to talk to new the new participants, to share their stories and provide inspiration. • Businesses did not attend the graduation event because they did not have a buy in. Suggest a joint chamber event for 2021.

- Council can work with Economic Development representatives to come along and host a networking event.
- Three things suggested – create more video stories, a chamber tour with Graham Adra and linking to networking events with Economic Development.
- Chamber Alliance gather twice a year for events.
- Network with Sunshine Coast Business Council via Economic Development.

2020 Survey

- 17 out of 28 participants completed the survey.
- 93% agreed the program had met their needs.
- Participants rated the weekly workshop topics evenly in regards to usefulness, with Robyn Pullman's workshop *Upfront and in Control* scoring highest over the nine weeks.
- 4 things that were good - building networks, new connections, CV check-up and mentors.
- 4 things that could be better – more time for CV check-up, online content, work experience pathways and more time with mentors.
- What has changed since completing the program – more proactive, motivated and confident, increased networking and networks, better CV and LinkedIn profile.

Case Study

- Phase one of the project will commence early January.
- USC intern will develop communication plan, including, a video brief, interview questions and the filming schedule (between 1-12 Feb)
- 1:1 interviews will include three participants, one program partner and one employer who can provide a testimony on the value of a cultural diverse workforce.

Engagement event

- On Saturday 28 November 18 participants and their families from the 2018, 2019 and 2020 MWR program attended a social gathering. The aim of the event was to:
 - Bring everyone together socially
 - Build connections between participants
 - Encourage ongoing support and encourage networking between groups
 - Facilitate a fun engagement activity to check in and see where everyone has landed since participating in the program
 - Launch the case study project

Queensland Health and culturally appropriate community resources and referrals for CALD patients

- Dr Tanya Grey was scheduled to talk to MAG about Sunshine Coast University Hospital (SCUH) and their current approach to cultural diversity and inclusion work. Unfortunately, she had to send her apology on the day.
- Overall it appears Queensland Health do not have appropriate information and referrals for community services, for their CALD patients.
- It is also not clear what procedures are in place to respond to the cultural and language needs of CALD patients while in hospital.
- SCUH have identified that a significant number of their staff are not born in Australia and English is not their first language.
- Executive Director and People and Culture are taking active steps to commence discussions regarding cultural diversity and inclusion, for workers and patients.
- Hospital MA committee, and Dr Grey are very interested to come and speak with MAG.
- Demographics are collected but nothing is happening with it. Gympie, Maleny, Caloundra, SCUH, and Nambour all fall under the one health service and remote sites.

3. New Business	
3.1	<p>Welcoming Cities</p> <ul style="list-style-type: none"> • The Mayor received a letter from Welcome Cities (WC) formerly asking the Sunshine Coast Council to consider becoming a member of the WC network. • Welcoming Cities is an initiative of Welcoming Australia funded by the Scanlon Foundation. • WC support Local Government and communities to develop a more cohesive approach to migration, settlement, cultural diversity and inclusion. • WC also hold a symposium annually that brings together international, national and local practitioners, policy-makers, researchers, business innovators and civic leaders to share and discuss the challenges, benefits and opportunities of migration, settlement, cultural diversity and inclusion. This year held in Sydney on 21 and 22 April. • WC is also a good platform to show successes and perhaps present the Migrant Work Ready program at the next symposium. • MAG can advocate to the Mayor if supportive of becoming a member and part of the WC network.
4. Ending Items	
4.1	<p>Review of actions</p> <ul style="list-style-type: none"> • Invite Dr Tanya Grey to come along to the next MAG. • Need to consolidate all the connections, referrals, potential partnerships for MWR. • Convene 2021 MWR planning group and work with local chambers and Economic Development towards a strategic plan for the program. • Explore the delivery of CALD specific Build a Better Business workshops and mentoring through TAFE QLD, via Economic Development and State Government funding. • Explore Federal Governments Local Recovery Fund of \$780,000 for MWR. • Ask representative of WC to speak to MAG. • Liam Mayo to organise for MAG to speak to Council's ELT, 2021. • Explore the possibility of MAG presenting the Migrant Work Ready program at the WC symposium.

Next meeting

Date	Wednesday 10 February
Location	Eddie De Vere Building, Level 1 Large Committee Room, Nambour