

2022 DCJ Inaugural Multicultural  
Community Engagement Conference



# Filling in the puzzle

The bigger picture  
of engagement



# Welcome message

It is with great pleasure and excitement that we welcome you to the very first NSW Department of Communities and Justice Multicultural Community Engagement Conference “Filling in the puzzle: The bigger picture of engagement”.

The past couple of years have highlighted the magnitude of getting community engagement right. Communities were relentlessly tried under the strain of bushfires, floods and a once in a lifetime pandemic, while supporting friends and families in a context of humanitarian crises developing around the world. At no better time is it, that DCJ deliver this conference as an opportunity to connect, collaborate and communicate best practice for engaging with multicultural communities.

This conference has attracted over 400 delegates from across the nation, to bring you a dynamic program that explores and showcases the four key themes:

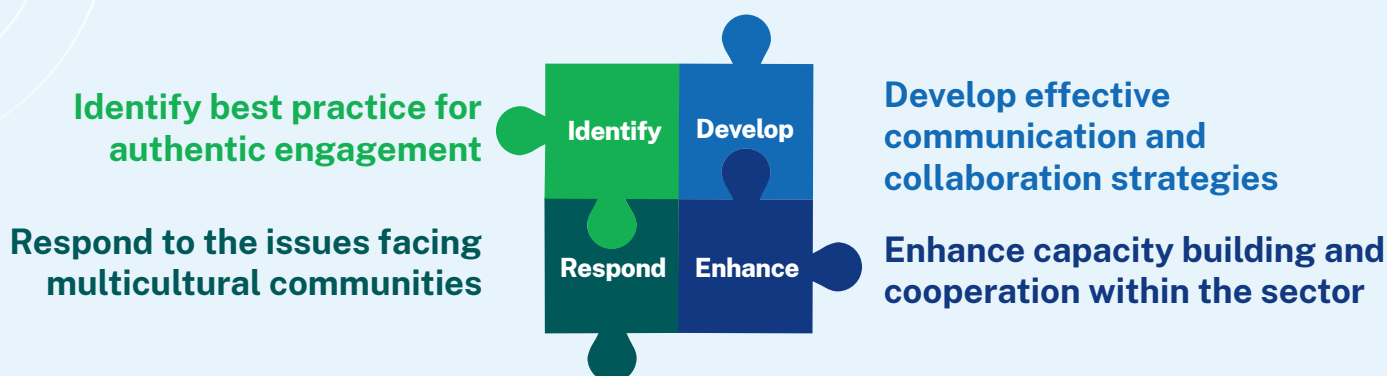
1. Identifying best practice for authentic engagement;
2. Developing effective communication and collaboration strategies;
3. Responding to the issues facing various multicultural communities; and
4. Enhancing capacity building and cooperation within the sector.

Throughout the day, we will piece together each of the four themes to establish an integrated and holistic approach to Multicultural Community Engagement. This conference will be an invaluable instrument to bring together the multi-disciplinary community sector to share learnings, experiences and knowledge that will help us all to better engage with multicultural and multi-faith communities in the future.

The Department of Communities and Justice would like to thank the organisers of this conference, the Multicultural Policy and Engagement team, who lead the Department’s work on multicultural policy and community engagement. Intersectional inclusion in engagement and policy drives the passion of the team. We encourage you to reach out to the team to learn more about our work, or work with us on:

- Improving outcomes for the heterogeneous multicultural and multi-faith communities across NSW
- Better ways of working to ensure inclusion and consideration for multicultural and multi-faith communities
- Improved outcomes by focussing on access and equity for multicultural and multi-faith communities across the breadth of DCJ work
- Improved outcomes for multicultural and multi-faith communities in contact with DCJ services and programs.

## Conference Themes



# Keynote speakers



**The Hon. Mark Raymond  
SPEAKMAN, SC MP,**  
NSW Attorney General



**The Hon. Mark Joseph  
COURE, MP,** Minister  
for Multiculturalism,  
and Minister for Seniors



**Michael Tidball,**  
Secretary, Department of  
Communities and Justice



**Robert Fitzgerald, AM**  
NSW Ageing and  
Disability Commissioner



**Joseph La Posta,**  
CEO of Multicultural  
NSW



**Dr James Cockayne,**  
Anti-slavery  
Commissioner for  
New South Wales



**Brendan Thomas,**  
Deputy Secretary,  
Transforming Aboriginal  
Outcomes, Department of  
Communities and Justice



**Peter Doukas OAM,**  
Chair, Ethnic Communities'  
Council of NSW Inc



**Chancellor Professor  
Peter Shergold AC,**  
Western Sydney  
University & Coordinator  
General for Refugee  
Resettlement in NSW



**Violet Roumeliotis, AM,  
GAICD,** Chief Executive  
Officer, Settlement  
Services International



**Lord Mayor Councillor  
Donna Davis,** City  
of Parramatta



**Mayor Khal Asfour,**  
City of Canterbury  
Bankstown



**Pino Migliorino,**  
Managing Director and  
Chairperson, Cultural  
Perspectives Group



**Debbie Nguyen**  
Manager, Communications  
and Engagement,  
Anti-Discrimination NSW



**Naz Sharifi,**  
Youth Ambassador, MYAN,  
Youth Advisor, Department  
of Home Affairs,  
Board Director, USU

# Conference MCs



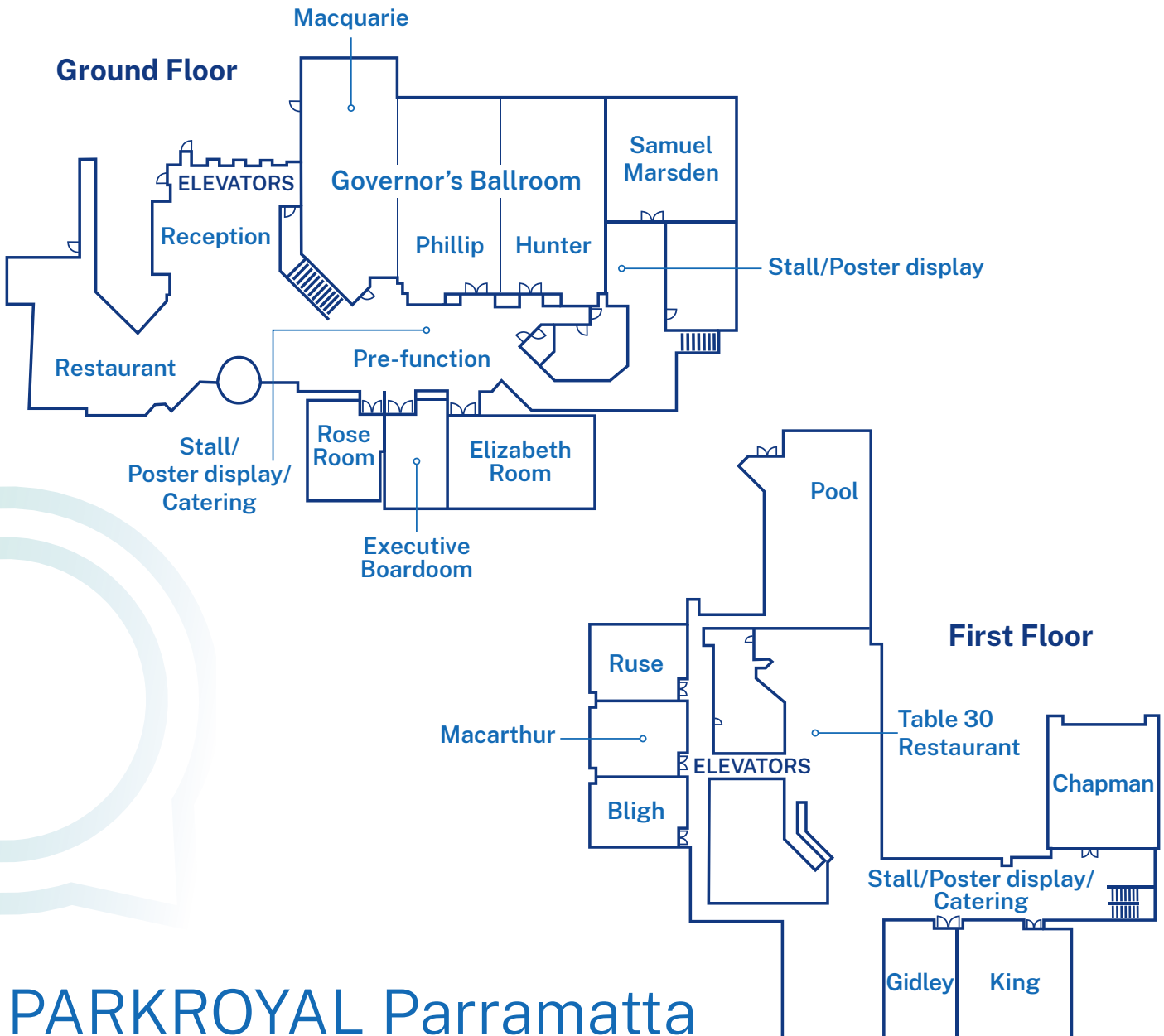
**Michelle Chen**  
Finance Presenter and  
journalist, SBS News in  
Mandarin TV Bulletin



**Nissrine Khadra Daher**  
Presenter, SBS News in  
Arabic TV Bulletin



**Tamkin Essa**  
HSP Initial Services Support  
Worker, Settlement Services  
International



## PARKROYAL Parramatta




<b>0800 - 0900</b>	<b>Arrival - Registration / Exhibition Open</b>
<b>0850 - 0900</b>	<b>Exhibition</b> Cultural entertainment
<b>0900 - 1050</b>	<b>Plenary Session</b> GOVERNORS BALLROOM
<b>0900 - 0910</b>	<b>Welcome to Country</b> <i>Peta Strachan</i>
<b>0910 - 0915</b>	<b>Conference MC introduction</b> <ul style="list-style-type: none"> <li>• <i>Nissrine Khadra Daher, SBS Arabic News team</i></li> <li>• <i>Michelle Chen, SBS Mandarin News team</i></li> <li>• <i>Tamkin Essa, Settlement Services International (SSI)</i></li> </ul>
<b>0915 - 0920</b>	<b>Official Welcome</b> <i>The Hon. Mark Raymond SPEAKMAN, SC MP, NSW Attorney General</i>
<b>0920 - 0925</b>	<b>Official Speech</b> <i>The Hon. Mark Joseph COURE, MP, Minister for Multiculturalism and Minister for Seniors</i>
<b>0925 - 0930</b>	<b>Official Welcome</b> <i>Michael Tidball, Secretary, Department of Communities and Justice</i>
<b>0930 - 1000</b>	<b>Enabling improved outcomes through community participation</b> <i>Host: Pino Migliorino AM, Managing Director, Cultural Perspectives</i> <b>Keynote Speakers:</b> <ul style="list-style-type: none"> <li>• <i>Chancellor Professor Peter Shergold AC, Western Sydney University &amp; Coordinator General for Refugee Resettlement in NSW</i></li> <li>• <i>Violet Roumeliotis AM &amp; GAICD, Chief Executive Officer, SSI</i></li> </ul>
<b>1000 - 1015</b>	<b>Multicultural Showcase</b>
<b>1015 - 1040</b>	<b>Local Government Perspective, Grassroots Community Engagement</b> <i>Host: Michelle Chen, SBS Mandarin News team</i> <i>Co-Host: Tamkin Essa, SSI</i> <b>Keynote Speakers:</b> <ul style="list-style-type: none"> <li>• <i>Lord Mayor Councillor Donna Davis, City of Parramatta</i></li> <li>• <i>Mayor Councillor Khal Asfour, Canterbury Bankstown Council</i></li> </ul>
<b>1040 - 1100</b>	<b>Morning Tea / Stall &amp; Poster viewing</b>

1100 - 1150

Concurrent Sessions

 **Session 1**  
**Paving the way for frontline engagement**  
*Facilitator: Yamamah Agha, General Manager Newcomers, Settlement and Integration, Settlement Services International*

**HUNTER ROOM**

 **Session 2**  
**Developing culturally responsive resources for multicultural engagement**  
*Facilitator: Jasmina Bajraktarevic, Community Services Coordinator, STARTTS*

**MARSDEN ROOM**

**Filling the Gap – Policing during the Pandemic**  
*Rima Elhage, NSW Police Force*

**Towards addressing outdated paradigms in engaging CALD communities and tapping the agency of refugee communities in South West: the Digital Health Literacy and Refugee Project**  
*Dr. Michael Camit, University of Technology Sydney*

**More than just words: Authentic engagement is a three-way street**  
*Dina Petrakis, Ethnic Community Services*

**My Life and Me- culturally responsive life story. Tailoring resources for children in care, refugees and/or impacted by trauma**  
*Ghassan Noujaim & Kathy Karatasas, SSI*

**The Power of Research in Serving Multicultural Audiences**  
*Sarah Yassien, SBS*

**Engaging with diverse cultural communities across NSW: Review of the Multicultural NSW Regional Advisory Council (RAC) program**  
*Nickie Flambouras & Luke Boulos, Multicultural NSW*

**The role of leadership among a Congolese community in Australia in response to the COVID-19 pandemic: a narrative study**  
*Nafiseh Ghafournia, Multicultural Health Service (Hunter)*

1150 - 1155

5-minute break to move between sessions

1155 - 1245

Concurrent Sessions

 **Session 5**  
**Engaging with Young People**  
*Facilitator: Clement Meru, Community Engagement & Disability Services Manager, SydWest Multicultural Services*

**HUNTER ROOM**

 **Session 6**  
**Multicultural engagement in various spaces**  
*Facilitator: David Keegan, Chief Executive Officer, HOST International/ROA*

**MARSDEN ROOM**

**Power of Sport**  
*Herman Lotey, Australian International Sports Organisation*

**Application of social media platforms in health promotion to address health literacy and equity.**  
*Benjamin Chahola, South Western Sydney Local Health District (SWSLHD)*

**Sports Inclusion Project**  
*Jake Ross, Core Community Services*

**Civic Participation in times of crisis: what we can learn from followers, “unofficial leaders” and undocumented humanity in South West Sydney**  
*Dr. Michael Camit, Liverpool Hospital (SWSLHD)*

**‘Leading the Way’ with the Duke of Edinburgh’s International Award**  
*Ian Walker, The Office of Sport & Rebecca Collins, Multicultural Communities Council of Illawarra*

**Effective Consumer and Community Engagement**  
*Robyn El-Khair, Fairfield Hospital (SWSLHD)*

**In our own terms: Successes of multicultural youth engagement in the Youth Ambassador Program (MYAN)**  
*Vanessa Chavez, Multicultural Youth Affairs Network NSW*

**Ready to Learn Together - Resources to Support Families of Children Before They Start School**  
*Kerry Dominish, Early Education Inc*

1245-1335

**Lunch / Stall & Poster viewing**  
**Exhibition in the Governor’s ballroom**  
 Cultural Entertainment followed by a Theatre Production by Marian St Theatre for Young People



### Concurrent Sessions



#### Session 3

**Responding to Domestic and Family Violence**  
Facilitator: Farah Assafiri, Manager, South West Sydney Women's Domestic Violence Court Advocacy Services

CHAPMAN ROOM



#### Session 4

**Addressing the barriers to authentic engagement involving vulnerable community groups**  
Facilitator: Melissa Monteiro, Chief Executive Officer, Community Migrant Resource Centre

KING ROOM

**Trust in Action: Domestic and Family Violence, COVID-19 and Best Practice approaches to supporting Multicultural Communities**

Nemat Kharboutli, Muslim Women Australia

**Developing a community engagement plan through preliminary engagement with service providers for Wollongong City Libraries' Learning City Project**

Lara Pugh, Wollongong City Council

**Building Stronger Families: Addressing Men's Behaviour Change in Culture and Language**

Surpreet Cheema, Relationships Australia NSW

**Practical guidance for engaging culturally and linguistically diverse (CALD) carers in research, consultations, and capacity building**

Grace Cherrington, Carers NSW

**Rich Cultures Should Have Rich Relationships – Community led Domestic Violence Prevention**

Dipti Zachariah & Monika Latanik, Western Sydney Local Health District

**CULTURAL PARADIGM: Issues and Barriers faced by people with disability from CALD and NES backgrounds and Solutions**

Bharat Rai & Mely Mackey, Multicultural Disability Advocacy Association

**CALD Domestic Violence project. Evaluating the impact of culturally informed case management for client's outcomes during COVID-19 pandemic**

Clement Meru & Sonia Kalsi, SydWest Multicultural Services

**Money Matters: Using communication tools to combat financial abuse in diverse communities**

Shannon Wright, Seniors Rights Service

5-minute break to move between sessions

### Concurrent Sessions



#### Session 7

**Responding to multiple needs through cultural context**

Facilitator: Tamkin Essa, HSP Initial Services Support Worker, SSI

CHAPMAN ROOM



#### Session 8

**Rethinking multicultural community engagement and cooperation**

Facilitator: Nissrine Khadra Daher, News Presenter, SBS Arabic News team

KING ROOM

**Community Clinics Project**

Dr Susan Sisko, Western Sydney University  
Melissa Cooke, Barnados Australia

**Innovative Community engagement strategies through grassroots approach**

Aurelia Rahman, Community Migrant Resource Centre

**A qualitative exploration of refugee experiences of access to a dedicated multi-disciplinary refugee health team in an Australian context**

Dr Jennifer White, University of Newcastle

**Best practice collaborative community capacity-building program to address barriers for newly arrived migrant and refugee communities - MLC Train the Trainer Program**

Vasili Maroulis, Marrickville Legal Centre

**Healthy Minds - 7 tips for a healthy headspace. Mental health literacy resources by youth for youth in Swahili, Arabic and Karenni**

Allyson Pazos, Multicultural Communities Council of Illawarra

**Weaving through Colour – Grassroot approaches to gender equality in culturally diverse communities**

Shamila Falzon & Ramani Regis, City of Parramatta Council

**Practical ways of engaging CALD community in problem solving, relaxation and pain self-management and linking goals to real life cultural activities**

Biljana Stanoevska, Multicultural Health Service (Wollongong)

**Breaking the mould: Responsive community-centered engagement in a public provider context**

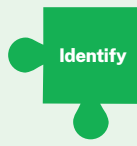
Myriam Bahari & Zac Ekandi, TAFE NSW

Lunch / Stall & Poster viewing  
Exhibition in the Governor's ballroom

Cultural Entertainment followed by a Theatre Production by Marian St Theatre for Young People

1335-1425

## Concurrent Sessions



### Session 9

**Grassroots engagement involving regional and urban communities**

*Facilitator: Michelle Chen, News Presenter, SBS Mandarin News team*

**HUNTER ROOM**



### Session 10

**Cementing multilingual engagement**

*Facilitator: Kamalle Dabboussy, Chief Executive Officer, Western Sydney MRC*

**MARSDEN ROOM**

**'A whole of community approach' – Community engagement best practices with newly arrived people from refugee and asylum-seeking backgrounds**

*Laura Luna-Zamora & Kat O'Neill, SSI*

**Filling a Market Gap: The NSW Interpreter Scholarship Program**

*Dr. Carly Copolov, Multicultural NSW*

**Updating my cultural app - A guide to understanding cultural programming and adaptation**

*Yesy Sepulveda, Centacare NENW*

**Improving Engagement with CALD Communities through Authentic Dialogue**

*Christine Ahn & Mariette Mikhael, Ethnic Communities Council of NSW*

**Building strong and collaborative networks centered on community need that can overcome systemic challenges and complex problems – A case study: Addison Road's Emergency Food Preparedness and Response Centre**

*Rosanna Barbero, Addison Road Community Organisation*

**Language Inclusion Index: Capacity, Access and Visibility for inclusive engagement**

*Associate Professor Alice Chik, Dr Sue Ollerhead & Dr Lauren Gorfinkel, Macquarie University*

**Co-designing translations: With community, for community**

*Eva Hussain, Polaron*

1425-1435

Break to move to Governor's ballroom & Stall / Poster viewing

# Conference Advisors



**Yamamah Agha**  
General Manager  
Newcomers,  
Settlement and  
Integration,  
Settlement Services  
International



**Abulla Agwa**  
Multicultural  
Health Program  
Officer – African  
Communities, NSW  
Health



**Kamalle  
Dabboussy**  
Chief Executive  
Officer, Western  
Sydney MRC



**Rima Elhage**  
State Coordinator  
– Multicultural  
Community  
Liaison Officer  
Program, NSW  
Police Force



**Nikki Flambouras**  
Manager,  
Community  
Engagement,  
Multicultural NSW



**Mary Karras**  
Chief Executive  
Officer, Ethnic  
Communities'  
Council of NSW





### Concurrent Sessions



**Session 11**  
**Identifying best practice for multicultural engagement through media**  
*Facilitator: Nickie Flambouras, Manager, Community Engagement, Multicultural NSW*

**CHAPMAN ROOM**



**Session 12**  
**Values of partnership and collaboration**  
*Facilitator: Nissrine Khadra Daher, SBS Arabic News team*

**KING ROOM**

**Co-creating ecosystems of digital services for newly arrived refugees: addressing communications barriers and promoting effective collaboration strategies**  
*Professor Walter Fernandez & Dr Sandeep Mysore Seshadrinath, University of New South Wales & Shama Pande, CORE Community Services*

**Supporting our community connectors – Ensuring our Religious and community leaders are equipped with the tools to respond to DFV**  
*Camilla Wawi, Department of Communities and Justice  
 Danny Mikati, Danny Mikati Consulting  
 Father Fadi Nemme, St. Michael Antiochian Orthodox Christian Church*

**Improving Digital Literacy in CALD communities**  
*Vlasta Gunning & Grace Nabhan, Navitas Skilled Futures*

**More than a course: Towards partnership and capability**  
*David Keegan, HOST International/ROA*

**Communicating for Social Participation**  
*Mr David Hua, SBS*

**Break to move to Governor's ballroom & Stall / Poster viewing**



**Chris Lacey**  
 Chief Executive Officer and Company Secretary, Multicultural Communities Council of Illawarra



**Mersaline Monteire**  
 NSW/AMEP SEE Coordinator, TAFE NSW



**Shama Pande**  
 Service Manager, CORE Community Services



**Lyn Payne**  
 Senior Solicitor, Refugee Service, Legal Aid NSW



**Mia Zahra**  
 Executive Manager, Anti-Discrimination NSW

<b>1435 - 1605</b>	<b>Closing Plenary Session</b> GOVERNORS BALLROOM
<b>1435 - 1505</b>	<b>Community Engagement, Lessons learnt &amp; strategic approaches from First Nations to multicultural communities</b>  <i>Host: Michelle Chen, SBS Mandarin News team</i> <i>Co-host: Tamkin Essa, Settlement Services International</i>  <b>Keynote Speakers:</b> <ul style="list-style-type: none"> <li>• <i>Brendan Thomas, Deputy Secretary Aboriginal Outcomes, NSW Department of Communities &amp; Justice</i></li> <li>• <i>Joseph La Posta, Chief Executive Officer, Multicultural NSW</i></li> <li>• <i>Dr James Cockayne, NSW Anti-slavery Commissioner</i></li> </ul>
<b>1505 - 1520</b>	<b>Multicultural Showcase</b>
<b>1520 - 1550</b>	<b>Community Engagement, the critical dimensions of intersectionality</b> <i>Host: Nissrine Khadra Daher, SBS Arabic News team</i> <i>Co-host: Tamkin Essa, Settlement Services International</i>  <b>Keynote Speakers:</b> <ul style="list-style-type: none"> <li>• <i>Mr Robert Fitzgerald, AM, Ageing and disability Commissioner</i></li> <li>• <i>Debbie Nguyen, Manager, Communications and Engagement, Anti-Discrimination NSW</i></li> <li>• <i>Naz Sharifi, Law Student, Youth Perspective</i></li> </ul>
<b>1550 - 1605</b>	<b>Conference Highlights</b> <ul style="list-style-type: none"> <li>• <i>Peter Doukas OAM, Chair of Ethnic Communities' Council of NSW Inc</i></li> <li>• <i>Camilla Wawi, Manager, Multicultural Policy &amp; Engagement, NSW Department of Communities &amp; Justice</i></li> </ul>
<b>1605 - 1630</b>	<b>Networking Soiree and Cultural Entertainment</b>
<b>1630</b>	<b>CONFERENCE CLOSE</b>

## Stall Holders

- Anti-Discrimination NSW
- Carers NSW
- Community Migrant Resource Centre
- Domestic Violence NSW
- Early Education Inc
- Ethnic Communities' Council of NSW
- GambleAware Blue Mountains and Western Sydney
- HOST International
- Macquarie University
- Marian Street Theatre for Young People
- Multicultural NSW
- Muslim Women Australia (MWA)
- Navitas Skilled Futures
- NSW Ageing and Disability Commission
- Polaron Language Services
- Seniors Rights Service
- Settlement Services International
- Wollongong City Council

## Poster Presentations

- *Information on Anti-Discrimination NSW, Anti-Discrimination NSW*
- *Information on GambleAware, GambleAware Blue Mountains and Western Sydney*
- *Supporting Children's Mental Health through Trauma-Informed Therapy and Education Services, KidsXpress*
- *Cultural Diversity in the Local Court, Local Court New South Wales*
- *Language Inclusion Index, Macquarie University*
- *Youth arts, drama and community, Marian Street Theatre for Young People*
- *Healthy Minds, Multicultural Communities Council of Illawarra*
- *Information on NSW Ageing and Disability Commission, NSW Ageing and Disability Commission*
- *Co-designing Translations with Community by Community, Polaron Language Services*
- *Information on Seniors Rights Service, Seniors Rights Service*
- *Supporting Good Governance in Multicultural Communities, Settlement Services International*
- *Breaking the Mould: Community-Centred Engagement, TAFE NSW*
- *Mind Your Health, SBS*
- *Is preliminary engagement the key? Wollongong City Libraries*
- *Information on Muslim Women Australia (MWA), MWA*



