

# MIGRANT INTEGRATION AS SOCIAL INCLUSION: EXPERIENCE OF HOUSING NSW

Presentation to the  
INTERNATIONAL SYMPOSIUM ON ACCEPTANCE OF  
FOREIGN NATIONALS AND THEIR INTEGRATION IN JAPAN:  
*Reflections on Japan's and Other Countries' Experiences and Practices in  
the Integration of Foreign Residents as Community Members*

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## This presentation

Covers:

- ▶ diversity in Australia and our approach to multiculturalism;
- ▶ NSW Government legal and policy framework for multiculturalism;
- ▶ Housing NSW Ethnic Affairs Priorities Statement;
- ▶ examples of targeted diversity strategies including:
  - community engagement strategies in Housing NSW
  - Youth Partnership with Arabic Speaking Communities

Defines:

- ▶ 'migrant integration' as 'social inclusion'

## Diversity in Australia

- ▶ 22% born overseas
- ▶ 16% spoke a language other than English at home
- ▶ Most commonly spoken languages at home other than English were Italian, Greek, Cantonese, Arabic and Mandarin
- ▶ Australia's diversity is changing and increasing

(source: ABS 2006 Census)

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## Evolution of Australia's Multiculturalism

- ▶ 1950's: Assimilation
- ▶ 1960's: Cultural integration
- ▶ Late 1970's move to multiculturalism with settlement assistance
- ▶ Late 1980's: Focus on access and equity and productive diversity
- ▶ Late 1990's: Shift towards citizenship and civic obligations
- ▶ Current refocus towards social cohesion and stemming racism

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## ENGLISH LANGUAGE PROGRAMS

- ▶ Programs for newly arrived migrants.
- ▶ Intensive language centres.
- ▶ English as a Second Language (ESL).
- ▶ Teaching English as a Second Language. (TESL) in Technical and Further Education Colleges.
- ▶ Language Literacy and Numeracy Program (LLNP).
- ▶ Community/work/volunteer based English language programs.

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## NSW Multiculturalism is enshrined in law

- ▶ Anti-Discrimination Act (1977) prohibits discrimination on the grounds of race, colour, nationality, descent, ethnic or ethno-religious background.
- ▶ Community Relations Commission and Principles of Multiculturalism Act (NSW) 2000 promotes a cohesive and harmonious multicultural society.

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The principles of multiculturalism give Individuals in NSW a right to:

- ▶ fully contribute and participate in the life of the state;
- ▶ respect the culture, language and religion of others (within a legal and constitutional framework where English is the common language);
- ▶ have access to government services; and
- ▶ have the linguistic and cultural assets in NSW recognised and promoted.

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## Ethnic Affairs Priorities Statement

- ▶ Public sector agencies convert the principles of multiculturalism into action through their Ethnic Affairs Priorities Statement (EAPS).
- ▶ They are required to prepare EAPS plans and to report to parliament on the achievement of these plans.

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## Objectives of Housing NSW EAPS Program

- ▶ To integrate cultural diversity in planning
- ▶ To ensure that housing services are accessible to a diverse community
- ▶ To train our staff and utilise their language skills
- ▶ To engage organisations and communities
- ▶ To promote these objectives to the services we fund.

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## Planning for diversity

- ▶ Data collection
- ▶ Consultation
- ▶ Whole of government collaboration
- ▶ Business planning

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## Accessible services

- ▶ Interpreter services
- ▶ Information about products and policies in community languages
- ▶ Tailored housing assistance

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## Staff capabilities

- ▶ Community Language Allowance Scheme (CLAS)
- ▶ build our staff's competence for working effectively with culturally diverse clients
- ▶ modules are imbedded in training programs at the orientation, customer service and management levels.

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## Promoting diversity to the services we fund

- ▶ Integrate diversity in performance monitoring systems
- ▶ Integrate diversity in service development and budgeting

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## Engaging communities

- ▶ Promoting diversity and harmony through community development and tenant participation programs (eg. Remembering Minto and Community Greening)
- ▶ Building Stronger Communities

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## Targeted diversity strategies – examples from other agencies and communities

- ▶ Youth Partnership with Arabic Speaking Communities
- ▶ Ethnic Community Liaison Officers (NSW Police Force)
- ▶ Community Information Officers and Multicultural Consultants (Department of Education and Training)
- ▶ Cronulla Surf Life Saving project

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### Surf Life Saving Project



*'With the all the right elements of coordination and community support, the initiative was bound for success. With the media's hunger to publish any story connected to the Cronulla riots and to the communities living around Lakemba, the project received immense media attention. Fortunately the attention was extremely positive '*

Source: Lakemba Sports Club Annual Report, 2006



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## Lessons learned

Our experience shows that achieving migrant social inclusion requires:

- ▶ A strong legislative and policy framework;
- ▶ An integrated approach to planning which considers diversity in every part of the planning process;
- ▶ Language support;
- ▶ Engagement of partners and communities; and
- ▶ Promoting a positive image of diversity

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## Useful links

- ▶ [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)
- ▶ [www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)
- ▶ [www.immi.gov.au](http://www.immi.gov.au)
- ▶ [www.abs.gov.au](http://www.abs.gov.au)

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