

ETHNOS

June 1979

Issue No. 1

Newsletter for Ethnic Liaison Officers, N.S.W.

Published monthly by the Ethnic Affairs Commission

COMMISSION
LIBRARY

When the Premier, Mr. Wran introduced the Ethnic Affairs Commission Bill on 22nd March, 1979, he said "the government came into office in 1976 with a firm commitment to improve the position of people of ethnic background in our community".

He said "the government was well aware of the need to create a harmonious society in which conditions of equal opportunity could be offered to all people regardless of place of birth or social condition".

This is the first issue of Ethnos.

It has been designed especially as a communication aim to link the Ethnic Affairs Liaison Officers to the Commission and assist you to create equal opportunities for immigrants in your departments, plus provide up-to-date information on ethnic issues which will assist you to diversify the services provided by your department to suit the needs of ethnic communities.

Ethnos will be published monthly by the Ethnic Affairs Commission and written especially for the 68 Ethnic Affairs Liaison Officers in New South Wales.

SERVICES AND RESOURCES PROVIDED BY THE ETHNIC AFFAIRS COMMISSION:

COMMUNITY INTERPRETER AND INFORMATION SERVICE

The Ethnic Affairs Commission operates an interpreter and translating service through five offices, located in Sydney, Hurstville, Liverpool, Wollongong, Newcastle.

The Full-time interpreters cover the six most needed languages in New South Wales: Arabic, Greek, Italian, Serbo-Croatian, Spanish, Turkish, & Portuguese, Vietnamese.

The Service offers assistance in a wide range of situations including:

- *Interpreting in legal matters involving the courts, police and the legal profession.
- *The provision of interpreters to assist people in their dealings with Government departments, welfare agencies, various boards and tribunals, some health matters and a variety of general situations.
- *The dissemination and provision of information.
- *Appropriate referral to the services offered by other Government departments, statutory and voluntary agencies.

The translation service provides translations of official and personal documents and correspondence.

Most of these services are free of charge.

The offices are located at:

HEAD OFFICE

1st Floor,
140 Phillip Street,
SYDNEY. 2000

Tel. No. 221 2000

HURSTVILLE

1st Floor,
Hurstville House,
34 McMahon Street,
HURSTVILLE. 2220

Tel. No. 570 1444

LIVERPOOL

3rd Floor,
157-161 George Street,
LIVERPOOL. 2170

Tel. No. 601 3166

WOLLONGONG

4th Floor,
Lombard House,
176 Keira Street,
WOLLONGONG. 2500

Tel. No. (042) 28 4588

NEWCASTLE

4th Floor,
456-458 Hunter Street,
NEWCASTLE. 2300

Tel. No. (049) 2 4191

A LIBRARY ON ETHNIC AFFAIRS

Ethnic Affairs Liaison Officers requiring further information concerning

innovation and ethnic communities are welcome to use the Ethnic Affairs Commission library.

The library provides a small selection of reference books and directories plus a wide range of research material on immigration issues.

This research is available in a diversity of forms - xeros, books, documents, maps, unpublished research reports etc.

Information on the cultural background of ethnic groups is available free of charge on the following groups:

Armenian, Timorese, Greek, Italian, Lebanese, Maltese, Turkish, Yugoslav.

The librarian, Egle Suchowerskyj can be contacted at the Sydney office of the Ethnic Affairs Commission - 221 2000

AN ETHNIC TV SERVICE FOR AUSTRALIA

The Federal government has announced its intention to provide "multi-cultural television services" for Australia.

Many decisions have to be resolved on program content, structure and administration of the service

The Ethnic Affairs Commission presented a written submission to the ETV review panel.

The Chairman of the Ethnic Affairs Commission, Dr. Paolo Totaro said "The Commission strongly recommends a non-commercial service run by an independent and non-partisan Special Broadcasting Service through the structure and resources of the Australian Broadcasting Commission".

He said "In overview our concern is for a television service which aims at reaching the entire community rather than merely certain language groups. To this end we feel that even the name of the service should reflect its broad appeal. In addition to creating bridges of understanding between different sections of the community, the service should also aim at enhancing especially the immigrant's capacity to participate fully in all aspects of Australian life. It is considered important too that programme content, especially if derived from overseas sources, be made relevant to Australian conditions".

WHO ARE YOUR COLLEAGUES ?

Ethnic Affairs Liaison Officers might be interested to know the names of your colleagues in other departments

DEPARTMENT

ADULT MIGRANT
EDUCATION SERVICE
Mr Phil Arblaster
27 6684

ATTORNEY GENERAL AND
JUSTICE
Mr Peter Webb
238 7485

AUDITOR GENERAL
Mr Fred Holden
238 7064

BATHURST-ORANGE DEV.
CORPORATION
Mr Phillip Hannigan
(063) 334248

BUILDERS' LICENSING
BOARD
Mr Charles Zammit
439 8903

CENTRAL MAPPING
AUTHORITY
Mr C Champion
(063) 31 5344

CONSUMER AFFAIRS
Mr J Donovan
238 8507

CORPORATE AFFAIRS
Mr Alan Ruff
20635x838

CORRECTIVE SERVICES
Mrs Irene Mamantoff
238 7614

CROWN LANDS OFFICE
Mr Ray Sheean
20579x395

CROWN SOLICITOR'S
Mr S James
238 7355

DECENTRALISATION
AND DEVELOPMENT
Mr Robert Kelly
27 2741

EDUCATION, DEPT OF
Mr W Nay
2 0584

EDUCATION, MINISTRY
OF
Mrs Joan Bielski
20584x8476

FORESTRY COMMISSION
Mr A R Cocks
20236x403

GOVERNMENT INSURANCE
OFFICE
Mr John Crawford
230 0361

GOVERNMENT PRINTING
OFFICE
Mr John Campbell
660 1933

GOVERNMENT STORES
Mr R K Kelly
339 7111

HEALTH COMMISSION
Mr Roy Richter
217 6666

HOUSING COMMISSION
Mr R H Barnes
20981x215
INDUSTRIAL RELATIONS
& TECHNOLOGY
Mr Ronald Ayers
2368x351

LAND TAX
Mr Terry Clarke
231 8868x827

LOCAL GOVERNMENT
Mr Howard Fox
240 4787

MAGISTRATES COURTS
ADMINISTRATION
Mr Rod Evans
238 0555

MINERAL RESOURCES
& DEVELOPMENT
Mr Les Creasey
231 0922x4270

NATIONAL PARKS AND
WILDLIFE
Mr Bill Steel
237 6757

NSW STATE FISHERIES
Mr Bill Underwood
237 6500

NSW SUPERANNUATION
OFFICE
Mr John Davidson
232 4500

PLANNING & ENVIRONMENT
COMMISSION
Mr Barry Shaffer
237 9111

POLICE
Mr John Avery
31 0277x5036

PREMIER'S DEPARTMENT
Mr Peter Bath
270 4452

PROTECTIVE OFFICE
Mr L Bourke
92 5915

PUBLIC SERVICE BOARD
Mr J Goddard
2 0562

PUBLIC TRUST OFFICE
Mr W Darwin
2 0523x759

PUBLIC WORKS
Mr Leo Vineburg
2 0511x4708

REGISTRAR-GENERAL'S
OFFICE
Mr F J Batty
238 2400

REGISTRY OF CO-OP
SOCIETIES
Ms Lorraine Oxford
238 3111

REVIEW OF NSW
GOVT. ADMINISTRATION
Mr Bevan Porter
20562

SERVICES
Mr Jim Gadd
2 0529x253

SHERIFF'S OFFICE
Mr D M Lennon
230 8724

CONSERVATION

SERVICE

Mr Stan Day
27 7235x210

SPORT AND RECREATION

Mr W E Gibbs
923 4234

STAMP DUTIES OFFICE

Mr Ken Mozley
239 0188x505

STATE EMERGENCY SERVICES

Mr A Hoffman
61 9207

STATE LOTTERIES

Mr B J Roseworn
745 1800

**STATE SUPERANNUATION
BOARD**

Mr P F Crombie
290 2199x213

TOURISM

Mr B Mungoven
232 4544

**TRANSPORT AND HIGHWAYS,
MINISTRY OF**

Mr Fred Death
270 6511x25

TREASURY

Mr Tom Sutton
2 0576

**TECHNICAL AND FURTHER
EDUCATION**

Ms Alison Neale
219 9323

VALUER GENERAL

Mr K O'Brien
922 0181x356

**WESTERN LANDS
COMMISSION**

Mr D McBride
2 0529x469

**WORKERS COMPENSATION
COMMISSION**

Mr Jack Sandon
27 7861x36

**YOUTH AND COMMUNITY
SERVICES**

Mrs Sue Vardon
2 0982

INSTRUMENTALITY

BROKEN HILL WATER BOARD

Mr G Rowlands
(080) 2471

**DAIRY INDUSTRY
AUTHORITY**

Mr G M Hoad
6 995241

ELECTRICITY COMMISSION

Mr E McKinley
239 0311x6002

GRAIN ELEVATORS BOARD

Mr Peter Marvell
235 8077

**HUNTER DISTRICT
WATER BOARD**

Mr K Norris
(049) 20461

MAIN ROADS

Mr Ted Turner
2 0933x694

**MARITIME SERVICES
BOARD**

Mr T C Blood
240 2486

MEAT INDUSTRY AUTHORITY

Mr J A Hall
412 3990

**METROP WATER SEWERAGE
& DRAINAGE BOARD**

Mr R A Clark
2 0648x5190

MOTOR TRANSPORT

E B Blackhall
662 0111x646

**PUBLIC TRANSPORT
COMMISSION**

Mr J Quinn
290 4226

RURAL BANK OF NSW

Mr H Griffiths
238 0811

**STATE POLLUTION
CONTROL COMMISSION**

Mr David O'Connor
212 4033

**SYDNEY FARM PRODUCE
MARKET AUTHORITY**

Mr Eric Thomas
764 3522

**TOTALIZATOR AGENCY
BOARD OF NSW**

Mr R Campion
218 1327

**TRAFFIC AUTHORITY OF
NSW**

Mr Arthur Percival
663 0725

**TRAVEL AGENTS
REGISTRATION BOARD**

Mr Ian Boyd
232 4544

**WATER RESOURCES
COMMISSION**

Mr R McCowan
922 0121

The Ethnic Affairs Liaison Officer link person in the Commission is Margaret Helman. She can be contacted for advice, support and assistance on 2317100.

OFFICER. IN THIS ISSUE WE TAKE PLEASURE IN INTRODUCING JOHN GODDARD FROM JOB OPPORTUNITY DIVISION OF THE PUBLIC SERVICE BOARD AND JOHN DONOVAN FROM CONSUMER AFFAIRS.



JOHN GODDARD, Ethnic Affairs Liaison Officer for the Job Opportunity Division of the Public Service Board, is in the unusual dual position of implementing his own recommendations in relation to ethnic affairs. John is the Director of the Job Opportunity Division.

Under John's guidance the Job Opportunity Division of the Public Service Board has responded positively to the spirit of recommendations made by the Ethnic Affairs Commission. They have designed courses for personnel and staff development officers to increase their awareness of special skills required for dealing with people of differing ethnic backgrounds. "These courses are a means of improving the delivery of services to immigrants, and a method of ensuring the New South Wales Government's commitment to equal opportunity of employment being followed through in all government departments", John Goddard said. He emphasised that staff from all government departments in New South Wales can send staff to these courses.

John's Division also conducts half-day briefing sessions for Public Service counter staff in Sydney, Newcastle and Wollongong, designed to inform them of back-up facilities available in their work with immigrants. Sessions cover skills for using government interpreters and details of how to contact them. They also give counter staff an insight into skills for delivering

their services to ensure that the non-English speaking community receives equal benefits from these services.

Under John's guidance courses in Public Relations and management have been designed to include ethnic issues. Participants are made aware of the use of the ethnic media, ethnic organisations and the value of using bi-lingual staff within their own departments. "It is important to give bi-lingual staff recognition for the special and valuable skill they possess". John Goddard said.

JOHN DONOVAN, the Ethnic Affairs Liaison Officer for the Consumer Affairs Bureau is a familiar face at the Ethnic Affairs Commission, chasing up information and ideas for new ways his bureau can assist the ethnic communities.

One of the major problems facing people of non-English speaking background is the credit system in Australia. "It is important to inform immigrants of the intricacies of interest rates and just what sort of contracts and agreements they are putting their name to", John Donovan said.

"The type of information immigrants need in relation to consumer protection is often extremely complex and when it is put in the written form, even if it is translated into other languages, it can still be irrelevant". "I therefore prefer to talk to people of non-English speaking background about the issues involved", he said. "This gives me the opportunity to explain differences or difficulties perceived by the people as they come up in discussions".

Another way in which John tries to inform people of their rights and responsibilities as consumers is through training key personnel such as social workers interpreters, welfare officers and educators.

If key people dealing with immigrants are aware of the kinds of problems which may arise they can deal with situations before problems get out of hand.

The Consumer Affairs Bureau keeps an up-to-date list of its bi-lingual staff who can be called on to assist when needed. The Bureau is also in the process of introducing dual handset telephones which will be hooked up to the Ethnic Affairs Commission's Interpreter and Information Service. These dual handsets will be used in the Bureau's shop front offices at Liverpool, Chatswood, Penrith and Hurstville.

John is now negotiating with TAFE to design a consumer education kit with slides and tapes. These kits will be distributed to migrant hostels and through Adult Migrant Education Service classes.

His Bureau is looking at ways in which contracts can be simplified and perhaps a summary of the rights and obligations applying to the contract being given to migrants in their own language before they sign.

