

Multicultural

Young people from culturally and linguistically diverse backgrounds make up a significant portion of the Canberra community, with almost 14% of young people in the ACT born overseas and over 6,500 young people in Canberra who speak languages other than English at home.¹⁸ These young people can face many barriers including language, social isolation, racism and discrimination and lack of access to a range of services. This can cause multiple disadvantages and can compound the challenges they may experience as young people.

In order to best meet the needs of cultural groups it is essential that workers have a broad cultural awareness. They need to understand and be responsive to the cultural and linguistic diversity of young people so that their services can be appropriate and inclusive.

In this section you will find:

- Tips for working with refugee and newly arrived young people;
- Youth specific multicultural services; and
- Resources including more information and some dates for your diary.

Note: All services in *The Big Red Book* are available to culturally and linguistically diverse young people.

The following sections also contain multicultural resources: Alcohol and Other Drug, Alternative Education, Art and Recreation, Disability, Health and Sexual Health, Legal, Mental Health, Peak Body, Young Carers, Youth Centres, Youth Support and Youth Support in Secondary Schools.

Ways of Working

Strategies for Working with Refugee and Newly Arrived Young People

Sometimes it's hard to know what questions are safe to ask a person who is newly arrived to Australia. It can be hard to understand the experience that refugees go through to reach a safe country. Perhaps it's hard to relate to the horrific stories we hear and see through the media about countries and homes refugees have fled. Perhaps we haven't had the experience of talking to someone who looks a little different and speaks a different language. Migrants and refugees are different. A migrant makes a conscious choice to leave home and settle in another country. A refugee is forced to leave home due to a fear of persecution and often flee in fear of their lives.¹⁹

The following information may help you to communicate with a young person.

- It's ok to ask a person where they come from.

¹⁸ ACT Government (2002) Youth in the ACT: A Social and Demographic Profile p16

¹⁹ National Council of Churches Australia (Nov 2007) Protecting Refugees: Definitions and Terms

- It's ok to ask about the sports people have played before.
- It's ok to ask what someone likes to do.
- It's ok to ask what someone does for work or school or what they would like to do.
- It's ok to ask what they did before they came to Australia.
- It's ok to ask what a person's country is like. Be sensitive to the fact a person may come from a war zone and may not want to discuss this. However, most people will be happy to talk about their home country and will usually tell you fond memories of where they grew up.
- It's ok to ask about a person's family. Be sensitive to the fact that family and friends may have died or may have been unable to flee the country they come from.

When communicating with multicultural young people:

- Make it visual
- Show and tell
- Give it time
- Keep it simple
- Say it again
- Assume confusion
- Get help
- Walk in their shoes
- Smile, don't laugh
- It's ok to say you don't understand

Services

Multicultural Youth Services (ACT)

Drop-in centre for young people from refugee and migrant backgrounds.

Phone	(02) 6247 1794
Mailing Address	Level 2 Griffin Centre, Canberra City ACT 2601
Email	info@mys.org.au
Website	www.mys.org.au
Location	Griffin Centre, Level 2, Genge St, Canberra City
Parent Organisation	Queanbeyan Multilingual Centre

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 – 21
<i>Young people under the influence</i>	No
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	Yes, if supervised

How to Access Case work support Drop In Times Programs	By phone, email and drop in. No referral necessary. 1pm – 3pm Mon & Tues, 10 – 3 Wed - Friday 3 – 5.30pm Monday - Friday Provides a drop-in centre, case management, outreach, community development and School Holiday Programs. The drop-in centre provides support to young people with finding, securing and retaining employment, education and training opportunities. Supports young people with finding accommodation, working through family, financial and legal issues, dealing with racism and a range of other issues young people face in settling in Australia. Computer and Internet is available.
Other Languages	Also run programs in schools and youth centres. Current staff speak Dinka (a Sudanese language), Croation and Serbian.

(Note: Service is dependant upon funding from July 1, 2009).

PASS Homework Program

Provides homework assistance and tutoring for migrant students.

Phone	(02) 6248 8577
Mailing Address	GPO Box 697, Canberra City ACT 2601
Email	pass@marss.org.au marss@marss.org.au
Website	www.marss.org.au
Location	2 nd Floor, North Bldg, 180 London Cct, Canberra City
Parent Organisation	Migrant and Refugee Settlement Services of the ACT Inc.

Who Can Access:

<i>Gender</i>	Females and males
<i>Age</i>	12 – 21
<i>Young people under the influence</i>	No
<i>Income required</i>	No
<i>Disability access</i>	Yes
<i>Children of clients</i>	No

How to Access	By phone, email and drop in, 9am - 5pm, Monday - Friday. PASS runs 3.30pm – 6.30pm, Tuesday, Wednesday and Thursday. No referral necessary.
Programs	Provides information, advocacy, emergency relief, peer education, case management and referrals. Outreach is available to meet students at home. Computer and Internet is available.
Families	Family and support people can access some programs.

The following services also provide Culturally and Linguistically Diverse (CALD) programs:

- CCCares (Alternative Education)
- Children and Young People Focus Worker, Domestic Violence Crisis Service (Youth Support)
- Children and Young People's Workers, Canberra Rape Crisis Centre (Youth Support)
- Learning for Life Program (Youth Support)
- Sexual Health and Family Planning ACT (Health and Sexual Health)
- The Junction Youth Health Service (Health and Sexual Health)
- Youth Law ACT (Legal)
- See also Youth Centres section

Resources

More Services

Adult Migrant English Service ACT

Canberra Institute of Technology

Provides English language programs for migrants and refugees.

Phone: (02) 6205 9600

Email: julia.carter@cit.act.edu.au

Web: www.cit.act.edu.au/about/centres/vocational_college/amep/

Location: CIT Reid Campus, Constitution Ave, Reid

Australian Red Cross International Tracing and Refugee Service

Provides services to trace family members separated by war or disaster overseas, including a worldwide message service.

Phone: (02) 6206 6037

Email: enquiries@redcross.org.au

Web: www.redcross.org.au

Location: Red Cross House, Cnr Hindmarsh Dr & Palmer St, Garran

Companion House Assisting Survivors of Torture and Trauma

Assists in the rehabilitation and resettlement of refugee survivors of torture and trauma.

Phone: (02) 6247 7227

Email: info@companionhouse.org.au

Web: www.companionhouse.org.au

Location: 41 Fairfax St, O'Connor

Pacific Islander Youth Network

A radio program on CMS 91.1 FM every Friday 10am-11am & Sunday 7pm-8pm. Any one can be interviewed on the radio program on PIY issues in Australia and abroad. The goal is to call for an awareness of problems of drug issues among Pacific Islander young people.

Phone: (02) 6257 9907

Email: fkhehama@yahoo.com.au

Theo Notaras Multicultural Centre

Houses many multicultural services.

Phone: (02) 6205 3297

Email: kabu.okai-davies@act.gov.au

Location: Level 2, North Building, 180 London Circuit, Canberra City

More Information

ALCHEMY, SBS Radio – 105.5 FM

Radio aimed at young multicultural Australians.

Phone: 1800 500 727 (free call)

Web: www.sbs.com.au/alchemy

Bi-Lingual Support Workers

Southside Community Services

A database to assist workers to locate bi-lingual support workers who speak the same language as their client.

Web: www.sscs.org.au/multicultural.htm

Centre for Multicultural Youth

A community based organisation that advocates for the needs of young people from migrant and refugee backgrounds. Develops sector and worker resources.

Web: www.cmyi.net.au

Cultural Dictionary

Project of the Migrant Resource Centre of Canberra & Queanbeyan

Contains ACT specific basic information on topics such as population, ethnic composition, language, religion, general attitudes, personal appearance, greetings, gestures, visiting and eating habits, lifestyle, family and marriage practices of people from a variety of ethnic and linguistic backgrounds. Published 2003.

Web: www.dhcs.act.gov.au/___data/assets/pdf_file/0017/5282/Cultural_Dictionary.pdf

Face the Facts

Human Rights and Equal Opportunity Commission

Brings together the major issues facing refugees and asylum seekers.

Web: www.humanrights.gov.au/racial_discrimination/face_facts/

Multicultural Youth Affairs Network

The Network seeks to improve supports for multicultural young people, strengthen multicultural youth services (locally and nationally), strengthen connections between mainstream and multicultural youth services and raise the profile of multicultural youth issues in the ACT.

Phone: (02) 6247 3540

Email: erin@youthcoalition.net

Open Directory Project

A directory on the web divided into language based categories.

Web: www.dmoz.org/World

Public libraries

ACT Government

There are nine public libraries in Canberra. Services include English as a Second Language (ESL) and educational computers at all libraries, resources in over 30 community languages and English language classes. Also provides free Internet, book, DVD and CD hire. To find out where your nearest library is call Canberra Connect:

Phone: 13 22 81

Web: www.library.act.gov.au

SBS Radio Canberra – 105.5 FM

Multicultural radio broadcast in 68 languages nationally.

Phone: (02) 6273 4488

Web: www.sbs.com.au/radio

StepOne

Centre for Research on Social Inclusion, Macquarie University

Provides guidance and practical resources to community groups who would like to implement community harmony initiatives in their local area; particularly focusing on making the most of racial, cultural, social and religious diversity.

Phone: (02) 9850 9171

Web: www.stepone.org.au

Some Dates For Your Diary

February 2009**National Multicultural Festival**

The Festival is a time when multicultural and Indigenous groups, business, music, arts and Canberra's diplomatic community partner to present two weeks of entertainment and cultural activity.

Web: www.multiculturalfestival.com.au

20 June**World Refugee Day**

Every year the United Nations High Commissioner for Refugees salutes the indomitable spirit and courage of the world's refugees, giving them the encouragement, support and respect they deserve.

Web: www.unhcr.org.au

18 December**International Migrant's Day**

The United Nation's recognition of the 150 million persons living outside their country of birth or citizenship.

Web: www.unifem.org.au