



**ethnic
communities'
council of
victoria**

Investing in Victoria's Multicultural Assets

**ECCV
2014-2015 State Pre-Budget Submission
to the
Office of the Treasurer
Victorian Coalition Government
December 2013**

The Ethnic Communities' Council of Victoria Inc. (ECCV) is the *Voice of Multicultural Victoria*.

As the peak body for ethnic and multicultural organisations in Victoria, we are proud to have been the key advocate for culturally diverse communities in Victoria since 1974. For 40 years we have been the link between multicultural communities, government and the wider community.

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Foreword

This Ethnic Communities' Council of Victoria (ECCV) is the *Voice of Multicultural Victoria*. Our 2014-2015 State Pre-Budget submission represents the issues that are of most concern to our members at this time. The focus is on investing in Victoria's multicultural assets. We present cost-effective recommendations that meet the needs of Victoria's multicultural community. This submission recognises and takes full advantage of the strengths of people from culturally diverse backgrounds and ethnic and multicultural community organisations.

Victorian families from culturally diverse backgrounds of all ages have already made a significant contribution to building Victorian's economy and others are keen to participate fully in our society. Equitable access to services leads to greater health and wellbeing and a more productive population. They are our economic resources.

A state government budget that focuses its spending priorities that ensures frontline service delivery is relevant to all Victorians, that stimulates employment and protects our most vulnerable citizens is a responsible budget. Such a budget leads to a productive society. This submission points in that direction.

ECCV, as the peak body for Victoria's multicultural communities, recommends this 2014-2015 State Budget submission for consideration and adoption by the Victorian Coalition Government.



Eddie Micallef
Chairperson

Executive summary

The Ethnic Communities Council of Victoria (ECCV) is the *Voice of Multicultural Victoria*. We are Victoria's peak multicultural organisation advocating for our 220 member organisations who represent the vast bulk of Victoria's ethnic and multicultural communities and organisations.

The *2103 Mapping Social Cohesions Report* (Scanlon Foundation) reminds us us that the majority of Victorians and Australians believe that multiculturalism is good for Australia. They feel that multiculturalism benefits our economic development and contributes to a vibrant society. A Victorian State Budget that supports new arrivals to become part of our society quickly strengthens social cohesion..

Our submission provides insights into how to improve the liveability for Victorians, including those from culturally diverse and non-English speaking backgrounds. It is about strengthening Victoria's multicultural community. It is about redistributing allocated resources to improve frontline services. It is about improving efficiency through inclusive services.

ECCV calls on the Victorian Government to provide a responsible budget for 2014-15 by redirecting spending to protect vulnerable, non-English speaking background Victorians.

The proposals in this submission focus on generating job opportunities for migrants and refugees, improving the cultural responsiveness of frontline service delivery and protecting vulnerable people from culturally diverse backgrounds. We argue that appropriate language services for all government service delivery is a key priority to ensure access and equity for Victorians from culturally diverse backgrounds.

As well as in language services, our recommendations encompass health and aged care; employment support for young people, families, older people and new and emerging communities in metropolitan Melbourne and rural and regional Victoria.

We commend this submission to you.

Abbreviations

This submission employs the following terms:

APESMA	Association of Professional Engineers, Scientists and Managers, Australia
AUSIT	Australian Institute of Interpreters and Translators
CALD	Culturally and linguistically diverse
DEECD	Department of Education and Early childhood Development
DH	Department of Health
DHS	Department of Human Services
HACC	Home and Community Care
VDAC	Victorian Disability Advisory Council

Recommendations

Recommendation 1

That the Victorian Government increases its language services credit lines funding by \$3m per annum.

Recommendation 2

That the Victorian Government, in consultation with the Victorian language services industry, develop procurement principles that seek to improve the remuneration, working conditions and professionalism of the translating and interpreting workforce, with a minimum increase of 10 per cent per annum (\$2,726,348) until realistic employment conditions are able to be met by the sector.

Recommendation 3

That the Victorian Government works with the Australian Government and the industry sector to review the translators and interpreters (TI) industry to achieve greater sustainability.

Recommendation 4

That the Victorian Government redirect funds from the \$218m for Victoria's vulnerable children and families into specialist CALD support services to enhance the cultural responsiveness of generic services within the child and family welfare sector.

Recommendation 5

That the Victorian Government appoints and adequately resources a suitably experienced and qualified Commissioner for Culturally and Linguistically Diverse Children and Young People.

Recommendation 6

That the Victorian Government redirects funds for education programs for employers in government and government funded agencies to overcome unconscious bias in workforce diversity recruitment practices.

Recommendation 7

That the current Victorian Government TAFE reforms allocate resources for a sustainable funding model of training and employment pathways targeted at young people from culturally diverse backgrounds.

Recommendation 8

That the Victoria Police be adequately resourced for culturally responsive training and to implement new legislation with professional development around community safety, prevention and diversion options with positive outcomes for young people from culturally diverse communities.

Recommendation 9

That the Department of Health adequately resources aged care partnership between government agencies and ethnic community organisations to overcome unequal power relationships and provide sustainable partnership frameworks.

Recommendation 10

That State legislation provisions ensure that local government do not increase rates and property charges for full pensioners.

Recommendation 11

That resources be redirected from the State Budget for disabilities services of \$9.5m to support a three tiered strategic policy advisory mechanism that consults with Victoria's key disability service providers and multicultural sector to provide strategic advice to the Minister for Disability Services and Reform.

Recommendation 12

That the State disabilities services budget be redistributed to conduct two pilot programs for the co-location of disability services in multicultural and ethnic community organisations, one rural and one metropolitan Melbourne in locations, that include new arrivals, refugees and established migrant communities.

Recommendation 13

That the Victorian State Budget ensure that existing allocated funds for service coordination for the newly arrived, asylum seekers and more established migrants in regional and rural Victoria are maintained and increased according to need.

Recommendation 14

That resources are provided for a pilot One-stop Information Shop for newly settled multicultural communities in a regional and rural area such as Ballarat that could subsequently be replicated in other regional and outer suburban growth areas.

Recommendation 15

That the Victorian State Budget allocate funds to pilot innovative and community-driven employment initiatives for migrants and refugees.

Recommendation 16

That the Multicultural Act Victoria 2011 legislates for the mandatory collection of ethnicity data in relation to employment in government and government funded agencies to facilitate targeted inclusive job recruitment.

Recommendation 17

That the Victorian Government redirects resources to facilitate community partnerships to customise health literacy programs around chronic disease prevention, in particular diabetes education, to be culturally responsive for Victorian migrants and refugees.

Recommendation 18

That the Victorian Government adequately resources Capacity Building Forums targeted at small and new and emerging ethnic communities.

Language Services

Improved delivery of language services

1. ECCV believes the provision of language services reduces inequalities for people with low English proficiency and improves access to government funded services. The ECCV discussion paper: *An investment not an expense: enhancing health literacy in culturally and linguistically diverse communities* (2012) shows that there are insufficient languages resources in healthcare settings in Victoria leading to poor health outcomes for people from culturally diverse backgrounds.
2. ECCV asserts that effective language service delivery underpins all programs and services targeted at Victoria's culturally and linguistically diverse communities. ECCV applauds the Victorian Government's acknowledgement of the critical issue for those with low English proficiency to make informed decisions about their lives and the need for language services in the VMC document: *Using interpreter services: Victorian Government Policy and Procedures* (2010).
3. In the 2012-2103 State Budget ECCV welcomed the \$7m investment in language education training, \$4.1m for language services in the justice system and \$3.8m over 4 years for languages services in health.
4. ECCV emphasises however that, for far too long, the funding for language service credit lines has been insufficient; as monthly allocations are exhausted prior to the end of each month, preventing further appointments to be made.^{1,2} ECCV believes if the Victorian Government doubled the funding to credit lines the demand would be met. Language services credit line funding for direct service departments (DHS, DH and DEECD) was \$3,113,172 for 2011-12, requiring a \$3m injection.³

Recommendation 1

That the Victorian Government increases its language services credit lines funding by \$3m per annum.

Improved conditions for interpreters and translators

5. ECCV community feedback indicates that professional interpreters are under-paid. Recent research indicates that there is currently a strong demand for and lack of supply of interpreters due to multiple factors but mainly as a result of poor remuneration.⁴ ECCV is concerned that there has been a steadily **declining rate of interpreters** for the past twenty years⁵ trending towards an unsustainable industry.

¹ The Allen Consulting Group (2002) Report to the Department of Premier and Cabinet, Victorian Office of Multicultural Affairs, *A Needs Analysis of Language Services*, p 9.

² Foundation House (2013), *Promoting the engagement of interpreters in Victorian health services*, p 57.

³ OMAC, (2011-12), *Victorian Government initiatives and reporting on multicultural affairs*, p 33-34.

⁴ Law Institute of Victoria, (2009) Final report: interpreting fund scoping project, p 6.

⁵ APESMA, (2012), *Lost in translation: Barriers to building a sustainable Australian translating and interpreting industry*, p 13.

6. As the key purchaser of language services, the Victorian Government's total expenditure for interpreting and translating services in 2011-12 was \$27,263,484.⁶ ECCV believes the Victorian Government should improve the remuneration rates through procurement arrangements with language service providers. Procurement agreements should explicitly require an hourly rate in line with the skills and qualifications of interpreters and translators; differentiated rates outside ordinary business hours; and provisions for professional NAATI accreditation and ongoing professional development, and then language service providers could pass these conditions onto their contractors.
7. ECCV believes that improved procurement arrangements need to be developed by the Victorian Government in consultation with industry bodies and associations such as APESMA and AUSIT including increased expenditure on language services.
8. In addition ECCV believes that an industry review is required to promote the salary, conditions and professional development of interpreting and translating professionals.

Recommendation 2

That the Victorian Government, in consultation with the Victorian language services industry, develop procurement principles that seek to improve the remuneration, working conditions and professionalism of the translating and interpreting workforce, with a minimum increase of 10 per cent per annum (\$2,726,348) until realistic employment conditions are able to be met by the sector.

Recommendation 3

That the Victorian Government works with the Australian Government to review the interpreters and translators industry to achieve greater sustainability.

Women and families

Improved responsiveness of the Victorian child protection system

9. ECCV welcomed the Victorian Government's inquiry report on *Protecting Victoria's Vulnerable Children Inquiry (2012)* to strengthen and improve the protection and support of vulnerable young Victorians.
10. In particular ECCV welcomed chapter thirteen of the report dedicated to 'meeting the needs of children and young people from culturally and linguistically diverse communities'; noting concerns with regard to child protection interactions and outcomes for children, young people and families from cultural, ethnic, religious and linguistic backgrounds.
11. ECCV welcomed the announcement in May 2013 by the Victorian Minister for Community Services of an additional \$218m for Victoria's vulnerable children and families, with a focus on child protection, educational support and early childhood development.
12. The ECCV Women's Policy Sub-committee, with broad-based multicultural community representation, was however disappointed at the lack of response to the cultural needs of children, young people and families from culturally and linguistically diverse (CALD)

⁶OMAC, (2011-12), *Victorian Government initiatives and reporting on multicultural affairs*, p 33.

backgrounds in the subsequent *Victorian Vulnerable Children - Our Shared Responsibility Strategy 2013-22* released by the Victorian Government in May 2013.

13. The issues affecting children and young people from culturally diverse backgrounds are broad and multifaceted regarding cultural identity, language maintenance, trauma, educational preparedness, community placements, community detention and practitioner cultural competency. ECCV therefore considers that the needs of these children and their families are best served by specialist culturally and linguistically diverse (CALD) support services to enhance the cultural responsiveness of generic services within the child and family welfare sector. This could be achieved with the development and delivery of specialised cultural responsiveness training for the sector and the employment of specialist bi-cultural workers.

Recommendation 4

That the Victorian Government redirect funds from the \$218m for Victoria's vulnerable children and families into specialist CALD support services to enhance the cultural responsiveness of generic services within the child and family welfare sector.

A Specialist Commissioner

14. ECCV welcomes the appointment of specialist commissioners such as Victoria's first Commissioner for Aboriginal Children and Young People in 2013 to work with the Principal Commissioner for Children and Young People and provide specific advice to government and service providers about policies and practices that will promote the safety and wellbeing of Aboriginal children.
15. ECCV recognises the unique status of Australia's First Peoples. Our core business is to advocate for the rights, respect and recognition of people from culturally diverse backgrounds who came to Australia from predominantly non-English speaking countries. We also uphold the rights, equity and recognition of Aboriginal and Torres Strait Islander (ATSI) peoples in Australia and applaud the appointment of their commissioner.
16. ECCV advocates for the appointment of a specialist commissioner for children and young people of culturally and linguistically diverse backgrounds, to acknowledge their particular vulnerabilities and advise the Victorian Government on how to improve outcomes for them.

Recommendation 5

That the Victorian Government appoints and adequately resources a suitably experienced and qualified Commissioner for Culturally and Linguistically Diverse Children and Young People.

Youth

Increased job opportunities for multicultural youth

17. ECCV affirms that the skilled migration program aims to boost economic growth. In addition newly arrived refugees and humanitarian entrants are highly motivated to work. The ECCV

Youth Policy Sub-committee has reported that applying for employment positions using anglicised versions of their given names in applications leads to interviews more often.

18. Researchers at the Australian National University (Booth et al 2009) confirmed significant racial discrimination in the workplace. They submitted 5,000 fictional applications for entry level jobs (wait staff, data entry, customer service and sales) in Sydney, Melbourne and Brisbane; varying only the candidates name as an indicator of ethnicity. The names represented five ethnic groups: Anglo-Saxon; Indigenous; Chinese; Italian; and Middle Eastern names. The call-back ratios indicated that, to get as many interviews as an applicant with an Anglo-Saxon name, an Indigenous person must submit 35 per cent more applications, a Chinese person must submit 68 per cent more applications, an Italian background person must submit 12 per cent more applications, and a Middle-Eastern person 64 per cent more applications.⁷

Recommendation 6

That the Victorian Government redirects funds for education programs for employers in government and government funded agencies to overcome unconscious bias in workforce diversity recruitment practices.

Increased education and training opportunities for multicultural youth

19. The ECCV youth policy subcommittee is concerned about the access of multicultural youth (18-25) to state government funded TAFE programs. That age group is too old for secondary school and requires pre-vocational courses and pre-apprenticeships (transition to school for training) to facilitate their employment. The 2012 state budget cuts of \$300m, of which \$200m was reinstated, affected the TAFE sector significantly.⁸ The Victorian Branch of the State Education Union noted that the original funding cuts damaged the TAFE sector significantly, with 2,000 TAFE teachers losing their jobs, significant fee increases for students, campus closures and courses no longer being offered.⁹ ECCV notes that young people from culturally diverse backgrounds and especially those from new and emerging communities were significantly disadvantaged by the reduced TAFE programs.

Recommendation 7

That the current Victorian Government TAFE reforms allocate resources for a sustainable funding model of training and employment pathways targeted at young people from culturally diverse backgrounds.

⁷ Booth, A., Leigh, A., & Varganova, E., (2009), *Does racial and ethnic discrimination vary across minority groups*, Australian National University, P 9.

⁸ Preiss, B., TAFE's new \$200m 'no fix for past cuts', *The Age*, March 13 2013.

⁹ Australian Education Union, Victorian Branch, 12 March 2013, Returned TAFE funding won't undo damage, www.aeuvic.asn.au

Improved responsiveness of the juvenile justice system

20. ECCV points out that the experience of migration and settlement can be greatly disruptive for young people. Many young Victorians have spent periods of their lives in uncertain and dangerous surroundings, such as conflict zones and refugee camps. Some have experienced the trauma associated with witnessing or experiencing violence and losing loved ones, including parents and other sources of guidance and protection.
21. ECCV is aware that some young people from new and emerging communities have been excessively targeted by police authorities. ECCV therefore made submissions to the 2013 Victorian Police consultations recommending that formal criminal proceedings and custody should be considered as a measure of last resort when dealing with young people in our community.
22. ECCV welcomed the Government's interest in improving diversion and submit that diversion options should routinely be considered where young people are concerned. Young people from new and emerging communities often contend with discrimination and negative public perceptions in their daily lives and a criminal record would add a further degree of marginality to their lives. ECCV supports the eleven principles developed by *Smart Justice for Young People* (2013 Youthlaw, Young People's Legal Rights Centre) that promotes community understanding of criminal justice policies and practices to address negative impacts on young people. ECCV believes these principles provide a sound basis for a new state-wide legislated diversion framework for children and young people based on community safety, prevention and diversion options to make arrests a last resort.

Recommendation 8

That the Victoria Police be adequately resourced to implement their new culturally responsive training and professional development structure around community safety, prevention and diversion options to ensure positive outcomes for young people from culturally diverse communities.

Aged care

Partnerships in HACC and aged care

23. Over a third of Victoria's seniors are from culturally diverse backgrounds and have a preference for staying at home longer and for culturally responsive aged care support. ECCV welcomes the Victorian Government trends towards supporting older people to live independently and the person centred care approach that aligns with meeting cultural preferences. ECCV is aware that early intervention services are cost effective. ECCV is further aware that older people from non-English speaking backgrounds tend not to access aged care support that is not culturally appropriate and often access health and aged care services predominately in times of crisis.
24. ECCV welcomed the proposed increase to \$17.8m for the Victorian Home and Community care (HACC) Program for ageing, aged and home care. In line with the 2013 Shergold service sector reforms, ECCV believes that partnerships and the facilitation of co-producers of aged care services between public service agencies and ethno-specific community service

organisations would achieve the best outcomes and improve culturally responsive service delivery to older people from non-English speaking backgrounds.

Recommendation 9

That the Department of Health adequately resource aged care partnerships between government agencies and ethnic community organisations to overcome unequal power relationships and provide sustainable partnership frameworks.

Pensioners

Easing living costs

25. ECCV notes that the majority of full pensioners are from culturally diverse backgrounds. They represent a significant group of Victorians that built up the economy for many decades in the manufacturing, construction and transport industries making Victoria a great place to live today. The increased cost of living has placed excessive financial burden on those pensioners resulting in greater difficulty in paying utility bills and rising property rates. Whilst many pensioners are eligible for a local council rates rebate on their residence, the benefit is reduced when rates increase, sometimes as much as 4 to 40 per cent.

26. In the past five years to March 2013 the prices of several essential items increased at more than double the inflation rate and electricity rose by 83 per cent according to the report: *A Squeeze on Spending? An Update on Household Living Costs for Senior Australians* (National Seniors Productive Ageing Centre 2013).

Recommendation 10

That legislative provisions be introduced that cap local government rates and property charge increases to no more than the rate of inflation for full pensioners.

Disability support services

Addressing under-representation of CALD people with disabilities

27. ECCV community consultations indicate significant under-representation of people with disabilities from culturally diverse backgrounds. In 2013-14 ECCV welcomed the Victorian State Budget provision of \$9.5m (in the Department of Human Services) for essential support services for people with disabilities, their families and carers. Compared to English speakers, people from culturally diverse backgrounds with disabilities are less likely to receive accommodation support services, community support, and respite (Productivity Commission 2009).

28. ECCV believes that the co-location of disability services and advocacy staff in culturally and linguistically diverse community organisations, in rural and metropolitan Melbourne, would address the high level of under-representation of people with a disability from CALD backgrounds and significantly improve the quality of their lives.

29. In 2013 ECCV worked closely with DHS and the Victorian Disability Advisory Council (VDAC) to conduct a series of Round Table consultations with key stakeholders from disabilities service provider and Victoria's multicultural sector resulting in strategic policy advice to the DHS. The project proposed a cost-effective three tiered policy advisory mechanism that involved firstly establishing a community stakeholder CALD Disability Network coordinated by ECCV; secondly an annual DHS Round Table with area, divisional and central office representatives as well as the CALD sector; and thirdly an annual meeting with ECCV's proposed Disability Network and VDAC to present high level policy and program advice to the Minister for Disability Services and Reform to build a strong and inclusive foundation for the future.

Recommendation 11

That resources be redirected from the State Budget of \$9.5m for disabilities services to support a three tiered strategic policy advisory mechanism that consults with Victoria's key disability service providers and multicultural sector to provide strategic advice to the Minister for Disability Services and Reform.

Recommendation 12

That the State disabilities services budget be redistributed to enable two pilot programs for the co-location of disability services in multicultural and ethnic community organisations to be conducted, one rural and one metropolitan Melbourne in locations of high new arrival, refugee and established migrant community populations.

Regional and rural Victoria

Better service coordination for refugees and asylum seekers

30. ECCV welcomed the Peak Multicultural Organisations Grants Program total budget of \$1.5m over two years for 2013-14 and 2014-15 aimed to support the core activities, increase the capacity and promote innovative approaches of multicultural organisations in regional and rural Victoria.
31. In addition ECCV applauded the Victorian State Government for its increased support in the 2012-13 Budget for the Victorian Multicultural Commission Regional Advisory Councils. Similarly ECCV appreciated the \$1.3m investment for improved coordination of access services for humanitarian entrants and asylum seekers. ECCV believes there continues to be a need for better service coordination in regional and rural areas where planned primary migration and more unpredictable and secondary migration are stretching fragmented services.
32. Increased settlement of refugees and asylum seekers in regional and rural Victoria has provided challenges for government, community and church-based agencies. Some local multicultural organisations have been overwhelmed with support requests especially where families from new and emerging communities have multiple and immediate needs. There is a need for more coordination, referrals and information exchange across organisations to make more effective use of cultural diversity expertise and services for people from predominantly non-English speaking backgrounds.
33. Local centres such as libraries and schools in Ballarat and outer suburban growth areas depend on volunteers and goodwill to coordinate information to support asylum seekers and new and emerging communities. A coordinating model such as a local One-stop Information

Shop for multicultural communities that is partially supported by paid and volunteer staff is required. Such an initiative would make the best and most efficient use of the wide range of existing support services in local communities.

Recommendation 13

That the Victorian State Budget ensure that existing allocated funds for service coordination for the newly arrived, asylum seekers and more established migrants in regional and rural Victoria are maintained and increased according to need.

Recommendation 14

That resources are provided for a pilot One-stop Information Shop for newly settled multicultural communities in a regional and rural area such as Ballarat that could subsequently be replicated in other regional and outer suburban growth areas.

Employment

Data collection to facilitate diversity recruitment

34. ECCV emphasises that the 2014-15 state budget spending should focus on priorities that drive economic growth and generate jobs. Boosting regional employment should be a priority. ECCV believes that migrants and refugees of working age are a rich resource for boosting economic growth.
35. ECCV asserts that jobs for migrants and refugees are one of the most significant factors of effective settlement, adaptation and wellbeing. Victorian research (Bertone 2011) shows a significant under-employment of people from culturally diverse backgrounds in the State and local government workforce. ECCV calls for positive action by government and employer organisations to create effective work solutions for new migrants and refugees. About 35 per cent of recent migrants experience difficulty finding their first job in Australia (ABS 2011) due to the excessive demands by employers for local experience; lack of local networks; and additional complexities in the recognition of overseas qualifications and skills.
36. The lack of mandatory data collection on ethnicity and employment in Victorian government departments and agencies restricts the setting of cultural diversity employment targets and solutions. The Multicultural Victoria Act 2011 legislates for the use of translators and interpreters and declares Victoria's commitment to working together to ensure a prosperous and united future in which diversity is respected. It makes sense to build on that legislation to ensure adequate data collection.

Recommendation 15

That the Victorian State Budget allocate funds to pilot innovative and community-driven employment initiatives for migrants and refugees.

Recommendation 16

That the Multicultural Act Victoria 2011 legislates for the mandatory collection of ethnicity data in relation to employment in government and government funded agencies to facilitate targeted inclusive job recruitment.

Health Literacy

Improving health education and partnerships with ethnic and multicultural organisations

37. Health literacy is about a person's ability to find, understand and use health information. According to the ECCV Health Literacy Discussion Paper: *An Investment not an Expense – enhancing health literacy in culturally and linguistically diverse communities* (2012), Victorians from non-English speaking backgrounds have low health literacy, restricting their access health information and services, and limiting their capacity to make informed health decisions. ECCV advocates for culturally responsive community-based solutions that focus on education and prevention as a key to good health for Victorians from migrant and refugee backgrounds.
38. ECCV advocates for chronic disease prevention and education amongst Victorian ethnic communities with a focus on strategic partnerships between ethnic and multicultural organisations, state and local government, and health providers to improve health outcomes and reverse the impact of preventable chronic disease in ethnic communities.
39. ECCV advocates for the redirection of resources to support ethnic and multicultural partnerships to customise existing health education programs to be more culturally appropriate, especially around chronic diseases prevention for people from culturally diverse backgrounds, to improve their health literacy and ultimately reduce the costs of the Victorian health system.

Chronic diseases and culturally responsive pre-diabetes education

40. Diabetes, in particular, is rapidly increasing in Victoria with a high rate amongst several groups from culturally diverse backgrounds. ECCV applauds existing pre-diabetes community health education programs such as those provided through Medicare Locals and Diabetes Australia. Education is the key to good health especially in dealing with diabetes. ECCV is aware, however, that such initiatives based on traditional Australia patterns of living do not sufficiently motivate people from non-English speaking backgrounds to make healthy lifestyle changes.

Recommendation 17

That the Victorian Government redirect resources to facilitate community partnerships to customise health literacy programs around chronic disease prevention, in particular diabetes education, to be culturally responsive for Victorian migrants and refugees.

New and emerging communities

Capacity building forums

41. ECCV believes that building the capacity of new and emerging communities and strengthening community service organisations leads to self-reliance and improved capacity for early interventions and culturally responsive services. In 2013 ECCV, in collaboration with OMAC, played a critical role in providing *Capacity Building Forums* for small emerging ethnic groups that are starting up and for older ethnic groups that require succession planning and governance support. A sustainable outcome of such capacity building would be empowering ethnic communities to build their own bridges to support services.

Recommendation 18

That the Victorian Government adequately resources Capacity Building Forums targeted at small and new and emerging ethnic communities.

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