

Appendix 2

**The 'Cultural Communicator' Scheme—Lysaght Brothers & Co. Pty Ltd,
Chiswick, New South Wales**

Refer to p. 69 para 5.78

Details of the 'Cultural Communicator' Scheme

(Extract from a paper 'Resettlement of Refugees' given by the Department of Social Security at the AUSTCARE 'Seminar on refugee resettlement in Australia' held in Sydney 22-23 July 1976)

Two innovative pilot programs have been initiated by our Social Workers. The first involved the concept of group employment and group housing and the training of a cultural communicator for one selected national group. The concept was favourably accepted by Lysaght Brothers which employed a group of 12 Lao refugees in mid-May. The company stands to gain in quality of productivity and company loyalty, if there exists high morale and group solidarity. In return, the company provides liberal work hours (three hours daily in the first month of employment) for the learning of English. Through contact with the Commonwealth Department of Education, a migrant English teacher was specially arranged for the group. The company assisted by an officer from Employment and Industrial Relations submitted a work schedule for funding under the National Employment Assistance Training Scheme for the training of a cultural communicator on the comprehensive topic of Australian Welfare Systems. It is important to stress that the cultural communicator was chosen by the Lao group, thereby ensuring acceptance by the group. As part of a comprehensive project, the group intends to move and live within close proximity of each other, some sharing the rented houses. Their locality of residence should preferably be close to the company to minimise transport cost. The cultural communicator would play a vital role of being an interpreter/communicator in the company's induction program and in ongoing working conditions. He would also be a general welfare resource person to the group living in the nearby locality. Our Social Worker undertook the responsibility for the running of the training program (see Attachment I). The project has progressed reasonably well.

Training Program for Cultural Communicator

- 10-17 May *Job Familiarisation*
- 31 May *Housing Commission*
Mr Ian Vernel—Public Relations
Mark Foys Building
Castlereagh Street, Sydney. Tel. 2 0981
- 2 June *Legal Aspects of Housing*—leases/ bonds
—tenants rights
Mr Jackson Lee
647 George Street, Sydney. Tel. 212 3671
211 2552
- 4 June *Youth and Community Affairs*—Fairfield
Mr Bob Williams
27 Spencer Street, Fairfield. Tel. 728 1911
- 7 June *Education*
Mr Collard
Headmaster Chester Hill North Primary School
Campbell Hill Road, Chester Hill. Tel. 644 1512
- 18 June *Home Tutor Scheme* (Good Neighbour Council)
Mr David Scotland
1/12 Restwell Street, Bankstown. Tel. 709 6700
Child Care/ Local Council
Council Health Sister Leichhardt Council
- 9 June *Consumer Affairs Bureau*—Guarantees etc.
Mr Nebel Kezimi
11th Floor, 323 Castlereagh Street, Sydney
Budgetting/ Co-operative Buying
Mr Warren Sexelbuy
Lysaghts
- 16 June *Health*—Medibank
2 p.m. —Private Health Insurance
—Ambulance Fund
Mr Hakmet
9th Floor, Centrepont Tower
- 23 June *Social Security*
Mrs Barbara Wosik
The Stroll—1st Floor
Fairfield. Tel. 727 0433 ext. 14

- 21 June
10.30 a.m. *Investment/ Banking*
Commonwealth Bank Migrant Advisor
Home Savings Grant
John Robinson
Cnr George and King Streets, Sydney
- 9 June *Legal Aid/ Loan Society*
Public Solicitor
Role of J.P./ Police
- 25 June *Income Tax*
Warren Sexelbuy
Lysaght Bros. Tel. 83 9351
- 5 July *Insurance Policy*
Household
Car—registration—licence
Personal
G.I.O. Tel. 230 0361
Mr Ruffell, ext. 278
- 19-24 July *Immigration Citizenship*
Sponsorship: Travel
Mr Tony Peters
Training Section
Department of Immigration
- 8 July *Commonwealth Employment Service*
Morris Hotson
Australian Government Centre. Tel. 239 3084
- 7 July *Migrant Services Section*
Frayda Davis
Australian Government Centre. Tel. 239 3792

W.I. LYSAGHT BROTHERS & CO. PTY. LTD.

A MEMBER OF THE AUSTRALIAN WIRE INDUSTRIES GROUP

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PH:JH

14th May, 1976

The Manager,
District Employment Office,
363 Parramatta Road,
LEICHHARDT, N.S.W. 2040.

Dear Sir,

G.19/11 - Training - Ethnic Representative

On 17/5/76, this Company will employ 11 Laotian refugees initially as surplus employees - in anticipation of future Company needs. Once the Laotians have been absorbed, we expect that other Indo-Chinese will be offered positions when vacancies arise.

We are aware of the extended pattern of living of the Indo-Chinese refugees and we are interested in promoting group cohesion and identity, believing that as a result, stability in employment will result.

As there is no existing supportive system for these refugees and as it is inevitable that problems will arise which will require back-up support, we intend to expose a suitable Laotian (selected by the Laotian Group) to the services and facilities available in our community. Once basic skills and knowledge are imparted to this link-person he will return to the factory as an operative, but will maintain contact with his countrymen, in company time, assisting them to overcome their day today problems by acting as a problem-solver or as a referral-person in circumstances that require professional assistance. In addition, he will be seen as the link between the Company and Laotians which will ensure that effective communication takes place.

Following initial induction and familiarisation with his working environment Mr. S. ManavanH will be required to act as an interpreter between the Laotian trainees and their trainers. He will also be required to translate information on Company policy and procedures etc. which will be an on-going requirement.

The Manager,
District Employment Office,
LEICHHARDT.

- 2 -

14th May, 1976.

To be effective as a "Cultural Communicator" knowledge regarding community facilities, government and welfare services, etc. will have to be acquired. We therefore propose to adopt the following broad job instruction schedule.

Job Instruction Schedule

This programme will be co-ordinated by the Company with the assistance of the Department of Social Security, Migrant Services Section. Some aspects of this Schedule, such as the Legal area, will be the responsibility of the Company, where necessary, outside resources will be consulted in the Social and Economic areas.

Coverage : 1 Social
 2 Economic
 3 Legal areas

First Month

1. Social :

- a) Department Social Security : Entitlements - Sickness Benefits, Pensions, Child Endowment, etc. Resources - Migrant Welfare Service.
- b) Child Care Facilities.
- c) Marital Problems : Marriage Guidance Bureau.
- d) Health Funds : Medibank, Private Health Schemes, Ambulance Fund.
- e) Education : Pre-school, Technical Education, Trade Testing, Home Tutor Scheme, Youth Ethnic and Community Affairs (Assistance with uniforms).
- f) Motor Vehicle registration, licences etc.

Second Month

2. Economic :

- a) Housing : Leasing, bonds, responsibilities; ownership, finance, fees (hidden costs, stamp duty, legal fees, rates and taxes etc.), Housing Commission, Home Savings Grants.

The Manager,
District Employment Office,
LEICHHARDT.

- 3 -

14th May, 1976.

- b) Investment : Cheque Accounts, Savings, Building Societies,
Credit Unions, Insurance, Personal Loans.
- c) Budgeting : Short and Long Term - Co-operative buying.
- d) Finance : Hire purchase systems etc.
- e) Consumer groups : Choice, Safety Standards Association.

Third Month

3. Legal : Legal Aid
 Consumer Affairs Bureau
 Family Law Court
 The Role of Justice of the Peace
 Taxation
 Hire Purchase
 Guarantees

Entitlements : Such as the right to an interpreter when dealing with
Police or Courts.

Government : Federal, State, Local.

Yours faithfully,

B. Salmon

Manager

