

A bi-monthly newsletter providing up-to-date news on Darebin City Council's progress in relation to the Memorandum of Understanding with Darebin Ethnic Communities Council

EXCELLENCE IN MULTILINGUAL COMMUNICATION

Issue 5
February 2006



The Multilingual Communication Excellence Awards for 2005 were presented by Mayor of Darebin, Cr Stanley Chiang on the 20th of December 2005.

“The awards are not intended to reward minimum standard practice but rather to reward examples which have demonstrated a level of careful and thoughtful planning, and given consideration to the type of audience being targeted and how best to increase accessibility to the audience”, Cr Chiang

said. Entries were assessed in three categories; Best Practice, Good Practice and Encouragement Awards.

The Winning Entries for Best Practice received \$500 translation voucher and were the following:

- Community Health and Safety Unit for their Good Neighbour Awards promotion and application form.
- Aged and Disability Branch, Service Planning and Policy Unit for their Instruction Sheets to Guide Completion of Application for Funding and Support.
- Bushland Management Unit for their translations to raise interest and actively engage the community on issues regarding Central Creek.
- And the fourth Winner in this category the Darebin Traffic Services Unit for their integrated, interactive and educational CD presentation.

The Winning Entry for Good Practice received \$250 translation voucher and was the following:

- Community Health and Safety Unit for its Motor Vehicle Theft Reduction Program.

The Winning Entry in the Encouragement Awards category received \$150 translation voucher and was the following:

- Community Health and Safety Unit for the translations used for ‘The Parent’s Voice’ newsletter.



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Top: Best Practice Award Emma Tacey

*Below L/R:
Best Practice Awards
Paul Edwards
Michelle Marinelli and
Aravis Thompson, with
Mayor, Cr Stanley Chiang*

LANGUAGE AIDES AWARDS

Gold Award Tam Nguyen



Awards were presented to Language Aides who demonstrated a high level of professional performance. Language Aides are bilingual staff who have been trained to assist other staff to communicate with non-English speaking residents.

The winners were:

The Gold Award is given to the language aide who has performed the highest number of language services for 2004-2005. The winner was **Tam Nguyen** from the Customer Service area.

The Silver Award is given to the language aide with the second highest number of communication services in 2005. The winner was **Con Constantinou** from Leisure Services.

The Bronze Award is given to the language aide with the third highest number of communication services for 2005. The winner was **Tania Lauria** from the Customer Service Area.

The Popularity Award goes to the most sought after language aide. The winner was **Kathy Asvestas** from Community Planning and Advocacy.

The Proof Reading Award is given to the language aide who has performed the highest number of proof reading tasks. The winner was **Roberto Malara** from Community Planning and Advocacy.

The Management Support Award for 2005 went to **Roderick Mclvor**, Manager, Social Policy for his support to the language aides staff in his area.



Bronze Award Tania Lauria

BREAKFAST WITH LAILA AL-QATAMI

Laila Al-Qatami at Breakfast Seminar



On the 15th of December 2005, the City of Darebin hosted a breakfast seminar with Guest speaker, Laila Al-Qatami, Director of Communications at the American-Arab Anti-Discrimination Committee in Washington DC. Laila gave an engaging presentation outlining her organisation's role, the profile of American-Arabs, the climate in the US post September 11, and the impact of the Patriot Act on Americans of Arabic background. Laila commented that the current Australian Anti-Terror legislation is inherently similar to the Patriot Act and will more likely target and impact negatively on Arab and Muslim communities. Like the Patriot Act, the Anti-Terror laws pose a threat to civil liberties by giving law enforcement authorities unfettered powers in investigating terrorist related activities.

Laila explained that a major component of her organisation's role was to legally represent clients in cases of discrimination, racism, and breaches of human rights.

LANGUAGE AIDES GET A HEARING

On 9 December 2005, twenty City of Darebin Language Aides were whisked away on a trip to Sorrento where a combination of training and evaluation of the Language Aides scheme were undertaken.

The trip enabled the Language Aides, especially those from Customer Service area, to reflect on how the scheme was operating and how it can be improved.

The Language Aides received a refresher session on their role at Council in assisting with communication with Non-English-Speaking Citizens.

Recommendations for action to improve the system were taken on board and included changing the time of the bi-monthly meetings to occur after hours to enable Customer Service Officers to attend the meetings which they have missed in 2005, rolling out information session across the Council on the role of language aides and the Multilingual Communication Service, reviewing and updating the Language Aides Policy and Guidelines.

"On the Record" is a newsletter which is a joint initiative of the Darebin City Council and the Darebin Ethnic Communities Council. It is published on the internet and contains news and articles related to multicultural activities, projects and services provided by the Council. If you would like to find out about the content of the newsletter in your language, please call the Council's Multilingual Telephone Line on 8470 8470 and ask to be connected to David Diaz or Dalal Smiley.

Arabic

"في السجل" (On the record) نشرة أخبارية عبارة عن مبادرة مشتركة بين مجلس مدينة داربين ومجلس داربين للجاليات الإثنية. النشرة تصدر إلكترونياً على الإنترنت وتتناول أخباراً ومقالات عن الأنشطة والمشاريع المتعددة ثقافياً والخدمات التي يقدمها المجلس. إذا أردت معرفة المزيد عن محتويات النشرة بلغتك فالرجاء الإتصال بخط المجلس متعدد اللغات على الرقم 8470 8470 والطلب منهم إيصالك إما بدافيد دياز أو دلال سمايلي.

Bosnian

"On the record" je naziv biltena koji predstavlja zajedničku inicijativu Gradske općine Darebin i Vijeća etničkih zajednica u Darebinu. Izdaje se na Internetu i sadrži vijesti i članke vezane za multikulturalne aktivnosti, projekte i usluge koje pruža Općina. Ako želite da saznate o sadržaju ovog biltena na vašem jeziku, molimo nazovite općinsku višejezičnu telefonsku službu na telefon 8470 8470 i tražite da vas spoje sa Davidom Diazom ili Dalal Smiley.

Chinese

"進程記錄" (On the record) 是戴瑞賓市議會與戴瑞賓民族社區委員會聯合創辦的新聞通信。它將在互聯網上發佈，其中將包含與多元文化活動相關的新聞和文章，以及與市議會所提供的項目及服務相關的報導和介紹。如果您希望透過自己的母語瞭解有關新聞通信的內容，請致電市議會多語種專線 8470 8470，與 David Diaz 先生 或 Dalal Smiley 女士聯絡。

Croatian

"On the record" je novinska brošura pripremljena zajedničkom inicijativnom Općine Darebin i Vijeća etničkih zajednica Darebin. Objavljuje se na internetu i sadrži vijesti i članke vezane za multikulturalne aktivnosti, projekte i usluge koje pruža Općina. Ako želite više saznati o sadržaju ovog novinskog biltena na svom jeziku, molimo nazovite općinsku višejezičnu telefonsku liniju na 8470 8470 i zamolite da vam se javi David Diaz ili Dalal Smiley.

Greek

"On the record" (Στο αρχείο) είναι ένα ενημερωτικό δελτίο που είναι μια κοινή πρωτοβουλία του Δημοτικού Συμβουλίου του Darebin και του Εθνικού Συμβουλίου Κοινοτήτων του Darebin. Δημοσιεύεται στο διαδίκτυο και περιέχει ειδήσεις και άρθρα που σχετίζονται με πολυπολιτισμικές δραστηριότητες, προγράμματα και υπηρεσίες που παρέχονται από το Συμβούλιο. Εάν θέλετε να μάθετε περισσότερα σχετικά με το περιεχόμενο του ενημερωτικού δελτίου στη γλώσσα σας, παρακαλούμε καλέστε την Πολύγλωσση Τηλεφωνική Γραμμή του Δημοτικού Συμβουλίου στο 8470 8470 και ζητήστε να συνδεθείτε με το David Diaz ή Dalal Smiley

Italian

“On the record” è un nuovo bollettino nato dalla collaborazione tra il Comune di Darebin ed il Consiglio delle comunità etniche di Darebin (Darebin Ethnic Communities Council). Viene pubblicato su internet e contiene notizie ed articoli relativi alle attività, i progetti ed i servizi multiculturali forniti dal Comune. Chi fosse interessato a conoscere il contenuto del bollettino nella propria lingua può rivolgersi alla Linea telefonica multilingue del Comune al numero 8470 8470 e chiedere di essere messo in comunicazione con David Diaz o Dalai Smiley.

Macedonian

“On the record” е списание издадено од страна на Darebin City Council и Darebin Ethnic Communities Council. Се објавува на интернет и содржи новости и артикли во врска со мултикултурните активности, проекти и услуги кои се обезбедуваат од страна на Општината. Ако сакате да дознаете повеќе за содржината на списанието на ваш јазик, јавете се на повеќејазичната телефонска линија на Општината на 8470 8470 и побарајте да ве поврзат со David Diaz или Dalal Smiley.

Portuguese

“On the record” é um boletim informativo produzido em conjunto pelo Conselho da Cidade de Darebin e pelo Conselho das Comunidades Étnicas de Darebin. Ele é publicado na Internet e contém notícias e artigos relacionados a atividades multiculturais, projetos e serviços fornecidos pelo Conselho. Se você deseja conhecer o conteúdo do informativo em seu idioma, por favor telefone para a Council's Multilingual Telephone Line (Linha de Atendimento Multilíngüe) no número 8470 8470 e peça para entrar em contato com David Diaz ou Dalal Smiley.

Serbian

“On the record” је билтен који је заједничка иницијатива општине Darebin City и Већа етничких заједница у Darebin-у. Објављује се на Интернету и садржи вести и чланке који се тичу мултикултурних активности, пројеката и услуга које пружа општина. Ако желите да сазнате шта садржи билтен на вашем језику, молимо вас назовите општинску вишејезичку телефонску линију на 8470 8470 и замолиите да вас повежу са Давидом Дијазом (David Diaz) или Далалом Смајлијем (Dalal Smiley).

Somali

“On the record” waa warside ay soo wada saaraan Golaha Degmada Darebin iyo Golaha Jaalliyadaha Qawmiyadaha Darebin. Waxaa lagu daabacaa Internet-ka waxaana ku qoran akhbaar iyo maqaallo la xiriira xarakaadyada dadka dhaqamada kala duwan, mashruucyada iyo adeegyada goluhu bixiyo. Haddii aad jeclaan lahayd in afkaaga laguugu sheego waxa warsedaha ku qoran, fadlan wac Khadka Telefoonka Luqadaha Kala-duwan ee Golaha telefoonka: 8470 8470 weydiina in laguugu xiro David Diaz ama Dalal Smiley.

Spanish

“On the record” es un boletín que ha sido desarrollado como parte de una iniciativa conjunta entre el Concejo Municipal de Darebin y el Consejo de Comunidades Etnicas de Darebin. El boletín se publica en el Internet y contiene noticias y artículos acerca de actividades multiculturales, proyectos y servicios prestados por el Consejo Municipal. Si usted desea enterarse del contenido del boletín en su idioma sírvase ponerse en contacto con la Línea Telefónica Multilingüe del Consejo Municipal llamando al 8470 8470 y pida que le comuniquen con David Diaz o Dalal Smiley.

Vietnamese

“On the record” là bản tin do chương trình cộng tác của Hội đồng Thành phố Darebin và Hội đồng các Cộng đồng Sắc tộc Darebin phát hành và được phổ biến trên internet. Nội dung bản tin gồm có tin tức và các bài viết liên quan đến các hoạt động, đề án và dịch vụ đa văn hóa do Hội đồng Thành phố cung cấp. Nếu muốn biết thêm về nội dung bản tin bằng tiếng Việt, xin điện thoại cho Đường dây Điện thoại Đa ngôn ngữ của Hội đồng Thành phố qua số 8470 8470 và yêu cầu được nói chuyện với ông David Diaz hoặc bà Dalal Smiley.