

DISRUPT-CREATE-CONNECT: THE BUSINESS OF MULTICULTURALISM

TOMORROW'S IDEAS TODAY



A forum presented by Polaron Language Services
in partnership with Ethnic Communities' Council of Victoria

PROGRAM

24 MARCH 2017

9:30 am TO 3:30 pm

**RUSSELL KENNEDY LAWYERS CONFERENCE CENTRE
LEVEL 12, 469 LA TROBE ST, MELBOURNE**

PROUDLY PART OF CULTURAL DIVERSITY WEEK 2017

www.vicforum.com

**MESSAGE FROM THE HON.
ROBIN SCOTT MP
MINISTER FOR
MULTICULTURAL AFFAIRS**



I am delighted to send my best wishes to Polaron Language Services and the Ethnic Communities' Council of Victoria as you prepare to host the forum Disrupt-Create-Connect: The Business of Multiculturalism – tomorrow's ideas today, which examines issues like diverse workforce participation, the economic benefits of multiculturalism and entrepreneurial opportunities for those from diverse backgrounds.

It is particularly encouraging to see such a strong partnership between Polaron Language Services and the Ethnic Communities' Council of Victoria during Cultural Diversity Week, and I thank both organisations for their tireless work to create dialogue around the importance of diversity in our society.

I am enormously proud of Victoria's well-regarded track record on multiculturalism. We are a peaceful and prosperous society that has benefitted from our diversity in so many ways – economically, socially and culturally.

The Victorian Government is maintaining this well-deserved reputation with initiatives that aim to break down barriers for culturally diverse Victorians.

Our strategy to remove unconscious bias from the employment process is one such initiative. Our commitment to cultural precincts of significance to diverse communities is also making a difference for small business owners from multicultural groups.

I have no doubt that this innovative forum will produce a profitable conversation about how we can continue to encourage diverse participation at all levels in the economic life of our state.

Robin Scott MP
Minister for Multicultural Affairs

**CLARK MP STATEMENT
FOR INDUSTRIAL RELATIONS**



The Victorian Liberal-Nationals Coalition recognise that cultural diversity makes our community stronger and that the creativity, skills, networks and entrepreneurial spirit of Victoria's ethnic communities are key drivers of Victoria's economy.

Victorians from diverse backgrounds provide our State with the skills, cultural knowledge and linguistic expertise to be competitive in an increasingly globalised market. Opportunities abound for Victoria's ethnic communities to assist businesses and government to open new markets and build stronger relationships with communities around the world.

Our willingness to welcome and engage Victorians from many different backgrounds will be a key factor in determining how Victoria prospers into the future.

Robert Clark MP
Shadow Minister for Industrial Relations

ETHNIC COMMUNITIES' COUNCIL OF VICTORIA



Ethnic Communities' Council of Victoria (ECCV) is pleased to partner with Polaron Language Services to celebrate Victoria's 2017 Cultural Diversity Week. We are jointly presenting the forum: Disrupt-Create-Connect: The Business of Multiculturalism to challenge the business, government and community industry sectors to examine how and why to embrace diversity.

Our program provides an exciting array of experiences to help participants to network and connect with culturally diverse clients and jobseekers. Engaging with culturally diverse jobseekers is sometimes a positive disruption. By featuring some positive practices and challenging assumptions, our forum aims to highlight the benefits of employing people from culturally diverse backgrounds with global talents and reaching out to diverse target groups.

Eddie Micallef, Chairperson

POLARON LANGUAGE SERVICES



Welcome to the second edition of VicForum, an event that connects entrepreneurs, businesses, policy makers and Victorian communities.

This innovative, leading-edge initiative, developed and delivered in collaboration with Ethnic Communities' Council of Victoria and twenty partner organisations, aims to disrupt, create and connect our state's multicultural ecosystem.

Today, we are going to explore innovative solutions, fresh viewpoints and opportunities. You will be participating in a unique collaborative event to share ideas, discuss challenges and learn from each other.

The purpose of the forum is to help you forge productive professional relationships, whilst sharing best practices, resolve common challenges and celebrate diversity. We hope you enjoy the experience and find it inspiring.

Anna Maciejewska, Advisory Board Chairperson



[keynote]

DEAF PEOPLE CAN DO ANYTHING

ELVIN LAM

Dancer, Actor and Storyteller

Elvin's key note speech, delivered through an Auslan interpreter, will inspire, energise and move you. Elvin will take you through a visual and poetic story of his life, which began in Hong Kong and blossomed in Australia. His intuitive and synergetic narrative will uplift you and leave you in awe of this remarkable man's accomplishments.

As a child, Elvin Lam was a champion figure skater. In his youth, he trained as a dancer, actor and designer. Elvin also featured in the 20th Summer Deaflympics as an Auslan singer. Despite - or rather because of - being a proven breaking-the-mould performer who communicates through sign language in a verbally dominated world, Elvin's Deaf identity is integral to the belief that 'Deaf people can do anything'.



[the MC

MICHELLE SHEPPARD

Founder, LGBTI Jobs

Michelle Sheppard is a passionate businesswoman, who just happens to be transgender. She is admired for her public and bold moves to make workplaces as inclusive and diverse as possible, particularly for women and LGBTI people. Michelle is a guest blogger regularly found consulting and contributing on trans policies. She is often labelled as an inspiring advocate and role model for youth and adults alike.



LORRAINE NGWENYA

Founder, Useful link

Lorraine Ngwenya is a speaker, advocate, entrepreneur and the proud founder of Useful Link. Useful Link is an organisation seeking to empower young people in areas of employment, personal development and leadership. Lorraine believes young people have many challenges that face them and it is her goal to help them realise their potential.



BERNARD KORBMAN, OAM

CEO, Australian Association of Polish Jews

Bernard, the child of Holocaust survivors, migrated to Australia in 1957. He was a teacher for almost 25 years and in 2005 was appointed the Jewish Holocaust Centre's Executive Director. Bernard manages a consultancy dealing in Human Rights and focusing on values and ethical behaviour in business. He also has a continuing association with the Koori community.

[the facilitators



TENIELLE HAGLAND

Executive Projects Coordinator, Victoria Law Foundation

As Executive Projects Coordinator at Victoria Law Foundation, Tienielle assists with the foundation's Better Information programs. These programs include plain language training for lawyers and law students, and Better Information Workshops for the legal sector to help improve community legal information.



[workshop

PROJECT DIVERSITY: DISCOVERING YOUR INNER SHINE IN A MULTICULTURAL WORLD

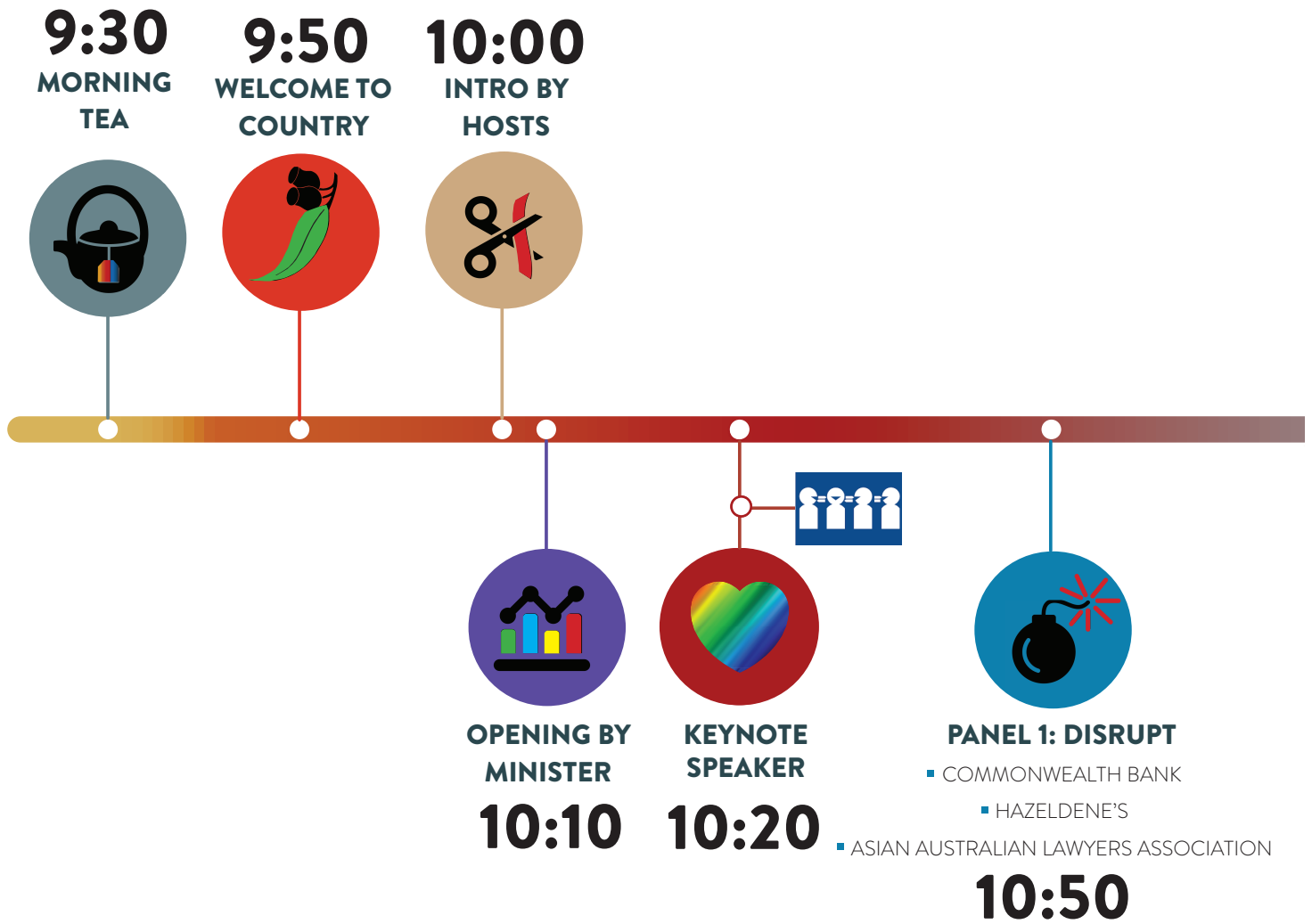
HENRY WEINREICH ROTH

Personal Branding Innovator, Mentor, Presenter

Henry Weinreich Roth is Australia's go-to lifestyle and fashion authority. He has appeared on Project Runway Australia, Oprah and Fashion Police. Roth's branding consultancy works to maximise results. Henry credits his ambition, drive and spirit to his parents Aneta and Joseph, survivors of the Holocaust. Their strength, support and encouragement are the foundations of the ethics that are the corner stone of his seminars, conferences and presentations.

Our diversity is what makes the multicultural state of Victoria a great place to live, work and play. But diversity isn't about political correctness and ticking off boxes. When working with or managing diversity, we are dealing with people. You should be allowed to just be you, right? We all have own unique perspectives, ideas and values, developed out of experience, culture and networks. But often, letting all of these things shine as you juggle through your daily routine seems pretty hard. Let Henry, whose signature is working from "inside out", take you on a journey of rediscovering diversity as your greatest asset.

PRD

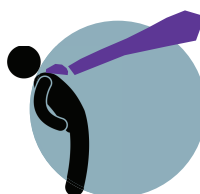


GRAM

12:50
LUNCH



2:20
BREAK



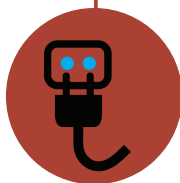
3:30
END OF EVENT



PANEL 2: CREATE

- BCNA + SUSSAN
- DIANELLA HEALTH
- RUSSELL KENNEDY LAWYERS
- POLARON LANGUAGE SERVICES
- ASYLUM SEEKER RESOURCE CENTRE

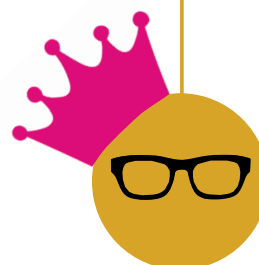
11:50



SPEED LEARNING: CONNECT

- AALC
- NAATI
- ACPTALK
- WELLWAYS
- PALLIATIVE CARE VICTORIA
- NAVIGATE COMMUNICATION
- PETER MACCALLUM CANCER CENTRE
- VICTORIAN VOCATIONAL VOLUNTEERING
- AUSTRALIAN CANCER SURVIVORSHIP CENTRE
- AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION

1:30



WORKSHOP: PROJECT DIVERSITY FINDING YOUR INNER SHINE IN A MULTICULTURAL WORLD

- HENRY WEINREICH ROTH

2:30

[panel 1

DISRUPT

Disruption is one of the most overused buzzwords today. But what does it actually mean? Cheaper? Better? Faster? And why should we care about it? The panelists won't tell you all there is to know about disruption. This, you can read up on yourself. But they will share with you their own experiences of disrupting the status quo, as well as how they've harnessed disruption, against all odds.



**General Manager - Marketing
Hazeldene's**

TUANH NGUYEN
Senior Associate (Legal)
Asian Australian Lawyers
Association



HUSS MUSTAFA, OAM
General Manager
Commonwealth Bank of Australia



[panel 2

CREATE

Creativity may look like a noun but it is really a verb. In order to move ahead and to create new ideas, you need energy and action, pushing you into the unknown. Creativity is the world of the intrepid explorer - making something out of nothing. Of the child who never ceases to ask the questions: Why? What if? The Create panel will show you first hand what they've created and what difference it made to the people they work with.



MELANIE BOOK
Legal Network Coordinator
Asylum Seeker Resource Centre



EVA HUSSAIN
CEO
Polaron Language Services



CAITLIN WALSH
Associate
Russell Kennedy Lawyers



INAAM BARAKAT
Cultural Diversity Officer
Breast Cancer Network Australia



DR SABITRA KAPHLE
Population Health Team Leader
Dianella Health



[speed learning:

C+O+N+N+E+C+T

1



ACPTALK

**Patrick Mader - Research Assistant
ACPTalk and Cabrini Institute**

ACPTalk is a national Cabrini Health project supporting health care professionals in conducting advance care planning conversations with people from different religious and cultural backgrounds. This session will focus on project planning, governance, stakeholder engagement and website dissemination strategies.



2



DIFFERENCES BETWEEN THE BIG SMOKE AND RURAL FOLK

**Tanya McKenzie - Health Literacy Manager
Peter McCallum Cancer Centre**

Diversity is not about what language you speak. It is about using open communication to understand and respect our differences which in turn guide and improve our services. Hear how one organisation used communication to identify the different needs and ideas between city and rural communities.

3



DISRUPTING TRANSLATING AND INTERPRETING - WHAT CAN BE DONE BETTER?

**Alessia Maruca - Communications Manager
NAATI**

Translators and interpreters are often led to believe that disruption must be about compromising quality in order to meet expectations about speed, cost and availability. This presentation will focus on why the traditional image of the solitary translator or isolated interpreter is changing and how technologies and professional standards play an important part in demonstrating and underscoring the quality of the services provided to customers.

4



THE SUDANESE COMMUNITY IN AUSTRALIA

**Khalid Osman - CEO
Victorian Vocational Volunteering**

What do Majak Daw, Yassmin Abdel-Magied and Ajak Deng have in common? They are all of Sudanese background, of course! Them and 20,000 other Sudanese Australians. But what do we know about them? What languages do they speak, what religions do they practise, what are their culture, values and beliefs? But the most important question of all is how do service providers work with this diverse community in a meaningful and engaging way.

5



MACHINE TRANSLATION – FRIEND OR FOE?

**Hagen Issell - Vice President
AALC**

The use of software programs to translate from one language to another (aka 'Machine Translation') has potential to disrupt industries, create solutions and to connect multicultural communities. Hagen Issell gives a quick overview of the current state of Machine Translation including the opportunities and pitfalls it provides.

NAVIGATING MULTILINGUAL DIGITAL SPACE

**Terry Alberstein - Director
Navigate Communication**

Going multilingual in a digital space is simple, right? Just replicate content with translated materials and hey presto! But communicating with diverse communities is a fine art and getting it right isn't easy. Learn from an expert how to maximise your global or local reach in the age of social media.

6



[speed learning:

C+O+N+N+E+C+T

7

WHAT DOES “ENGAGING WITH CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES” MEAN?

**Mike Kennedy - Project Manager
Palliative Care Victoria**

This presentation encourages participants who might want to engage with CALD communities to think, before they approach the communities, about what level of engagement they are proposing. Drawing on Palliative Care Victoria's experience of engaging with 14 CALD communities to deliver the Culturally Responsive Palliative Care Strategy, the presentation will outline and explore with participants several forms of engagement.



8



HOW TO ENGAGE WITH THE VIETNAMESE COMMUNITY

**Huy Luu - Operations Manager
Australian Vietnamese Women's Association Inc.**

The 2011 Census recorded 185,039 Vietnam-born people in Australia. Evidence and experience suggests that services need to do more and be more inclusive. The Vietnamese community reports numerous issues with access to services that can result in poorer outcomes compared to other groups. The presentation will focus on how to engage with the Vietnamese community effectively.

9



DEVELOPMENT OF WRITTEN RESOURCES WITH AND FOR CULTURALLY AND LINGUISTICALLY DIVERSE CANCER SURVIVORS IN AUSTRALIA: LESSONS LEARNT

**Georgina Wiley - Project Manager
Australian Cancer Survivorship Centre**

Migrants with cancer report inferior quality of life and need for more information in their language. We developed new written resources for people who speak Cantonese, Mandarin, Greek, Italian, Vietnamese and Arabic. Our process identified five key principles being vital to the development of culturally appropriate resources for cancer survivors and their carers: (1) community engagement and consultation (2) content development (3) translation and review process (4) design (5) sustainability and dissemination.

10



CROSS-CULTURAL MENTAL HEALTH TRAINING-AUSTRALIA & HONG KONG, LEARNING FROM SHARED EXPERIENCE

**Sue Farnan - Consultant - Peer Educator
Wellways Australia**

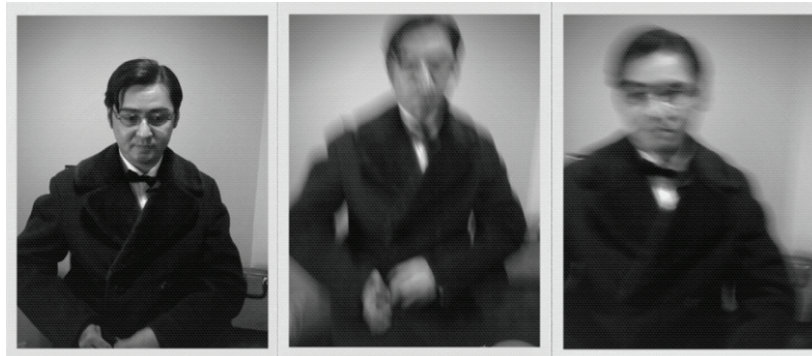
Susan works across Wellways in the development and delivery of the Wellways peer education programs, including the ongoing development of existing and future Wellways family peer education programs; as well as leading the organisation in the process to increase relevance to and service usage by Culturally and Linguistically Diverse communities. She will share her experience of delivering a mental health training in Hong Kong and discuss her team's successes and challenges along the way.



[the artist

CARL GOPAL (GOPALKRISHNAN)

Born in the UK in 1967, Carl Gopal's artistic practice spans three decades, capturing the historical turning points that shape humanity. He has held solo exhibitions in Australia, group shows in the US and at conferences on international intervention in the UK.

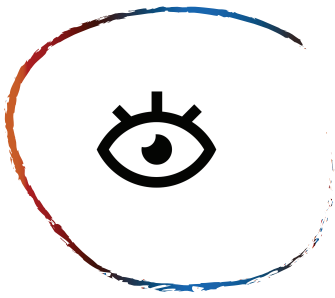


CRISTINA MARRAS

I am an artisan who creates stories, mostly with sound, but sometimes also with paper, cardboard, fabric, thread, computer, interaction design and with written words. In my work, narrative is everything, no matter if I am creating the sound design for an escape room, a podcast for the ABC or if I am helping a rockband define their image on social media. In my graphic design work, I like to transform the challenges represented by the client's brief into a source of inspiration, capturing the narrative that best describes my client's story.

[the graphic designer





**NOTICE SOMETHING
INTERESTING**



**DRAW,
SCRIBBLE, WRITE, DOODLE**



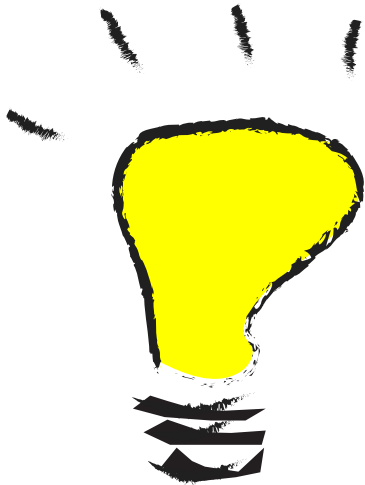
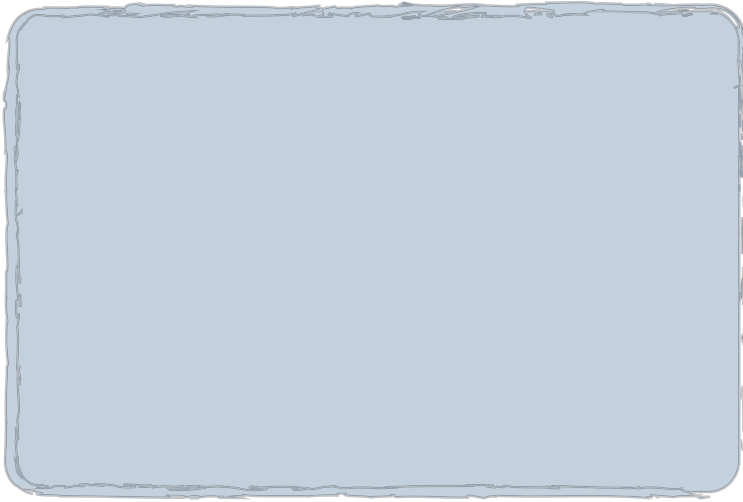
**SHARE ON
SOCIAL MEDIA**

IDEAS FOR IMPROVED PROCESS

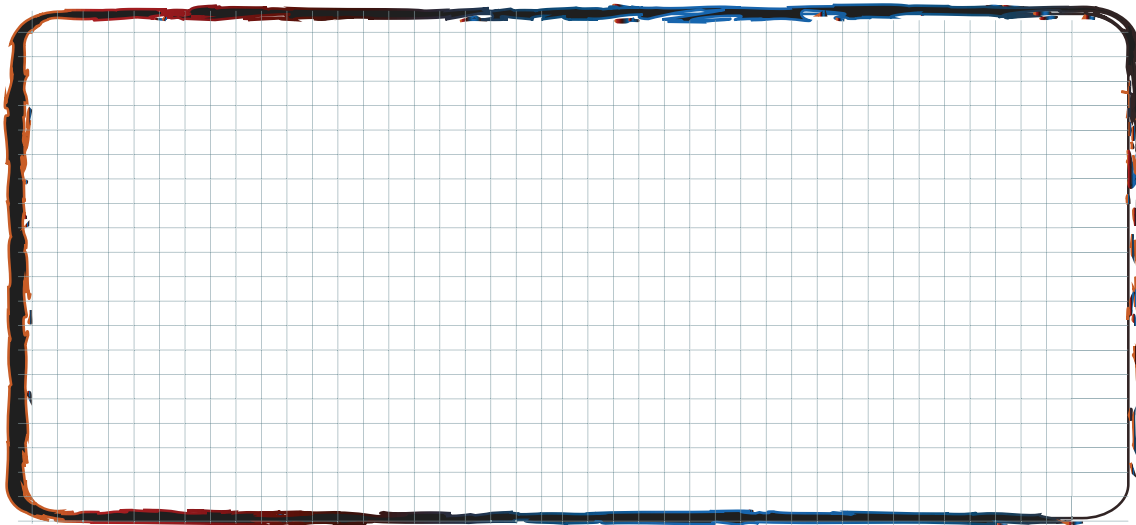
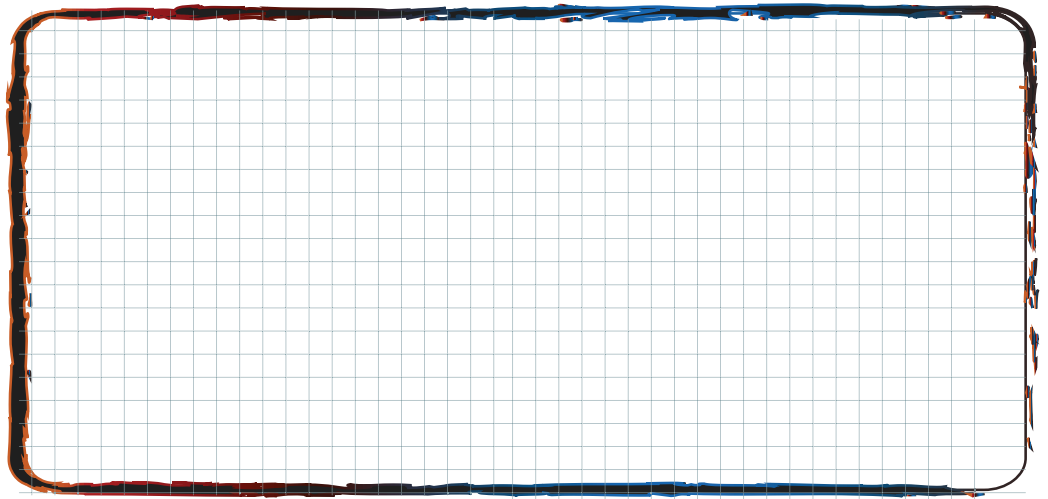
NICE PEOPLE I MET



MUST LOOK UP!



BEST IDEA EVER!



Organisers

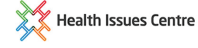


Event sponsor



partner organisations

HENRY WEINREICH ROTH



Acknowledgements - Images from Noun Projects by Gregor Cresnar, Jurai Sedlák, Nikita Kozin, Alex Bu, Gankhoon Lay, Till Teenck, corpus delicti, b farias, Musavvir Ahmed.

BUT WAIT... THERE'S MORE!

Special offers from our partner organisations.

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ONE HOUR SESSION
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Cultural Diversity @ Work

A conversation starter for organisations wanting to create a more harmonious work place. Ideal for team meetings and PD sessions.

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