

ARE YOU TALKING TO ME? THE POWER OF LITERACY



A forum presented by Polaron Language Services

PROGRAM

19 MARCH 2019

8:30AM - 1:30PM

CBA CONFERENCE ROOMS
727 COLLINS ST, DOCKLANDS

PROUDLY PART OF CULTURAL DIVERSITY WEEK 2019

www.vicforum.com

WELCOME

to VicForum 2019

MESSAGE FROM POLARON LANGUAGE SERVICES



“The key to literacy is reading development, a progression of skills which begins with the ability to understand spoken words and decode written words.” - Owlgen, 2019.

It seems like such a simple concept but take a moment and try to imagine a world without literacy. It's difficult to fathom how our society would function and just what our communication would look like.

Our society has made it increasingly difficult to function without an adequate level of literacy skills. If individuals are unable to interpret and understand information, it can lead to potentially detrimental challenges. This extends into all areas of people's everyday lives - affecting health, finances and home and working environments. This is especially important for our diverse communities, that may be facing the challenge of finding their feet in a new environment.

Polaron Language Services has certainly established itself at the forefront of bridging the literacy gap within the highly diverse and multicultural framework. We pride ourselves in promoting our core values, through our ability to help organisations communicate with diverse audiences.

I am honoured to sit as an advisory board member at Polaron and congratulate the management and staff on the choice of topic of this year's forum. I sincerely wish Polaron, the sponsors and event partners the very best success for this important event.

Aaron Hubka
Polaron Advisory Board Member

MESSAGE FROM THE COMMONWEALTH BANK OF AUSTRALIA



At CommBank, communities are at the core of our purpose and we take great pride in our commitment to support multicultural communities, celebrating and honouring their vibrant heritages alongside them.

We recognise the importance of creating better experiences for our customers through understanding their needs. In recognition of this, a dedicated Multicultural Community Banking division has been created to foster empathy and understanding by deepening relationships, enhancing financial inclusion and promoting social cohesion so our customers feel supported.

The team brings to life the Bank's commitment by ensuring strong grassroots and authentic engagement, developing strong networks and relationships, forming strategic partnerships with government, multicultural bodies and communities and delivering meaningful and relevant community programs.

Huss Mustafa OAM
General Manager, Commonwealth Bank of Australia

MESSAGE FROM THE MINISTER FOR MULTICULTURAL AFFAIRS



I send my best wishes to Polaron Language Services and its partners for the VicForum 2019 - A Multicultural Literacy Forum.

This event plays an important role in helping Victorian

service providers engage with culturally and linguistically diverse communities and provides an opportunity to discuss and explore the importance of digital, health and financial literacy, particularly in our data-driven world.

VicForum is a significant initiative held during Cultural Diversity Week, and I commend everyone involved at Polaron Language Services and its partners for ensuring its success and contributing to our cohesive multicultural society.

The Victorian Government is committed to giving every Victorian the opportunity to succeed in life, regardless of background, faith, place or circumstance.

I wish everyone attending a successful and insightful forum.

*Hon. Richard Wynne MP
Minister for Multicultural Affairs*

MESSAGE FROM THE VICTORIAN MULTICULTURAL COMMISSION



In conversations with multicultural communities we have learned that digital skills, knowledge and access to technology are unevenly spread.

Yet information is increasingly placed online, including government agencies and support services.

Our communities tell us that this creates barriers to accessing the information, especially among multicultural seniors. Traditional literacy is about confidence with written language. Placing this content online adds a dimension of digital literacy which is also a technical skill, i.e. knowing how to use digital devices.

Many multicultural seniors received limited formal education, and many of our young people experienced gaps in their schooling following their refugee experience.

The State Library of Victoria reports that these groups were most likely to rely on public libraries as their sole access to digital information. The library model for public access to technology stands out because of the presence of librarians who can assist users in navigating the data-driven world.

We thank and commend Polaron for its focus on literacy for its annual VicForum, and its continued support of Cultural Diversity Week and ongoing partnership with the Victorian Multicultural Commission.

*Helen Kapalos
Chairperson, Victorian Multicultural Commission*

MESSAGE FROM THE NAATI



It is easy to think that literacy is simply the ability to read, view, write, design, speak and listen in a way that allows you to participate and function happily within – and contribute to – your community.

The real power of literacy lies in a person's capacity to apply these skills to effectively connect, interpret and discern the intricacies of life in Australia. A literate and culturally diverse Australian community is a dynamic, productive community built on mutual understanding.

*Alessia Maruca
Communications Manager, NAATI*

REGISTRATION
8:30 to 8:55

9:00 **MARIAM RIZA - MC**
Wattleshire
NICHOLAS MARCINKOWSKI - MC
Polaron Language Services
WHAT YOU CAN EXPECT TODAY

9:02 **HUSS MUSTAFA OAM**
Commonwealth Bank of Australia
ANNA MACIEJEWSKA
Polaron Language Services
WELCOME

9:10 **TIM RICHARDSON MP**
Representing Hon. Richard Wynne MP, Minister for
Multicultural Affairs

9:20 **HELEN KAPALOS**
Victorian Multicultural Commission
INTRODUCTION

9:25 **KEY NOTE: FINANCIAL LITERACY**
RICARDO GONCALVES
SBS

10:45

DIGITAL LITERACY

I COME FROM ANOTH
Film

MAX GROSS
MaxPlus360

KRISTIE COCOTIS & CO
Diabetes Victoria

9:45

HEALTH LITERACY PANEL
FACILITATOR: SPASE VELJANOVSKI, CEH

JANE AUCHETTL
Cancer Council Victoria

EMILIANO ZUCCHI
Northern Health

DALE PARK
Diversity Training and Consulting

JOLYON BURFORD
CEH

DR ANITA TREZONA
Trezona Consulting Group

PROGRAM

11:15

CIVIC AND LEGAL LITERACY PANEL

FACILITATOR: DEMETRIO ZEMA, LAW SQUARED

AHMED HASSAN

Youth Activating Youth

DANIEL AJAK

Victoria Legal Aid

Com. STUART BATESON

Victoria Police

PETER LOCHERT

Department of Parliamentary Services,
Victoria

MOLINA SWARUP ASTHANA

Law Institute of Victoria

12:15

WRAP-UP

MANITA RAY

YGAP

SONIA VIGN JEVIC

SSI

PETER MOUSAFERIADIS

Cultural Infusion

ZII MUSIC

NETWORKING

FORUM ENDS 1:30

ER PLANET

OLIN MITCHELL

MCs



NICHOLAS MARCINKOWSKI

POLARON

Client Relationship Manager at Polaron. Community Approved Translations Expert. Avid CALD Communities Supporter.



MARIAM RIZA

WATTLESHIRE

VP - Inter-generational Consulting at Wattleshire. ACAA, CPA, MSc Org Psych. Strategist, Consultant, Trainer.

FINANCIAL LITERACY

In a world in which there are more and more ways to earn, spend and save money, our ability to make sound financial decisions is crucial. Let's explore how to communicate clearly and deliver information appropriately.

KEY NOTE - RICARDO GONCALVES

SBS NEWS



Ricardo Goncalves is an SBS World News presenter, SBS Finance Editor and host of Small Business Secrets.

He has covered news globally, filing stories from the Middle-East, LA and New York's Ground Zero. Interviews with Virgin's Richard Branson, Australian Prime Minister Malcolm Turnbull and former Portuguese President Anibal Cavaco Silva are some of his most memorable.

Ricardo started his TV career as a regional news reporter (as Richard Goncalves) for WIN News Wollongong in 1998 before working as a video business journalist and producer for finance journalist David Koch, working across Sky News, Seven News and 2GB.

It was followed by a three year stint in Melbourne as a business video journalist for Sky News and a reporter for Nine News, until he returned to Sydney to present rolling live news on Sky News Business.

Ricardo is also an accomplished MC fronting high profile events like the Telstra Business Awards and Pitch@Palace just to name a few.

He holds a B Commerce (Economics/Marketing) from the University of Wollongong and has a Portuguese background.

HEALTH LITERACY

When it comes to healthcare, what you don't know can hurt you. This panel is dedicated to pursuing ways to embed health literacy in community strategies, policies and programs.



FACILITATOR:

SPASE VELJANOVSKI

CEH

Senior Project Officer. Trainer. Project Worker.



EMILIANO ZUCCHI

NORTHERN HEALTH

Manager of Transcultural & Language Services at the Aboriginal Support Unit at Northern Health.



JANE AUCHETTL

CANCER COUNCIL VICTORIA

Education and Training Coordinator. Developed the Living with Cancer Education and Cancer and Wellness Life programs.



DALE PARK

DIVERSITY TRAINING & CONSULTING

Diversity and Inclusion Consultant. Co-Convenor of the Victorian Gay and Lesbian Rights Lobby.



DR ANITA TREZONA

TREZONA CONSULTING GROUP

Founder and Managing Director of Trezona Consulting Group. Master of Public Health and PhD on health service and system responsiveness.



JOLYON BURFORD

CEH

Trainer in Cultural Competence and Health Literacy. eLearning Developer.

DIGITAL LITERACY

Whether you're a digital native or not, you live, learn and work in a digital society. Find out what digital literacy is and how to develop your knowledge and practical skills to bridge the gap.



FACILITATOR:

DOMINIC CARTER

POLARON LANGUAGE SERVICES

Finance and Systems Development Director at Polaron.



YVES DORME

FILMMAKER

International film director, editor, curator and teacher. Graduate of INSAS (National Higher Education Institute of Arts) in Belgium.



MAX GROSS

MAXPLUS360

Founder of MaxPlus360, MaxPlusFood and Melbourne LinkedIn Local.



KRISTIE COCOTIS

DIABETES VICTORIA

Aboriginal and Cultural Diversity Program Team Leader at Diabetes Victoria. Bachelor of Science (Biomedical Science) and a Master of Public Health.



COLIN MITCHELL

DIABETES VICTORIA

Aboriginal Liaison Officer at Diabetes Victoria. Over 32 years' experience working in the Aboriginal Health Sector.



ZII

ZIIMUSIC

Naarm based Rapper/Poet.

CIVIC & LEGAL LITERACY

Civic and legal participation helps to empower individuals to take action in society. Join us for this panel as we discuss how we can actively address the challenges of community participation in a meaningful way.



FACILITATOR:
DEMETRIO ZEMA
LAW SQUARED

Entrepreneur. Lawyer. Founder of the 'new-gen' law firm.



AHMED HASSAN
YOUTH ACTIVATING YOUTH

Co-founder and Director of Youth Activating Youth. Deputy Chair of the Victorian African Action Plan Implementation Committee.



PETER LOCHERT
PARLIAMENT OF VICTORIA

Secretary, Department of Parliamentary Services, Parliament of Victoria.



DANIEL AJAK
VICTORIA LEGAL AID

Criminal Defence Lawyer at Victoria Legal Aid. LLB/LP, BCOM.



COM. STUART BATESON
VICTORIA POLICE

Superintendent of North West Metro Division 2. Commander of Priority Communities Division.



MOLINA SWARUP ASTHANA
LAW INSTITUTE OF VICTORIA

Principal of Swarup Asthana Lawyers, practising in commercial law. Founder Multicultural Women in Sport.

GET WRITING: NOTES

SHARE YOUR PHOTOS &
TAG US! @VICFORUM



- 1.
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- 10.

BEST THING I HEARD TODAY:



**SONIA
VIGNJEVIC**
SSI



**MANITA
RAY**
YGAP



**PETER
MOUSAFERIADIS**
CULTURAL INFUSION

WRAP UP!

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At the Commonwealth Bank we are committed to supporting cultural diversity in our workplaces and in our communities. The multicultural society that has been created in Victoria is this state's most valuable asset.

HUSS MUSTAFA OAM

CBA
SPONSOR

My work as a community representative helps ensure that written and verbal material that the Greek community requires for their needs are understandable by the community and are of the highest standard, which in turn shows our compassion and caring towards all its members by helping them fulfil their needs.

MARIALENA MICHANETZI

GREEK COMMUNITY REPRESENTATIVE

Consulting with the audience you want to reach is essential to clear communication. Before producing multilingual resources, we recommend you talk to your target group, no matter their cultural or linguistic background. Ethnic community organisations are a very important link to diverse communities and can be a great source of information.

MARIAN PAWLIK OAM

PCCV
COMMUNITY ORGANISATION

Working with properly certified professionals is essential to ensuring that culturally and linguistically diverse communities feel connected.

MARK PAINTING

NAATI
SPONSOR

Polaron is the only company I know that truly cares about the quality of translation. Our robust process ensures our clients get the best translations around.

Being able to deliver community approved translations to the various cald communities across Australia is the most rewarding aspect of my work with Polaron.

NINA XU

CHINESE TRANSLATOR

NICHOLAS MARCINKOWSKI

POLARON
CLIENT RELATIONSHIP MANAGER

Produced by



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Partners



For more information, electronic copies of the program or presenters' articles, call us on 1300 88 55 61 or email us at media@polaron.com.au

VicForum would like to acknowledge that this event is held on the lands of the Wurundjeri people of the Kulin nations. We pay our respects to all past, present and emerging Elders.