## Community Justice Centres (CJC) multicultural promotion strategy

## 2015-2016

### CJC recognises and supports the multicultural principles contained in the Multicultural NSW Act 2000 (NSW).

### In particular, Principle (1)(a)(ii) states that all individuals in NSW should have the greatest possible opportunity to make use of, and participate in, relevant activities and programs provided or administered by the NSW Government.

### This strategy outlines how CJC intends to promote its services to multicultural communities in 2015-2016. It was developed in line with the NSW Department of Justice’s Multicultural Plan 2015-2018.

CJC services

CJC provides free mediation services across NSW to help people in dispute to reach an agreement.

The CJC mediation process is voluntary, confidential and impartial. It focuses on helping parties in a dispute understand the causes of the dispute, and their respective interests and needs. CJC mediation helps people take responsibility and control for resolving their own problems, rather than having a third party impose a solution on them. A mediation session can be organised in a short timeframe, at a location close to the parties. It can also be a time- and cost-effective alternative to going to court.

CJC offers mediation in languages other than English through an accredited interpreter. CJC’s information fact sheet is translated into 21 community languages. CJC mediators come from a range of different cultural backgrounds. When assigning mediators, CJC takes into consideration any relevant cultural issues.

CJC staff also come from a range of different cultural backgrounds and participate in training from time to time in issues related to cultural diversity.

CJC’s community engagement plan

The promotion of CJC to multicultural communities falls within CJC’s broader stakeholder engagement plan. For 2015-2016, the focus of CJC’s stakeholder engagement work is on referring bodies (especially courts, councils, police and housing agencies) rather than on direct community engagement.

The CJC stakeholder engagement plan also describes engaging CJC mediators in stakeholder engagement work, to build capacity to take part in community events and respond to requests for community presentations.

Strategy aim

To promote CJC services to multicultural communities. (Multicultural Plan 2015-2018, strategy 6.1.2).

Strategy actions

In 2015-2016, CJC will:

1. Link with multicultural workers in target agencies (e.g. Police Multicultural Liaison Officers, Cultural Diversity Officers within councils).
2. Note in all discussions of CJC services that CJC uses interpreter services (free of charge to clients) and will assess the need for an interpreter when clients contact CJC.
3. Build close working relationships with the department’s Diversity Services Unit, so that:
   1. CJC can be made aware of and invited to speak at multicultural workers’ networks.
   2. The Diversity Services team is familiar with CJC process and can speak confidently about CJC whenever they are presenting on departmental services generally.
4. Seek opportunities for participating in multicultural and ethnospecific community events around NSW.
5. Have capacity to respond to invitations to present to culturally diverse community groups (direct invitations and invitations via Diversity Services).
6. Collect and analyse data in 2015-2016 including:

* Number of Party A clients identifying a non-English speaking country of birth; this number as a percentage of all Party A clients; breakdown of countries of birth.
* Number of mediation participant Party As identifying a non-English speaking country of birth; this number as a percentage of all Party A mediation participants; breakdown of countries of birth.
* Number of phone calls utilising interpreter services (including calls which reached an MA and calls which reached the answering machine); this number as a percentage of all phone calls; breakdown of languages interpreted (from TIS bills).
* Number of phone calls utilising interpreter services which reached an MA; this number as a percentage of all interpreter-assisted calls; breakdown of languages interpreted (from TIS bills).
* Number of mediation sessions utilising interpreter services (from CRC bills); this number as a percentage of all mediation sessions; breakdown of languages interpreted.

Review

CJC will use data collected in 2015-2016 (Action 6), and any other relevant information, to inform future multicultural promotion strategies.