

# bi-cultural project

Evaluation Report  
2019 - 2020

For further information, project updates, upcoming events, capacity building or to employ a bi-cultural worker, please visit:

**[www.cohealth.org.au/bi-cultural-worker-hub](http://www.cohealth.org.au/bi-cultural-worker-hub)**

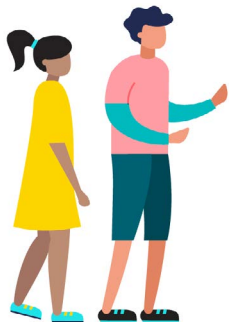
## A bi-cultural worker

is employed to use their cultural knowledge, language skills, lived experience and community connections; to work with people whom they share a lived experience and mainstream organisations.

Bi-cultural workers elevate community voices, advocate for their needs, co-design and deliver programs, share information and facilitate cultural safety (cohealth 2020)



# project overview 2017-2020



The Bi-cultural Project at cohealth has completed its third year of delivery.

With a total reach of 6,235 people over the last three years:

**50** bi-cultural workers engaged as interns and 33 continuing as casual staff

**5,850** community members engaged through bi-cultural led projects

**835** staff from across the community sector engaged in capacity building, presentations and forums delivered by the project

## Deliverables from the last 3 years include:

**56** capacity building workshops delivered to BCWs

**Over 600** employment or capacity building opportunities shared with BCWs

**Over 50** professional references provided

**3,350 hours** of paid employment for bi-cultural workers across different programs at cohealth

**16** employment opportunities facilitated externally where cohealth sub contracted BCWs to external organisations to act as consultants

**27** bi-cultural led projects delivered

**17** professional development opportunities delivered to build sector capacity to employ bi-cultural workers in a culturally safe way

## Project Objectives

1. Develop participant skills and confidence to act as bi-cultural workers
2. Support employment readiness through professional development, information sharing and networking
3. Provide opportunities for participants to self-determine or self-represent through delivery of community-led projects
4. Work in partnership with bi-cultural workers to;
  - Educate organisations and their staff about the role of bi-cultural workers, the benefits they bring and facilitate employment opportunities
  - Build sector capacity to employ bi-cultural workers in a culturally safe way

\*See Appendix 1 for Cultural Safety Definition



# project evaluation 2019-2020

## Evaluation methods

The bi-cultural project has used a variety of evaluation methods including:

- Surveys
- Reflective questioning
- Focus groups
- Attendance sheets



## 2019-2020 Participants

**33** bi-cultural workers, including 15 participants of the current internship program and 18 graduates from previous internships

Previous graduates are employed as casual bi-cultural workers and engaged to;

- Mentor new interns
- Deliver networking events
- Support cohealth in responding to COVID19 through gatekeeping, delivering health information in language to communities etc
- Deliver Professional Development training
- Co-design and deliver Refugee Week events
- Design and deliver community led projects

**228** staff from across the community sector engaged in professional development relating to BCW

**5,300** community members from 11 different refugee communities

# 2019-2020 evaluation outcomes

## Objective 1: Develop participants skills and confidence to act as bi-cultural workers

A total of 18 capacity building workshops were delivered to bi-cultural workers participating in the project.

Topics included:

- Values and principles of bi-cultural work
- Intersectionality
- strength based practice
- trauma informed practice
- Effective communication
- Community engagement
- Group facilitation and co-design
- System navigation and referral pathways
- Project planning and evaluation

*“cohealth has given us the opportunity to develop the skills we need to make a difference in our community”*

*“The internship was a life changing experience for me. I was able to increase my network within the industry and gain knowledge that can be transferred in my role as a community leader. I felt like my voice was heard and my ideas were valued”*

### 12 Interns responded to an evaluation survey giving feedback about their experience of the internship program.

**100% agreed** that they had increased their understanding of Bi-cultural work

**100% agreed** that they had increased their understanding of Cultural Safety, Intersectionality, Unconscious Bias, Power and Privilege

**100% agreed** that they had increased their skills and confidence in Bi-cultural work, including Cross-cultural communication, Cultural Bridging, Group Facilitation, Advocacy, Community engagement, project planning and implementation

**100% strongly agreed** that they had increased their skills and confidence to support health and wellbeing in their communities’

**100% agreed** that they had increased their understanding and knowledge of the culture and/or lived experiences of other communities and people with a refugee-like experience



## Objective 2: Support employment readiness through professional development, information sharing and networking

Project participants identified employment as key challenge for themselves and their communities.

In response, the bi-cultural project aims to support employment readiness through professional development, information sharing and networking.

The bi-cultural project also facilitates employment opportunities both internally across cohealth and externally across the community sector.

**90%** of all BCWs engaged in the project gained employment as a direct result of their engagement with cohealth

**30+** professional references provided for other employment

**2,000+** hours of Bi-cultural work across cohealth

**15** employment opportunities were facilitated with 5 different external agencies

**An Additional 500+** hours of employment to support COVID19 responses

A Networking event with over **40** participants was hosted and **3 x** employment workshops delivered

**Over 200** professional development, education, employment and networking opportunities have been shared with participants

A mentoring program was established pairing 10 bi-cultural workers with professionals from cohealth and other community organisations

**Each of these outcomes have contributed to the overarching objective: to increase workforce diversity.**

“ *The internship is a safe place to come and talk about challenges, to problem solve, build our understanding and come up with strategies to make a change in our communities and together* ”

“ *I have done lots of community projects. This is the BEST project, the best organised, the most fun and I learnt the most* ”

“ *Having mentors from previous Internships involved was helpful. They were encouraging and they shared their knowledge* ”



## Feedback from 12 Participants of the 2019-20 Internship program showed that

**100%** felt that they increased their understanding of employment pathways, recruitment processes and expectations

**100%** felt that their skills and confidence to find employment has increased

**100%** felt the number of people in their professional network has increased



## Organisations that employed cohealth's bi-cultural workers as consultants were asked to complete a survey about their experience

9 individuals from 4 different organisations responded and 100% agreed that because of employing bi-cultural workers trained by cohealth they had:

- Improved their understanding of the role and benefits of bi-cultural work
- Improved their capacity to work with bi-cultural workers
- Improved their understanding of target communities' interests/needs/strengths/challenges or perspectives



## Objective 3: Provide opportunities for participants to self-determine or self-represent

cohealth bi-cultural project aims to provide opportunities for participants to self-determine and self-represent; by speaking at events and/or meetings about issues important to them and their communities and through delivery of community-led projects.

In the final evaluation survey delivered to all 2019-20 internship participants, 12/15 Interns responded:

**100%** stated that they were given opportunities to speak about issues important to them and their communities

**100%** stated that they were able represent their community in positive and meaningful ways

**100%** of participants felt that their lived experience and cultural perspectives were valued and listened to respectfully at cohealth

**These outcomes contribute to an overarching objective that aims for 'People to feel culturally safe within cohealth and the wider community'.**

“ I have learnt a lot from everyone – but the most I gained was more on a personal level – I am more confident, the program empowered me – especially with interviews now when they ask me questions I apply my learning – I can see in their eyes that they like what I am saying and they like the cohealth experience ”

## Community Led Projects

More than 50% of paid bi-cultural worker hours at cohealth contributed to the development and delivery of community-led projects.

These projects were designed by bi-cultural workers and their communities' therefore directly responding to community needs.

13 projects were delivered to 11 different communities, with a total reach of 5,300 community members.

In the appendix is a table outlining the projects delivered during the reporting period, it includes the following information:

- Target Community
- Project activity
- Rational
- Objectives
- Reach
- Outcomes



## Objective 4: Work in partnership with bi-cultural workers to:

- Educate services and agencies about the role of bi-cultural workers and the importance of their work
- Build organisational capacity to employ bi-cultural workers in a culturally safe way

cohealth's bi-cultural staff and other project leads have presented and delivered training at various network meetings, forums, and events hosted by cohealth and other external agencies across the health and community sector.

The project reached a total of 835 staff from across the community sector.

### Refugee Health Nurse Training Day (30 participants)

Working with CALD communities; intersectionality, unconscious bias, cultural safety & strength based practice

### Community Development Practice Network (20 participants)

Working with BCWs to support community engagement with CALD

### VTMH Professional Development (40 participants)

Working with BCWs to support community engagement with CALD

### NWPHN Lunchtime Learning (25 participants)

Working with BCWs to support community engagement with CALD communities

### Networking Day (37 participants)

Building networks between BCWs and sector professionals

### Community Development Practice Network (30 participants)

PD for CD practitioners on white privilege

### VSYN Meeting (9 participants)

Working with BCWs to support community engagement with CALD

“  
*Very proud to be part of this project with all people from different cultural backgrounds and with such an amazing manager who gave us a lot of support, knowledge and ongoing feedback to strengthen our skills*  
”

## Professional standards for bi-cultural work

In 2020 cohealth began delivering professional development to organisations across the community sector relating to the Professional Standards for Bi-cultural Work co-designed with bi-cultural workers in previous years.

The 3.5-hour training was delivered to **48** staff from across **14** different organisations.

### 41 staff responded to an evaluation survey after attending the training. This evaluation showed that:

**92%** of people increased their understanding of bi-cultural workers roles and responsibilities

**90%** of people increased their understanding of the benefits of BCW

**95%** of people increased their understanding of the complexities of BCW

**98%** of people increased their understanding of cultural safety as it relates to BCW

**100%** of people increased their confidence to support bi-cultural workers in the workplace

**98%** of people increased their confidence to implement more inclusive recruitment strategies

**95%** of people increased their confidence to create a culturally safe environment for bicultural workers

**95%** of people increased their confidence to engage bi-cultural workers in future projects to improve community led development



### After the training participants identified which components of the professional standards, they would work towards implementing at their workplace:

**100%** of respondents stated that they would endeavour to implement at least one component of the professional standards at their workplace.

**40%** said they would aim to implement ALL aspects of the standards.

The Code of Ethics, Inclusive recruitment and Cultural Safety Guides were most commonly identified as the components staff would endeavour to implement at their workplaces.

**These outcomes contribute to another overarching objective whereby organisations take steps to address exclusionary employment systems and structures.**

# appendix

## 1.1 Cultural Safety Definition

An environment that is safe for people: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening. (Williams, 2008)

- Williams, Robyn (2008). *Cultural safety: what does it mean for our work practice? Australian and New Zealand Journal of Public Health*. 23(2): 213-214.

## 1.2 Community Led Projects Delivered by cohealth Bi-cultural Workers

Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Ethiopian Community</b>	<p>1 x information session about the harmful effects of drug and alcohol and available supports.</p> <p>1 x video highlighting effective communication strategies and available supports for families affected by drugs and alcohol.</p>	<p>Drug and alcohol use in the Ethiopian and Eritrean communities is prevalent yet there is limited understanding about the harmful effects.</p> <p>Many families express a need for support, to develop effective communication strategies to discuss the harmful effects of drugs and alcohol with their families.</p>	<p>Increase the Ethiopian communities understanding about the harmful effects of drug and alcohol use and available support services.</p> <p>Provide the community with strategies to respond and communicate about drug and alcohol use with their loved ones.</p>	<p>200 people attended the information session</p> <p>2,193 people viewed the video</p>	<p>43 people responded to an evaluation survey after the information session:</p> <ul style="list-style-type: none"> <li>• 100% agreed that they learnt about the harmful effects of drug and alcohol</li> <li>• 99% agreed that they now know about the available support services for drug and alcohol</li> <li>• 99% agreed that they had learnt strategies to respond and communicate about drug and alcohol use with their loved ones</li> </ul> <p><a href="https://www.youtube.com/watch?v=4Jff_vdNBal&amp;feature=share">https://www.youtube.com/watch?v=4Jff_vdNBal&amp;feature=share</a></p>

Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Chin Community</b>	1 x workshop on effective parenting strategies and navigating culture clash.	Many people from the Chin community experience culture clash when parenting in a Western context. This can have a negative impact on the relationship between parents and their children.	<p>Provide Chin parents with some effective parenting strategies that are culturally appropriate.</p> <p>Build participants confidence to manage culture clash and build strong relationships with their children.</p>	14 parents participated in the information session.	<p>All participants responded to an evaluation survey after the information session:</p> <ul style="list-style-type: none"> <li>95% of the participants stated that they learnt new parenting strategies.</li> <li>93% stated they feel more confident to support their children as a parent in Australia.</li> </ul>
<b>Syrian + Iraqi Community</b>	2 x information sessions sharing information about <ol style="list-style-type: none"> <li>Bowel Cancer</li> <li>My aged care</li> </ol>	Many newly arrived communities especially those with limited English can find it difficult to source information about health, available support services and referral pathways due to language barriers.	<p>Increase participants knowledge of my aged care and bowel cancer.</p> <p>Increase participants confidence to access services for bowel cancer screening and my aged care services.</p>	<p>Workshop 1: Bowel Cancer 15 participants</p> <p>Workshop 2: My Aged Care 9 participants</p>	<p>All participants responded to an evaluation survey at the end of each workshop.</p> <p>Workshop 1 – Bowel Cancer</p> <ul style="list-style-type: none"> <li>100% of the participants Increased their understanding of Bowel Cancer</li> <li>100% increased their confidence to access services, information and screening for bowel cancer</li> </ul> <p>Workshop 2 - My Aged Care</p> <ul style="list-style-type: none"> <li>100% increased their understanding of My aged care</li> <li>100% increased their confidence to access services, information and register for my aged care</li> </ul>

Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Afghan Community</b>	6 x online workshops from the 'Tuning into kids' program'.	<p>Many people from the Afghan community experience culture clash when parenting in a Western context. This can have a negative impact on the relationship between parents and their children.</p> <p>Additionally, emotional intelligence in parenting is not something commonly taught in the Afghan community – research shows it can be useful for all parents to learn.</p>	<p>The Tuning into kid's program aims to:</p> <ul style="list-style-type: none"> <li>Increase participants understanding of emotional intelligence in parenting.</li> <li>Increase participants confidence to help their children develop good emotional skills.</li> </ul>	5 participants	<p>All participants responded to an evaluation survey at the end of the workshops.</p> <ul style="list-style-type: none"> <li>100% agreed that they increased their knowledge of emotional intelligence in parenting</li> <li>100% agreed that they increased their confidence to support their children develop good emotional skills</li> <li>100% felt their relationship had improved with their children and home is feeling happier as a result of the training.</li> </ul>
<b>People seeking Asylum and Refugees</b>	1x Zoom session with presenters from Brotherhood of St Laurence, Asylum Seeker Resource Centre and the Australian Red Cross to provide information about available support services for people seeking asylum and refugees during the COVID-19 crisis.	<p>During Covid-19</p> <p>People seeking Asylum and Refugees are facing</p> <p>loss of employment and a lack of financial assistance from the government. For many This is having a negative impact on their health and well being.</p>	<ul style="list-style-type: none"> <li>Increase participants knowledge of employment and training opportunities during the COVID-19 crisis.</li> <li>Increase participants knowledge of available supports and emergency relief services during the COVID-19 crisis.</li> <li>Increase participants knowledge of services providing support for mental health and wellbeing during the COVID-19 crisis.</li> </ul>	<p>17 participants joined the zoom session</p> <p>21 people viewed the recording</p>	<p>7 people responded to an online survey after viewing the information session.</p> <ul style="list-style-type: none"> <li>100% increased their knowledge of employment opportunities during coronavirus.</li> <li>72% increased their knowledge of available support services and emergency relief services during the COVID-19 crisis</li> <li>85% increased their knowledge of where to go to get support for their mental health and wellbeing,</li> </ul>



Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Sudanese Community</b>	5x zoom sessions with Sudanese youth during Ramadan; Teaching them how to use zoom whilst facilitating religious conversation and study groups.	Covid-19 and the lockdown made it hard for Muslim people to stay connected during the month of Ramadan making people feel socially isolated.	Create opportunities for kids and their families to feel socially connected during Ramadan.	10 parents 10 kids	At the end of the 5 sessions an evaluation survey was delivered to all participants. 10 kids and 10 parents responded. <ul style="list-style-type: none"> <li>80% agreed that they felt more connected as a result of engaging in the activities and that the project had a positive impact on them.</li> </ul>
<b>Karen Community</b>	3x Videos in Karen covering the following topics; <ol style="list-style-type: none"> <li>1. Covid-19 prevention</li> <li>2. What to do if you experience COVID19 symptoms</li> <li>3. How to self-isolate</li> </ol>	<p>The Karen community has found it difficult to access information in Karen about Covid-19.</p> <p>Even when information is available in Karen community members do not always know where to find it or how to navigate government and other health websites.</p> <p>Additionally, not all Karen people have the literacy skills required to read translated documents.</p>	Provide accurate information about COVID19 in Karen, via video and share among community network channels.	481 views 75 likes 16 shares	<p>The videos reached many Karen people on social media'. Comments suggested that viewers increased their understanding of COVID19 and were better able to understand Victoria's rules.</p> <p>Project leads received a lot of positive feedback, not only from the Karen living in Australia but other countries such as America and Canada as well.</p>

Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Arabic Community (Iraqi/Syrian)</b>	1x Video; Panel Discussion about Mental health and wellbeing in Arabic	<p>Many people from Iraq and Syria Have experienced poor mental health due to war, settlement, language barriers, unemployment and social isolation. COVID19 pandemic has the potential to trigger or worsen their situation.</p> <p>Additionally, there is stigma associated with mental health among these communities and often limited understanding about what is mental health and how to care for it.</p>	<p>Increase people's understanding of mental health and reduce stigma.</p> <p>Increase people's confidence to navigate the mental health system in Australia.</p> <p>Help the community stay well during covid-19 Pandemic and the lockdown.</p>	<p>525 viewers</p> <p>225 likes</p> <p>12 video shares</p>	<p>The video was shared by The Age newspaper, Arabic Mental health worker page, multicultural women's health center and the migrant's worker center. It was also featured on ABC.</p> <p>Feedback from the community was overwhelmingly positive.</p>
<b>South Sudanese Community</b>	<p>1 x Workshop Women's health and support services</p> <p>3 x Physical activity workshops</p>	<p>Many women from the South-Sudanese community have experienced disrupted health care due to their refugee experiences. Health education such as women's health and wellbeing may have been minimal or non-existent.</p> <p>With English as a second language finding accessible information in Australia can also be a challenge.</p>	<p>Increase participants understanding of women's health and well being.</p> <p>Increase participants knowledge of available services and how to access them.</p> <p>Build participants confidence to look after their health and wellbeing.</p>	6 participants	<p>After delivery of the 4 workshops 6 participants responded to an evaluation survey:</p> <ul style="list-style-type: none"> <li>• 100% of the participants agreed that the session increased their understanding of women health and wellbeing</li> <li>• 85% of the participants agreed that they increased their knowledge of available services for women health and wellbeing and know how to access them</li> <li>• 100% of the participants felt more confident to look after their health and well-being</li> <li>• 100% were interested in joining an online group to connect with other women and exercise together</li> </ul>

Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Chin Community</b>	<p>6x Videos in Falam Chin covering the following topics:</p> <ol style="list-style-type: none"> <li>1. Covid 19 prevention</li> <li>2. What to do if you experience COVID19 symptoms</li> <li>3. How to self-isolate</li> <li>4. Financial supports during Covid 19</li> <li>5. How to download and use ZOOM</li> <li>6. How to download and use MYGOV</li> </ol>	<p>The Chin community have found it difficult to access information in Falam Chin about Covid-19.</p> <p>Even when information is available in Falam Chin, community members do not always know where to find it or how to navigate government and other health websites.</p> <p>Additionally, not all Chin people have the literacy skills required to read translated documents.</p>	<p>Provide accurate information about COVID19 in Falam Chin, via video and share among community network channels.</p>	<p>Combined: 486 likes 65 shares</p>	<p>Quote: “My church decided to livestream their weekly sermon after seeing this video and learning how to use zoom”.</p>
<b>Tibetan Community</b>	<p>3x Videos in Tibetan covering the following topics:</p> <ol style="list-style-type: none"> <li>1. Covid 19 prevention</li> <li>2. What to do if you experience COVID19 symptoms</li> <li>3. How to self-isolate</li> </ol>	<p>The Tibetan community has found it difficult to access information in Tibetan about Covid-19.</p> <p>Even when information is available in Tibetan community members do not always know where to find translated information or how to navigate government and other health websites.</p> <p>Additionally, not all Tibetan people have the literacy skills required to read translated documents.</p>	<p>Provide accurate information about COVID19 in Tibetan, via video and share among community network channels.</p>	<p>225 views</p>	<p>225 views and many people have left messages saying <i>Thanks</i></p>

Target Community	Project activity	Rational	Objectives	Reach	Outcomes
<b>Eritrean Community</b>	<p>1 x Zoom meeting about community support and connection.</p> <p>Deliver gifts to 21 vulnerable women to let them know the community is there for them.</p>	<p>The month of Ramadan is traditionally a time of generosity and get together, but not this year due to covid-19.</p> <p>This has affected many people negatively.</p> <p>Increasing the feeling of isolation, loneliness, anxiety and depression - especially among Muslim women who live alone.</p>	<p>Provide an opportunity for Muslim women to feel socially connected and supported during Ramadan.</p>	<p>15 women joined the zoom session</p> <p>21 women received the gifts</p>	<p>After the zoom session all participants responded to a short survey:</p> <ul style="list-style-type: none"> <li>• 100% agreed that the session motivated them to create big change with small acts of kindness towards their family, friends and their surrounding community, to help ease the effect of Covid-19 during the month of Ramadan</li> <li>• 95% agreed that the session helped them to feel connected, engaged and supported during the coronavirus lockdown.</li> </ul> <p>After receiving the gifts:</p> <ul style="list-style-type: none"> <li>• “first time I feel like I have sisters with me”</li> <li>• “thanks for being there for me and making me feel special”</li> </ul>
<b>Karen Community</b>	<p>2x cooking videos on healthy eating.</p>	<p>Many Karen people have experienced disrupted health care due to their refugee experiences. Health education such as healthy eating may have been minimal or non-existent.</p> <p>Additionally, for Karen people in Australia, they are often disconnected from their traditional food sources and are forced to consume new foods which are often unhealthy.</p>	<p>Promote healthy eating in the Karen community.</p> <p>Show people healthy food recipes that are easy to make, cheap, simple, and delicious and have many good health benefits.</p>	<p>1,070 views</p> <p>127 likes</p> <p>3 shares</p>	



**cohealth**  
cohealth.org.au