



# Cohealth's Bi-cultural Program

2021-2022 Evaluation Report

*cohealth acknowledges the Traditional Custodians of the land and waterways on which our offices stand, the Boon Wurrung, Wurundjeri and Wathaurong people, and pays respects to Elders past, present and emerging. We acknowledge the Stolen Generations and the historical and ongoing impact of colonisation on Aboriginal and Torres Strait Islander peoples. We also recognise the resilience, strength and pride of Aboriginal and Torres Strait Islander communities.*



everyone is welcome at **cohealth**

*A bi-cultural worker is a person employed to use their cultural knowledge, language skills, lived experience and community connections to work with people who they share a lived experience with and with mainstream organisations. Bi-cultural workers elevate community voices, advocate for their needs, co-design and deliver programs, share information and facilitate cultural safety*

*(cohealth, 2019)*

# Program Objectives

1. Develop participant skills and confidence to act as bi-cultural workers (BCWs)
2. Support employment readiness of bicultural workers through professional development, information sharing and networking
3. Improve the health and wellbeing of refugee and asylum seeker communities 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

This work is situated within the context of diverse world views, systemic and structural barriers, power, privilege and bias.

There is an overarching commitment to support individuals and communities to self-determine and advocate for social change.



# Community Engagement Model



# Overarching Outcomes

## 2017-2022

### A total direct reach of 143,070 people

- **200+** bi-cultural workers engaged (25 continuing as casual staff)
- **141,500** community members engaged through bi-cultural led projects
- **1370+** staff from across the community sector engaged in capacity building, presentations and forums delivered by the project

### Deliverables

- **106** capacity building workshops delivered to BCWs
- **73** community-led projects delivered
- **7350** hours of paid employment for bi-cultural workers across different programs at cohealth
- **1450** employment or capacity building opportunities shared with BCWs
- **95** professional references provided
- **54** professional development opportunities delivered to staff from community/health sector

# Program Outcomes 2021-2022

## Reach

- **200+** BCWs engaged (25 as cohealth staff)
- **370** staff reached through capacity building
- **12, 500+** community members engaged through BCW/community-led projects

## Deliverables

- **27** capacity building workshops delivered to BCWs
- **30** community-led projects delivered
- **22** capacity building workshops delivered across health/community/gov sector
- **500+** employment or capacity building opportunities shared
- **2500+** hours of paid employment for bi-cultural at cohealth
- **20** professional references provided
- **4** group supervision sessions with a psychologist for BCW



200 BCWs joined  
cohealth's  
Victorian  
Bicultural Workers  
Network



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

A total of **27** capacity building workshops and **4** group supervision sessions were delivered to bi-cultural workers participating in the project.

**21** BCWs responded to an evaluation survey giving feedback about their experience of the program.

- **90%** built skills and confidence to work as a BCW
- **90%** increased skills and confidence to deliver projects with their community that support their health and wellbeing

*As I reflect on my career path, I realise that the bi-cultural program has played an important role in shaping my network, knowledge, and skills in the areas of community development, client-led, trauma-informed practise. The bicultural program supported me to grow in multiple areas, I have built skills and confidence to be a better bicultural worker*

The bicultural program supported me to grow in multiple areas, I have built skills and confidence to be a better bicultural worker

*I have increased my understanding and confidence in all areas of project management!*

*The bi-cultural program allowed me to dream big and strive for more in the workforce*

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

**100%** participants gained professional development, networking and employment opportunities

**2500+** hours of paid employment for bi-cultural at cohealth

**500+** employment or capacity building opportunities shared

**20+** professional references provided

### Objective 3: Improve the health and wellbeing of refugee and asylum seeker communities through community-led projects

**30** community led projects were delivered and reached **12,500+** people from different refugee communities. These projects were co-designed with bi-cultural workers and their communities' to respond to communities' self-identified needs.



Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Eritrean Community</b>	<b>Vaccine Engagement</b> Deliver 1x Vaccine information session to the Eritrean community	<ol style="list-style-type: none"> <li>1. Increase community understanding of COVID-19 and the vaccine</li> <li>2. Increase peoples confidence to get tested and vaccinated</li> </ol>	<b>45</b> participants Brimbank, Melton, Hume, Yarra, Wyndham, Maribyrnong	<u>14 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 100% increased their understanding of COVID-19</li> <li>• 92% increased their confidence to book a vaccine or test</li> <li>• 92% Gained information about available support services and resources including how to get vaccinated or tested</li> </ul>
<b>Arabic Community</b>	<b>Vaccine and Mental Health</b> Deliver 2 x COVID vaccine information sessions and 1x Mental health session to the Arabic speaking community	<ol style="list-style-type: none"> <li>1. Increase community understanding of COVID-19 and the vaccine</li> <li>2. Increase peoples confidence to get tested and vaccinated</li> <li>3. Provide information about strategies and support services for people to manage their mental health</li> </ol>	<b>40</b> participants Brimbank, Melton, Hume, Whittlesea	<u>Workshop 1 &amp; 2: 40 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 100% gained useful information about COVID 19 and the vaccine</li> <li>• 98% Increased their confidence to get the vaccine as a result of the information provided</li> </ul> <u>Workshop 3: 14 responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 92% gained useful information and strategies to take care of their mental health and the well-being of their family</li> <li>• 85% Gained information about services they can access for support</li> </ul>
<b>Chin Community</b>	<b>Youth Program</b> Deliver a youth program (10 activities) to Chin youth to increase social connection and wellbeing and prevent AOD use	<ol style="list-style-type: none"> <li>1. Increase social connection and belonging among Chin youth</li> <li>2. Increase participants confidence and skills to care for their wellbeing</li> </ol>	<b>263</b> Participants Melton, Wyndham, Brimbank and Maribyrnong	<u>25 youth responded to the evaluation</u> <ul style="list-style-type: none"> <li>96% stated that the program responded to their interests and needs</li> <li>92% stated that they increased their social connection</li> <li>96% Stated that they increased their skills and confidence to look after their health and wellbeing</li> </ul>

Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Iraqi Community</b>	<b>Yoga Program 1</b> Deliver a yoga day trip with women (aged 45 - 60) from the Iraqi community to learn the benefits of yoga and physical activity for our mental wellbeing	<ol style="list-style-type: none"> <li>1. Provide information about the importance of physical activity, yoga and mindfulness for wellbeing and reduction of stress</li> <li>2. Increase the confidence of participants to engage in physical activity and activities that improve their wellbeing</li> <li>3. Increase social connection among women from Iraqi community</li> </ol>	<b>40</b> participants Brimbank, Melton, Hume, Whittlesea	<u>40 people responded to the evaluation</u> 100% stated that they; <ul style="list-style-type: none"> <li>• Gained information about the importance of physical activity for wellbeing and reduction of stress</li> <li>• Learnt new strategies and built confidence to engage in physical activities that can improve wellbeing (yoga)</li> <li>• Increased social connection</li> </ul>
<b>Iraqi Community</b>	<b>Yoga Program 2</b> Deliver a yoga day trip with women (aged 45 - 60) from the Iraqi community to learn the benefits of yoga and physical activity for our mental wellbeing	<ol style="list-style-type: none"> <li>1. Provide information about the importance of physical activity, yoga and mindfulness for wellbeing and reduction of stress</li> <li>2. Increase the confidence of participants to engage in physical activity and activities that improve their wellbeing</li> <li>3. Increase social connection among women from Iraqi community</li> </ol>	<b>56</b> participants Brimbank, Melton, Hume, Whittlesea	<u>56 people responded to the evaluation</u> 100% stated that they <ul style="list-style-type: none"> <li>• Gained information about the importance of physical activity for wellbeing and reduction of stress</li> <li>• Learnt new strategies and built confidence to engage in physical activities that can improve wellbeing (yoga)</li> <li>• Increased social connection</li> </ul>
<b>Eritrean Community</b>	<b>Healthy Living</b> Provide 1x information session on the benefits of healthy eating and exercise to women from Eritrean community	<ol style="list-style-type: none"> <li>1. Provide information about healthy eating and exercise</li> <li>2. Provide a platform for participants to ask questions regarding nutrition and physical activities.</li> </ol>	<b>12</b> participants Brimbank, Melton, Hume, Yarra, Wyndham, Maribyrnong	<u>12 women responded to the evaluation</u> 100% of the participants strongly agreed that <ul style="list-style-type: none"> <li>• The session increased their knowledge of healthy eating and exercise</li> <li>• They felt more confident to introduce healthy eating and fitness to their life.</li> </ul>



Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Eritrean Community</b>	<b>Money Management</b> Support 10 women from the Eritrean community to participate in a money management program	1. Provide accessible information to refugee women about money management, available resources and support services	<b>9</b> participants Brimbank, Melton, Hume, Yarra, Wyndham, Maribyrnong	<u>9 people responded to an evaluation</u> <ul style="list-style-type: none"> <li>75% stated that they gained information about money management, available resources and support services</li> </ul>
<b>Eritrean Community</b>	<b>Driving Program</b> Support 8 women from the Eritrean community to participate in a road safety program (8 x theory sessions + 2 driving lessons)	1. Provide information and resources to increase participant's confidence and skills to drive safely 2. Support participants to gain their driving licence	<b>8</b> participants Brimbank, Melton, Hume, Yarra, Wyndham, Maribyrnong	<u>7 women responded to the evaluation</u> <ul style="list-style-type: none"> <li>90% agreed that they had increased their skills and knowledge on how to drive safely and felt more confident to go for their license</li> </ul>
<b>Tibetan Community</b>	<b>Citizenship Program</b> Deliver 4 x information sessions about the citizenship application and testing process to the Tibetan community	1. Increase participants understanding about the citizenship test requirements 2. Increase participant confidence to pass the citizenship test.	<b>34</b> participants Maribyrnong, Brimbank	<u>16 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>100% stated they increased their understanding about the citizenship test requirements</li> <li>60% said they increased their confidence to pass the citizenship test.</li> </ul>
<b>Tibetan Community</b>	<b>Hydrotherapy Program</b> Deliver weekly hydrotherapy classes (12 classes total) to 15 elderly Tibetan community members.	1. Increase participants understanding about the importance of physical activity 2. Teach participants new skills and strategies to support their physical health 3. Increase participants confidence to be more active 4. Increase social connection and wellbeing	<b>14</b> participants Maribyrnong, Brimbank	<u>10 people responded to the evaluation</u> 100% participants stated that; <ul style="list-style-type: none"> <li>The program had a positive impact on their wellbeing</li> <li>They Increased their understanding about the importance of physical activity</li> <li>Learnt new skills and strategies to support their physical health</li> <li>Increased their confidence to be more active</li> <li>Increased social connection with their community</li> </ul>

Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Falam Chin Community</b>	<b>Badminton Program</b> Deliver 5x Badminton coaching sessions to 15 people from the Falam chin community	<ol style="list-style-type: none"> <li>Increase participants skills confidence to be more active and play badminton?</li> <li>Increase social connection and wellbeing</li> </ol>	<b>20</b> participants Wyndham, Brimbank, Maribyrnong	<u>15 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>93% stated they increased their skills and confidence to be more active and play badminton</li> <li>93% stated that they increased their social connection</li> </ul>
<b>Arabic Community</b>	<b>Swimming Program</b> Deliver 10x swimming lessons and 2 x information sessions about the importance of active living and the harms of soft drink to young people from the Iraqi community.	<ol style="list-style-type: none"> <li>increase in understanding and confidence to choose healthy food and drink options</li> <li>Increase understanding of the importance of physical activity and increased confidence to be more active (swimming)</li> <li>Increase social connection and wellbeing</li> </ol>	<b>15</b> participants Brimbank, Melton	<u>14 participants responded to the evaluation</u> <ul style="list-style-type: none"> <li>100% Increased their understanding of the importance of physical activity</li> <li>85% became more confident swimmers</li> <li>100% Increased their understanding of healthy eating and the harms of soft drink</li> <li>100% increased their social connection and wellbeing</li> </ul>
<b>Arabic + Chin Community</b>	<b>Basketball Program</b> Deliver a cross-cultural youth basketball program (4x sessions) for young people from the Arabic and Chin communities	<ol style="list-style-type: none"> <li>Increase participants understanding about the importance of physical activity and confidence to be more active (Basketball)</li> <li>Increase social connection and wellbeing</li> </ol>	<b>30</b> participants Wyndham, Maribyrnong, Brimbank, Melton	<u>27 people responded to the evaluation</u> <p>100% of participants stated that they</p> <ul style="list-style-type: none"> <li>Increased their confidence to be more active and play Basketball?</li> <li>Made new friends and enjoyed socializing</li> </ul>
<b>Muslim Women</b>	<b>Yoga Program</b> Deliver weekly (10) inclusive yoga sessions for women from diverse backgrounds connected to government housing	<ol style="list-style-type: none"> <li>Increase participants overall physical activity</li> <li>Increase social connection and wellbeing</li> <li>Learn new skills to manage stress</li> </ol>	<b>10</b> participants Melbourne, Yarra	<u>5 people responded to the evaluation</u> <p>100% agreed that they;</p> <ul style="list-style-type: none"> <li>Were able to practice yoga in a culturally safe way</li> <li>Increased their overall physical activity</li> <li>Built meaningful connections with other women</li> </ul>





Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Arabic Community</b>	<b><u>Citizenship Program</u></b> Deliver 5 x information sessions about the citizenship application and testing process workshops to the Arabic speaking community	<ol style="list-style-type: none"> <li>1. Increase participants understanding about the citizenship test requirements</li> <li>2. Increase participant confidence to pass the citizenship test</li> </ol>	<b>25</b> participants Brimbank, Melton, Hume, Whittlesea	<u>12 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 83% stated an Increase in their understanding of the citizenship application and testing process</li> <li>• 100% stated that they felt more confident to complete their citizenship application and learnt new skills to do the test</li> </ul>
<b>Arabic Community</b>	<b><u>Citizenship Program</u></b> Deliver 7x information sessions about the citizenship application and testing process workshops to the Arabic speaking community	<ol style="list-style-type: none"> <li>1. Increase participants understanding about the citizenship test requirements</li> <li>2. Increase participant confidence to pass the citizenship test</li> </ol>	<b>23</b> participants Brimbank, Melton, Hume, Whittlesea	<u>23 people responded to the evaluation</u> <p>100% stated that they</p> <ul style="list-style-type: none"> <li>• Increased their understanding of the citizenship application and testing process</li> <li>• Felt more confident to undertake the citizenship application and testing process</li> </ul>
<b>Eritrean Community</b>	<b><u>Basketball Program</u></b> Deliver a basketball fun day with information about the importance of active living, multiple tournaments and an all abilities session in collaboration with welcoming Australia	<ol style="list-style-type: none"> <li>1. Increase physical activity among Eritrean youth</li> <li>2. Increase physical activity among Eritrean children with special needs</li> <li>3. Increase social connection and wellbeing</li> </ol>	<b>150</b> participants Maribyrnong, Brimbank, Melton, Wyndham, Moreland, Hume, Melbourne, Yarra	<u>100 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 100% agreed that the event was inclusive and Increased physical activity among the participants</li> <li>• 95% agreed that the information shared improved their knowledge around active living, and how physical activity is important to overall health and well-being</li> </ul>
<b>Diverse Refugee Communities</b>	<b><u>Healthy Living information</u></b> Source relevant and accessible translated information relating to healthy/active living in 7 different languages (Amharic, Chin, Dari, Arabic, Tibetan, Tigrinya and simple English) and share via community platforms.	<ol style="list-style-type: none"> <li>1. Provide translated information about healthy/active living to diverse refugee communities</li> </ol>	<b>3000+</b> people from refugee backgrounds	23 resources relating to healthy/active living shared in 7 different languages

Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Refugee Communities</b>	<b><u>Vaccine Program</u></b> Coordinate refugee community access to 13x Pop up vaccination clinics and deliver 2 x COVID information sessions to refugee communities	<ol style="list-style-type: none"> <li>1. Provide information to Refugee communities about COVID safety and vaccine</li> <li>2. Deliver vaccines to Refugee communities</li> </ol>	<b>2600</b> participants Maribyrnong, Brimbank, Wyndham, Hume	<u>14 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 100% stated an increase in their knowledge about COVID19</li> <li>• 92% stated an increase in confidence to book a vaccine or test</li> <li>• 4 referrals made to services</li> <li>• 2395 vaccinated</li> <li>• 205 received information about COVID and the vaccine</li> </ul>
<b>Refugee Communities</b>	<b><u>Hepatitis B Program</u></b> In collaboration with Cancer Council of Victoria upskill 4x BCWs from the Tibetan, Chin, Arabic and Amharic communities to co-design and deliver information sessions with their communities about Hepatitis B screening and support services	<ol style="list-style-type: none"> <li>1. Provide information to refugee communities (Arabic, Tibetan, Ethiopian and Chin) about Hepatitis B prevention, testing and supports</li> </ol>	<b>1713</b> participants Maribyrnong, Brimbank, Whittlesea, Wyndham, Hume, Melton	<ul style="list-style-type: none"> <li>• 213 attended workshops or information sessions</li> <li>• 1500 received information in relevant languages online via community information channels</li> </ul>
<b>South Sudanese Community</b>	<b><u>Documentary</u></b> Create a short documentary showcasing South Sudanese beading culture and it's significance to their people and showcase at a community event	<ol style="list-style-type: none"> <li>1. Celebrate the culture and strength of South Sudanese people</li> <li>2. Provided an opportunity for South Sudanese diaspora to engage in a conversation about beading culture, history and share stories</li> <li>3. Challenge stigma and stereotypes perpetuated through media portraying negative stories of South Sudanese community in Australia</li> </ol>	<b>484</b> participants Maribyrnong, Brimbank, Whittlesea, Wyndham, Hume, Yarra, Melton Melbourne	<ul style="list-style-type: none"> <li>• 110 participants at pop up events</li> <li>• 374 participants at online launch</li> <li>• Many South Sudanese people reached out to the film maker to congratulate them on their work and thank them for the opportunity to learn about beading</li> </ul>



Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Ethiopian Community</b>	<b><u>AOD Program</u></b> Deliver a sports based Youth Mentorship Program (10 sessions)with 20 Ethiopian Youth; to build their confidence, resilience and social connection and prevent AOD use	<ol style="list-style-type: none"> <li>1. Increase the BCWs skill and confidence in all aspects of project management</li> <li>2. Increased the confidence, resilience and social connection of 20 young people through engagement in the program</li> </ol>	<b>1143</b> Participants Maribyrnong, Brimbank, Wyndham, Hume, Melton	<u>18 youth responded to an evaluation</u> <ul style="list-style-type: none"> <li>• 100% stated that they felt more connected to their community and culture</li> <li>• 78% stated that they built new relationships</li> <li>• 95% stated that they felt more confident in themselves as a result of the project</li> <li>• 100% stated an increase in confidence to be more active</li> <li>• BCW expressed increased confidence in all aspects of project management</li> </ul>
<b>Ethiopian Community</b>	<b><u>Food Security Program</u></b> Provide culturally appropriate food boxes with information about the vaccine to Ethiopian Community members affected by the pandemic	<ol style="list-style-type: none"> <li>1. Provide Ethiopian Families living in the Western Suburbs of Melbourne who have been negatively impacted by the pandemic with culturally appropriate food.</li> <li>2. Provide information in Amharic about the COVID19 Vaccine</li> </ol>	<b>150</b> Participants Maribyrnong, Brimbank, Wyndham, Hume, Melton	<ul style="list-style-type: none"> <li>• 45 Food boxes delivered</li> <li>• 150 individuals reached</li> <li>• 180 masks provided</li> <li>• 150 information sheets in Amharic</li> </ul>
<b>Arabic Community</b>	<b><u>Centrelink Program</u></b> Deliver 3 x information sessions about Centrelink systems and supports to the Arabic community	<ol style="list-style-type: none"> <li>1. Provide information about payment types and eligibility criteria</li> <li>2. Provide an opportunity for Q+A with a Centrelink worker</li> </ol>	<b>22</b> participants Brimbank, Melton, Hume, Whittlesea	<u>11 people responded to the evaluation</u> <ul style="list-style-type: none"> <li>• 100% states that they learnt new information about different types of payments and eligibility criteria</li> </ul>
<b>Arabic community</b>	<b><u>Vaccine Engagement</u></b> Deliver 1x Vaccine information session to the Arabic speaking community	<ol style="list-style-type: none"> <li>1. Increase community understanding of COVID-19 and the vaccine</li> <li>2. Increase peoples confidence to get tested and vaccinated</li> </ol>	<b>13</b> participants Whittlesea and Hume	Participants gained Information about COVID19 and the Vaccine from a health professional and were given an opportunity to ask all their questions

Community	Project activity	Objectives	Reach /LGA	Outcomes
<b>Refugee Communities</b>	<b><u>Mental Health Program</u></b> Deliver a 6 month BCW led mental health and wellbeing program, co-designed and delivered with the Somali, Chin and Eritrean communities in the West of Melbourne	1. Enhance the contributing factors to positive mental health and wellbeing of refugee and asylum seeker communities through the development of bi-cultural workers co-designed and community led projects.	<b>2462</b> people from 3 different refugee communities were engaged Brimbank, Wyndham, Maribyrnong, Yarra, Melbourne	<ul style="list-style-type: none"> <li>• 114 people increased their understanding of mental health</li> <li>• 147 people learnt new strategies to look after their wellbeing</li> <li>• 99 people increased their confidence to look after their wellbeing</li> <li>• 93 people learnt about available service and supports for their mental health</li> <li>• 45 people were referred to support services by BCWs</li> </ul>
<b>Arabic Community</b>	<b><u>Refugee Week event</u></b> Deliver a refugee week event celebrating the strength and resilience of the Iraqi community	<ol style="list-style-type: none"> <li>1. Celebrate Iraqi culture, community strength and resilience</li> <li>2. Increase social connection among the community members after COVID</li> </ol>	<b>70</b> Participants Brimbank, Melton, Hume, Whittlesea	Celebrations included traditional music, poetry, food and social activities
<b>Chin Community</b>	<b><u>Refugee Week Event</u></b> Deliver a refugee week event celebrating the strength and resilience of the Chin community	<ol style="list-style-type: none"> <li>1. Celebrate Chin culture, community strength and resilience</li> <li>2. Increase social connection among the community members after COVID</li> </ol>	<b>80</b> Participants Maribyrnong, Brimbank, Melton, Wyndham	Celebrations included a picnic at Sovereign Hill, traditional food and social activities
<b>Arabic Community</b>	<b><u>Cyber Safety</u></b> Deliver 2x information sessions on long term effects of technology on children, cyber safety and scams to the Arabic speaking community	<ol style="list-style-type: none"> <li>1. Provide information and strategies to use technology safety including how to protect yourself from scammers and hackers</li> <li>2. learn about the long-term effects of technology on children?</li> </ol>	<b>25</b> participants Brimbank, Melton, Hume, Whittlesea	<u>27 people responded to evaluation</u> 100% stated that they <ul style="list-style-type: none"> <li>• Gained information and strategies to use technology safety</li> <li>• Learnt new strategies to protect their families from scammers and hackers</li> <li>• Learnt about the long-term effects of technology on children</li> </ul>



## 21 cohealth BCWs responded to an evaluation survey



**100%** believe the bicultural program is important and is having a meaningful impact on the lives of people from refugee backgrounds

**100%** believe the bicultural program is building organisational understanding and capacity to employ bicultural workers in a culturally safe way

**100%** know that they can propose a project idea and request funding to deliver community-led projects at any time



## 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



**22x capacity building sessions delivered to 370 staff from community, government and health sectors**

**95 people responded to the Survey**

**98%** increased their understanding of bi-cultural workers roles and responsibilities

**96%** increased their understanding of the benefits of BCW

**99%** increased their understanding of the complexities of BCW

**96%** increased their confidence to implement more inclusive recruitment strategies

**97%** increased their confidence to create a culturally safe work environment for BCWs

**97%** increased their confidence to support BCWs in the work place

**98%** would endeavour to implement at least one component of the professional standards

**50%** said they would aim to implement ALL aspects of the standards at their workplace

"It was great to attend the training. I've definitely taken away a better understanding of some of the challenges which BCWs face. I will definitely share learnings with my team"

"The content of the training is well structured and I love the diversity of thoughts and richness in the discussions. Thank you for creating and delivering such great content, I've recommended this training to other staff in my organisation"

"Thank you so much for giving us the confidence to stand up for our rights as bicultural workers"

"I loved this training! the valuable resources that you shared, how you designed it to be engaging, how relevant all the content was. Thank you for being so generous sharing your knowledge and experience with the sector"

"It was a fantastic training, more insightful and eye opening. I think all organisations should take up this training"

"Really valuable training, everyone should do this. Very comprehensive and good variety of activities to understand how to put theory into practise"

"Thank you so much for the expertise from both Jasmine and Firdos - such high level and quality information and experience -- which they have so generously shared. Thank you too to cohealth for offering leadership in this area. You are all to be congratulated for the work you do, and encourage, in this space"

"Such great training! so relevant and helpful to my work as a community development worker, so many great practical tools to support navigating my own organisational context and for building capacity within it. I especially liked learning about the models that have been developed with BCWs, how to practically make a BCW role a good job for BCWs, and hearing first hand examples from Firdos. Thank you for the training, very inspiring!"

"Thank you for an engaging and thought provoking workshop. It was great to learn from you and the other participants as well. You've given me a fire in my belly to advocate for change within my organisation!"

# Key learnings

- Since COVID-19 BCWs have experienced increased visibility, funding and employment opportunities. As a result, BCWs have experienced an ongoing increase in community requests for support
- BCWs and CALD community leaders have expressed frustration regarding organisations limited understanding of the complexity of BCWs roles, inadequate support systems, heavy casualisation, volunteerism and tokenism.
- Many organisations through the pandemic employed BCWs to achieve organisational goals, rather than facilitate community-led practice, this reality is perpetuated by prescriptive funding
- In health, BCWs are generally employed in community engagement/health education roles, there are limited examples of BCWs in clinical settings facilitating access and system navigation.
- Much work is needed to design a practice framework for BCWs in clinical health settings. The bicultural program has been working in partnership with Alfred health and Star health to explore what role BCWs could play in clinical mental health settings and co-design frameworks to support their employment in health
- In a policy brief prepared by The Migrant and Refugee Health Partnership and the Migration Council Australia, cohealth's bicultural program was recognised as an example of excellence, despite challenges experienced by BCW in the health sector
- BCWs have identified that COVID-19 provides a safe platform to begin conversations about mental health, as people feel safe to discuss, knowing that it was a shared experience for all. As a result, many BCWs have begun requesting capacity building in mental health.

“Without the community becoming both the architects and engineers of a concept, sustainability of the project may not be achieved, since the community is unlikely to take responsibility for something they do not own themselves”





For more information please visit our website:  
<https://www.cohealth.org.au/get-involved/bi-cultural-work-program/>