



Managing Diversity Conference THE DIVERSITY CHALLENGE

*Good Management, Excellent Organisations, Harmonious
Communities*

Darebin Arts and Entertainment Centre
Melbourne, Australia
1-3 OCTOBER 2003

TIMETABLE

Wednesday 1st October 2003 - Optional Conference Program

10:00–11:00	Launch - 2nd Edition of the Handy Guide for Service Providers - Migrant Resource Centre North East
11:00–12:30	Conference Art Exhibition Launch - “Overlaps”
12:45–5:30	Cultural Tour of the City of Darebin
7:30–10:30	Victorian Multicultural Commission - Pre-Conference Cocktail Reception

Thursday 2nd October 2003 - Main Conference Program

8:00-9:00	REGISTRATION
9:00–10:15	OPENING CEREMONY
10:20–10:45	MORNING TEA
10:45–11:45	PLENARY SESSION 1
11:55–1:00	PARALLEL SESSIONS: GROUP 1 - PAPERS AND WORKSHOPS
1:00–1:55	LUNCH
1:55–3:00	PARALLEL SESSIONS: GROUP 2 - PAPERS AND WORKSHOPS
3:05–3:35	PARALLEL SESSIONS: GROUP 3 - PAPERS ONLY
3:35–4:00	AFTERNOON TEA
4:00–5:45	PLENARY SESSION 2
7:30-10:30pm	Conference Dinner: Darebin Arts and Entertainment Centre: Thursday Evening - 2nd October 2003

Friday 3rd October 2003 - Main Conference Program

8:00-9:00	REGISTRATION
9:00-10:45	PLENARY SESSION 3
10:45–11:15	MORNING TEA
11:15–1:00	PLENARY SESSION 4
1:00–2:00	LUNCH
2:00–3:05	PARALLEL SESSIONS: GROUP 4 - PAPERS AND WORKSHOPS
3:00–3:30	AFTERNOON TEA
3:30–5.00	PLENARY SESSION 5
5:00–5:15	CLOSING CEREMONY

PROGRAM NOTES

- * **Minor programming changes may occur before the conference so please check for revisions on the program which will be posted in the venue foyer**

OPTIONAL PROGRAM

Wednesday 1st October 2003

OPTIONAL CONFERENCE PROGRAM - BOOKINGS ESSENTIAL	
10:00–11:00	<p>Launch - 2nd Edition of the Handy Guide for Service Providers - Migrant Resource Centre North East</p> <p>Description: A handy guide for service providers working with newly arrived migrants and refugees in the North (Banyule, Darebin, Moreland, Nillumbik, Whittlesea & Yarra)</p> <p>Location: Grevillea Room - Darebin Arts and Entertainment Centre - Cnr Bell Street & St Georges Rd, Preston</p> <p><i>Morning Tea will be served</i></p>
11:00–12:30	<p>Conference Art Exhibition Launch - “Overlaps”</p> <p>Description: To be opened by the Honourable Mary Delahunty, Minister for the Arts. Featuring work by:</p> <ul style="list-style-type: none"> • Sam Neves Kitoko • Elda Koro • Gordan Mandich • Arhonda P. Orestia <p>Location: Darebin Arts and Entertainment Centre - Corner Bell Street & St Georges Road Preston</p> <p><i>Light refreshments served</i></p>
12:45–5:30	<p>Cultural Tour of the City of Darebin</p> <p>Departure Point: Darebin Arts and Entertainment Centre - Corner Bell Street & St Georges Road Preston</p> <p>Description: Guided by tram conductors extraordinaire “The Connies” delegates will explore key places of interest in the Darebin area. Stops will be made to:</p> <ul style="list-style-type: none"> • Linh Son Buddhist Temple • Bundoora Homestead Building • Omar Bin El-Khattab Mosque • Aborigines Advancement League <p>Afternoon tea will be served</p> <p><i>Bookings Essential: 03 9230 4602 or registrations@managingdiversityconference.com</i></p>
7:30–10:30	<p>Victorian Multicultural Commission - Pre-Conference Cocktail Reception</p> <p>Location: Queens Hall, Parliament House, East Melbourne. Entry via the front steps of Parliament House, Spring Street. Melway's reference: map 2F, J2. Car Parking off Macarthur Street</p> <p>Description: The Victorian Multicultural Commission welcomes conference delegates. The evening will feature the launch of the Memorandum of Understanding between Darebin Ethnic Communities Council and the City of Darebin Executive Management Team and performances by <i>Kavisha Mazzela, Groovy Grooves</i> and <i>Platform Theatre</i></p> <p><i>Light refreshments, alcoholic and non-alcoholic beverages will be served. Dress: Lounge Suit</i></p> <p><i>Bookings Essential: 03 9230 4602 or registrations@managingdiversityconference.com</i></p>

Thursday 2nd October 2003

7:30-10:30pm	<p>Conference Dinner: Darebin Arts and Entertainment Centre</p> <p>The dinner will be held at the conference venue (corner of Bell Street and St Georges Rd Preston) and includes three courses and beverages.</p> <p>The evening will feature Denise Scott, comedian Hung Le and music by Phil Carroll and his band the Gypsy Nights Quartet.</p> <p>Tickets are \$88 per head. Bookings can be made via the conference secretariat - 03 9230 4602. Partners and family welcome.</p>
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MAIN CONFERENCE PROGRAM

Thursday 2nd October 2003

8:00-9:00	REGISTRATION	
9:00-10:15	OPENING CEREMONY	
	<ul style="list-style-type: none"> • Welcome to Country - Ian Hunter, <i>Wurundjeri Elder</i> • Cr Peter Stephenson, <i>Mayor of Darebin</i> • The Hon Gary Hardgrave, <i>Minister for Citizenship and Multicultural Affairs</i> • George Lekakis, <i>Victorian Multicultural Commission</i> • Performance 	
10:20-10:45	MORNING TEA	
10:45-11:45	PLENARY SESSION 1	
	Emeritus Professor Laksiri Jayasuriya , <i>University of Western Australia</i>	
11:55-1:00	PARALLEL SESSIONS: GROUP 1 - PAPERS AND WORKSHOPS	
	11.55 -12:25 PAPERS (30 min. sessions - 1A)	12:30-1.00 PAPERS (30 min. sessions - 1B)
Room 1	Ruth Arber , <i>Lecturer, Faculty of Education, Deakin University, Victoria</i> The Diversity Challenge: The Implementation of Multiculturalism in Globalised Times	Dr Lorraine Kerr , <i>Principal Social Planner, Strategic Planning, City of Salisbury, South Australia, and Deirdre Tedmanson</i> , <i>Lecturer, Social Policy Research Group, University of South Australia</i> Volunteering and Cultural: Diversity: The Challenges for Active Citizenship
Room 2	Alan Brown , <i>Joint Chairperson, Darebin Aboriginal and Torres Strait Islander Community Council, Victoria</i> DATSICC Partnership with Darebin City Council and the Local Community	Fiona Tinney , <i>Manager, Aged Care Services, Migrant Resource Centre North East, Victoria</i> Diversity in Practice
Room 3	Claire Brown , <i>Policy Adviser, Victorian Office of Multicultural Affairs, Department for Victorian Communities, and Katherine Danylak</i> , <i>Project Manager, E-Translations, Better Health Channel, Department of Human Services, Victoria</i> Communicating for Diversity	Sumathy Selvamanickam , <i>Community Development Officer, Social Action and Equity, Community Development Services, Brisbane City Council</i> Hand-in-Hand Project: Anti-Racism Project
Room 4	Ikani Tali ai , <i>Technical Officer, Asset Management Department Works and Governance Directorate, City of Boroondara, Victoria</i> Municipal Overseas Professionals Program	Brent Phillips , <i>Disability Outreach Project Officer, Information Services, Equal Opportunity Commission, Victoria</i> Equal In Name, Equal In Practice
	11:55-12:55 WORKSHOPS (60 min. sessions - 1C)	
Room 5	Gurjit Minhas , <i>Equalities Officer, Housing Department, Leicester City Council, UK</i> Service Planning to Meet the Housing Needs of a Diverse Population - Leicester	
Room 6	Lindy Drew , <i>Community Relations Project Officer, Policy and Representation, Local Government Association of Queensland, Jeremy Liyanage</i> , <i>Multicultural Planner, Community Development Unit, Caboolture Shire Council, and Valerie Johnstone</i> , <i>Community Relations Officer, Community Development, Townsville City Council</i> The Queensland Community Relations - A Model that Works!: A Discussion of the Local Area Multicultural Partnership (LAMP) Program	
Room 7	Natalie Ross , <i>Trainer, AMES Consulting, Adult Multicultural Education Services, Michael Wait</i> , <i>Chief Health Officer, Darebin Health Dept, City of Darebin, Rose Barletta</i> , <i>Health & Early Childhood Co-ordinator, Hume City Council, and Leanne Johnson</i> , <i>Food Safety Coordinator, City of Greater Dandenong, Victoria</i> Uniformity in Diversity: Food Safety Regulation in Culturally Diverse Communities	

1:00–1:55	LUNCH	
1:55–3:00	PARALLEL SESSIONS: GROUP 2 - PAPERS AND WORKSHOPS	
	1:55–2:25 PAPERS (30 min. sessions - 2A)	2:30–3:00 PAPERS (30 min. sessions - 2B)
Room 1	Richard Holt , <i>Cultural Vitality Project Worker, Culture and Recreation, City of Port Phillip, Victoria</i> Embracing Cultural Vitality: For Better or Worse	Alex Burns , <i>Rural Support CSSS Worker, Migrant Resource Centre of Newcastle and Hunter, New South Wales</i> Productive Diversity in Regional NSW: Achievements and Outcomes of a Rural Project: Migrants in Rural NSW
Room 2	Chris Stewart , <i>Disability Planner, Urban & Environmental Planning, City of Greater Dandenong, Victoria</i> An Inclusive Model for Leisure	Crina Virgona , <i>Workplace Training Consultant, Workplace Learning Initiatives, Victoria</i> , and Peter J Waterhouse , <i>Managing Director, Workplace Learning Initiatives, Victoria</i> Fitting into Boxes: Proceduralisation and the Challenge to Diversity
Room 3	Sharon Chalmers , <i>Centre for Cultural Research, University of Western Sydney, New South Wales</i> We All Come From Somewhere: A Challenge to Cultural Diversity	Julie Horlyck , <i>Policy Analyst, Strategy & Policy Unit, Bankstown City Council, New South Wales</i> What's the Story?: Evidence Based Multicultural Approaches in Bankstown
Room 4	Loretta Salam , <i>Secretary, Australian South Sea Islander United Council, State Branch (Brisbane) Inc</i> Managing Diversity: Pre & Post "The Call for Recognition"	Peter Stewart , <i>Faculty Registrar, Faculty of Arts, Education and Social Sciences, James Cook University of North Queensland</i> Globalisation, linguistic diversity and higher education – diversity and the business of education.
	1:55–2:55 pm WORKSHOPS (60 min. sessions - 2C)	
Room 5	Patricia Sexton , <i>Director, Patricia Sexton & Associates Pty Ltd, Victoria</i> Competencies for Valuing Diversity	
Room 6	Caroline Pinto , <i>Managing Director and Principal Consultant, ICDR Australia Pty Ltd, Queensland</i> , and Katy Steenstrup , <i>Manager, Equity and Diversity, Queensland Rail, Queensland</i> Building Diversity Capacities at Queensland Rail: - Using the Common Sense Approach	
Room 7	Jenny Ashby , <i>Researcher, Victorian Multicultural Commission, Victoria (Facilitator of session)</i> Snapshots of Victorian Local Government: Good Practice in Cultural Diversity	

3:05–3:35	PARALLEL SESSIONS: GROUP 3 - PAPERS ONLY (30 min.)
Room 1	Julie Andrews , <i>Indigenous Development Officer, La Trobe University</i> An Indigenous Employment Strategy: A La Trobe University Model
Room 2	Salome Raheim , <i>Director and Associate Professor, School of Social Work, The University of Iowa, United States of America</i> Building Organizational Capacity for Cultural Competence: A Case Study
Room 3	Jaklina Michael , <i>Cultural Liaison Coordinator, Client Services Division, Royal District Nursing Service, Victoria</i> , and Sharryn McCallum , <i>Clinical Nurse Consultant / Multicultural Resource Nurse, Box Hill Centre, Royal District Nursing Service, Victoria</i> A Cultural Diversity Management Model that is Creating Change and Responding to Diversity at the Royal District Nursing Service
Room 4	Alison Coelho , <i>Centre for Multicultural Youth Issues, Victoria</i> , Carmel Guerra , <i>Director Centre for Multicultural Youth Issues, Victoria</i> Crossing Sectorial Divides: Organisational Capacity Building and Partnership Development for Refugee Youth
Room 5	John Jeffrey , <i>Community Arts Officer, Customer and Community Services, Brisbane City Council</i> , and Claire Lagosha , <i>Co-ordinator Community Liaison, Library Services, Brisbane City Council</i> Cultural Connections in Libraries: The Brisbane Experience
Room 6	Jenny Pemberton-Webb , <i>Team Leader Cultural Planning, Community and Social Planning, City of Greater Dandenong, Victoria</i> , and Geoff Hogg , <i>RMIT University, Victoria</i> The Table of Knowledge: A Project Linking Art, Culture and the Environment
Room 7	Savas Augoustakis , <i>Multicultural Advisor, Multicultural Advisory Unit, Community and Cultural Division, Victoria Police Centre</i> , Constable Ali Gurdag , <i>Victoria Police</i> Towards an Effective Engagement Model: Police Services and Culturally and Linguistically Diverse Communities in Victoria.
3:35–4:00	AFTERNOON TEA
4:00–5:45	PLENARY SESSION 2
	3 KEYNOTES Debra Dodgson , <i>National Manager, Workforce Diversity, Australia Post</i> Neil Edwards , <i>Executive Chairman, Port of Melbourne Corporation</i> Pat Quirke Parry , <i>Head of Sales, SBS</i>
7:30-10:30pm	Conference Dinner: Darebin Arts and Entertainment Centre: Thursday Evening - 2nd October 2003
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Friday 3rd October 2003

8:00-9:00	REGISTRATION	
9:00-10:45	PLENARY SESSION 3	
	<p>Joe Camilleri, <i>Professor of International Studies, Latrobe University</i> Lillian Holt, <i>University of Melbourne Fellow</i> Sev Ozdowski, <i>Human Rights Commissioner & Disability Discrimination Commissioner</i></p>	
10:45-11:15	MORNING TEA	
11:15-1:00	PLENARY SESSION 4	
	<p>Hurriyet Babacan, <i>Executive Director, Women's Policy and Community Outcomes Branch, Community Engagement Division, Department of Premier and Cabinet, Queensland</i> Clarence Da Gama Pinto, <i>Program Director - Leadership, Mt Eliza Business School</i> Alastair Nicholson, <i>Chief Justice, Family Court of Australia</i></p>	
1:00-2:00	LUNCH	
2:00-3:05	PARALLEL SESSIONS: GROUP 4 - PAPERS AND WORKSHOPS	
	2:00-2:30 PAPERS (30 min. sessions - 4A)	2:35-3:05 PAPERS (30 min. sessions - 4B)
Room 1	<p>Jeremy Liyanage, <i>Multicultural Planner, Community Development Unit, Caboolture Shire Council, Queensland</i> Multiculturalism's Coming of Age: Infiltrating the Mainstream Agenda in Caboolture,</p>	<p>Maria Dimopoulos, <i>Consultant, Myriad Consultants, Victoria</i> Georgia Prattis, <i>Access and Equity Manager, Access and Equity Unit Office of the CEO, Metropolitan Fire Brigade, Victoria</i> Community Research Into The Needs and Perceptions of Culturally and Linguistically Diverse Communities of Emergency Medical Response</p>
Room 2	<p>Dr. Julian Bondy, <i>Department of Justice and Youth Studies Faculty of Education, Language and Community Services, RMIT University</i>, Brad Astbury <i>Library Officer, Department of Cataloguing or Reference, University of Southern Queensland - Wide Bay Campus, Queensland</i>, and Alan Ogilvie, <i>Lecturer, Criminal Justice, Department of Women's Affairs, RMIT University</i>, Trust and Safety: Meeting the Needs of Diverse Groups in Local Safety Initiatives</p>	<p>Hazel Ingram, <i>Manager Aged and Disability Services, Community Services, Moonee Valley Melbourne Primary Care Partnership, Victoria</i>, and Kerryn Lockett, <i>Manager, Aged & Disability Services, Maribyrnong City Council</i> Improving the Focus on the Needs of People from Culturally and Linguistically Backgrounds in WMR PCP Activities</p>
Room 3	<p>Bryon Powell, <i>Aboriginal Policy Officer, Community and Social Planning, City of Greater Dandenong, Victoria</i> The ICACC: Inter Council Aboriginal Consultative Committee</p>	<p>Betsan Martin, <i>Waikato Management School, University of Waikato New Zealand</i> A Two Hulled Waka: A Pacific Indigenous Metaphor for Managing Diversity</p>
Room 4	<p>Linda Livingstone, <i>Manager Community Development, Marrickville Council, New South Wales</i> Belonging - A Model for Capacity Building and Community Leadership</p>	<p>Agnes Lichtor, <i>Community Development Committee, ALSO Foundation, Victoria</i> Strengthening Communities and Addressing Invisibility: An ALSO Community Development Committee Perspective</p>

Room 5	Margherita Coppolino , <i>Diversity Consultant</i> , and Elizabeth McGarry , <i>Regional Ethnic Disability Advocate, Migrant Resource Centre North West Region Inc</i> Private Matters - Public Issue	Valeria Gryadunova , <i>Access & Community Information Librarian, Randwick City Library Services, New South Wales</i> , and Jacinta Craine , <i>Reference and Information Services Team Leader, Sutherland Shire Libraries, New South Wales</i> Providing and Promoting Public Library Services to a Culturally Diverse New South Wales
2:00–3:00 WORKSHOPS (60 min. sessions - 4C)		
Room 6	Steve van Emmerik , <i>Diversity Consultant, Diversity@work, Victoria</i> Practical Ways of Measuring and Capitalising on Workforce Diversity and Inclusion	
Room 7	Dalal Smiley , <i>Multicultural Affairs Coordinator, Strategy and Governance, City of Darebin, Victoria</i> Multilingual Communication: Best Practice Example	
3:00–3:30	AFTERNOON TEA	
3:30–5.00	PLENARY SESSION 5	
	PANEL DISCUSSION — Mary Kalantzis , <i>Dean, Faculty of Education, Language and Community Services, RMIT University</i> And others - to be confirmed	
5:00–5:15	CLOSING CEREMONY	

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