What is the Culturally and Linguistically Diverse (CALD) Stakeholder Network?

The *NSW State Emergency Service (NSW SES) Culturally and Linguistically Diverse (CALD) Stakeholder Network* is a collective of community members from nominated at-risk language groups, who contribute and influence the way NSW SES communicates to multicultural communities with low or no English proficiency, in the development of in-language communications material.

Why was the NSW SES CALD Stakeholder Network established?

The NSW SES CALD Stakeholder Network has been established to support the objectives of the *NSW SES Flood, Storm, and Tsunami: awareness and preparedness for NSW CALD Communities Project* that commenced in 2022.

Research showed that approximately 95 percent of NSW SES communications material were produced in English and delivered through traditional, English-focussed communication channels, which have limited reach within non-English speaking multicultural communities.

The Project recognised the need to create more inclusive, innovative and effective risk awareness and preparedness communications so that all communities of NSW are aware of the risks related to natural hazards of storm, flood and tsunami.

Which language groups will be represented?

Research was undertaken to determine the top at-risk language groups. The analysis considered a multitude of themes including the population size and location of culturally and linguistically diverse communities throughout the state, alongside their exposure risks to flood, storm and tsunami and their English language proficiency.

Initially, the NSW SES CALD Stakeholder Network requires representation from 15 key language groups, across various age segments. Additional languages may be added later.

If you speak any of the 15 languages listed below and believe you have the experience and community connections to contribute to the network, you are eligible to submit an expression of interest. The languages are:

- Arabic
- Assyrian
- Cantonese
- Chaldean Neo-Aramaic
- Greek
- Italian
- Khmer
- Korean
- Macedonian
- Mandarin
- Punjabi
- Serbian
- Spanish
- Thai
- Vietnamese

Will communities be represented geographically?

No. The NSW SES CALD Stakeholder Network is a statewide initiative that focuses on the development of in-language communications in the selected 15 languages. This doesn't mean that location-based communications material will not be produced, however the priority is to have each language group represented on the network regardless of where they live.

What are the goals of the NSW SES CALD Stakeholder Network?

NSW SES CALD Stakeholder Network will:

- Provide guidance and feedback on the design of new in-language communications material.
- Provide guidance and feedback on the preferred communication formats for each language group.
- Provide guidance and feedback on the preferred communication channels for each language group.
- Take ownership and disseminate final in-language communications material to their communities and affiliations.

The final suite of in-language communications material will be a shared resource between the NSW SES CALD Stakeholder Network and the NSW SES to be utilised by at-risk CALD communities, groups and organisations, the NSW SES and partner agencies.

The in-language communications material will be used by NSW SES through its existing channels, including the NSW SES website, social media channels and in print format as appropriate. The CALD Stakeholder Network, CALD community leaders, groups, organisations and partner agencies will have the ability to use all communications material through the channels that are available and most appropriate to them.

I am interested in joining the NSW SES CALD Stakeholder Network, but I have more questions. Where can I get more information?

If you have questions or unsure if you qualify to join the network, please send an email to CALDCommunitiesProject@ses.nsw.gov.au.