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Project: South Creek Agricultural Education Partnership Program

SUMMARY .....	2
BACKGROUND TO AND OBJECTIVES OF THE PROJECT .....	2
METHODOLOGY .....	2
OUTPUTS .....	3
<i>Three most important outputs</i> .....	3
<i>Key Performance Indicators</i> .....	4
OUTCOMES .....	6
ISSUES, CHANGES AND OPPORTUNITIES .....	11
<i>Lessons, long-term opportunities and how benefits from the project could be spread more widely</i> .....	11
<i>Other issues the Trust as a funding body should know about</i> .....	13
FINANCIAL REPORT .....	14
ATTACHMENTS .....	15
<i>Documents, publications, materials produced</i> .....	15
<i>Media coverage</i> .....	15
<i>Significant written feedback from stakeholders</i> .....	15

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## **Summary**

The South Creek Agricultural Education Partnership has been a welcomed project by stakeholders in the area. In particular the ability to work directly with councils on crucial aspects affecting farming, for example, the development application process. Efforts have been focused on council processes and staff skills to ensure that growers who seek to do the right thing have a positive and constructive interaction with council.

The project engaged with growers to identify how their practices and viability can be integrated into the project's and wider community concerns e.g. reducing water and chemical run-off to achieve economic outcomes. Furthermore, the project has resulted in numerous one-to-one interactions with farmers on council issues and worked with growers in group situations to promote sustainable farming practices.

## **Background to and objectives of the project**

The project used a bottom up approach to work with vegetable growers, grower associations and local councils to establish strategies to implement best management practices for vegetable growers and local councils in the South Creek catchment.

The project aimed to raise awareness and educate non-English speaking background (NESB) market gardeners in sustainable farm management practices, so that run-off of nutrients and pesticides were reduced, if not eliminated, and consequently improved the quality of water in the South Creek Catchment.

The objectives of the project were to:

- Develop an effective working relationship between grower associations, local government and other key government agencies (DEC, DPI, DNR, DP) in the South creek Catchment.
- Determine current practices in environmental management for vegetable growers in the South Creek Catchment
- Establish strategies to determine and implement best management practices for vegetable growers and local councils
- Assist farmer to develop improved environmental management practices
- Investigate strategies to ensure sustainable commitment to promoting environmental improvement in the South Creek Catchment.

## **Methodology**

The project was undertaken in two overlapping phases. The first phase was primarily focused on making changes within the councils. The second phase focused on working with the growers. Despite the focus of the two phases, interaction with both growers and councils was ongoing throughout the project.

This approach was taken to make the most efficient use of the project time, allowing both groups to be engaged at the same time, while concentrating on the most productive group at any particular time.

Councils were the initial focus because, as an employee of council, it was easier to access and gain the confidence of council staff and therefore to implement changes. That the councils are partners on the project was key to this success. Concurrently, the time was taken to build relationships with the (at times more difficult to access) growers.

A crucial part of the project was encouraging growers to interact more readily with council, it was vital that the councils be suitably equipped to deal with NESB growers. This was done through the development of training programs on language services, having interpretation services listed on business cards, holding



meetings to raise awareness with key staff and the establishment of a rural issues working group (in one of the participating Councils). Several options were developed to ensure that at least one option would be relevant and adopted at each council.

The approach taken with the market growers was to develop and integrate the project outcomes into the issues that the growers identified as relevant to them. Without this approach, the project was likely to have limited results because the growers may not engage with the project, may not continue with changes once the project ends, or may not encourage other growers to adopt changes. This approach resulted in a well attended bus tour on organic farming, successful soil workshops and the production of fact sheets on topics that the growers were asking for and were relevant to them.

## **Outputs**

### **Three most important outputs**

The three most important achievements to date are:

- **The establishment of good relationships with growers and grower associations.** This has been achieved through genuine efforts to assist growers with their issues as they relate to Council – proactive attempts to solve council grower problems using interpreters, attending meetings, early mornings spent at Flemington Markets and regular contact with key people within the community. This resulted in trust and a greater likelihood that future on-ground activities will result in meaningful and ongoing change. Building relationship with the Department of Primary Industries and growers, working collaboratively on key projects providing mutual benefit.
- **The development of resources specifically for growers and translated into key languages – Arabic, Chinese, Khmer and Vietnamese.** Three main resources were developed for growers – an organic farming bus tour, soil workshops (partnered with DPI) and translated fact sheets. The organic farming bus tour was organised following interest from growers and aimed to demonstrate the viability of sustainable farming practices in a meaningful way to growers. A variety of people were asked to speak to the growers including, wholesalers, retailer, trainers, advisors and certifiers. The soil workshops were aimed at growers wanting to learn about best-practice management of soils on their farm and was the result of a partnership between the Project and the DPI. 11 fact sheets were developed and translated, explaining council processes that affect growers.
- **Development of council processes and staff skills to reduce interaction/communication difficulties experienced by council staff and growers especially in relation to development applications.** New processes include printing the Translation and Interpretation Service (TIS) number on business cards, language service training and the establishment of a rural issues working group. This will result in better working relationship between council and growers and therefore improve the ability to discuss environmental outcomes.



## **Key Performance Indicators**

### **Major outcomes**

1. The creation and continuation of a position to facilitate positive interactions between growers and councils AND the decision by the partnering councils to continue a further 12 months beyond the Project end date
2. Interest by growers in learning about organic farming principles
3. Increase in awareness of NESB issues in Councils and use of services to assist in communication i.e. Translation and Interpretation Service (TIS)

### **Target audience**

The project reached the following audiences:

- Council staff (150, 57% of total)
- Market growers – Arabic, Cambodian, Chinese and Vietnamese in particular (80, 31%) of which men (80%) and women (20%)
- Residents (10, 4%)
- DPI (10, 4%)
- Advocates (10, 4%)

### **Engagement methods**

Council staff were engaged through the following methods:

- Developing and delivering staff training on "Working with NESB Clients"
- Initial sessions with each Council and relevant staff to understand the issues and barriers
- Direct interactions with staff
- Developing resources relevant to Council – training manual and fact sheets
- Steering Committee and Council Support Staff

Market growers were engaged through the following methods:

- Attending meetings, training days and field days
- Assisting on grower problems with Councils
- Partnering with DPI and bilingual educators
- Developing resources relevant to growers – bus tour, fact sheets and soil workshops

Residents were engaged via:

- Complaints regarding market growers
- Attending events

DPI were engaged via:

- Partnering on projects
- Requests for advice from technical staff
- Interactions with Bilingual educators

Advocates were engaged via:

- Advocate meetings



- Personal interactions

### **Type of resources produced**

Resources produced during the Project include:

- 11 fact sheets on market grower issues translated into Arabic, Chinese, Khmer and Vietnamese (hard copy and electronic)
  - NESB Agricultural Partnership
  - Development Applications
  - Putting up a Shed
  - Water Reuse System
  - Inform your Neighbours
  - Farm Dams
  - Zoning and Land Use
  - Landfill
  - Reduce Your Costs
  - Interpreters
  - Organic Farming
- Training module for Council staff on "Working with NESB Clients"
- Business cards with translated TIS information on reverse
- Field kit for Project Officer (pH, EC, Nitrate, speaker phone)
- Scoping Study
- Soil tests – 2 posters on soil and pH were developed and translated
- Draft report on "How local government can engage with market growers on non-priority issues"

### **Resources distributed**

Fact sheets were distributed in various ways:

- Hardcopies were distributed to council service staff, at grower meetings and to grower associations
- Electronic copies were distributed to market grower service providers, advocates, migrant services and placed on Councils web sites

The training module was distributed to each of the participating Council's training or NESB Officer and their Steering Committee member.

The Business Cards were distributed at every opportunity, especially market growers.

The Field kit will be used by the next Project Officer when visiting growers at their farms

The Scoping Study and Draft Engagement Report was distributed to all the Steering Committee.

Six soil tests were distributed to farmers who wanted to learn more as the result of the soil workshops.

### **Workshops/seminar/events/field trips/training session conducted**

1. Eight training sessions on "Working with NESB Clients" were delivered at Liverpool City Council with approximately 120 staff attending.



2. An organic farming bus tour was conducted with 26 market growers from Vietnamese, Chinese and Cambodian backgrounds.
3. Partnered with DPI on a series of eight soil workshops in which 18 Cambodian growers regularly attended.

**Formal partnerships between government and community**

No formal partnerships between government and community were created during the Project.

**Volunteer hours**

Over the project, many growers volunteered their time. In particular, the growers participated in voluntary resident dispute resolution sessions, information sessions, workshops and the bus tour.

**Media Items**

PLEASE IDENTIFY ANY ARTICLES WHETHER INTERNAL OR EXTERNAL THAT WERE WRITTEN IN YOUR LOCAL GOVERNMENT AREA.

"Growing concern for gardeners", Liverpool City Champion, 4 January 2006

Liverpool City Council Grants Newsletter

Liverpool City Council "Sustaining Liverpool" Newsletter

The Sydney Farming Network was responsible for considerable media in the major Sydney metro media on issues directly relevant to the Project. The Project was a participant in the Network.

Please see Appendix 1.

**Outcomes**

The entire project outcomes, actions and progress to date are listed in the following table:

Outcomes	Actions	Progress
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<p>Development of an effective working relationship between Growers Associations, Local Government, &amp; other key government agencies (EPA, NSW Agriculture, DSNR), in the South Creek Catchment</p>	<ul style="list-style-type: none"> <li>❖ Contact relevant stakeholders</li> <li>❖ Liaise with relevant stakeholders (ongoing)</li> <li>❖ Attend relevant meetings (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Phoned stakeholders</li> <li>❖ Held initial introductory stakeholder meeting</li> <li>❖ Continued to liaise with active and relevant stakeholders</li> <li>❖ Attended Bringelly Rural Landscapes meetings</li> <li>❖ Attended NESB market grower service provider meetings</li> <li>❖ Attended Sydney Farming Network meetings</li> <li>❖ Attended Food Policy Council meetings</li> <li>❖ Developed partnership with DPI to deliver soil workshops and organic farm bus tour</li> <li>❖ Invited to speak at meetings and to growers.</li> </ul>
<p>Determine current practices in environmental management for vegetable growers in the South Creek Catchment</p>	<ul style="list-style-type: none"> <li>❖ Literature search</li> <li>❖ Discussions with government department staff</li> <li>❖ Discussions with growers (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Literature search completed</li> <li>❖ Discussions with staff and growers ongoing</li> </ul>
<p>Conduct a pre and post evaluation survey of participants</p>	<ul style="list-style-type: none"> <li>❖ Scoping Study</li> <li>❖ Action conversations (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Scoping Study completed 2004</li> <li>❖ Action conversations being conducted with growers</li> <li>❖ Total end of project survey not appropriate due to the many different people involved in various parts of project.</li> <li>❖ Evaluation of sub-projects through feedback forms and follow up conversations demonstrates strong positive reactions and willingness to continue engagement.</li> </ul>



<p>Raise awareness and understanding of the impacts that NESB market gardeners activities are having on the catchment in terms of general water pollution issues, run off (sediment and pesticides), salinity, and land contamination, and cleaner production issues (cost saving opportunities to be gained from being more economical in the use of water, pesticides, electricity, and the disposal of waste) as well as addressing OH&amp;S issues, particularly related to chemical &amp; pesticide use.</p>	<ul style="list-style-type: none"> <li>❖ Following scoping study, this is no longer a priority (see text to right).</li> </ul>	<ul style="list-style-type: none"> <li>❖ Farmers are aware, however it is a relatively low priority in comparison to survival.</li> <li>❖ Opportunities for cost-savings often cannot be realised without capital investment. This is unfeasible for leaseholders and is out of reach of many owners.</li> </ul>
<p>Establish strategies to determine and implement best management practices for <b>vegetable growers</b> &amp; local councils.</p>	<ul style="list-style-type: none"> <li>❖ Identify strategies to determine best practice</li> <li>❖ Identify strategies to implement best practices</li> </ul>	<ul style="list-style-type: none"> <li>❖ Spoken with a wide range of stakeholders and experts</li> <li>❖ Undertaken training in Training Small Groups</li> <li>❖ Undertaken training in Social Change</li> </ul>
<p>Assist farmers to develop improved environmental management practices.</p>	<ul style="list-style-type: none"> <li>❖ Identify appropriate environmental management practices</li> <li>❖ Promote practices widely through fact sheets (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>❖ 11 Fact Sheets (multilingual) were created and distributed.</li> <li>❖ Six comprehensive soil tests were conducted on growers farms.</li> <li>❖ Ran an organic farm bus tour. Resulted in much interest and discussion. Bilingual education officers to provide follow up support.</li> </ul>
<p>Provide specific NESB Market Gardeners with environmental training that has been developed in consultation with bilingual educators that understand the cultural and social barriers.</p>	<ul style="list-style-type: none"> <li>❖ Identify and engage suitable farmers</li> <li>❖ Train bilingual educators</li> <li>❖ Run training</li> <li>❖ Evaluate</li> </ul>	<ul style="list-style-type: none"> <li>❖ Partnered with DPI including the bilingual educators</li> <li>❖ Translated key education materials into four languages</li> <li>❖ Worked with Cambodian growers on a series of soil workshops. Resulted in greater understanding, change in farming practices and different sorts of conversations and questions from the growers.</li> </ul>

<p>Investigate strategies to ensure sustainable commitment to promoting environmental improvement in the South Creek Catchment.</p>	<ul style="list-style-type: none"> <li>❖ Encourage bilingual educators to use their knowledge when speaking with other NESB clients</li> <li>❖ Use training sessions to encourage action conversations which seek to facilitate growers to identify and resolve issues themselves.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Bilingual educators were an integral part off workshops and tours. The knowledge they gained will be able to be passed on to growers into the future.</li> <li>❖ Continued training with council staff on grower issues has increased use of interpreter services and helped resolve grower/council issues which ultimately leads to long-term engagement.</li> </ul>
<p>Liaise with the marketing and media officers of various partner agencies to develop identified educational/ promotional resources for the community.</p>	<ul style="list-style-type: none"> <li>❖ Develop TIS training package for use in other councils</li> <li>❖ Develop fact sheets for use by growers</li> </ul>	<ul style="list-style-type: none"> <li>❖ TIS training packages were developed and distributed to all participating councils. One copy to the Training/NESB Officer and one copy to the Steering Committee member.</li> <li>❖ Eleven fact sheets were developed, translated (four languages) and distributed to growers and advocates.</li> </ul>
<p>Establish strategies to determine and implement best management practices for vegetable growers &amp; <b>local councils</b>.</p>	<ul style="list-style-type: none"> <li>❖ Identify strategies to determine best practice</li> <li>❖ Identify strategies to implement best practices</li> <li>❖ TIS blurb on the back of all council business cards</li> <li>❖ Key staff are able to use TIS</li> <li>❖ Establish other "Rural Issues Working Group" (work on development application process, 149 certificates, and other improved CALD and grower inclusion processes)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Spoken with a wide range of stakeholders and experts</li> <li>❖ Undertaken training in Training Small Groups</li> <li>❖ Undertaken training in Social Change</li> <li>❖ TIS blurb on the back of project card for Liverpool, Penrith and Blacktown Councils</li> <li>❖ Rural Issues Working Group established at Penrith Council</li> <li>❖ Prepared participating council staff to be ready to receive letters written by growers in a language other than English.</li> </ul>



<p>Investigate strategies to ensure sustainable commitment to promoting environmental improvement in the South Creek Catchment.</p>	<ul style="list-style-type: none"> <li>❖ Establish best practices outlined above into standard council operations. Eg through Local Ethnic Affairs Policy Statement (LEAPS)</li> </ul>	<ul style="list-style-type: none"> <li>❖ TIS blurb on business card about to go on Liverpool Council's card template. Penrith investigating the same.</li> <li>❖ TIS information note to be included in induction to be discussed</li> <li>❖ TIS training package to be distributed widely</li> <li>❖ Rural issues working groups established at Penrith council.</li> <li>❖ Provided input into Liverpool City Council's LEAPs document.</li> <li>❖ Steering Committee member and/or Council support Officer involved directly in dealing with grower/council issues and NESB Agricultural Education Officer to ensure greater understanding of issues and processes leading to sustainable commitment.</li> <li>❖ Wrote and distributed draft report on "How local government can engage with market growers on non-priority issues</li> <li>❖ Facilitated project partners to continue the partnership for a further 12 months.</li> <li>❖ Facilitated follow up with growers interested in organic farming.</li> </ul>
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## ***Issues, Changes and Opportunities***

### **Lessons, long-term opportunities and how benefits from the project could be spread more widely**

#### **Engagement on non-priority issues**

Very early on in the project it was identified that there are three major issues for any organisation that would like to engage market growers on environmental/sustainability issues:

1. Growers are increasingly under pressure due to declining terms of trade, environmental legislation and development.
2. Growers do care about environmental issues, but they are not a priority when compared to other business/survival issues
3. Growers do not trust or want to be contacted by government agencies, despite them having some part of the solution (Except where they trust an individual).

The Project Officer engaged with numerous stakeholders to try and unlock this stalemate and has written a draft report on “How Local Government can Engage with Market Growers on Non-Priority Issues”. That is non-priority for growers, high priority for local government and community. Please see Appendix 2.

#### **Communication burnout**

One thing that was noted by the Project Officer was the level of cynicism demonstrated by the actions of growers, government agencies and some grower organisations in their (non) interactions with each other. It is proposed that “communication burnout” between the groups has occurred, leading to this cynicism and disengagement.

Communication burnout occurs due to a lack of commitment to explain the processes and reasons behind them to others. For example, organisations find that the growers are difficult to contact, resistant, don't respond to letters, and don't come to meetings held for them. And growers find that organisations do not listen to them, do what they want to do regardless of any input they provide, take up too much of their time and are inconsistent. Both of these perspectives leads to a downward spiral where each groups' assumptions about the other are confirmed and cynicism builds.

One way of breaking this cycle of cynicism is for everybody to spend the time listening and explaining the context and processes from which they are coming from. In situations where the NESB Agricultural Education Officer was involved, and because it was their specific duty to build relationships, this level of commitment was possible. In such situations it was evident that the effort while greater, was worthwhile as disputes between residents and growers were turned around. Through involvement in the project, residents and who had lived next to each other for years, swapped phone numbers and were able to contact each other and discuss the issue, without having to involve Councils. In the case of difficulties between Councils and growers, careful explanation of all the service available from Council to growers to assist them in, for example, development applications, has resulted in a hopeful change in the way growers perceive Council and their processes. Furthermore,



explanation of the grower situation to Councils has resulted in a greater awareness of the difficulties they face and the need for additional effort to reduce what otherwise becomes situations that require disproportionately more effort when the situation breaks down.

### **Crucial role of Bilingual Education Officers**

As there is only one NESB Agricultural Education Officer across five Local Government Areas, and because of the workload that most Council staff have, this is unlikely to happen on all occasions, however it was noted that the Bilingual Education Officers at the Department of Primary Industries are a possible solution.

As people who understand the processes and culture of government agencies and market growers, the Bilingual Education Officers have the potential to play a unique role in demystifying and communicating them to the other groups. This has the potential to build resilience and persistence amongst the various stakeholders.

Furthermore, because the Bilingual Education Officers are in constant contact with growers, other organisations can use them to substantially leverage their own work. This was evidenced in the ability of these Officers to invite growers to time-intensive workshops and bus tours. It is my belief that without the Bilingual Education Officers, these projects would have required large amounts of energy to make them viable.

### **Organic Farms as a potential solution**

Over the course of the Project, the potential role organic farming could play in alleviating some of the growers' major problems – development pressures, declining terms of trade and environmental legislation – became evident. While organic certification is not simple and comes with its own challenges, an organically certified farm would be better placed to deal with all three of the problems. Specifically, the documentation required to be certified would lead naturally to meeting environmental legislation and meeting council's requirement in complaints, the price premiums available for organic food may help in improving their terms of trade and the higher awareness of organic farming may increase consumer awareness of the number and importance of farms within Sydney such that some of the developmental pressures are reduced.

The market growers in South Creek are on the doorstep of the largest organic market in Australia. At present there is only one commercial organic farmer in the Sydney Basin. This represents an enormous untapped opportunity to enlist grower support in sustainable agriculture.

### **Community Organic Buyers Groups as an agent for change**

While working on the growers (supply-side) is important, a more effective way of shifting grower practices may be on the consumer end (demand-side). Working with large retailers is possible, however they have their own commercial agendas.

A demand-side, market-based instrument that has the potential to encourage growers to adopt sustainable farming practices (therefore reduce chemical and contaminated water run-off) is the facilitation of the establishment of Community Organic Buyers Groups. This could be actioned immediately with little required except a coordinator to help groups set up.

These groups are non-profit and locally run to supply locals with affordable organic food bought from wholesalers. If sufficient numbers of these groups are established



under one umbrella, then it would be possible to approach growers and ask them to supply these groups directly (but only if they convert to organic, sustainable farming practices). One such model exists in the Sydney Organic Buyers Groups (<http://groups.msn.com/SydneyOrganicBuyersGroups>).

## **Other issues the Trust as a funding body should know about**

### **Part-time vs Full time**

There is more than enough work to occupy a Rural Liaison Officer full time in each Council, the experience from this project shows that a part-time position for two-years enabled better outcomes than could have been achieved by a full-time position over one year. Working collaboratively over the five Councils has ensured that this project is embedded in each and has had the flexibility to work for each Council.

This is because one of the critical ways of achieving the Project outcomes has been to build trust. This is greatly enhanced by the Project Officer being present for a longer overall time.

### **Bilingual Educators**

There are many government and non-government organisations attempting to engage with NESB Market Growers and each has to establish their own connections and trust. This is enormous inefficiency. The employment of long-term Bilingual Educators based in DPI but with a flexible job description would enable these organisations to utilise the connections the Bilinguals have with growers to greatly leverage their efforts and reduce duplication of effort.

### **Business training for Market Growers**

In many cases, NESB market growers are required to develop their land in some way in order to change their environmental impact. For example they may have to put in a dam, a shed, or do some earth works etc. In order to do this however, they will usually need to put in a development application. It became clear during the project that a major impediment to the NESB market growers in doing this successfully was a lack of business and record keeping skills.

Farmers whether NESB or not, often prefer to communicate verbally instead of in writing. This however is a great disadvantage to farmers as this results in a lack of written evidence when issues arise. In addition, when NESB market growers receive written communications eg letters requesting more information from council on a DA, they tend to ignore them or feel unable to respond. Each side thinks that the other is the next one to respond, however eventually the Council must follow policy and close the file. The grower loses time, faith in the process and potentially money. Market grower training in business and record keeping skills may address this.



## **Attachments**

### **Documents, publications, materials produced**

- Business cards with TIS translation on reverse
- Eleven fact sheets in Arabic, Chinese, Khmer and Vietnamese covering the following topics:
  - NESB Agricultural Partnership
  - Development Applications
  - Putting up a Farm Shed
  - Water Reuse System
  - Inform your neighbours
  - Farm Dams
  - Zoning and Land Use
  - Landfill
  - Reduce your Costs
  - Interpreters
  - Organic farming
  
- Working with NESB Clients training module for Council

### **Media coverage**

There has been extensive coverage of the issue being tackled by the Project in major metro and local newspapers and radio. Attached is an article specifically referring to the Project:

- “Growing concern for gardeners”, Liverpool City Champion, 4 January 2006

### **Significant written feedback from stakeholders**

A certificate of appreciation was received from the Cambodian Growers who attended the soil workshops and the organic farming bus tour.

# A draft model for local council engagement with market growers on non-priority issues

Julian Lee

*Key words: NESB, CALD, market gardener, social justice, engagement, local council, environment, sustainability, organic and agriculture*

This is a draft document for members of the South Creek Agricultural Education Partnership only.

<b>A DRAFT MODEL FOR LOCAL COUNCIL ENGAGEMENT WITH MARKET GROWERS ON NON-PRIORITY ISSUES.....</b>	<b>1</b>
BACKGROUND.....	2
ISSUES.....	3
THE PLAYING FIELD .....	4
<i>Growers</i> .....	4
<i>Organic Farmers</i> .....	4
<i>Grower Associations</i> .....	5
<i>Grower Advocates</i> .....	5
<i>Agents, Wholesalers and Markets</i> .....	6
<i>Big Supermarkets</i> .....	6
<i>Sydney Organic Buyers Group</i> .....	6
<i>NSW Farmers Association</i> .....	6
<i>Department of Primary Industries</i> .....	6
<i>Local Government</i> .....	7
<i>Hawkesbury Nepean Catchment Management Authority</i> .....	7
<i>TIS</i> .....	7
ENGAGEMENT MODELS .....	8
<i>Department of Primary Industries</i> .....	9
<i>Local Government</i> .....	11
EVALUATION .....	14
LEARNINGS .....	15
<i>Translations</i> .....	17
WHAT NOW? .....	18



This paper has been written for Local Government staff. It has been developed 18 months (updated at 24 months) into a half-time position as the Non-English Speaking Background Agricultural Education Officer for five local councils (Blacktown, Fairfield, Hawkesbury, Liverpool and Penrith) and the Department of Environment and Conservation which was funded by the NSW State Government through its Environmental Trust.

The information in here is a reflection of my understanding to date and is an attempt to get a handle on the very complex area surrounding peri-urban agriculture. It is a “road-map” and not the “terrain” and therefore is a simplification for ease of understanding.

## **Background**

Peri-urban agriculture, or agriculture on the fringes of urban areas has been around since agriculture first began. Produce from these areas is important to cities, even today where we have fast and efficient refrigerated transport, because of the ability to supply a city with its own fresh and locally produced food. Cities have often developed up around rich fertile areas. Peri-urban agriculture is often on the best land in the country and continued development threatens to pave over this and push food production into more marginal areas at greater cost to society. The context for farmers in Sydney is:

- There are approximately 2000 farms within the Sydney Basin that are under threat from urbanisation, increasingly strict environmental laws and declining terms of trade.
- There is only one commercial organic farmer in Sydney.
- Farming in the Sydney Basin contributes about \$1 billion/year to the broader economy.
- The livelihood for many of these farmers is likely to be gone within 5-10 years.
- This also means that Sydney’s local supply of many different types of fresh produce and diverse produce will be gone.
- Most people in Sydney do not realise that food they eat is grown locally and is under threat, which will ultimately increase costs and reduce freshness and variety.
- The farmers however have a very weak Voice. This is for various reasons including:
  - Most of the farmers are from a non-English speaking background (NESB) and from many different cultural groups.
  - Farmers are flat out at the best of times.
  - The NSW Farmers Association and the Grower’s Associations do not adequately represent them for political, resource or other reasons.
  - The big supermarkets, agents and wholesalers have a huge influence on the supply chain.



- There are many indirect stakeholders acting on their behalf, however the line between support and dependency is a difficult one to tread.
- Local councils and growers usually do not interact productively, however councils have a large say on grower activities through the development application process.

## ***Issues***

In writing this paper, the over-arching issue I am trying to grapple with is how Local Government can effectively engage with NESB market growers in the Sydney Basin on issues that they do not see as a priority. However these “non-priority” issues are often the issues that government agencies and regulators wish growers to address... eg water usage, weeds, pests and disease, development, environmental services etc. Engagement with growers on these issues is further complicated because:

- It is very hard to contact growers because of language, distance and lack of contact details.
- Once in contact with growers it is very hard to engage with them due to cultural and trust issues.
- There are some grower advocates, educators and liaison staff that know growers well and have a level of trust that people new to the field do not have.
- Once a conversation is begun with growers, it is clear that they think about environmental issues, but that they are not a high priority for them.
- Environmental projects are often developed and approved with the agency’s issues foremost and not the growers. This can lead to lack of engagement and lack of flow onto other growers. Also, projects that are about the agency’s needs and not the growers’ rarely continue beyond the funding period. As this project was but with the consent of the steering committee it turned into a valuable project with real outcomes.
- Even obvious financial benefits of improved practices may not lead to changed behaviour.
- Many projects do not evaluate the behavioural change that occurs tending towards repetition of previous mistakes.
- Grant funded positions often lack sufficient time to build up the relationships required to work with growers.
- Furthermore the pre-determined outcomes often do not reflect the realities of the field and either cannot be achieved or do not achieve benefits for the growers.
- Attendance at training does not necessarily result in behavioural change



*Enormous amounts of money and time are spent on education and advocacy for growers, how is it possible to move towards grower led and conceived action?*

## **The Playing Field**

One of the key engagement issues is understanding the playing field and linking with the key players. This will be an important first step for any new staff member. At the beginning of this position, various leads and contacts were given to facilitate this, however there was no context and no background to enable proper judgment to be made as to who and when to contact and in what capacity.

## **Growers**

There are around 2000 farms in the Sydney Basin and the farmers come from very diverse cultural backgrounds. The main/larger groups requiring translators and interpreters are Arabic (around 300), Cambodian (around 80, many of which are based in Fairfield), Chinese (around 500) and Vietnamese (around 300). These groups were chosen because of all the market growers they are both the most numerous and have a low English literacy.

In addition there are large populations of Italian, Greek and Maltese growers as well as smaller groups of other cultural backgrounds. Newer arrivals from Africa and the Middle East are also adding to the diversity.

Growers are far apart and for an outsider difficult to contact. There aren't any contact databases that can be used because they either don't exist or because privacy laws prohibit their use. Experience shows that the best way to contact growers is through grower association events, grower advocates and training days.

In dealing with growers, it is important to take into account that growers that own land their land and those that lease have very different motivations and outlooks.

Women are an often neglected group within the growers. They play a crucial role within the family/farming unit. Information provided to the men does not always get passed onto the women who may be the decision maker on that particular issue. Women also care about different issues to the men, and it appears likely that environmental and health issues are likely to be more important to them, leading to change and therefore may be a better target group than the men. Do not forget to include them in your project!

## **Organic Farmers**

There is only one commercial, certified organic farmer in Sydney, Charlie Galea in Cranebrook, who grows a limited number of crops. He has been very helpful to us and allowed the organic farm bus tour of growers to visit his property and answer questions. Charlie is concerned that new organic farmers don't directly compete with him as otherwise the premium that makes it viable for him to grow organically will disappear. Therefore he has asked that Maltese growers do not go to his farm as they would grow the same crops as him (Charlie is from a Maltese background). As the project has not worked with many Maltese growers to date, this request was easy to comply with.



## Grower Associations

Growers Associations were established to assist the growers within a culturally appropriate environment. They have been useful in promoting communication within the group and as ways for government agencies to distribute information and training into the grower communities, however they do not appear to be successful in giving the growers a significant voice or play an advocacy role. This is probably due to the lack of time and resources available for the positions within the associations which are generally volunteer. In addition, the people in these positions are all current growers which gives strengthens understanding, but means that they are unable to spend too much time advocating or being proactive. Further complications include the political elements and conflict of interests that some of the key members appear to hold. There are of course exceptions to these generalizations. The following grower associations exist:

**Greenhouse Growers Association:** Has a mostly Arabic membership and has around a 70% membership rate. It is currently headed by Joe El Bustani.

**Chinese Growers Association.** Has around 250 members with around 50% membership rate. Differences within the group appear to be behind the relatively low membership. It is currently headed by David Cheung. Tony Har is also a good contact.

**Cambodian Growers Association.** A relatively new group which has split into two factions.

**Vietnamese Growers Association.** Has around 150 members and 80% membership. It is currently headed by Su Hwa, however Christina Le is the Project officer and main contact.

**Freegrowers Association:** has a mostly Maltese membership.

## Grower Advocates

Grower advocates are those that understand the grower perspective and the social justice issues involved. They are willing to work for the growers on issues that growers consider to be important. They have the trust of the growers that they work with and are often ill-considered by others (wholesalers/agencies) because of they don't shy away from difficult problems/issues.

Advocates in the area include:

- **Fred Haskins:** is a grower and has a particular interest in EM or "Effective Microbes" which encourages farmers to work with more sustainable farming practices.
- **Sheryl Jarecki:** is very active and has done a lot of chemical training with growers.
- **Dr Frances Parker:** is an associate professor at the University of Western Sydney advocates on the social justice issues. She is part of the Sydney Farming Network.
- **Rita Kelman:** is bilingual (Chinese) and has worked with growers (women in particular) in many situations.



- **Vivienne Strong:** works with the South Western Area Health Service and is establishing self-sustaining womens' groups.
- **Fiona Luckhurt:** coordinated the Hawkesbury Nepean NESB market grower service providers interagency meeting at Peppercorn place. Tito Scohel now takes her place.
- **Linda Ingliss:** took on considerable responsibility in ensuring the Sustainable Agriculture Education Plan in Sydney was actioned and coordinated. She put out a training calendar of workshops being held for NESB growers which will now be coordinated by Virginia Brunton as Linda has moved positions.

### **Agents, Wholesalers and Markets**

Have an extraordinary hold on the growers as practically all produce goes through them or the supermarkets. Due to a lack of regulation which the proposed Horticultural Code of Conduct aims to address, the agents/wholesalers are able to exert pressure on the growers to sell at prices that are not sustainable. This is exacerbated by the threat of being blackbanned and not able to sell any produce.

### **Big Supermarkets**

Similar to the agents and wholesalers, however supermarkets are large enough to set their own standards which small growers often find to onerous to comply with.

### **Sydney Organic Buyers Group**

Is a community-based organisation that is establishing a presence in Sydney. Their aim is to build sufficient numbers to be able to approach Sydney farmers and ask them to supply them directly if they are willing to convert to organics. They may play a role in driving consumer demand for organics and supporting growers in conversion.

### **NSW Farmers Association**

A well organized and resourced organisation that advocates on behalf of farmers across NSW. It is primarily broadacre focused, however they do have a Sydney Basin representative in Frances Vella and do deal with issues relevant to market gardeners eg. Horticultural Code of Conduct. Discussions with Frances indicate that she has experienced similar difficulties engaging with growers. She appears to be stymied by the fact that growers are unwilling to join the association until they can see that it will benefit them, but Frances is unable to assist until they become a member. Also, some growers are fearful of joining because it may result in difficulties they may have with agents that oppose NSW Farmers Associations actions such as on the Code of Conduct.

### **Department of Primary Industries**

Experts in agricultural production. The bilingual communication officers should not be seen as gatekeepers to the growers, but rather as knowledgeable people who can pass on information to the growers especially in regards to who the best contacts are on a particular issue. And to act as eyes and ears for us.



- **Virginia Brunton:** coordinates the Bilingual Education Officers and develops many useful resources for NESB Market Growers
- **Andrew Docking:** Agricultural Education Officer
- **Peter Malcom** works primarily with the Vietnamese and Cambodian growers on fruit production.
- **Leigh James** works with primarily with Chinese growers on field vegetable production.
- **Bassem Al-khawladeh,** Arabic Bilingual Communication Officer
- **Chun Fong,** Chinese Bilingual Communication Officer
- **Sorathy Michell,** Cambodian Bilingual Communication Officer
- **Ho Dang,** Vietnamese Communication Officer (now finished)
- **Bill Yiasoumi,** Irrigation Officer

### **Local Government**

People in local government who have had experience working with NESB market growers are:

- **Nicole Greenwood and Phil Moody,** Liverpool City Council
- **Rosie Smith, Monique Desmarchelier and Adrian Estreich,** Penrith City Council
- **Wendy Fargas and Stewart Rodham,** Fairfield City Council
- **Kate Valentine,** Blacktown City Council.

### **Hawkesbury Nepean Catchment Management Authority**

Rob Meyer has had experience in the issues surrounding working with NESB market growers, in particular with engaging growers on non-priority issues.

### **TIS**

Local council staff are often unaware that the TIS interpretation service is available to them free of charge. Each council has a C-code which identifies them and while a charge is allocated to the council, this is for statistical purposes only. TIS offers on-site interpreters and telephone interpretation. The on-site interpretation has a quota for free usage and requires a booking form. From experience and word of mouth, it is very difficult to get an interpreter to keep a booking in the rural areas.

However the telephone interpreter service is very good. It is possible to get the main languages almost any time required. Therefore it is possible to go to a market gardener with mobile phone and communicate with them without making a booking. If there are more than two people, it is very handy to have a mobile with speaker function to enable all people to hear what is being interpreted at the same time. For arranged meetings at a growers home, it is very helpful to bring a residential phone that has speaker function on it for the same reason. It is worth pointing out to the grower that even though it is plugged into their line, the council pays for the interpreter and they only pay the connection cost (30c). (These phones have now been bought and are part of a field kit for the Rural Liaison Officer that also includes pH, EC and Nitrate testers)



## **Engagement Models**

Typical engagement models use regulation or market forces to initiate behaviour changes, while an invitation to responsibility is rarely used to engage with growers and may have a role where regulation or market forces do not work.



### **Regulation**

Regulation can be an effective means of achieving behaviour change, however it is authoritarian and can build resentment. Furthermore, regulation is only effective where it can be enforced. In the case of farmers who are individualistic and separated by considerable distance, enforcement becomes extremely difficult. Councils do not have the time, money or people to conduct adequate auditing and compliance activities.

Due to the many overwhelming workload in primary production, farmers find it very difficult to comply with all legislation at all time. Many farmers know that they may be doing something wrong, but they also know that not only do they not have time to deal with it now, but that they are highly unlikely to be caught. Therefore regulation without enforcement is of limited effect in the rural environment.

### **Market Forces**

Market Forces are also an effective means of creating change in farmers' behaviour. Where consumer buying patterns change, farmers must adapt accordingly. Similarly if a large supermarket insists on new standards of production, then growers have to comply or find alternative markets.

The disadvantage in relying on market forces is that consumers are slow or unwilling to pay for food that has been produced in a sustainable manner. Therefore it is unlikely to be able to turn a low priority issue such as environmental weeds into a high priority issue through market forces in the short term.

## **Responsibility**

An invitation to farmers to take responsibility is a third approach that is not often investigated and may have use where regulation and market forces do not work. It requires empathy and trust to work and requires projects that allow growers to determine their own priorities and work with them on these.

## **Department of Primary Industries**

The Department of Primary Industries have employed a Vegetable IPM (Intergrated Pest Management) Project Officer who is taking a “responsibility” approach to encouraging the growers to change their production methods.

Stacey Azzopardi has invited farmers to work with her on using IPM techniques to improve their farming practices. This has been voluntary and has not required market forces. There appear to be three key elements in the success of her project in engaging with growers in an ongoing and meaningful way – desperation, commercial advantage, trust and expertise.





## **Desperation**

Farmers are experiencing great difficulty with ever decreasing terms of trade, increasing environmental regulation and continuing challenges with climate. Furthermore as conventional farming techniques lead to a reduction in soil quality, pests and diseases become more prevalent and chemical methods less effective, farmers are being boxed into a corner. In this climate, somebody who is able to offer an **alternative** has one element in successfully engaging with the growers. What Stacey is offering is IPM which aims to deal with pests in a strategic method and not relying on a blanket, calendar approach to chemicals.

## **Commercial advantage**

Stacey has offered an **incentive** to the growers to engage with her and change behaviours by providing them with free learning tailored to their needs. Growers are able to work with Stacey and the DPI one-on-one and ongoing, which through a consultant would incur a significant cost. The growers who are participating may gain a **commercial advantage** in being able to reduce their chemical input costs and reduce their future risk when chemicals come under even stricter control and become less effective.

## **Trust**

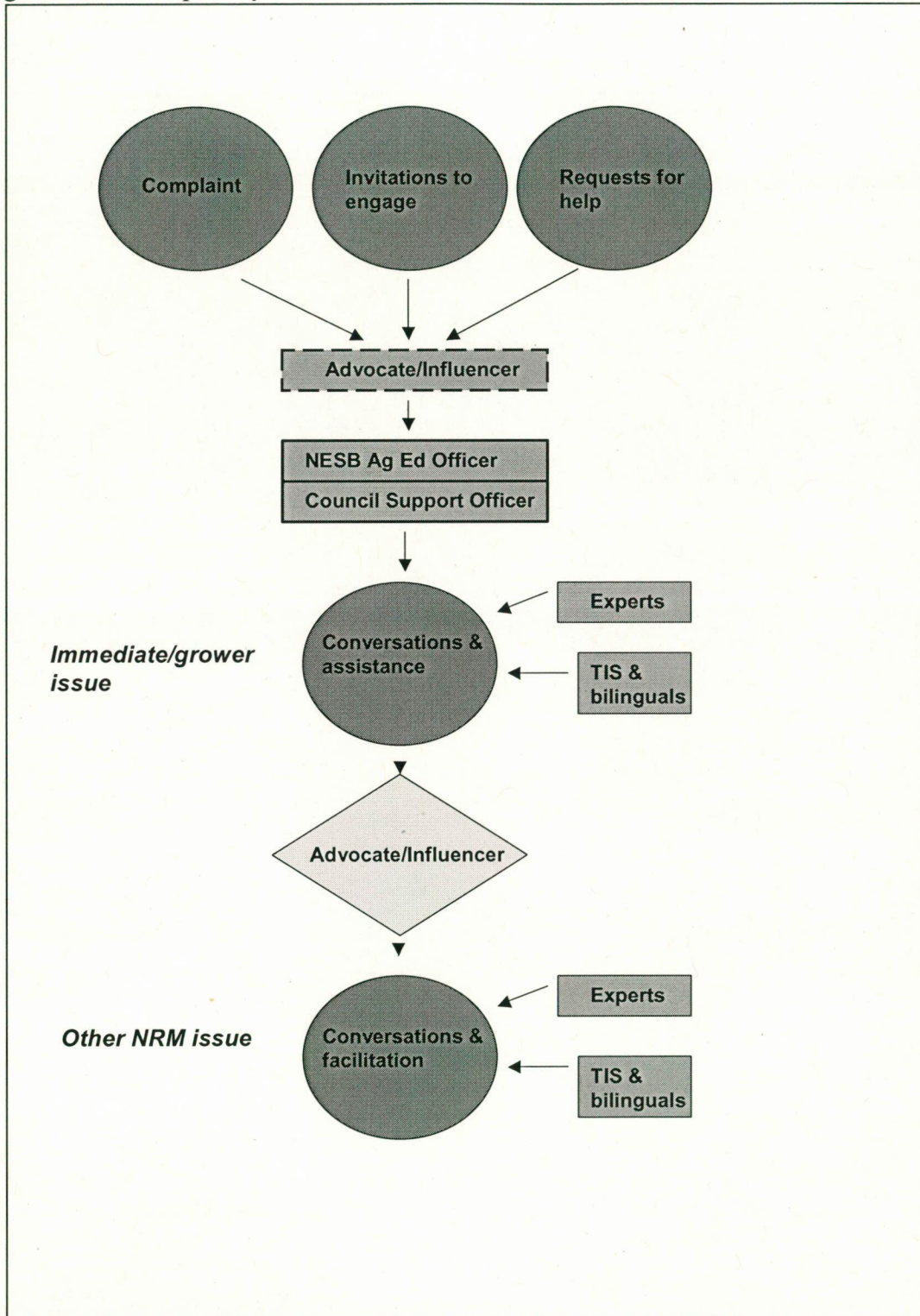
Without adequate trust, engagement with the growers will be difficult even where there is obvious commercial advantage and they are in a desperate situation. In Stacey's case, she is being introduced to the growers through another person who already has the trust and respect of the growers. This is crucial as without the trust, growers are suspicious of new people as they want to avoid regulatory troubles or even simply having their time wasted. These people might also be called influencers, however their role is not so much to influence as to be people who have the respect of growers, so that any information passed on by the project carries more influence and increases its priority with the grower.

**Many projects do not take into the account the time that it will take to build up trust by a new project officer, nor do they explicitly take advantage of the many players in the area that already have the trust of the target audience (growers).**

Expertise in the area is also an important element of building that trust. Growers do not have time to waste with people who do not know what they are talking about. This can be a pitfall for councils, because while they may have environmental regulatory responsibilities, they do not necessarily have agricultural expertise or understanding. This can lead to difficulties in communication and understanding between growers and councils. Unfortunately this tends to result in fines being imposed rather than relatively simple avoidance measures being adopted. This further exacerbates the poor image of council and reduces the ability to engage growers in positive and proactive measures in the future (especially non-priority ones).

## Local Government

While the above models serve as a starting point and indicate issues to be addressed, the following model has been developed to assist local government to engage with market growers on non-priority issues.





The figure above aims to structure the types of interactions with various stakeholders and illustrate the way in which those interaction can progress that will most likely result in addressing both grower issues **and** council issues.

It is a two-step process that firstly addresses an immediate issue (eg complaint against a grower) or an issue that a grower has raised (eg help with DA). If handled well, this allows the next step to occur, which are further interactions with growers on other natural resource management (NRM) issues. These “other NRM issues” are generally considered non-priority by the growers but of high priority to council and the wider community.

The aim of the first step is therefore to build rapport, trust and respect by working with growers on an issue that is relevant and of priority to them. It is recommended the officers do not try to impose their issues into the conversation but rather focus on the issue that the grower has raised. Furthermore, it is important to use non-confrontational and open methods of working with the growers including an understanding of cultural differences. If the start of a trusting relationship is achieved, then it is more probable in the next step, to be able to engage the grower on an issue that is more central to council’s concerns.

This may seem like a very indirect and time-consuming route, especially where the issue of concern to council is a legislated responsibility for the growers eg. Contaminated water run-off. However as discussed previously, a more direct approach, especially if it involves regulation may achieve localized or short-term success, however runs the very well documented risk of alienating growers as a whole.

Because one of the key difficulties in engaging with growers, is knowing who and where they are, any negative dealings between growers and council tends to make the growers even harder to contact (they just disappear). This in turn jeopardizes all future interactions between growers and council where trust and respect is required.

On the other hand a positive interaction with one grower is likely to spread through word of mouth to other growers and therefore encourage other growers to contact council where they might not have previously. This saves time and hassle for both the community and council because problems/questions are discussed or resolved before they become a major issue.

### **Invitation to Responsibility**

As discussed above, to get growers to adopt actions on “non-priority issues” using market forces or regulation is ineffective and is more likely in the case of regulation to jeopardize any future chances of productive and meaningful exchange. Therefore it is recommended that the “invitation to responsibility” approach be taken.

If this approach is taken then the most likely initial contacts between councils and growers tends to happen in three main ways -- through complaints, invitations to engage and requests for help/service.

**Complaints** are where people other than growers contact council about an issue that they believe is caused by growers. This allows council to then contact growers on a legitimate issue and work with growers and the community on resolving the complaint. It is not assumed that the growers are at fault and therefore both the community and the growers are invited to take ownership of the



problem and to identify solutions. The advantage of this approach is that growers perceive the issue to be relevant and make time for it. It also creates a more positive experience with council and develops a relationship between the growers and community. The disadvantage with this method is that once the immediate issue is resolved, growers tend not to stay engaged.

**Invitations to Engage** from council occur through personal interactions with growers or their associations/advocates. This approach is most successful when invited to a grower meeting and where you can be introduced by somebody within their organization, hand out business cards (with TIS number and translations), explain how you can help growers and answer some immediate questions. This approach is effective because it is done within the growers own context, with trusted people and interpreters on hand.

**Requests for Help** occur where a grower independently contacts council and asks for assistance or for a service. This occurs frequently, especially when growers wish to put in a DA and do not know the process. The South Creek Agricultural Education Partnership Program has created fact sheets that cover the basics of this in four languages (Arabic, Chinese, Khmer and Vietnamese). Although most people are not aware of Council processes and therefore do not know the easiest or best way to interact with them, people from a NESB are even less likely to be able to find out or utilize them when they do find out. Therefore when a request for help does come in, assistance here not only helps the grower in question, but is likely to have a beneficial flow-on effect through the community by word of mouth.

### **Roles of different stakeholders**

Many different people are required to work effectively with market growers. Knowing who to involve and when will make engaging with growers much smoother:

The **Advocate/Influencer** plays a very important role in introducing council staff to growers. Gaining the trust and respect of an advocate can make the work of the council officer much easier as some of the trust and respect is transferred to the growers. Although working with an advocate adds an extra layer of complexity to negotiations, they can be very helpful in communicating to other growers any lessons learnt from cases that they have been involved in. Growers hearing such messages from an advocate have a much greater impact and therefore reduce future problems in a way that the same message from council cannot. Furthermore, as advocates are in constant contact with growers the message is repeated more often and to more growers.

**Council Support Officers** are a very important role where the NESB Agricultural Education Officer works across several councils. It is envisaged that the officer will attend action group meetings (growers, community and relevant authorities) and continue supporting the group where required once the South Creek Agricultural Education Partnership Program ends.

The support officer works on issues relevant specifically to that council whereas the NESB Ag Ed officer works on cross council issues. Having a support officer enables more to be done, provides local council area specific knowledge, provides



a source of understanding of NESB grower issues for that council and input into relevant decisions, and gained the trust and respect of growers.

The advantages to Council of dedicating staff to the Hotspots project are that the support officer will have:

- Created an action group that involves the community in identifying and solving its own problems. This will reduce future demands on council.
- Developed a level of trust and understanding (and therefore influence) with the community that may not otherwise be possible ie social capital with the community.
- Facilitated the action group to take ownership and expand the reach of the project (without increasing council's involvement)
- Reduced the overall work for Council, created a better relationship and image with the community and produced better outcomes than could be achieved otherwise.

**TIS** is used extensively for interpretation services. Particularly out in the field where a mobile phone provides very rapid ability to communicate with growers. It is a free service for councils. A phone with speaker makes discussions with more than two people in the same room much more inclusive as all can hear what is being said.

**Bilingual** educators are used for group situations and where some knowledge of the topic being discussed is required. Bilingual educators employed by DPI often have good contacts and relationships with growers and are therefore have a higher success rate when inviting growers to events.

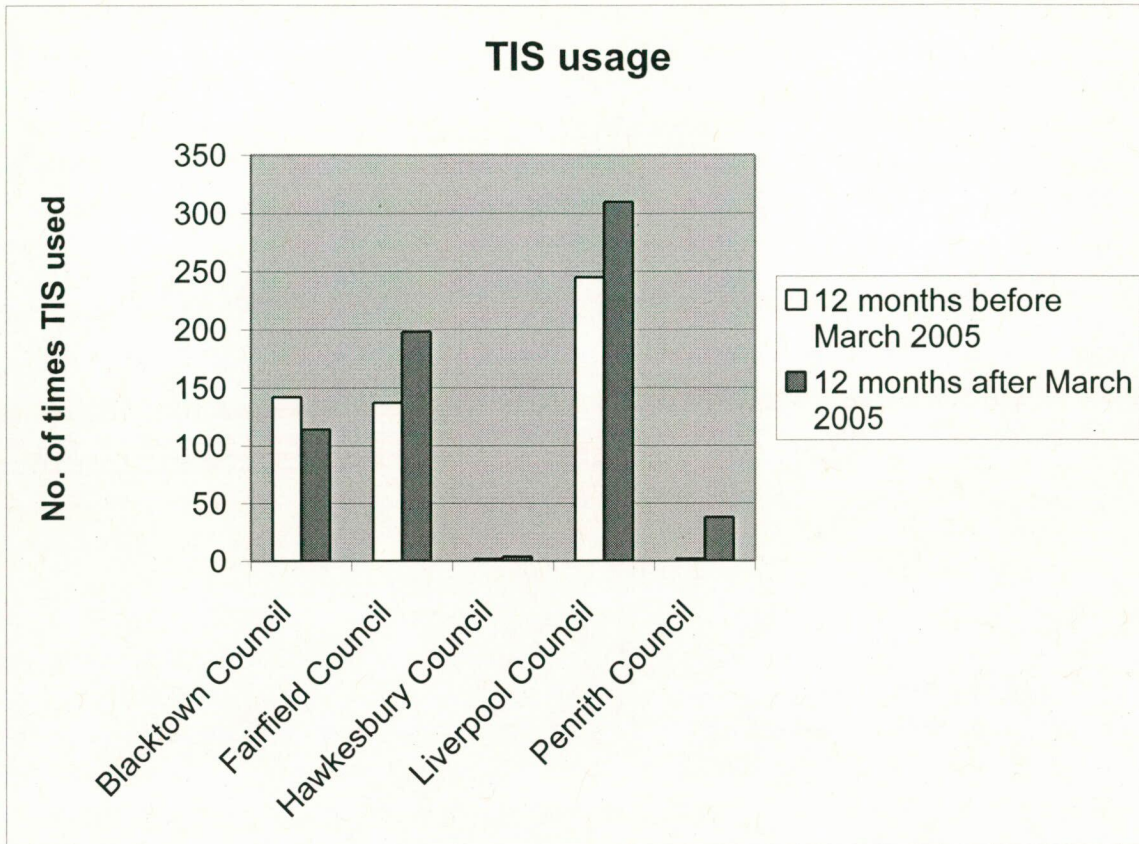
**Experts** are brought in where the subject warrants it. In particular DPI are included where agricultural production issues are involved.

## ***Evaluation***

### **TIS statistics**

Evaluation of the TIS training conducted at Liverpool has begun through an analysis of the usage statistics provided by TIS. The graph below shows the number of times the TIS telephone service was used in the 12 months before March 2005 and in the 12 months after March 2005 in each of the partner Councils.

The graph shows that Blacktown, Fairfield and Liverpool Councils are regular users of the service and that Fairfield, Liverpool and Penrith Councils have increased their usage recently. These results are to be expected because Fairfield Council is very active in engaging with its NESB community, Penrith Council employed a Multicultural Officer and Liverpool Council undertook TIS and language services training for three months starting March 2005.



## Learnings

The engagement model discussed is the result of many of the learnings over the two year South Creek Agricultural Education Partnership. However here are some other things worth mentioning:

On the whole, growers:

- do not keep adequate records to substantiate claims later
- do not know about council processes
- prefer not to contact council until the last possible moment rather than find out early how the process works
- do not believe that organic growing is either possible or credible
- will try not to engage and want to go back to doing what they were doing as quickly as possible.
- Believe they should not put in an application to council if they will be too busy to respond to council requests for more information. (applications will expire after a certain period)
- Should indicate on their application a contact person if they don't speak English.
- Do not read or respond to letters from council even where that letter affects their business.



On the whole councils:

- assume that everybody knows how their processes works
- are unlikely to put in to much effort to assist those who do not speak English
- are unlikely to translate documents unless a budget has been assigned to it beforehand.
- Could follow up any letter to a person from a NESB with a call using TIS to indicate what the letter is about to ensure that they read it.
- Do not know the scope of the constituency they do not communicate with, because these people do not communicate with them. The hidden 90% of the “ice berg”
- Are understaffed and take longer than the community expects them to respond.

### **Communication burnout**

One thing that was noted by the Project Officer was the level of cynicism demonstrated by the actions of growers, government agencies and some grower organisations in their (non) interactions with each other. It is proposed that “communication burnout” between the groups has occurred, leading to this cynicism and disengagement.

Communication burnout occurs due to a lack of commitment to explaining the processes and reasons behind them to others. For example, organisations find that the growers are difficult to contact, resistant, don’t respond to letters, and don’t come to meetings held for them. And growers find that organisations do not listen to them, do what they want to do regardless of any input they provide, take up too much of their time and are inconsistent. Both of these perspectives leads to a downward spiral where each groups’ assumptions about the other are confirmed and cynicism builds.

### **Crucial role of bilingual educators**

One way of breaking this cycle of cynicism is for everybody to spend the time listening and explaining the context and processes from which they are coming from. Realistically, this is unlikely to happen, however it was noted that the Bilingual Education Officers at the Department of Primary Industries were a possible solution.

As people who understand the processes and culture of government agencies and market growers, the Bilingual Education Officers have the potential to play a unique role in demystifying and communicating them to the other groups. This has the potential to build resilience and persistence amongst the various stakeholders.

Furthermore, because the Bilingual Education Officers are in constant contact with growers, other organisations can use them to substantially leverage their own work. This was evidenced in the ability of these Officers to invite growers to time-intensive workshops and bus tours. It is my belief that without the Bilingual Education Officers, these sub-projects would have required unrealistic amounts of energy to make them viable.

Of course, to play this role, the Bilingual Education Officers have to have significant flexibility built into their roles and to be employed for the long-term.



## **Organic Farms as a potential solution**

Over the course of the Project, the role organic farming could play in alleviating some of the growers' major problems – development pressures, declining terms of trade and environmental legislation – became evident. While organic certification is not simple and comes with its own challenges, an organically certified farm would be better placed to deal with all three of the problems listed. Specifically, the documentation required to be certified would lead naturally to meeting environmental legislation and meeting council's requirement in complaints, the price premiums available for organic food may help in improving their terms of trade and the higher awareness of organic farming may increase consumer awareness of the number and importance of farms within Sydney such that some of the developmental pressures are reduced.

Finally, the market growers in South Creek are on the doorstep of the largest organic market in Australia. At present there is only one commercial organic farmer in the Sydney Basin. This represents an enormous untapped opportunity to enlist grower support in sustainable agriculture.

## **Community Organic Buyers Groups as an agent for change**

It is proposed that while working on the growers (supply-side) is important, a more effective way of shifting grower practices is on the consumer end (demand-side). While working with the large retailers is possible, they have their own agendas. If it is accepted that organic farming achieves desirable sustainability outcomes, then an alternative option that can be actioned immediately with little required except a Coordinator, is the facilitation of the establishment of Community Organic Buyers Groups.

These groups are non-profit and locally run to supply locals with affordable organic food bought from wholesalers. If sufficient numbers of these groups are established under one umbrella, then it would be possible to approach growers and ask them to supply these groups directly (but only if they convert to organic, sustainable farming practices). One such model exists in the Sydney Organic Buyers Groups (<http://groups.msn.com/SydneyOrganicBuyersGroups>)

## **Translations**

Writing and translating materials can be a lengthy process in order to ensure the end product is relevant and useful. In preparing the English version, it is important to go through the normal proofing processes, however agricultural experts and cultural experts are also required to be involved.

Once the materials are written, finding a good and affordable translating service is not so easy as it is difficult to know the quality of the translations that come back. When materials translated by the Community Relations Commission (TIS) were checked over by language aides, a positive response was given, however when the same translations were checked by bilingual educators who are competent in the language AND the viewpoint of market growers, we were told that they were inadequate. Furthermore, the customer service provided by the CRC was sub-standard.



Subsequently a company called Language Pro was used. Their translations were of a high quality as judged by the bilingual officers at DPI. They are also aware of some of the specific translations required for farmers ie terms that they are familiar with.

When getting translations done it is recommended that technical words have the English inserted into the translation in brackets

Also, it is recommended when getting quotes to ask that a translated proof be sent (word format) prior to typesetting to enable you to get the accuracy and appropriateness of the translations checked. By doing this you will make it easier to get the proofing done and it won't cost you extra to make one lot of changes. If you don't do this, changes to the document once it has been laid out can be expensive.

For \$20, LangPro will get translations checked by an independent third party translator.

### ***What now?***

With all the above in mind, I believe that the next Rural Liaison Officer position could usefully focus on the following:

1. Continue dealing with resident complaints as they are received. Ensuring that a sense of trust and respect between the community members and council is created.
2. Continue facilitating best outcomes between councils and growers especially on development applications.
3. Continue to work directly with growers on sustainable farming training and actions eg. Follow up on interest in organic farming and continuation of soil workshops for Chinese and Vietnamese groups.

Furthermore, I believe that the Steering Committee should continue to support the project in a way that allows flexibility of method and outcomes based directly on grower needs. It has been this flexibility that has allowed the project to follow the most appropriate path and result in the outcomes and relationships developed.



# Sustaining Liverpool

## National Tree Day 2006

This year we're going out west. Come and join us on Sunday 30 July at one of our most beautiful rural reserves - Rossmore Grange to plant some trees for National Tree Day 2006 (car park entrance southern end of Ramsay Road).

Rossmore Grange was selected for this year's National Tree Day event to contribute to a grant project that Council is currently undertaking in the reserve. The "Heritage Grange: Rossmore Research, Rehabilitation and Recreation project", funded by the Department of Planning through their Metropolitan Greenspace Program aims to identify, protect and enhance the existing values of Rossmore Grange. These include environmental, Aboriginal culture and heritage, historic, visual, and passive recreational values. The site is currently regularly used for passive recreation and horse riding and Council would like to promote the use of the reserve to the wider community. By planting trees in the Reserve on National Tree Day you will be contributing to this project and our local environment.

National tree Day is a great day out for all the family and this year's event will be no exception. The event will start at 9am and the day will be full of activity with plenty of people from across the community attending to plant a tree. As in previous years a free BBQ lunch will be provided to thank all volunteers for their efforts and to help wrap up a great event.



Liverpool City Council, and its Environment Plan are regular supporter of the National Tree Day event. Also Warren Toyota of Liverpool is supporting National Tree Day for its sixth year. Council greatly appreciates the contributions made by Warren Toyota for the Liverpool National Tree Day event each year.

National Tree Day is an excellent opportunity for everyone to get involved in helping their local environment. Everyone can play their part in sustaining Liverpool and one of the most simple, yet rewarding, steps to caring for our environment is to plant a tree.

Schools also participate in National Tree Day on Friday 28 July. So far 30 local schools have registered to take part in the day. Council will provide each school with 50 trees - for planting on the day.

Last year, National Tree Day attracted over 250,000 volunteers throughout Australia who planted more than 1 million trees at more than 3,200 sites across the country.

For more information or to register your interest on National Tree Day phone Council's Environment Plan Community Support Officer Justine Clarke on 9821 7729.

## Sustainability Workshop Series

This year Council has continued to run the very successful Sustainability Workshop Series. Last year over 180 people joined us to learn more about the local environment and how to live sustainability.

Still to come this year there will be workshops on:

### Composting and Wormfarming

Tuesday 27 June, 6.30 - 8.30pm

Seaton Hall, Heathcote Road, Moorebank

### How to design a native garden

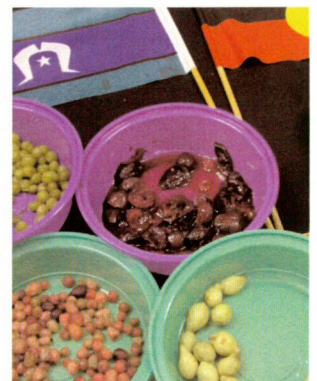
Wednesday 26 July, 6.30pm - 8.30pm

Liverpool Council Administration Building, Hoxton Park Road, Liverpool.

The course will also teach the fundamental benefits of a native garden, suitable species to plant, how to maintain a native garden and where you can go for support.

### Making an edible bush tucker garden

August - we are still finalising the date. A chance to taste some great bush tucker and to learn how to incorporate it into your backyard.



For more information or to book your place call Aurora on 9821 7726.



## Justine's Message

The pace is starting to pick-up with environmental activities for you and your family taking place almost every weekend. This will lead to some exciting environmental benefits for Liverpool.

Be prepared to see a lot more works occurring in Light Horse Park in the future, with a viewing platform out over the river being constructed in the near future and an environmental restoration contract, restoring the riparian zone along the river set to commence in late June. The community tree-planting day held last month in the park was a great success with many nearby residents stopping to help out.

The biggest tree-planting event of the year 'National Tree Day' will be celebrated on July 30 at Rossmore Grange, Rossmore. This event will be held for the first time in a rural suburb of Liverpool. But don't worry if you need transport, Council will be organising a bus from Liverpool Station out to Rossmore Grange for the activity. For more information call Justine on 9821 7729.

I hope everyone got snapping with their camera and captured some magnificent photos of Liverpool's natural environment. We will announce and showcase the winning entries of the competition in the next edition of Sustaining Liverpool.

We hope you find the newsletter helpful and look forward to seeing you at one of the many environmental activities across Liverpool.

*Justine*

On behalf of the Sustainable Environment and Health Team

## Books for Native Gardens

Here are some great book titles that will help you on your way to planning and designing your own native garden. Definitely look out for 'The new Native Garden. Designing with Australian Plants.'

In the coming months Council will also be hosting workshops on planning your own native garden. Ranging from balcony gardens to Australian native cottage gardens and tropical gardens, something to suit everyone's taste.

If you would like to know what other books are available in topics such as pests, attracting birds and wildlife, native plants, weeds, seed collection and propagation, call Council on 9821 7729 or watch this space in the coming newsletters.

### Garden planning and design

Bailey, R. and Lake, J. 2001. Gardening with Australian Rainforest Plants. Blooming Books, Melbourne.

Chadwick, D. 2003. Australian Native Gardening made easy. Little Hills Press Pty Ltd, Seven Hills.

Elliot, Gwen. 1984. Colour Your Garden with Australian Plants. Hyland House, Melbourne.

Hunt, J.M. 1986. Creating an Australian Garden. Kangaroo Press, Kenthurst.

Molyneux, B. and Macdonald, R. 1993. Native Gardens, How to Create an Australian Landscape. Kangaroo Press, Kenthurst.

Snape, Diana 1992. Australian Native Gardens, Putting Visions into Practice. Lothian, Melbourne.

Snape, Diana 2002. The Australian Garden, Designing with Australian Plants. Blooming Books, Melbourne.

Stewart, Angus 1999. Let's Propagate! A Plant propagation manual for Australia. ABC Books, Sydney.

Thompson, Paul. 2002. Australian Planting Design. Lothian, Melbourne.

Urquhart, Paul 1999. The new Native Garden. Designing with Australian Plants. Lansdowne, Sydney.

Windust, A. 2003. Waterwise House and Garden: a guide for sustainable living. Landlinks, Collingwood.

### WIN - One of two 'The Australian Garden, Designing with Australian Plants' by Diana Snape

Tell us the name of the author of the book you could be a winner.

\_\_\_\_\_

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone Number \_\_\_\_\_

Entries close 25 August 2006. The first two correct entries drawn will be the winners. Winners will be notified by telephone. Mail your entry to Justine Clarke, Locked Bag 7064, Liverpool 1871



## Liverpool residents WaterFix their homes

956 Liverpool residents have registered to have their home WaterFixed as part of a Council, Sydney Water partnership promotion. Together these residents will save approximately 15,750 kilolitres of water per year.

For the cost of \$22, residents who register for WaterFix are provided with:

- the services of a qualified plumber
- a AAA rated showerhead
- tap aerators
- adjustments to single flush toilets
- repair of minor leaks



For \$66, residents can also choose from the Premium showerhead range. Or residents may be able to keep their existing showerhead and the Water Fix program will convert it by placing a flow regulator inside.

The averaged WaterFixed home can save six buckets of water a day and around \$50 a year on energy and water bills.

You can still register for WaterFix by contacting Sydney Water on 1800 995 886 or by visiting the Sydney Water website [www.sydneywater.com.au](http://www.sydneywater.com.au).

## Farmer's Friend

Most of Sydney's fresh perishable vegetables are grown right here in Sydney. However with increasing environmental, economic and development pressures, many farmers are under threat.

With over 2000 farms within the Sydney Basin contributing over \$1 billion dollars to the economy annually, the loss of these farms could mean that Sydney consumers would have to buy food that has travelled further, is less fresh and more costly.

To support Sydney's farmers and the environment, Liverpool City Council is a key partner in the South Creek Agricultural Education Partnership Programme which aims to work with farmers towards more sustainable farming practices.



sustainable farming, the project has taken a variety of approaches.

These have included forming links with Grower's Associations and the Department of Primary Industries, working with neighbourhood groups on resolving environmental issues arising from farms, producing translated fact sheets, assisting farmers with their dealings with council, supporting farmer education workshops and organising a bus tour to promote organic farming,

It has not just been about creating change externally however, and a lot of work has been done within councils to further develop staff understanding of cultural and agricultural issues as well as in the use of interpreters.

The Partnership was initially funded for two years, but has recently been extended for a further 12 months.

For copies of the fact sheets developed visit [www.liverpool.nsw.gov.au](http://www.liverpool.nsw.gov.au) or phone 9821 7743.

## Bushcare Camp - Korinderie 'Bush regen' week

Korinderie 'Bush regen' week is a satisfying 'working' holiday for bush regeneration enthusiasts and a time to share in some fun with like-minded people. Bookings are now open for the third annual Korinderie Ridge bush regeneration volunteer's camp from 7-11 August 2006. Korinderie Ridge is on the north coast of NSW, about an hour south of Byron Bay and an hour north of Grafton.

The idea is that, in exchange for some not-too-strenuous pulling of scattered Lantana for about 3 hours each morning (over 5 days), the residents of this rural community provide delicious meals and great camping facilities, as well as short guided bushwalks each afternoon in interesting local areas, including the adjacent Bundjalung National Park. The property is about 85% uncleared sclerophyll bushland, with many interesting sights.

Volunteers will need to provide their own transport to the camp, bring their own tent, sleeping mat and sleeping bag etc. and will be sent further information prior to the event. If you would like more information or to make a bookings please call Tein or Graeme on (02) 6682 2885.

This is a distinct challenge, particularly because most of the market growers are from a non-English speaking background (NESB).

To build good relationships with growers and encourage steps towards more



## NATURE'S CORNER

### Weed - Blackberry

#### *Rubus fruticosus*

I think just about everyone has heard of blackberry. But do you know what it looks like? This is a very common weed in Liverpool in particular in the rural areas, disturbed areas and along creeklines.



This very spiky bush has alternate leaves with serrated edges. Leaves are dark green on the top and dull green on the underside. It's a scrambling shrub, covered with thorns that can grow up to 2-3m high. Blackberry

flowers from November to March and has small white or pink flowers that eventually turn into red-black berries that we are all familiar with. As with other berry producing plants this one is also a favourite with birds and as a result Blackberry seeds are very effectively spread through bird droppings and from birds transporting the berries.

Unfortunately Blackberry is a tough one to get rid of. The best method is to hand remove main plant and dig up the main root (rhizome) and other secondary roots. If all roots are not removed they can sucker producing new plants. Another method of control is to spray with an appropriate herbicide (See your local nursery). Herbicide should be used in accordance with directions and applied to young shoots and new growth on the plant.

## Dates for your diary

### Community Tree Planting – Joshua Moore Park, Saturday 24 June

9am – 11:30am

Eureka Crescent, Sadleir. Meet in park near Eureka Cres play equipment (UBD Map Ref 268 H3)

### Workshop – Composting and Worm Farming Tuesday 27 June

6:30pm – 8:30pm

Seaton Hall, Swain Street, Moorebank.

For bookings please call 9821 7726

### Beyond Intermediate Bushcare Training – Recognise Fauna and Habitat

Saturday 22 July



Liverpool City Council  
creating our future together



sustaining Liverpool

### Workshop - How to design a native garden

Wednesday 26 July

6.30pm - 8.30pm

Liverpool Room, Council Administration Building, 1 Hoxton Park Road, Liverpool

The course will also teach the fundamental benefits of a native garden, suitable species to plant, how to maintain a native garden and where you can go for support. For more information or to book your place call Aurora on 9821 7726.

### National Tree Day 2006 – Rossmore Grange

Sunday 30 July

9am - 12 noon

Ramsey Road, Rossmore (UBD Ref 265 E8)

Parking available in the car park off Ramsey Road or on Ramsey Road.

### Korinderie Bushcare Camp

7- 11 August 2006 (see article on page 3 for more details)

### Community Tree Planting Day – Blamfield Oval

Saturday 26 August

9am – 11:30am

Off Maxwells Ave, Ashcroft (UBD Map Ref 248 N16)

### Introductory Bushcare Training

Saturday 9 September

8:30am – 4:30pm, Liverpool

Cost: Free

The aim of Bushcare training is to provide volunteers with the skills and knowledge required to participate in the Bushcare program. Council encourages all Liverpool volunteers who have not undertaken this training to take advantage of the offer. Modules count towards TAFE Conservation and Land Management Certificate 2. To book call Justine on 9821 7729.

### Bloomin' – Environment and Sports Expo

Sunday 10 September

10am – 3pm

Whitlam Ovals, Busby

## For more information

If you would like to receive information on Council's environmental programs please tick

If you would like to be removed from Council's environmental information database please tick

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

Send to: Liverpool City Council  
Attention: Justine  
Locked Bag 7064  
Liverpool NSW 1871



# NESB Agricultural Partnership



Source: Eric Sierins

The NESB Agricultural Partnership aims to build better relationships between growers and participating councils. The project will provide Council with a better understanding of the needs of growers and help growers understand Council procedures.

This Market Grower Fact Sheet is part of a series that is designed with growers from a non-English speaking background in mind. They are available in different languages and cover issues that growers in Sydney may experience. They provide simple tools or starting points on many issues that small growers in urban areas face.

Growers in Sydney can contact the NESB Agricultural Education Officer on Council issues and he will assist directly or by finding the right person to speak to. The officer can also come to your farm or meeting.

Julian Lee is the Non-English Speaking Background (NESB) Agricultural Education Officer for the project. He can be contacted on (02) 9821 7743 or [j.lee@liverpool.nsw.gov.au](mailto:j.lee@liverpool.nsw.gov.au). If you need an interpreter, please call 131 450.

## Common questions include:

- What should I do if I want to build a shed, chop down some trees, or build a dam?
- Why is my development application taking so long?
- What should I do if a neighbour complains?

The following fact sheets are available:

- Development applications
- Putting up a farm shed
- Water reuse system
- Let your neighbours know what you are doing

If you would like to join our mailing list, or receive a copy of these fact sheets, please contact your grower association or the NESB Agricultural Education Officer on **02 9821 7743**.

If you require an interpreter, please call **131 450**.

*This Market Grower Fact Sheet is part of a series designed to support growers from a non-English speaking background. For more information please contact Julian Lee, NESB Agricultural Education Officer on 02 9821 7743.*

*If you require an interpreter, call TIS on 131 450.*

*This project has been assisted by the New South Wales Government through its Environmental Trust.*





# ដៃគូរក្នុងការធ្វើកសិកម្ម សំរាប់ជនមិននិយាយភាសាអង់គ្លេស ក្នុងតំបន់កំណើត



Source: Eric Sierins

ទំនាក់ទំនងជាមួយក្រសួងកសិកម្មដល់ជនដែលមានដើមកំណើតមិននិយាយភាសាអង់គ្លេស ដៃគូរក្នុងការធ្វើកសិកម្មសំរាប់ជនមិននិយាយភាសាអង់គ្លេស ពិភពលោកប្រាជ្ញាឱ្យមានការយោគយល់គ្នាប្រសើររវាងអ្នកដាំបន្លែលក់ ហើយនឹងកុងស៊ីលដោយទាក់ទងគ្នា។ គំរោងការណ៍ផ្តល់ឱ្យកុងស៊ីលយល់ច្រើនពីការត្រូវការរបស់អ្នកដាំបន្លែលក់ហើយនឹងធ្វើឱ្យអ្នកដាំបន្លែយល់អំពីច្បាប់របស់កុងស៊ីល។

Julian Lee ជាបុគ្គលិកអប់រំក្រសួងកសិកម្មជួយជនមិននិយាយភាសាអង់គ្លេសពិភពលោក។ គេអាចទាក់ទងគាត់បានតាមទូរស័ព្ទលេខ ០២ ៩៨២១ ៧៧៤៣ ឬ [j.lee@liverpool.nsw.gov.au](mailto:j.lee@liverpool.nsw.gov.au) បើអ្នកត្រូវការអ្នកបកប្រែភាសាទូរស័ព្ទលេខ ១៣១ ៤៥០។

អ្នកដាំបន្លែលក់នៅក្នុងស៊ីដនីយ អាចទាក់ទងដល់បុគ្គលិកអប់រំកសិកម្មអំពីករណីយកុងស៊ីល គាត់នឹងជួយអ្នកផ្តល់ប្រយោជន៍អ្នកជំនាញម្នាក់មកពន្យល់អ្នកបុគ្គលិកអាចមកដល់ចំការអ្នកឬជួបអ្នកបាន។

### សំណួរធម្មតាមានដូចតទៅ៖

- តើខ្ញុំត្រូវធ្វើយ៉ាងណា បើខ្ញុំចង់សង់រោង កាប់លើចោលខ្លះ ឬលើកទំនប់ទឹក?
- ហេតុអ្វីបានជាពាក្យសុំពង្រីកកិច្ចការខ្ញុំប្រើពេលយូរម្ល៉េះ?
- តើខ្ញុំត្រូវធ្វើយ៉ាងណាបើវាអ្នកជិតខាងតូចញញឹម?

សន្លឹកក្រដាសស្តីពីការដាំបន្លែលក់នេះជាផ្នែកមួយក្នុងចំណោមក្រដាសបោះពុម្ពផ្សាយច្រើនទៀត ដែលរៀបចំដោយគំនិតអ្នកដាំបន្លែលក់ដែលមានដើមកំណើតនឹងមិននិយាយភាសាអង់គ្លេស ក្រដាសនេះសរសេរច្រើនភាសាហើយនឹងលាតត្រដាងអំពីបញ្ហាអ្នកដាំបន្លែលក់នៅក្នុងស៊ីដនីយដែលជួបប្រទះនូវបញ្ហាផ្សេងៗ។ ក្រដាសនេះផ្តល់ចំណេះវិជ្ជា ងាយស្រួលយល់ហើយនឹងប្រាប់ពីចំណុចផ្តើមរបស់អ្នកដាំបន្លែលក់តូចៗក្នុងតំបន់ដែលបានជួបប្រទះ។

### ក្រដាសស្តីអំពីការដាំបន្លែទាំងនោះគឺ៖

- ពាក្យសុំពង្រីកក្នុងការដាំបន្លែ
- ការសង់រោងធ្វើចំការ
- ប្រព័ន្ធធើទឹកប្រើ
- ប្រាប់អ្នកជិតខាងអ្នកឱ្យបានដឹង តើអ្នកកំពុងធ្វើអ្វី

បើអ្នកចូលចិត្តចុះឈ្មោះក្នុងបញ្ជីផ្ទៃលិខិតយើងរួចរង់ទទួលក្រដាសចម្លងទាំងអស់នេះសុំទាក់ទងដល់សមាគមអ្នកដាំបន្លែលក់ ឬបុគ្គលិកអប់រំកសិកម្មដែលមានកំណើតមិននិយាយភាសាអង់គ្លេស តាមទូរស័ព្ទលេខ ០២ ៩៨២១ ៧៧៤៣។ បើអ្នកត្រូវការអ្នកបកប្រែភាសាទូរស័ព្ទលេខ ១៣១ ៤៥០។

ក្រដាសស្តីពីការដាំបន្លែលក់នេះជាផ្នែករបស់ក្រដាសសរសេរព្យាបាល សំរាប់ជួយដល់អ្នកដាំបន្លែលក់ ដែលមានដើមកំណើតមិននិយាយភាសាអង់គ្លេស ដើម្បីបានព័ត៌មានច្រើនទៀត សុំទាក់ទងទៅ Julian Lee បុគ្គលិកអប់រំកសិកម្មដែលមិននិយាយភាសាអង់គ្លេសពិភពលោក លេខ (០២) ៩៨២១ ៧៧៤៣ បើអ្នកត្រូវការអ្នកបកប្រែភាសា ទូរស័ព្ទទៅលេខ ១៣១ ៤៥០ ។ កម្មវិធីនេះជួយតាមរយៈរដ្ឋាភិបាលរដ្ឋញូវសោតវែលបរិស្ថានឯកាជិកម្ម (Environment Trust) ។





# Development Applications



Source: NSW DPI, Virginia Brunton

Development applications are required for many activities on market gardens. You should not start work until you have approval. Contact your local Council to find out more. If you require an interpreter, please call **131 450**.

**Exemptions:** Not all activities require an application. To find out if you require an application for your development contact your Council by phone or mail.

**Duty Planner:** You can make an appointment to meet with a planner to discuss your ideas before putting in a formal application. (Phone numbers are listed below). This will help you to submit the application correctly, and improve your chances of having your development application approved and reducing the time it will take to do this. If you would like the NESB Agricultural Education Officer to attend this meeting, please phone **02 9821 7743**. If you require an interpreter, call **131 450**.

**Standard Approval:** Applications can take between four weeks and three months, or in some cases longer. This depends on the complexity of the application, the amount of additional information required and the number of other applications being processed. It is important that you meet Council's requirements; **otherwise your application will not be processed.**

It is recommended you make an appointment for a 'pre-development application' meeting before submitting your completed application to ensure you have met all Council's requirements. Call your local Council and ask to speak to the duty planner. If you require an interpreter, please call **131 450**.

**Council Approval:** If you have started work before seeking approval, do not comply with the application process or neighbours object, your application will probably be referred to a Council meeting. This will involve more scrutiny and increase the time taken to reach a decision. Council meetings are held every two to four weeks, depending on your Council. Check with your local Council for details. Legal action or a fine may also apply if you start without approval.

## Council Contacts:

Blacktown City Council:	02 9839 6000
Hawkesbury City Council:	02 4560 4444
Fairfield City Council:	02 9725 0222
Liverpool City Council:	1300 36 2170
Penrith City Council:	02 4732 7777

*This Market Grower Fact Sheet is part of a series designed to support growers from a non-English speaking background. For more information please contact Julian Lee, NESB Agricultural Education Officer on 02 9821 7743.*

*If you require an interpreter, call TIS on 131 450.*

*This project has been assisted by the New South Wales Government through its Environmental Trust.*



# Các đơn xin phát triển/ xây cất

Đa số các hoạt động trong nông trang đều cần phải có nạp đơn xin phát triển/xây cất. Quý vị không nên khởi đầu công việc nếu chưa có sự chấp thuận. Xin hãy liên lạc với Hội Đồng Thành Phố địa phương để tìm hiểu thêm. Nếu quý vị cần thông ngôn viên xin hãy vui lòng gọi số 131 450.

**Trường Hợp được miễn:** Không phải bất cứ hoạt động nào cũng cần có đơn xin. Để tìm hiểu xem quý vị có cần nạp đơn hay không xin vui lòng liên lạc với Hội Đồng Thành Phố địa phương bằng thư tử hoặc điện thoại.

**Nhân Viên Đặc Kế Hoạch Thường Trực:** Quý vị có thể hẹn gặp mặt một nhân viên đặc kế hoạch để bàn thảo ý kiến của quý vị trước khi chính thức nạp đơn. (Các số điện thoại này được liệt kê dưới đây). Điều này sẽ giúp quý vị nạp đúng đơn và đơn xin phát triển/xây cất của quý vị có nhiều cơ hội được chấp thuận và giảm bớt thời gian chờ đợi sự chấp thuận. Nếu quý vị muốn yêu cầu Nhân Viên Giáo Dục Nông Nghiệp Cho những Người Thuộc Nguồn Gốc Không Nói Tiếng Anh tham dự buổi họp này xin hãy vui lòng gọi điện thoại số (02) 9821 7743. Nếu quý vị cần thông ngôn viên xin hãy vui lòng gọi số 131 450.

**Tiêu Chuẩn Chấp Thuận:** Các đơn xin có thể mất từ khoản bốn tuần đến ba tháng, có vài trường hợp lâu hơn, để chờ cứu xét. Điều này tùy thuộc vào mức độ phức tạp của đơn xin, các chi tiết cần phải có và số lượng các đơn khác mà hội đồng cần phải cứu xét. Điều quan trọng là quý vị phải hội đủ các đòi hỏi của Hội Đồng Thành Phố; **nếu không thì đơn xin của quý vị sẽ không được cứu xét.**

Tờ Thông Liệu cho Người Trồng Rau Buôn Bán này là thuộc một loạt thông liệu được phát thảo hầu giúp đỡ những người trồng rau cải để buôn bán thuộc nguồn gốc không nói tiếng Anh. Để biết thêm chi tiết xin hãy vui lòng liên lạc Julian Lee Nhân Viên Giáo Dục Nông Nghiệp Cho những Người Thuộc Nguồn Gốc Không Nói Tiếng Anh, số điện thoại 02 9821 7743.

Nếu quý vị cần thông ngôn viên xin hãy vui lòng gọi dịch vụ Thông Ngôn Điện Đàm TIS số 131 450.

Kế Hoạch này đã nhận sự giúp đỡ của Chính Phủ Tiểu Bang New South Wales qua Quỹ Ký Thác Bảo Vệ Môi Sinh.



Source: NSW DPI, Virginia Brunton

Chúng tôi khuyên quý vị nên hẹn một buổi họp 'bàn thảo trước khi nạp đơn xin phát triển/ xây cất' trước khi chính thức nạp đơn xin để bảo đảm quý vị đã làm đúng theo đòi hỏi của Hội Đồng. Xin hãy gọi Hội Đồng Thành Phố địa phương và yêu cầu nói chuyện với nhân viên đặc kế hoạch thường trực. Nếu quý vị cần thông ngôn viên xin hãy vui lòng gọi số 131 450.

**Sự chấp thuận của Hội Đồng Thành Phố:** Nếu quý vị bắt đầu làm việc xây cất trước khi nạp đơn xin phép, và không làm đúng theo thủ tục xin phép hoặc bị lảng giềng chống đối thì đơn xin phép của quý vị khá chắc chắn sẽ được chuyển lên phiên họp Hội Đồng Thành Phố. Điều này sẽ bao gồm thêm nhiều kiểm tra và cứu xét và sẽ tăng thêm thời gian đưa đến quyết định. Hội Đồng Thành Phố họp mỗi hai đến bốn tuần, tùy theo hội đồng thành phố địa phương của quý vị. Xin hãy hỏi hội đồng thành phố địa phương để biết thêm chi tiết. Thủ tục pháp lý hay tiền phạt cũng có thể áp dụng nếu quý vị khởi đầu công việc làm khi chưa có sự chấp thuận của hội đồng thành phố.

## Số Điện Thoại Liên Lạc Hội Đồng Thành Phố

Hội Đồng Thành Phố Blacktown: (02) 9839 6000

Hội Đồng Thành Phố Hawkesbury: (02) 4560 4444

Hội Đồng Thành Phố Fairfield: (02) 9725 0222

Hội Đồng Thành Phố Liverpool: 1300 362 170

Hội Đồng Thành Phố Penrith: (02) 4732 7777

Củng cố đơn xin của quý vị bằng cách xất trình Kế Hoạch Quán Lý Nông Trại. Mẫu kế hoạch có sẵn tại Bộ Quản Lý Ngành Công Nghiệp Chính Tiểu Bang NSW, số điện thoại (02) 45882100.



# Putting up a Farm Shed



Source: John Nichols

You need to submit a development application for most sheds used in your business.

To make a decision on your application, council needs to know what you are planning to do and how. Keep in mind that council staff may not be agricultural experts so explain anything that is not common knowledge.

A Council officer will visit your property, so make sure the application is as accurate as possible.

The application will need to be approved before you begin any work. Not getting approval can lead to significant delays and possibly penalties.

Common questions to think about in putting up a shed:

- How close to the boundary will I build my shed?  
**Find out the minimum distance from boundaries you are allowed to build.**
- What should I do with rainfall running off the roof?  
**The water can be stored in a water tank or dam, or if uncontaminated, can go into a waterway or public drain. Run-off must not cause erosion.**

- Can I live in my shed?  
**No, you cannot live in a shed.**
- Can I remove trees to build?  
**Depending on the type of vegetation, this is not always possible and may require separate approval.**
- Can I build in a flood zone?  
**Sheds in flood zones will require special conditions.**

Each Council will have its own specific rules so call them to discuss your application with a duty planner before starting.

**For additional information on applications, please see the Market Grower Fact Sheet 2 on Development Applications.**

#### Council Contacts:

Blacktown City Council:	02 9839 6000
Hawkesbury City Council:	02 4560 4444
Fairfield City Council:	02 9725 0222
Liverpool City Council:	1300 36 2170
Penrith City Council:	02 4732 7777

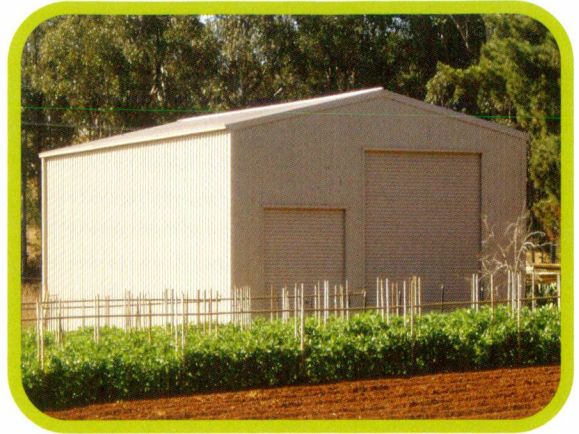
This Market Grower Fact Sheet is part of a series designed to support growers from a non-English speaking background. For more information please contact Julian Lee, NESB Agricultural Education Officer on 02 9821 7743.

If you require an interpreter, call TIS on 131 450.

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# ការសង់រោងចក្រ



Source: John Nichols

អ្នកត្រូវដាក់ពាក្យសុំពង្រីក ការដាំបន្លែសំរាប់សង់រោងចក្រច្រើន ដើម្បីប្រើប្រាស់ក្នុងការធ្វើជំនួញរបស់អ្នក។ ដើម្បីធ្វើការសំរេចដាក់ពាក្យសុំរបស់អ្នកក្នុងស៊ុលត្រូវការយល់ដឹងពីគំរោងការណ៍របស់អ្នកដែលត្រូវធ្វើ ហើយនឹងរបៀបដែលអ្នកត្រូវធ្វើដូចម្តេច អ្នកត្រូវចាំបុគ្គលិកក្នុងស៊ុលខ្លះមិនមែនមានបច្ចេកទេសក្នុងការធ្វើចំការទេ ហេតុនេះសុំពន្យល់នូវអ្វីៗដែលវាមិនមែនជាចំណេះដឹងធម្មតា។

បុគ្គលិកក្នុងស៊ុលម្នាក់នឹងទៅដល់ចំការរបស់អ្នក ហេតុនេះការដាក់ពាក្យសុំរបស់អ្នកត្រូវធ្វើឱ្យមានភាពពិតប្រាកដ។

អ្នកត្រូវបានសេចក្តីយល់ព្រមជាមុនសិន មុននឹងចាប់ផ្តើមធ្វើកិច្ចការ។ បើមិនទាន់បានទទួលច្បាប់យល់ព្រម វាអាចបណ្តាលឱ្យមានបញ្ហាយ៉ាងធ្ងន់ធ្ងរ ឬវាអាចនឹងទទួលទោស។

សំនួរទូទៅដែលត្រូវគិតមុននឹងចាប់ផ្តើមសង់រោង:

- តើសង់រោងជិតព្រំដែនដីប៉ុន្មាន?  
ត្រូវរកចម្ងាយជិតបំផុតពីព្រំប្រទល់ដី ដែលអ្នកអនុញ្ញាតឱ្យសង់
- តើខ្ញុំត្រូវធ្វើដូចម្តេចចំពោះទឹកហូរពីដីបូល?  
អ្នកអាចទុកទឹកនៅក្នុងធុងទឹក ឬទំនប់ទឹក ឬបើទឹកនោះវាមិនកខ្វក់អាចបង្ហូរចូលទៅក្នុងប្រព័ន្ធទឹកហូរឬប្រឡាយបង្ហូរទឹកសាធារណៈ។  
ការបង្ហូរទឹកមិនត្រូវបណ្តាលធ្វើឱ្យបាក់ច្រសីដីឡើយ

- តើខ្ញុំអាចរស់នៅក្នុងរោងសង់របស់ខ្ញុំបានដែរឬទេ?  
ទេ អ្នកមិនអាចរស់នៅក្នុងរោងសង់នោះបានទេ
- តើខ្ញុំអាចកាប់ឈើបានទេនៅពេលដែលខ្ញុំសង់រោងនោះ?  
យោងទៅតាមជំពូកដើមឈើ ការកាប់នេះមិនអាចចេះតែធ្វើទៅបានទេ ហើយជូនកាលអ្នកត្រូវទទួលសេចក្តីយល់ព្រមផង
- តើខ្ញុំអាចសង់រោងក្នុងតំបន់ដីលិចទឹកបានដែរ?  
រោងសង់ក្នុងតំបន់ដីលិចទឹកត្រូវការលក្ខតិកៈពិសេស

ក្នុងស៊ុលនីមួយៗមានច្បាប់ផ្សេងៗគ្នា ហេតុនេះត្រូវទូរស័ព្ទដើម្បីពិភាក្សាស្តីពីសំណុំរឿងដាក់ពាក្យសុំរបស់អ្នកជាមួយបុគ្គលិកផែនការជាមុន មុននឹងចាប់ផ្តើមសាងសង់រោងនោះ។

**ទំនាក់ទំនងជាមួយក្រុមស៊ុល:**

**ម្នីកខេត្តកុនស៊ុល (Blacktown Council):** (០២) ៩៨៣៩ ៦០០០

**ហាកសប៊ីកុនស៊ុល (Hawkesbury Council):** (០២) ៤៥៦០ ៤៤៤៤

**ផ្លែឡែងកុនស៊ុល (Fairfield Council):** (០២) ៩៧២៥ ០២២២

**លីវប៉ូលស៊ីតីកុនស៊ុល (Liverpool City Council):** ១៣០០ ៣៦ ២១៧០

**ភីនរិដកុនស៊ុល (Penrith Council):** (០២) ៤៧៣២ ៧៧៧៧

ដើម្បីបានព័ត៌មានបន្ថែមស្តីអំពីការដាក់ពាក្យសុំនេះ សុំអានក្រដាសស្តីពីការដាក់ពាក្យសុំពង្រីកការដាំដំណាំ

ក្រដាសស្តីពីការដាំបន្លែលក់នេះជាផ្នែករបស់ក្រដាសសរសេរតៗគ្នា សំរាប់ជួយដល់អ្នកដាំបន្លែលក់ ដែលមានដើមកំណើតមិននិយាយភាសាអង់គ្លេស ដើម្បីបានព័ត៌មានច្រើនទៀត សុំទាក់ទងទៅ Julian Lee បុគ្គលិកអប់រំភាសាមួយដែលមិននិយាយភាសាអង់គ្លេសពីកំណើតលេខ (០២) ៩៨២១ ៧៧៤៣ បើអ្នកត្រូវការអ្នកបកប្រែភាសា ទូរស័ព្ទទៅលេខ ១៣១ ៤៥០ ។ កម្មវិធីនេះជួយតាមរយៈរដ្ឋាភិបាលរដ្ឋញូវសោតវែលបរិស្ថានឯកជន (Environment Trust) ។



សំនួរ ក្រដាស ស្តីពី ការ ដាំ បន្លែ



# Water Reuse System



Source: NSW DPI, Virginia Brunton

Under NSW environmental law you must not allow chemicals and contaminated water to enter a watercourse or leave your property. Penalties can be severe and may result in large fines or jail. However, you can create an on-farm water recycling system for your farm that will save you money through:

- Improving your crop productivity
- Reducing your water and chemical use
- Improving disease management
- Reducing your legal liability

There are a few systems you can use. One system catches run-off from the farm and stores it before it is cleaned in a reed bed or sand filter. The reed bed breaks down chemicals and bacteria. The filtered water can then be reused on the farm, reducing the overall amount of chemicals and water you use and therefore operation costs.

This water recycling system has three main parts:

- Water storage
- Reed bed filtration
- Run-off capture and return

The system will require council approval and may cost around \$10,000 (using qualified tradespeople).

#### For more information please call:

- **NSW Department of Primary Industries (formerly NSW Agriculture) on 02 4588 2107**
- **NESB Agricultural Education Officer on 02 9821 7743**
- **If you require the assistance of an interpreter call TIS on 131 450.**

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# ប្រព័ន្ធប្រើប្រាស់ទឹកឡើងវិញ



Source: NSW DPI, Virginia Brunton

ក្រោមច្បាប់រដ្ឋបាលបរិស្ថានក្នុងរដ្ឋព្យូរសោធវែល អ្នកមិនត្រូវឱ្យជាតិគីមីហើយនឹងទឹកក្រខក់ហូរចូលទៅក្នុងប្រព័ន្ធទឹកស្អាត ឬចេញពីដីរបស់អ្នកទេ បើពុំដូច្នោះទេអ្នកត្រូវគេ ពិន័យយ៉ាងធ្ងន់ ឬត្រូវបង់ថ្លៃជាច្រើន ឬជាប់ពន្ធនាគារ ទោះជាយ៉ាងណាក៏ដោយអ្នកអាចបង្កើតប្រព័ន្ធទឹកប្រើឡើងវិញ ក្នុងចំការរបស់អ្នក ដែលអាចជួយឱ្យអ្នកអាចសន្សំថវិការប្រើប្រាស់ដូចជា:

- បង្កើនភោគផល
- បន្ថយការប្រើប្រាស់ទឹក ឬ បន្ថយការប្រើជាតិគីមី
- បង្កើនការត្រួតត្រាជម្ងឺដំណាំឱ្យបានកាន់តែប្រសើរឡើង
- បន្ថយនូវការទទួលខុសត្រូវតាមផ្លូវច្បាប់

មានប្រព័ន្ធខ្លះដែលអ្នកអាចប្រើបាន។ ប្រព័ន្ធមួយគឺការទប់ទឹកហូរចេញពីចំការ ហើយទប់ទឹកទុក នឹងសំអាតទឹកដោយដាំដើមត្រែង ប្របុស ឬ ច្រោះតាមខ្សាច់។ ដើមត្រែង ប្របុស អាចស្រូបជាតិគីមី ហើយនឹងមេរោគ ទឹកច្រោះហើយអាចប្រើប្រាស់បានក្នុងចំការ ធ្វើយ៉ាងនេះកាត់បន្ថយចំនួន ការប្រើជាតិគីមី នឹងទឹកដែលអ្នកប្រើ ហើយនឹងបន្ថយការចំណាយប្រាក់ក្នុងការដាំបន្លែនេះផងដែរ។

ប្រព័ន្ធធ្វើទឹកឱ្យស្អាតនេះមានបីផ្នែក:

- ការទប់ទឹក
- ការដាំដើមត្រែង ប្របុសសំរាប់ច្រោះទឹក
- ធ្វើប្រឡាយបង្ហូរទឹក ហើយនឹងធ្វើប្រឡាយឱ្យទឹកហូរមកវិញ

ការធ្វើប្រព័ន្ធនេះត្រូវការសេចក្តីយល់ព្រមពីកុងស៊ុល ហើយមានតម្លៃប្រហែលជា \$១០០០០ (ត្រូវជូលអ្នកមានសញ្ញាប័ត្រឱ្យមកធ្វើ)។ ដើម្បី

**បានព័ត៌មានបន្ថែមទៀតសុំទូរស័ព្ទទៅ:**

- ក្រសួងឧស្សាហកម្មរ៉ែកង្កែបស្នូលសេរីវេល (ពីមុនហៅថា ក្រសួងកសិកម្ម) លេខ (០២) ៤៥៤៨ ២១០៧
- មុគ្គលិកអប់រំកសិកម្មមិននិយាយភាសាអង់គ្លេសពិភពលោក លេខ (០២) ៩៨២១ ៧៧៤៣
- ម៉េរីតូក្រុមការងារអ្នកបកប្រែភាសា លេខ ១៣១ ៤៥០

ក្រដាសស្តីពីការដាំបន្លែលក់នេះជាផ្នែករបស់ក្រដាសសរសេរតៗគ្នា សំរាប់ជួយដល់អ្នកដាំបន្លែលក់ ដែលមានដើមកំណើតមិននិយាយភាសាអង់គ្លេស ដើម្បីបានព័ត៌មានច្រើនទៀត សុំទាក់ទងទៅ Julian Lee មុគ្គលិកអប់រំកសិកម្មមិននិយាយភាសាអង់គ្លេសពិភពលោក លេខ (០២) ៩៨២១ ៧៧៤៣ បើអ្នកត្រូវការអ្នកបកប្រែភាសា ទូរស័ព្ទទៅលេខ ១៣១ ៤៥០ ។ កម្មវិធីនេះជួយតាមរយៈរដ្ឋាភិបាលរដ្ឋព្យូរសោធវែលបរិស្ថានឯកាធិកម្ម (Environment Trust) ។



សេដ្ឋកិច្ចក្រសួងស្នូលសេរីវេល



# Inform Your Neighbours



Source: NSW DPI, Virginia Brunton

To avoid misunderstandings with your neighbours and to reduce complaints, it can be helpful to advise neighbours about activities that may affect them. Your neighbours may not have a farming background and therefore may not understand what you are doing or why. By informing them of your plans and how long the activity is likely to take, you will reduce the likelihood that they will make a complaint. Below is a template that you can use each time you plan to do something that may affect your neighbours.

Dear <insert name>


This is a courtesy letter to let you know that, as part of normal farm practice, I will be <insert activity>, for a period of <insert time frame>.

This activity will start on <start date/time> and will end on <end date/time>

I appreciate your understanding during this time. If you have any questions please contact me on <insert phone number>. If you require an interpreter, please call the Translating and Interpreting Service on 131 450 (there may be a fee). I speak <insert language>.

Sincerely

<signature and print name>



## Common Agricultural Activities

- spraying
- plowing
- sowing
- fertilising
- weeding
- irrigating
- harvesting
- removing a tree with council approval

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# دَع جيرانك يعرفون ماذا تفعل



Source: NSW DPI, Virginia Brunton

ما يساعد على تحاشي سوء التفاهم مع جيرانك ولتقليل الشكاوي ، عليك أن تخطر الجيران عن النشاطات التي قد تؤثر عليهم.

قد لا يكون لجيرانك خلفية زراعية ولذلك فقد لا يفهمون ماذا تفعل أو لماذا تفعل. وبإخطارهم عن خططك والوقت الذي يُحتمل أن يستغرقه النشاط ، فإنك تقلل احتمال أن يقدموا شكوى. وفيما يلي نموذج يمكنك استخدامه كل مرة تُخطط أن تفعل شيئاً ما قد يؤثر على جيرانك

عزيزي (أدخل الاسم)

هذه رسالة وُدّية لإخطارك أني ، كجزء من الممارسة الزراعية العادية ، سوف أقوم (أدخل العمل) لفترة (أدخل الوقت).

سيبدأ هذا النشاط في (وقت وتاريخ الابتداء) وسوف ينتهي في (وقت وتاريخ الانتهاء) .

أنا أقدر تَهَمُّك خلال هذه الفترة. إذا كان لديك أية أسئلة أرجوك الاتصال بي على (أدخل الرقم). إذا احتجت إلى مترجم أرجوك الاتصال مع خدمة الترجمة والتعريب على ١٣١ ٤٥٠ (قد يكون هناك رسوم يجب أن تدفعها) . أنا أتكلم (أدخل اللغة).

المخلص،

(توقيع والاسم كتابة)

أضف جدولاً للنشاطات الزراعية الشائعة وترجمتها

- رَشَّ
- حَرثَ
- وَضِعَ بُدُورَ
- تَخَصِيبَ
- قَطَعَ الحَشَائِشَ
- رَيَّ
- جَمَعَ المحْصُولَ
- إزَالَةَ شَجَرَةٍ بمُوَافَقَةِ المجلس

نشرة حقائق المزارع التجاري هذه هي جزء من سلسلة مصممة لدعم المزارعين من خلفية غير الناطقين بالإنجليزية. للمزيد من المعلومات رجاء الاتصال مع جولييان لي ، موظف التعليم الزراعي للأشخاص من خلفية غير الناطقين بالإنجليزية على هاتف ٠٢ ٩٨٢١ ٧٧٤٣

إذا احتجت إلى مترجم رجاء الاتصال مع خدمة الترجمة الهاتفية (TIS) على ١٣١ ٤٥٠

ساعدت حكومة نيوساوث ويلز هذا المشروع عن طريق هيئة البيئة التابعة للحكومة



# Farm Dams

If you want to build or enlarge a dam on your property you will need to put in a development application (DA) with your local council. Contact a planner at your local council to give you advice.

You may also need a licence to build your dam. The Department of Natural Resources (DNR) issues licences and can advise you on whether you need one. For more information call 02 9895 7194 or visit [http://www.dipnr.nsw.gov.au/water/farm\\_dams/index.shtml](http://www.dipnr.nsw.gov.au/water/farm_dams/index.shtml)

The NSW Department of Primary Industries has produced two fact sheets to help you to build your dam. They can be contacted on 02 4588 2107 or the fact sheets can be found at <http://www.agric.nsw.gov.au/reader/dams-storage>

Issues you will need to consider when putting in a dam are:

- Whether you need a development application or licence
- How much water the dam will hold
- Who will build the dam
- Where you will put the dam



- How you will look after the dam
- Whether the dam will cause soil erosion
- How the dam will affect plants and animals in your area
- How the dam will affect the way water flows up and downstream of your property
- What material the dam will be built with (if you use imported fill you will need a contamination clearance)

## Council Contacts:

Blacktown City Council:	02 9839 6000
Fairfield City Council:	02 9725 0222
Hawkesbury City Council:	02 4560 4444
Liverpool City Council:	1300 36 2170
Penrith City Council:	02 4732 7777

## Other Contacts:

Department of Natural Resources:	02 9895 7194
NSW Department of Primary Industries:	02 4588 2107

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# Đập nước ở Nông trại



Nếu muốn xây hoặc mở rộng đập nước trên phần đất của mình, quý vị cần làm đơn xin xây dựng (DA) với hội đồng thành phố địa phương. Hãy tiếp xúc với nhân viên qui hoạch hội đồng thành phố địa phương để họ hướng dẫn cho quý vị.

Ngoài ra, quý vị có thể phải xin giấy phép xây đập. Department of Natural Resources – DNR (Bộ Tài Nguyên Thiên Nhiên) là cơ quan cấp các giấy phép và có thể cho biết quý vị có phải xin giấy phép hay không. Muốn biết thêm thông tin, xin điện thoại số 02 9895 7194 hay vào trang mạng [http://www.dipnr.nsw.gov.au/water/farm\\_dams/index.shtml](http://www.dipnr.nsw.gov.au/water/farm_dams/index.shtml)

Bộ Công Nghiệp Lâm Nông Thủy Sản Tiểu Bang NSW đã biên soạn hai tờ tài liệu để giúp quý vị trong việc xây đập. Quý vị có thể liên lạc với họ qua số 02 4588 2107 hoặc xem những tài liệu này tại <http://www.agric.nsw.gov.au/reader/dams-storage>

Những vấn đề quý vị cần phải lưu ý khi xây đập là:

- Có cần làm đơn xin hoặc giấy phép xây dựng hay không
- Dung tích của đập là bao nhiêu
- Ai sẽ xây đập
- Xây đập ở vị trí nào

- Quý vị sẽ bảo trì đập như thế nào
- Đất có bị sới mòn vì đập này không
- Đập này sẽ ảnh hưởng như thế nào đến thực vật và động vật trong vùng
- Đập này sẽ ảnh hưởng như thế nào đến luồng nước chảy ngược và xuôi dòng trong phần đất của quý vị
- Xây đập bằng vật liệu gì (nếu dùng phế liệu bồi đem từ nơi khác đến, quý vị phải có giấy chứng nhận không ô nhiễm)

## Chi tiết liên lạc của Hội đồng Thành phố:

Blacktown City Council:	02 9839 6000
Fairfield City Council:	02 9725 0222
Hawkesbury City Council:	02 4560 4444
Liverpool City Council:	1300 36 2170
Penrith City Council:	02 4732 7777

## Chi tiết liên lạc khác:

Department of Natural Resources (Bộ Tài Nguyên Thiên Nhiên)	02 9895 7194
NSW Department of Primary Industries (Bộ Công Nghiệp Lâm Nông Thủy Sản Tiểu Bang NSW)	02 4588 2107

Tài liệu Nhà Trồng Trọt này thuộc bộ tài liệu được biên soạn để trợ giúp nhà trồng trọt có nguồn gốc không nói tiếng Anh. Muốn biết thêm chi tiết, xin liên lạc với Julian Lee, Nhân viên Giáo dục Nông nghiệp Người gốc không nói tiếng Anh (NESB Agricultural Education Officer) qua số 02 9821 7743.

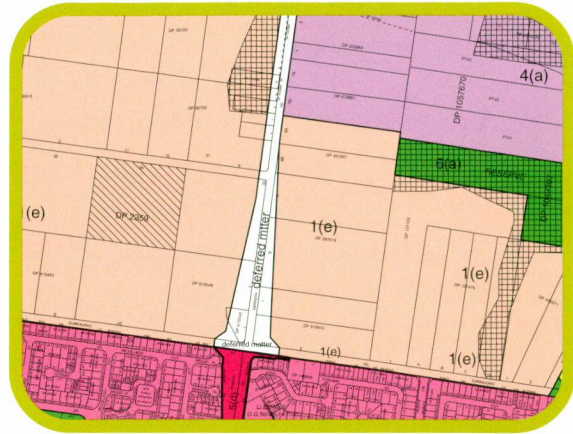
Nếu cần thông dịch, xin điện thoại cho TIS qua số 131 450.

Đề án này được Chính phủ Tiểu bang New South Wales trợ giúp qua Quỹ Môi trường của Chính phủ.





# Zoning and Land Use



If you want to make changes to your property or change the way you use your land, you may need to put in a development application (DA) with your local council.

**Examples of what may require a DA include: putting up a shed, building a dam, cutting down trees, changing from one type of farming to another and adding new beds for crops.**

Before you put in a development application you should find out how your land is zoned and speak to a planner at your council about what is and is not allowed.

**What you can do on your property is determined by the zoning of your land and the Local Environment Plan. Your application will not be approved for something that is not permitted in your zoning.**

All properties have a zoning eg Rural 1(a) and this can be looked up in the Local Environment Plan (LEP) to find out what activities are allowed on that property, with or without Council's permission.

For example in areas zoned Rural 1(a), a commercial chicken shed may be considered by council, but in areas zoned Residential 2(a) they are prohibited. Also each council area may be different. Activities allowed without a DA in one area, may not be allowed in another.

Knowing your zoning and what is permitted will give your application a better chance of gaining approval.

For more information on the DA process please see the Market Grower Fact Sheet 2.

## Council Contacts:

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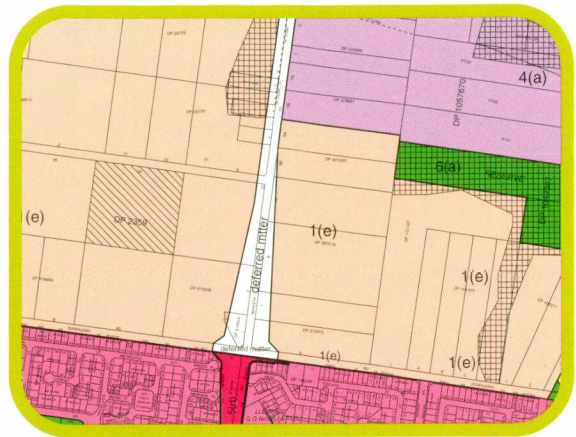
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# Phân vùng và Sử dụng đất



Nếu muốn sửa đổi nông trại hoặc cách thức sử dụng đất, quý vị có thể phải làm đơn xin xây dựng Development Application (DA) với hội đồng thành phố địa phương.

**Ví dụ của những trường hợp cần làm đơn xin xây dựng là: dựng nhà kho, xây đập, đốn cây, đổi phương thức trồng trọt và phát triển thêm những luống đất trồng vụ mùa khác.**

Trước khi làm đơn xin xây dựng, quý vị nên tìm hiểu xem đất của mình thuộc vùng được qui hoạch như thế nào và thảo luận với nhân viên qui hoạch hội đồng thành phố địa phương về những gì được cho phép và những gì bị cấm.

**Những gì quý vị có thể làm được trên đất của mình phụ thuộc qui hoạch của vùng và Local Environment Plan (Kế hoạch Môi trường Địa phương). Đơn xin liên hệ đến việc bị cấm trong vùng qui hoạch sẽ bị bác.**

Tất cả các bất động sản thuộc vùng qui hoạch, thí dụ như Rural 1(a) (Nông thôn 1(a)) và quý vị có thể xem Local Environment Plan (LEP) để biết những hoạt động nào được cho phép thực hiện trên phần đất đó mà phải xin hoặc không phải xin phép của Hội đồng Thành phố.

Ví dụ trong những vùng được qui hoạch là Rural 1(a), hội đồng thành phố có thể sẽ cứu xét đơn xin dựng lán nuôi gà thương mại nhưng trong những vùng được qui hoạch là Residential 2(a) (Dân cư 2(a)), thì bị cấm. Ngoài ra mỗi khu vực của Hội đồng Thành phố cũng có thể khác nhau. Những hoạt động được cho phép không cần làm đơn DA ở khu này lại bị cấm ở khu khác.

Biết vùng của mình được qui hoạch như thế nào và những gì được phép sẽ giúp cho đơn xin của quý vị để được chấp thuận hơn.

Muốn biết thêm chi tiết về tiến trình DA, xin xem Tài liệu Dành cho Nhà Trồng trọt Số 2 (Market Grower Fact Sheet 2).

## Chi tiết liên lạc của Hội đồng Thành phố:

Blacktown City Council:	02 9839 6000
Fairfield City Council:	02 9725 0222
Hawkesbury City Council:	02 4560 4444
Liverpool City Council:	1300 36 2170
Penrith City Council:	02 4732 7777

Tài liệu Nhà Trồng Trọt này thuộc bộ tài liệu được biên soạn để trợ giúp nhà trồng trọt có nguồn gốc không nói tiếng Anh. Muốn biết thêm chi tiết, xin liên lạc với Julian Lee, Nhân viên Giáo dục Nông nghiệp Người gốc không nói tiếng Anh (NESB Agricultural Education Officer) qua số 02 9821 7743.

Nếu cần thông dịch, xin điện thoại cho TIS qua số 131 450.

Đề án này được Chính phủ Tiểu bang New South Wales trợ giúp qua Quỹ Môi trường của Chính phủ.



# Landfill



Landfill is a serious issue and is generally discouraged by council. Please think carefully about your reasons for using landfill.

If you are planning to use landfill with material already on your property, contact your local council for advice as you are likely to need development approval.

If you are planning to use material from another property you will need written approval from council. If you do not have written approval, you can receive severe penalties under NSW environmental law.

**Landfill is any material used to raise the level of the ground for any reason.**

## Why is landfill an issue?

Landfill can cause problems such as:

- Chemical pollution of your crops through contamination of your soil and water
- Changes to your drains and creeks
- Flooding
- Damage to your neighbour's properties
- Soil erosion and sedimentation
- Weed problems
- Damage to bushland
- Site contamination from uncertified fill.

### Council Contacts:

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*If you require an interpreter, call TIS on 131 450.*

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# Phế liệu bồi (Landfill)



Phế liệu bồi là vấn đề nghiêm trọng và thông thường không được hội đồng thành phố khuyến khích sử dụng. Xin suy nghĩ cẩn kỹ về lý do quý vị muốn sử dụng phế liệu bồi.

Nếu dự tính sẽ sử dụng phế liệu bồi có sẵn trên phần đất của mình, xin quý vị liên lạc với hội đồng thành phố để nhờ họ hướng dẫn vì thế nào quý vị cũng cần phải xin họ chấp thuận.

Nếu dự tính sẽ sử dụng vật liệu từ nơi khác, quý vị cần phải có giấy phép của hội đồng thành phố. Nếu không có giấy phép, theo luật môi trường tiểu bang NSW, quý vị có thể phạt nặng.

**Phế liệu bồi là bất cứ vật liệu nào được dùng để bồi cho mặt bằng cao lên bất kể lý do.**

## Tại sao phế liệu bồi lại là vấn đề?

Phế liệu bồi có thể gây ra những vấn đề như:

- Hóa chất làm ô nhiễm các vụ mùa của quý vị vì chúng làm ô nhiễm đất và nước
- Làm thay đổi rãnh thoát nước và lạch
- Ngập nước
- Làm hư hại đất đai của hàng xóm
- Sói mòn đất và trầm tích
- Cỏ dại
- Làm hư hại đất bờ bụi
- Làm ô nhiễm địa điểm vì phế liệu không được chứng nhận.

### Chi tiết liên lạc của Hội đồng Thành phố:

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Đề án này được Chính phủ Tiểu bang New South Wales trợ giúp qua Quỹ Môi trường của Chính phủ.



# Reduce Your Costs

By having a farm that is running well you can reduce your costs and prevent fines under NSW environmental law.

You can reduce costs by:

- Checking your farm irrigation system to make sure irrigation water is not leaving your farm and taking away valuable fertilisers, chemicals and soil
- Getting a soil analysis to find out the right type and amount of fertiliser for your soil and plants
- Speaking to the Department of Primary Industries for advice on how to avoid overfertilising on 02 4588 2107
- Not applying fertilisers too close to creeks, rivers or dams
- Ensuring your farm drains can capture rainwater and irrigation water flowing from farmed areas
- Storing water in drains, dams, detention ponds, vegetated wetlands or grass filter strips.



- Regularly placing soil captured by drains and dams back onto your farm
- Stopping soil from washing away by planting cover crops and not leaving paddocks bare for weeks before planting
- Encouraging indigenous native plants to grow next to creek and river banks. This will help prevent soil erosion and absorb excess nutrients and chemicals
- Planting wind breaks along the boundary of your farm to prevent soil loss

## Council Contacts:

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# ការកាត់បន្ថយ ថ្លៃចំណាយរបស់ លោកអ្នក



ដោយមានកសិដ្ឋានដែលចាត់ចែងកិច្ចការបានយ៉ាងល្អ លោកអ្នកអាចកាត់បន្ថយថ្លៃចំណាយរបស់លោកអ្នក និងបង្ការមិនឲ្យមានការផាកពិន័យនៅក្រោមច្បាប់បរិស្ថានរដ្ឋ NSW ។

លោកអ្នកអាចកាត់បន្ថយថ្លៃចំណាយ តាមរយៈការ:

- ផែនការមើលប្រព័ន្ធបញ្ជាញបញ្ចូលទឹកនៅកសិដ្ឋានរបស់លោកអ្នក ដើម្បីធានាថា ទឹករបស់ប្រព័ន្ធបញ្ជាញបញ្ចូលទឹកមិនហូរហៀរចេញពីកសិដ្ឋានរបស់លោកអ្នក ហើយមិនពាំនាំចេញនូវជីគីមី សារធាតុគីមី និងដីដីមានតម្លៃឡើយ
- ឲ្យមានការវិភាគដីដើម្បីឲ្យដឹងអំពីប្រភេទនិងចំនួនត្រីមត្រូវនៃជីគីមី សំរាប់ដីនិងដំណាំលោកអ្នក
- ឆិយាយទៅកាន់ Department of Primary Industries (ក្រសួងឧស្សាហកម្មរ៉ែ) តាមទូរស័ព្ទលេខ 02 4588 2107 ដើម្បីទទួលបានឱវាទលើរបៀបច្រៀសវាងប្រើជីគីមីច្រើនហួស
- មិនប្រើជីគីមីនៅក្បែរពេកទៅនឹងកូនព្រែក ស្ទឹង ឬទំនប់ទឹកឡើយ
- ធានាថា ប្រព័ន្ធបង្ហូរទឹកនៅកសិដ្ឋានលោកអ្នក អាចត្រងយកទឹកភ្លៀងនិងទឹកនៃប្រព័ន្ធបញ្ជាញបញ្ចូលទឹកដែលហូរចេញពីទំនប់ទឹកទាំងពួង

- ផ្ទុកទឹកនៅក្នុងប្រព័ន្ធបង្ហូរទឹក ទំនប់ទឹក ស្រះរក្សាទឹក ដីសើមដាំដំណាំ ឬជួរស្មៅតម្រង.
- ដាក់ដីដែលត្រងយកដោយប្រព័ន្ធបង្ហូរទឹកនិងទំនប់ទឹកទៅក្នុងកសិដ្ឋានលោកអ្នកវិញជាប្រក្រតី
- បញ្ឈប់ដីកុំឲ្យហូរចេញទៅ ដោយដាក់សិផលគ្របពីលើ និងមិនទុកឲ្យវាលដាំដំណាំនៅល្អល្ហៅចោលអស់ពេល ច្រើនអាទិត្យ មុនពេលដាំដំណាំ
- ជំរុញរុក្ខជាតិដើមកំណើតដើមឲ្យដុះនៅក្បែរច្រាំងកូនព្រែកនិងស្ទឹងទាំងឡាយ។ ទង្វើនេះនឹងជួយបង្ការកុំឲ្យមានការស៊ីករិលដី និងស្រូបយកជីជាតិ និងគីមីដែលលើសពីសេចក្តីត្រូវការ
- ជាំរុក្ខជាតិបំបែកខ្យល់ នៅតាមបណ្តោយកសិដ្ឋានលោកអ្នក ដើម្បីបង្ការកុំឲ្យបាត់បង់ដី

**ទំនាក់ទំនងសាខាក្រុង:**

Blacktown City Council:	02 9839 6000
Fairfield City Council:	02 9725 0222
Hawkesbury City Council:	02 4560 4444
Liverpool City Council:	1300 36 2170
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ប័ណ្ណព័ត៌មានអំពីអ្នកដាំដំណាំសំរាប់ទីផ្សារនេះ គឺជាផ្នែកនៃឯកសារសេរី ដែលរៀបចំឡើងដើម្បីជួយអ្នកដាំដំណាំមកពីសារមិននិយាយអង់គ្លេស។ ដើម្បីទទួលបានប័ណ្ណព័ត៌មានបន្ថែម សូមទាក់ទង Julian Lee ភ្នាក់ងារអប់រំកសិកម្ម NESB តាមទូរស័ព្ទលេខ 02 9821 7743 ។

បើលោកអ្នកត្រូវការអ្នកបកប្រែភាសា សូមទូរស័ព្ទទៅ TIS តាមលេខ 131 450 ។

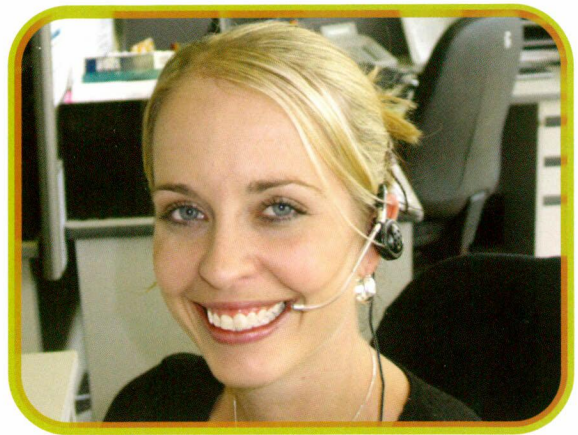
រដ្ឋាភិបាល រដ្ឋ New South Wales ផ្តល់ជំនួយដល់គំរោងការងារនេះ តាមរយៈថវិកាបរិស្ថានរបស់រដ្ឋាភិបាល។



បណ្តាញព័ត៌មានអំពីអ្នកដាំដំណាំសំរាប់ទីផ្សារនេះ



# Interpreters



## In your language

Councils and other government departments have a commitment to providing accessible services to people from a non-English speaking background (NESB). This means you should be able to access information in a language that you understand.

## Calling Council

If you are calling any government department you can use the Translating and Interpreting Service (TIS). TIS is a national service provided 24 hours a day. Call 131 450 and tell them the language that you speak. If you are calling local council, you will not be charged the TIS fee. Councils may also use language aides, who are council staff that speak another language.

### Council Contacts:

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## Letters to and from Council

If you receive a letter from Council, it is important that you respond to the letter as soon as possible, as it may affect you or your business. If you cannot read the letter and do not have somebody to explain it, then please contact Council. Ask for a council worker who speaks your language or an interpreter (TIS), and ask them to explain the letter to you.

If you need to respond in writing, you are able to write in your own language as the council will organise a translator. However it will be very helpful if you include the person who you are writing to and any reference number or subject in English.

## Agricultural issues

If you need assistance on agricultural issues, please call the NSW Department of Primary Industries who has bilingual educators to assist you.

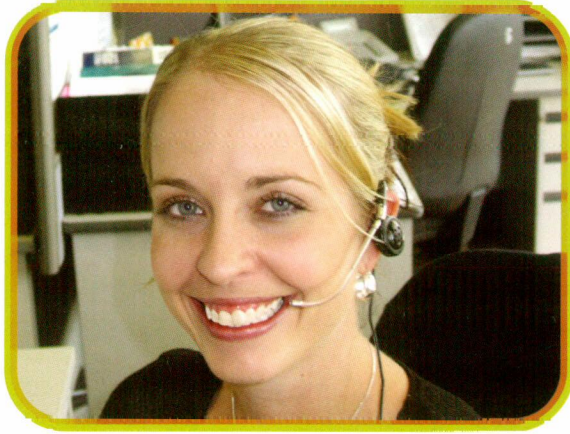
Arabic -	4588 2137
Chinese -	4588 2120
Khmer -	4588 2124
Vietnamese -	4588 2103

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# المترجمون الشفهيون

## بلغتك

تلتزم المجالس المحليّة والإدارات الحكوميّة الأخرى بتوفير خدمات يمكن الوصول إليها لأصحاب الخلفيات غير الناطقة بالإنجليزية (NESB). هذا يعني أنك يجب أن تتمكن من الحصول على معلومات بلغة تفهمها.

## الاتصال بالمجلس

إن كنت تتصل بآية إدارة حكوميّة فيمكنك استخدام خدمة الترجمة والتفسير (Translating and Interpreting Service - TIS). TIS هي خدمة وطنيّة متوفرة 24 ساعة يومياً. اتصل بالرقم 131 450 وأخبرهم باللغة التي تتحدثها. إن كنت تتصل بالمجلس المحلي فلن يتم مطالبتك برسوم TIS. يمكن للمجالس كذلك استخدام المساعدين اللغويين، وهم موظفون بالمجلس يجيدون لغة أخرى.

## أرقام الاتصال بالمجالس:

02 9839 6000	: (بلاك تاون) Blacktown City Council
02 9725 0222	: (فيرفيلد) Fairfield City Council
02 4560 4444	: (هوكسبيري) Hawkesbury City Council
1300 36 2170	: (ليفربول) Liverpool City Council
02 4732 7777	: (بنريث) Penrith City Council

## الخطابات من وإلى المجلس

إن تلقيت خطاباً من المجلس فمن المهم أن ترد على محتوى الخطاب بأسرع ما يمكن. فهذا قد يؤثر عليك أو على تجارتك. إن لم تكن قادراً على قراءة الخطاب ولم يكن لديك من يفسّر لك فالرجاء الاتصال بالمجلس. واطلب الحديث إلى موظف بالمجلس يتحدث بلغتك أو إلى مترجم شفهي (TIS) واطلب منه تفسير الخطاب لك. إن كنت بحاجة للرد كتابةً فيمكنك الكتابة بلغتك حيث سيديّر المجلس استخدام مترجم. إلا أنه سيفيد كثيراً إن تضمنت في خطابك اسم الشخص الذي تكتب إليه وأي رقم مرجع أو موضوع باللغة الإنجليزية.

## الشؤون الزراعيّة

إن كنت تحتاج للعون في شؤون زراعيّة فالرجاء الاتصال بإدارة الصناعات الأوليّة بولاية نيو ساوث ويلز (NSW Department of Primary Industries) والتي لديها معلّمون ثنائيو اللغة يمكنهم مساعدتك.

اللغة العربيّة – 4588 2137

اللغة الصينيّة – 4588 2120

اللغة الكمبوديّة (خمير) – 4588 2124

اللغة الفيتناميّة – 4588 2103

صحيفة حقائق مزارعي السوق هذه جزء من سلسلة مصممة لدعم المزارعين ذوي الخلفية غير الناطقة بالإنجليزية. للمزيد من المعلومات يرجى الاتصال بمسؤول الثقافة الزراعيّة لذوي الخلفية غير الناطقة بالإنجليزية على هاتف: 02 9821 1143.

إذا كنت تحتاج إلى مترجم فوري يرجى الاتصال بـ TIS (خدمة الترجمة والتفسير الشفوية) على هاتف: 131 450.

يحصل هذا المشروع على مساعدة من حكومة نيو ساوث ويلز عن طريق صندوق البيئة الخاص بها.



# Organic farming



Source: NSW DPI, R. Neeson

Organic agriculture is a way of farming that uses natural inputs and methods that reduce environmental impacts. Organic agriculture also aims to increase soil humus so that crops are provided with naturally occurring nutrients.

It is a proven system of farming as there are over 1500 commercial organic farms in Australia. It is also the world's fastest growing food sector and demand in Australia is growing at 10-20% per year.

## What is humus?

A brown or black organic substance consisting of decayed vegetable or animal matter that provides nutrients for plants and increases the ability of soil to retain water.

## What benefits does it have for me?

Organic farming can have many benefits for farmers:

- **Better prices:** Farmers often receive higher prices for organic produce. In Sydney (2003-4) the following price premiums were received for organic produce: pumpkins 41%, potatoes 38%, tomatoes 46%, onions 61%, zucchini 90%, oranges 23%, apples 22% and carrots 69%.
- **Increased demand:** Wholesalers and retailers are currently looking for more producers of organic food and there are only a small number of producers in Sydney.
- **Access to new markets:** Specialty wholesalers (eg EcoFarms) and retailers (eg. Macro Wholefoods),

farmers markets and some restaurants are eagerly seeking organic produce.

- **Continued supply to existing markets:** Coles and Woolworths are rapidly expanding their already significant range of organic food lines.
- **Better health:** Artificial fertilisers, pesticides and herbicides are not used.
- **Environmental:** Improved soil management and reduced chemical usage lead to improvements in water and soil quality.
- **Better soil:** Organic farming practices result in increased humus levels in the soil. This leads to improved water-holding capacity, more stable pH and increased long-term soil fertility.

## What do I do differently?

To sell organic food you will need to be certified by one of seven organisations which are licensed by the Australian Quarantine and Inspection Service (AQIS). They will be able to tell you what practices you will need to change to qualify.

## Who do I contact if I am interested?

NSW Department of Primary Industries  
Organic Farming Liaison Officer  
Ph (02) 6951 2735

*This Market Grower Fact Sheet is part of a series designed to support growers from a non-English speaking background. For more information please contact the NESB Agricultural Education Officer on 02 9821 7743.*

*If you require an interpreter, call TIS on 131 450.*

*This project has been assisted by the New South Wales Government through its Environmental Trust.*

*Written by R Neeson, NSW DPI*





# ការដាំដំណាំ ធម្មជាតិ



ប្រភព: NSW DPI, R. Neeson

កសិកម្មធម្មជាតិគឺជាវិធីដាំដំណាំមួយដែលប្រើគំនិតនិងរបៀបធម្មជាតិ ដែលកាត់បន្ថយផលប៉ះពាល់ដល់បរិស្ថាន។ កសិកម្មធម្មជាតិក៏មាន គោលបំណងបង្កើនសមាសធាតុធម្មជាតិរបស់ដីដែរ ដើម្បីឱ្យកសិផល ទាំងឡាយទទួលបានគ្រឿងជីវជាតិដែលកើតមានឡើងជាធម្មជាតិ។

នេះជាប្រព័ន្ធកសិកម្មមួយដែលមានភស្តុតាងច្បាស់លាស់ ដោយសារ តែមានកសិដ្ឋានធម្មជាតិសំរាប់អាជីវកម្ម ចំនួនជាង 1500 នៅក្នុង ប្រទេសអូស្ត្រាលី។ វាក៏ជាវិស័យមួយអាហារដែលលូតលាស់យ៉ាង លឿនបំផុតនៅក្នុង ពិភពលោក ហើយសេចក្តីត្រូវការនៅក្នុង ប្រទេសអូស្ត្រាលីកំពុងលូតលាស់តាមកំរិត 10-20% ក្នុងមួយឆ្នាំ។

**តើ(សមាសធាតុធម្មជាតិរបស់ដី(មេម៉ាក)គឺជាអ្វី?**  
សមាសធាតុធម្មជាតិមួយមានពណ៌ត្នោតឬខ្មៅ ដែលមានសារធាតុ បន្ថែមសត្វពុករលួយរលួយ ដែលផ្តល់គ្រឿងជីវជាតិសំរាប់រុក្ខជាតិ និង បង្កើនសមត្ថភាពរបស់ដីក្នុងការរក្សាទុកទឹក។

**តើកសិកម្មធម្មជាតិនឹងផ្តល់ប្រយោជន៍អ្វីខ្លះទៅ ចំពោះខ្ញុំ?**  
កសិកម្មធម្មជាតិអាចមានប្រយោជន៍ជាច្រើនសំរាប់កសិករ:

- **គំរូរីករដុះ:** ជាញឹកញយ កសិករទទួលបានផលចំណូលខ្ពស់ជាងផលិត ផលធម្មជាតិ។ នៅក្រុងស៊ីដនី (2003-4) គេបានទទួលបានផលចំណូលខ្ពស់ ជាងផលិតផលធម្មជាតិ: ផ្លែឈើ 41%, ដំឡូង 38%, ប៉េងប៉េង: 46%, ខ្ទឹមបារាំង 61%, ហ្សូហ្គីនី 90%, ក្រូច 23%, ប៉េង 23% និងកាតុត 69%។
- **សេចក្តីត្រូវការរីកចម្រើនឡើង:** គ្រាសព្វថ្ងៃនេះ អ្នកលក់ដុំនិងអ្នក លក់រាយកំពុងស្វែងរកផលិតករអាហារធម្មជាតិបន្ថែមទៀត ហើយ ផលិតករនៅក្រុងស៊ីដនីមានតែមួយចំនួនតូចប៉ុណ្ណោះ។

- **ផ្លូវចូលទៅកាន់ទីផ្សារថ្មី:** អ្នកលក់ដុំឯកទេស (ដូចជា EcoFarms) និងអ្នកលក់រាយទាំងឡាយ (ដូចជា Macro Wholefoods), ទីផ្សារ កសិករ និងភោជនីយដ្ឋានខ្លះ កំពុងខិតខំដាំដំណាំក្នុងការស្វែងរកផលិត ផលធម្មជាតិ។
- **ការផ្គត់ផ្គង់ទៅទីផ្សារថ្មីនៃវេយលើផ្លូវចូលទៅកាន់ទីផ្សារ:** Coles និង Woolworths កំពុងពង្រីកយ៉ាងលឿននូវការលក់ចំណីអាហារ ធម្មជាតិជាច្រើនមុខរបស់ខ្លួនដែលមានរួចមកហើយ។
- **សុខភាពកាន់តែប្រសើរ:** គេមិនប្រើជីគីមីសិប្បនិម្មិត ថ្នាំសម្លាប់សត្វ ចង្រៃ និងថ្នាំសម្លាប់រុក្ខជាតិគ្មានប្រយោជន៍ឡើយ។
- **មរិស្ថាន:** ការគ្រប់គ្រងដីកាន់តែល្អឡើង និងការប្រើប្រាស់សារធាតុ គីមីកាដេតិបទៅ បណ្តាបេត្យមានការកែលម្អគុណភាពទឹកផងដែរ។
- **ដីអរនៃស្នូល:** ការអនុវត្តកសិកម្មធម្មជាតិ ធ្វើឱ្យកំរិតសមាសធាតុ ធម្មជាតិនៅក្នុងដី(មេម៉ាក)មានកាន់តែច្រើនឡើង។ ហេតុការណ៍នេះ បណ្តាលឱ្យសមត្ថភាពផ្នែកទឹកដីតែម្តង ជាតិ pH រឹតតែមានស្ថិរភាព ហើយអាចមានជីជាតិរបស់ដីរយៈពេលយូរក៏កើនឡើងផងដែរ។

**តើខ្ញុំត្រូវធ្វើការកែប្រែអ្វីខ្លះទៅ?**  
ដើម្បីលក់អាហារធម្មជាតិ លោកអ្នកនឹងត្រូវទទួលបានការបញ្ជាក់ជាផ្លូវការ ពីអង្គការមួយក្នុងចំណោមអង្គការប្រាំពីរ ដែលទទួលបានអាជ្ញាប័ណ្ណពី សេវាយោធាទុកនិងត្រួតពិនិត្យអូស្ត្រាលី (Australian Quarantine and Inspection Service - AQIS)។ អង្គការទាំងនេះនឹងអាច ជំរាបលោកអ្នកអំពីការអនុវត្តទាំងឡាយដែលលោកអ្នកនឹងត្រូវផ្លាស់ប្តូរ ដើម្បីទទួលបានការបញ្ជាក់ជាផ្លូវការ។

**តើខ្ញុំត្រូវទាក់ទងអ្នកណា បើខ្ញុំមានការចាប់អារម្មណ៍?**  
NSW Department of Primary Industries  
Organic Farming Liaison Officer  
ទូរស័ព្ទ (02) 6951 2735

ប័ណ្ណព័ត៌មានអំពីអ្នកដាំដំណាំសំរាប់ទីផ្សារនេះ គឺជាផ្នែកនៃឯកសារសេរី ដែលរៀបចំឡើងដើម្បីជួយអ្នកដាំដំណាំមកពីសារធិការមិននិយាយអង់គ្លេស។ ដើម្បីទទួលបានព័ត៌មានបន្ថែម សូមទាក់ទង ភ្នាក់ងារអប់រំកសិកម្ម NESB តាមទូរស័ព្ទលេខ 02 9821 7743 ។

បើលោកអ្នកត្រូវការអ្នកបកប្រែភាសា សូមទូរស័ព្ទទៅ TIS តាមលេខ 131 450 ។

រដ្ឋាភិបាល រដ្ឋ New South Wales ផ្តល់ជំនួយដល់គំរោងការងារនេះ តាមរយៈថវិកាបរិស្ថានរបស់រដ្ឋាភិបាល។



បណ្តាព័ត៌មានអំពីអ្នកដាំដំណាំសំរាប់ទីផ្សារនេះ





Liverpool **city** council  
creating our future together





Liverpoolcitycouncil  
creating our future together

Creating  
our future  
together





TRANSLATING  
AND  
INTERPRETING  
SERVICE



Australian Government

Department of Immigration and  
Multicultural and Indigenous Affairs

**131 450**

**24 HOURS A DAY, 7 DAYS A WEEK.**

**[www.immi.gov.au/tis](http://www.immi.gov.au/tis)**



If you have difficulty communicating with a non-English speaker, ring the Translating and Interpreting Service (TIS). TIS provides a 24 hour, 7 days a week telephone interpreting service. Face-to-Face interpreting can be arranged by appointment during business hours.

**EVERY HOUR EVERY DAY**



KHMER GROWERS GROUP

*Certificate of Appreciation*

*Presented to*

*Julian Lee*

*Just a note of appreciation we need to say  
Our farming practices improve day by day  
Through knowledge of Freshcare, soil pH,  
And fertilizer, we now earn  
Your effort and expertise help us learn.*

សូមថ្វាយសេចក្តីថ្លែងអំណរ ដោយក្តីស្មោះសព្វដុំចិត្ត  
ដល់លោកដែលខំរស់រានដីចិត្ត មកដី វី ពិភពយុវយើងចេះ ។  
មកសិក្សា ដី pH. វី យើងខំសំរិទ្ធសូមចំណេះ  
យើងយល់ដឹងច្រើនកើនការចេះ វី ដីយើងគេស្ត ចំរើនផល ។

*June 2006*

*Khmer Growers*



KHMER GROWERS GROUP

*Certificate of Appreciation*

*Presented to*

*Nicole Greenwood*

*Just a note of appreciation we need to say  
Our farming practices improve day by day  
Through knowledge of Freshcare, soil pH,  
And fertilizer, we now earn  
Your effort and expertise help us learn.*

សូមបាវសេចក្តីថ្លាអំណរ ដោយក្តីស្មោះសព្វដួងចិត្ត  
ដល់លោកដ៏ល្អឯងអស់ពីចិត្ត ភក្តីដ៏ ប្រឹងប្រែងយល់ចេះ ។  
ភក្តីសិក្សា ដ៏ pH, ប្រឹងប្រែងសិក្សាស្រាវជ្រាវ  
យើងយល់ដឹងច្រើនកើនការចេះ ប្រឹងប្រែងយល់ ចំរើនផល ។

*June 2006*

*Khmer Growers*



# Training Evaluation Sheet

**Presenter/s name:**

**Date:**

**Topic:** Language Services Training

Please complete this evaluation form. This evaluation will be used as part of an assessment of the presenters' skills and to improve future training sessions.

**1. Please circle. How useful did you find the information from:**

Liverpool's demographics	Very useful	Useful	Somewhat useful	Not useful
Cross Cultural Issues/LEAPS	Very useful	Useful	Somewhat useful	Not useful
Language Aide Program	Very useful	Useful	Somewhat useful	Not useful
TIS	Very useful	Useful	Somewhat useful	Not useful
TIS Demonstration	Very useful	Useful	Somewhat useful	Not useful
Plain English	Very useful	Useful	Somewhat useful	Not useful
Written Materials	Very useful	Useful	Somewhat useful	Not useful

**2. Please answer the following questions**

Three things I have learned from the seminar were \_\_\_\_\_

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Three things I would improve from the seminar were \_\_\_\_\_

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How will you apply the information from this session in your workplace?

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What information or other training, related to culturally and linguistically diverse communities, would assist you in the future?

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Thank you for taking the time to fill out this evaluation



# Working in a Multicultural Community

## NEEDS AND ISSUES OF NESB COMMUNITIES

### **Language barriers:**

Many of the clients that you see may have limited understanding and use of English. This could inhibit their access to your service. Here are some tips on how to breakdown some of these barriers:

- Refer clients to workers who speak their own language
- Become aware of how to use face to face interpreters
- Become aware of how to use the Telephone Interpreting Service
- Provide interpreters for individuals where necessary, especially when dealing with legal or personal matters
- Provide interpreters for information forums and other community events
- Provide publications in various languages to ensure all people can access information
- Try to learn basic greetings in the main language groups you are working with. This is effective in gaining the trust and respect of your clients
- On the telephone, be clear when you speak , use simple, basic English and do not raise your voice

### **Lack of understanding of 'systems' in Australia:**

It is important to be aware of the backgrounds and experiences of the cultural groups you are working with and of your own value systems and beliefs. You should also be aware that many NESB groups may not have an understanding of the civil, political, legal, social, economic and other structural and societal norms, systems and practices. This may impact the work you undertake with the community, as many people may not be aware of their rights or the types of services available in Australia.

### **Access issues:**

Be aware of visa subclasses that migrants or refugees hold. People have different rights to government and other services depending on the visa subclass they hold. This means that you may have to be creative in where you refer certain clients. An example is with Temporary Protection Visa (TPV) holders who may be eligible for very limited services. Referring someone to an English class could be a lot more difficult that it seems.

### **Other needs:**

There are many other needs and issues that you may need to consider when working with migrants and refugees and others from non-English speaking backgrounds. It may be useful to talk to agencies such as Liverpool Migrant Resource Centre, local ethnic organisations or consult Liverpool City Council's Social Plan.



## GETTING TO KNOW YOUR COMMUNITY

### **Statistics and other research:**

Gather statistics on your community. Do you have an understanding of the Cultural and Linguistic make up of the community? Are the residents born overseas? What are the main language/cultural groups and what are some of the smaller groups? Are there many migrants, refugees or humanitarian entrants? It is important to get an idea of the people you are servicing or working with. Having general information about who is out there will give you an idea of which communities you need to target or involve in your service delivery.

You may also wish to look at specific target groups and gather reports and other information about their needs. You can find a lot of information just by checking out a few relevant websites or contacting peak organisations. It could even be as simple as doing an Internet search on your area of interest eg. refugees.

It is also useful to collect data on clients who are accessing your service. Devise a language guide of your regular clients to know how well they can speak English and to have information on their first language. This will also assist you in knowing whether your service is accessible to all community groups.

[www.liverpool.nsw.gov.au](http://www.liverpool.nsw.gov.au)

[http://www.immi.gov.au/settle/data/select\\_dynamic\\_report.shtml](http://www.immi.gov.au/settle/data/select_dynamic_report.shtml)

[www.fecca.org.au](http://www.fecca.org.au)

### **Support structures and organisations targeting NESB communities:**

Do you have an idea of the ethnic organisations that are servicing your community? Many ethnic communities, particularly those that are more established, have support structures in place or a worker attached to them. Get to know the ethnic organisations that are based in or target your area. Visit the workers, find out what projects, services and resources are already available to a particular community. This will give you an understanding of community needs as well as an opportunity to work in partnership with ethnic organisations. Share resources.

[www.eccnsw.org.au](http://www.eccnsw.org.au)

### **Religious, cultural and other groups:**

Many communities have groups that meet on a regular basis. Contact your local Migrant Resource Centre or local Council to find out about what groups are meeting in your area. This can range from seniors groups to multicultural playgroups and youth groups. Many of these groups are not funded, insured and incorporated. They often seek assistance from other organisations such as a Migrant Resource Centre to access funding opportunities and capacity building support.

Some groups are involved in religious activities and this can often be a way to target those communities. For many NESB communities, their place of



religious worship is their main support structure. Contacting religious and spiritual leaders can often be of assistance when trying to access communities.

Cultural centres or clubs are other facilities in the community that provides support to ethnic communities. These clubs offer cultural and recreational opportunities and can be a central meeting place for people from NESBs.

[www.lmrc.org.au](http://www.lmrc.org.au)

<http://ebranch.liverpool.nsw.gov.au/aboutliv/cominfdata.htm>

### **Ethnic businesses:**

Have a walk around your neighbourhood and find out what types of businesses are around. Many ethnic businesses attract members of the community as they offer particular goods or services. Many businesses owned or managed by a person from a small and emerging community become a hub for that community, offering many services. For example, a hairdresser could also sell cultural videos, music, instruments and other products relevant to their particular community.

## **REACHING OUT TO NESB COMMUNITIES**

### **Cultural festivals and celebrations:**

There are many cultural festivals and celebrations that are held throughout the year around Sydney. Communities may gather to celebrate certain festivals that are important within their cultural or religious beliefs, many of which are open to the public. This is a great opportunity to meet and network with people from various backgrounds and to learn a bit more about their customs and practices.

You can also access multicultural calendars, which outline significant days to many cultural groups. You can find these at

[www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)

[www.immi.gov.au](http://www.immi.gov.au)

### **Ethnic media and other promotion:**

If you are promoting a project or want to get information out to the community, you should consider advertising in ethnic media. This could include newspapers, radio and newsletters. Have a look at your local news agencies or libraries to find out what newspapers are available in your local area or check out your community radio for any programs in other languages. You can also contact ethnic organisations as they often have links with media targeting their particular community.

It may also be useful to send written information to your clients rather than using phone contact and where to budget allows, you could get information translated

<http://www.crc.nsw.gov.au/ethnicmedia/index.htm>



### **Translating and interpreting:**

If you are working with NESB communities, whether you are planning a broad community consultation, running an information session or other activity, you may want to consider whether it is appropriate to use interpreters or translated materials. If you are consulting communities through written surveys, consider that not all people are fluent in English and that you may want to have the survey translated. If you are conducting focus groups or sessions, you may want to engage an interpreter or bilingual worker who can run the session. This is particularly important if your consultation is to be a representative sample of your community. Keep in mind the importance of including a provision for translating and interpreting when applying for grant funding.

It is often very beneficial to target particular ethnic groups. It does not mean that you are excluding other groups, but that you are active in sourcing communities that may have high needs or high population numbers or that have a particular vested interest in your particular project. It may be that you have identified other services that are targeting specific groups and are looking at gaps when you are targeting the communities you want to reach.

[www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)

[www.immi.gov.au](http://www.immi.gov.au)

### **Local multicultural workers networks:**

Most areas have a Multicultural Workers Network, which are often convened by Councils but also other organisations such as Migrant Resource Centres. Liverpool has a Migrant Interagency and also a Refugee and Humanitarian Network. There is also a Migrant and Refugee Network Egroup, which is an email based group.

Networks are useful as they provide a way for you to link with other organisations in the area, find out what the issues are for your local community and work in partnership to advocate for their needs. Workers often attend these network meetings to share information and resources and to more strategically plan for NESB communities.

Liverpool City Council – 9821 7779

UWS English Language Centre – 9822 5876

### **Cultural sensitivity and responsiveness:**

Remember to be culturally sensitive and be aware of cultural differences. When working with NESB communities, it is important to be aware of cultural issues and differences that may effect how they interact with you. For example, many people may be intimidated by people in uniform or have a fear or mistrust of the government due to their previous experience in their home country. Be aware of your position and how it may effect them. Or if organising a youth camp, be aware that many refugee communities associate the work camp with a refugee 'camp'. Ensure that your service is sensitive to the needs and experiences of the community.

You may also ask yourself why certain groups are not accessing your services. Look at the demographic information about your community and



ensure that the people accessing your service or participating in your programs adequately reflect the make up of the population you work for. It is important to ensure that your services and programs are culturally appropriate and accessible to the whole of your community. Are you targeting all groups within the community? You can often organise language/religious or other specific programs or groups to ensure that your services are culturally appropriate.

#### **Using skills and experiences:**

Many migrants and refugees come to Australia with great skills, experiences and educational qualifications. Even when a person can not speak English well, they can often offer their skills and participate in community activities in many ways. Use the diversity of the area to the advantage of the community. Organise events that celebrate difference, try to encourage groups to embrace other cultural activities and have fun with it!

#### **Useful tips for Customer Service staff:**

Organisations that may have customer service staff need to consider strategies that they can use to assist clients from non English speaking backgrounds in order to adequately meet the needs of these customers. It is also important for them to be able to perform their tasks and deal with enquiries in a timely manner, ensuring that they are skilled and resourced in order to provide an effective and responsive service.

- Ensure that customer service staff are aware of resources and support that may assist them when dealing with customers from non English speaking backgrounds
- Ensure that staff are trained and skilled in how to use interpreters and culturally competent
- Ensure that the telephone number and your client code for the Translating and Interpreting Service (TIS) are displayed in your customer service area.
- Ensure that if your organisation has a Community Language Allowance Scheme (CLAS) or Language Aide Program, all contact details of staff including names and telephone numbers are displayed for customer service staff to access
- Ensure that any multilingual information that you have is displayed in your customer service/reception area

#### **Useful tips in working with On Site Interpreters:**

- Plan your interview beforehand if possible. Explain the purpose of the interview to the interpreter
- Provide an area where you can talk to the client through the interpreter in private
- Arrange seating comfortably in a triangle or a circle
- Introduce yourself and the client to the interpreter



- Allow extra time. Brief the interpreter first and arrange to signal breaks in the dialogue for the interpreter. Maintain your role in managing the interview. The interpreter will not conduct the interview. It is not the interpreter's role
- Tell the person that what is discussed in the interview will remain confidential for you and the interpreter
- Speak directly to the client. Say "How can I help you?" instead of "Ask him/her how I can help him/her?"
- Summarise where necessary during and at the end of the interview. Ask the client if there are any questions
- Debrief the interpreter (if required) after the client has left
- If the Interpreter needs to clarify a message with the client in his or her own language, make sure that the interpreter informs you what has been said
- Similarly, ensure that the client is informed about what you discuss with the interpreter (if needed) in English

(Source: Queensland Interpreter Card, Multicultural Affairs Queensland, Department of the Premier and Cabinet)

#### **Useful tips in working with Telephone Interpreters:**

- Introduce yourself to the interpreter
- Brief the interpreter. Describe the telephone equipment you are using (conference phone, dual handset, single phone) and where you are (counter, office, hospital ward)
- Ensure you can comfortably take notes during the interview
- Introduce yourself and the interpreter to the client. Describe the purpose of the interview
- Try to use short sentences in plain English when you speak
- Speak clearly and modify the speed of your speech
- Speak directly to the client (eg Mr \_\_\_\_\_, how can I help you?)
- Pause after two or three sentences to allow the interpreter to speak
- Clearly indicate the end of the session to the interpreter



- Make allowances for possible clarification by the interpreter because he/she has no visual cues (eg body language) to assist in the interpreting
- Ensure that all required information is collected from and provided to the client while the interpreter is on the line – there will be no chance to speak directly to your client after the interpreter hangs up

(Source: Queensland Interpreter Card, Multicultural Affairs Queensland, Department of the Premier and Cabinet)

### **A checklist for your organisation:**

Below is a cultural competence self-assessment checklist. Please fill out as directed. Not only does this checklist give you some indication about your agency's practices, it also gives you some ideas about how to make your agency more culturally competent. Please read each statement and write in each box with a number from 1-3 which most closely reflects your agency's practices:

1 = We frequently do this

2 = We occasionally do this

3 = We rarely or never do this

#### Inside the Agency

- The agency regularly evaluates the ethnic mix of its 'service users' against the ethnic mix of the target population.
- The agency's mission statement, policies and procedures, etc. are regularly reviewed to ensure that they incorporate principles and practices that promote cultural diversity and cultural competence.
- The agency has a dedicated interpreter and translating budget line.
- The agency has trained all staff in the use of Telephone Interpreter Service.
- The agency sends staff to regular training to enhance their cultural competence.
- The agency has established an account with the Telephone Interpreter Service.
- The agency has planning processes which include action to enhance the cultural competence of the agency.
- The agency has established performance targets to achieve service utilisation rates, which complement the cultural mix of its target population. In line with these performance targets the agency has a process for prioritising potential service users from non-English speaking background.
- The agency collects data in relation to service user's cultural, linguistic and religious background and needs, and where appropriate the backgrounds of family members.
- The agency actively discourages staff, service users and others from using racial and ethnic slurs by helping them understand the impact their language can have on others.
- The agency has employment practices which encourage the employment of people from non-English speaking backgrounds.
- The agency includes 'demonstrated knowledge and experience in cross-cultural issues' as a criterion in job advertisements.



- The agency has clearly outlined policies and procedures for the use of interpreters and translators.
- The agency encourages people from non-English speaking background to participate in the agency's governing body.
- The agency has in place processes that identify cultural, linguistic or religious needs at the point of intake or initial assessment.

#### Resources, Outreach and Promotions

- The agency has a resource library that includes information and resources about cultural diversity and disability issues.
  - All over the office space there are posters, pictures and other materials that reflect the cultural diversity of communities the agency serves.
  - The agency has available printed information in languages other than English.
  - When reprinting information the agency uses images that are culturally diverse and culturally appropriate.
  - In the reception area the agency displays a large interpreter sign that can be used by people to indicate their preferred language of choice.
  - The agency promotes its services to people from a non-English speaking background.
  - The agency liaises with ethnic community agencies in the target area.
  - The agency has in place mechanisms for consultations with service users from non- English speaking background and the ethnic communities in the target areas.
  - The agency has on display general information pamphlets in a variety of languages.
  - The agency uses culturally appropriate strategies when outreaching to ethnic communities.
  - The agency develops links with ethnic communities and uses workers in those communities as cultural consultants when needed.
- If you frequently responded '1', your agency is engaged in practices that recognise and promote cultural diversity and aims to deliver a culturally competent service to people with disability.
  - If you frequently responded '2' or '3' your agency needs to change its practices to respond more effectively and efficiently to the needs of the culturally diverse community.
  - For all the questions where you responded with '2' or '3' consider how you can change your agency's practices to be more culturally competent.

(Source: Multicultural Disability Advocacy Association, Fact Sheet No. 6, Cultural Competence Checklist for Agencies)

**If you would like more information, contact Anita Hanna, Community Development Worker (NESB) at Liverpool City Council on 9821 7779 or [a.hanna@liverpool.nsw.gov.au](mailto:a.hanna@liverpool.nsw.gov.au)**



## LANGUAGE AIDE PROGRAM CURRENT CONTACTS

March 2004

Language	Name	Area	Extension
Arabic	Pierre Atie	Finance	370
Cantonese	Victor Lim	Transport	721
Italian	Eva Consentino	Common Counter	523
Italian	Ross Di Mauro	Environment Building	358
Polish	Jadwiga Krejza	Green Valley Library	9608 5599
Serbian	Biljana Tomka	Central Library	403
Spanish	Paul Mosca	IT	201

**NOTE:**

If Language Aides are not available and you need to book an interpreter, please contact the Telephone Interpreter Services (TIS) on 131 450.

Remember to quote the **Council Client Code: C038551**.

If you need more information about the Language Aide Program contact:  
 Anita Hanna, Community Planning, on x779  
 Eva Cosentino Information and Customer Services on x523  
 Vikki Lee on x147



## Translating and Interpreting Service Request for On-Site Interpreting

TIS may use a range of means to communicate with you. However, electronic means such as facsimile or e-mail will only be used if you indicate your agreement to receiving communication that way. Electronic communications, unless adequately encrypted, are not secure and may be viewed by others or interfered with. If you agree to TIS communicating electronically with you, the details you provide will only be used by TIS or its contractors, for the purpose for which you have provided them.

I authorise TIS to communicate with me via **e-mail**  **facsimile**

Your e-mail address \_\_\_\_\_

Information you provide will be disclosed to independent contractor(s) related to their undertaking the requested on-site interpreting assignment(s). Each TIS contractor is obliged contractually to protect personal information revealed in the course of interpreting.

Your State: **NSW/ACT**  **NT**  **QLD**  **SA**  **TAS**  **VIC**  **WA**

Your TIS Client code

C

Language

Your Agency \*  
Name

Special Language Needs

If applicable include dialect

Site Contact &  
Phone

Full name with family name in BLOCK letters

Non-English Speaker

Full name with Family name in BLOCK letters

Site Address

Your Agency Phone and Fax no.

Phone

Fax

Booking Contact

Client Reference/  
Requirements or  
Nature of appointment

Option 1

date \_\_\_\_/\_\_\_\_/\_\_\_\_

start time \_\_\_\_ AM/PM

finish time \_\_\_\_ AM/PM

Option 2

date \_\_\_\_/\_\_\_\_/\_\_\_\_

start time \_\_\_\_ AM/PM

finish time \_\_\_\_ AM/PM

*Options will assist where interpreters are not available for your first appointment option*

A. Is your client a Temporary Protection Visa (TPV) holder? Y  N

B. Is the consultation related to compensation or litigation claims? Y  N

If **YES to Question B**, a letter from the relevant insurance company quoting the claim number and accepting TIS charges must be attached to this request.

Office use only

Job Number

Contractor

When completed, please fax or e-mail this form to:

Fax 1300 654 151

[tis@immi.gov.au](mailto:tis@immi.gov.au)

**\* Please notify TIS of any change in Billing Address**

*Bookings will only be taken for appointments up to 3 months in advance from the date of request. Cancellations must be made in writing providing valid reasons for the cancellation at least 24 hours prior to the appointment or the client will be charged. The minimum cancellation fee is 1.5 hours unless the booking was for a specifically longer period. A booking for multiple day interpreting with less than 24 hours cancellation notice will attract a cancellation fee equivalent to a full day's work including interpreter travel time and costs.*



## Why should I work with a Professional Interpreter?

It is government and Council policy to use professional interpreters where appropriate in situations where clients have communication difficulties.

- Clients who do not speak English or have difficulty communicating in English are best served by the highest quality professional interpreting service available.
- Bilingual staff who are not professional interpreters should not be used in complex or legal situations.
- Professional interpreters facilitate effective communication with non-English speaking clients. Effective communication can prevent costly mistakes and complaints or even litigation from clients unable to access vital services.
- Professional interpreters are highly skilled in both English and a language or languages other than English.
- Professional interpreters are bound by the AUSIT Code of Ethics. They understand and practise impartiality, confidentiality and accuracy when interpreting, and their conduct is professional.
- Professional interpreters understand social and cultural factors in both language groups.

## How do I obtain an Interpreter?

The Translating and Interpreting Service (TIS) is available 24 hours a day, 7 days a week on 131 450.

- Agencies which use interpreters to communicate with non-English speaking clients will be invoiced by TIS or other providers for the services of professional interpreters. It is the responsibility of the agency to pay for the interpreter. Clients should never be asked to pay for an interpreter.
- Private agencies and businesses that provide interpreting services are listed in the Yellow Pages under "Interpreters".
- If possible, inform the client that you are obtaining an interpreter for them.
- Establish whether you require immediate interpreting on the telephone or are arranging for on-site interpreting.
- Verify the client's language and the gender preferred for the interpreter.



- Telephone TIS on 131 450 and follow the Procedural Checklist for Agencies contained in this kit.
- For on-site interpreting and pre-booked telephone interpreting, fax TIS on 1300 654 151, using the attached form.

Account enquiries: 1300 304 604

## **Useful tips in working with On Site Interpreters**

- Plan your interview beforehand if possible. Explain the purpose of the interview to the interpreter
- Provide an area where you can talk to the client through the interpreter in private
- Arrange seating comfortably in a triangle or a circle
- Introduce yourself and the client to the interpreter
- Allow extra time. Brief the interpreter first and arrange to signal breaks in the dialogue for the interpreter. Maintain your role in managing the interview. The interpreter will not conduct the interview. It is not the interpreter's role
- Tell the person that what is discussed in the interview will remain confidential for you and the interpreter
- Speak directly to the client. Say "How can I help you?" instead of "Ask him/her how I can help him/her?"
- Summarise where necessary during and at the end of the interview. Ask the client if there are any questions
- Debrief the interpreter (if required) after the client has left
- If the Interpreter needs to clarify a message with the client in his or her own language, make sure that the interpreter informs you what has been said
- Similarly, ensure that the client is informed about what you discuss with the interpreter (if needed) in English



## Useful tips in working with Telephone Interpreters

- Introduce yourself to the interpreter
- Brief the interpreter. Describe the telephone equipment you are using (conference phone, dual handset, single phone) and where you are (counter, office, hospital ward)
- Ensure you can comfortably take notes during the interview
- Introduce yourself and the interpreter to the client. Describe the purpose of the interview
- Try to use short sentences in plain English when you speak
- Speak clearly and modify the speed of your speech
- Speak directly to the client (eg Mr \_\_\_\_\_, how can I help you?)
- Pause after two or three sentences to allow the interpreter to speak
- Clearly indicate the end of the session to the interpreter
- Make allowances for possible clarification by the interpreter because he/she has no visual cues (eg body language) to assist in the interpreting
- Ensure that all required information is collected from and provided to the client while the interpreter is on the line – there will be no chance to speak directly to your client after the interpreter hangs up

(Source: Queensland Interpreter Card, Multicultural Affairs Queensland, Department of the Premier and Cabinet)

**If you would like more detailed information about working with migrant, refugee and non English speaking communities, contact Anita Hanna, Community Development Worker (NESB), Community Planning Team, on 9821 7779.**





# Writing tips

## Plan your document

Before you begin drafting your document, you need to decide exactly what it aims to do. Who will the readers be? Do they have little or no knowledge of the subject, or a good understanding? What do they want to know? What is the best way to present the information?

## Put the reader first

Once you know who your readers are, try to put things from **their** point of view, rather than your organisation's perspective. Write directly to the reader, as though you were explaining the facts in person. Use "we" and "you". It is more friendly than "the department/bank/council" and "the client/customer/ratepayer".

## Use words your reader will know

About 50 per cent of adult Australians can't cope with a level of writing more complex than found in a popular newspaper. So if your documents are aimed at the general public, you will need to pitch your writing at this level.

Don't use technical or specialised terms unless you know that your readers will understand them. If it's important that readers understand a specific term, explain it.

Avoid archaic words like "heretofore", "herein" and "aforementioned".

## Use everyday language

Your writing will be easier to understand -- and much more reader-friendly -- if it's in plain, everyday language.

Of course, plain English isn't merely a matter of replacing pompous words with plain ones. But it's a good start to write in the same kind of language you would use if you were talking directly to the reader.

**Here are some examples of expressions commonly used in business letters and other written communications with some clearer alternatives:**

- I refer to your letter of 7 May.



- Thank you for your letter of 7 May.
- You wrote to me in relation to...
- You wrote to me about...
- Should you require further assistance...
- If you need more help...
- at such time as
- when
- prior to and following
- before and after

## **Use short sentences and brief paragraphs**

Write in fairly short sentences. Have only one or two ideas in each sentence. If you need to explain a term or qualify a point, use a separate sentence.

But don't sacrifice clarity for brevity. Just because a sentence is short doesn't necessarily mean it is clear. You may need to use more, rather than fewer, words to get your message across. Don't slavishly follow any rule which says a sentence should only contain a certain number of words. A better guideline is to use only as many words as necessary.

Organise your thoughts into brief paragraphs, with one central topic in each. This makes your writing much easier to read and understand.

## **Use active rather than passive voice**

Office staff often write in the passive voice. For example:

Applications will be processed within two weeks.

In this sentence, it is not clear who will be carrying out the action. The reader may also be uncertain about what "processed" means. But writing the same sentence in the active voice is far more direct:



We will reply to your application within two weeks.

The reader now knows who will be carrying out the action and what to expect -- a reply within two weeks.

## **Avoid overcapitalisation**

The unnecessary use of capitals is old-fashioned, and can also be intimidating to the reader.

The tendency to overcapitalise persists in some forms of business writing. For example, many public servants would write:

When the Department issued its Annual Report, the Minister tabled it in the Federal Parliament.

Yet reputable publications such as *The Bulletin* and the Commonwealth *Hansard* follow a more modern -- and readable -- style:

When the department issued its annual report, the minister tabled it in the federal parliament.

## **Be unambiguous**

**Remember:** Restating your main points in a box will help readers to grasp and remember them.

Make sure that your writing doesn't have an unintended second meaning. Signs in the London Underground railway used to state:

Dogs must be carried at all times.

Did this mean that everyone using the underground must carry a dog? Or does it mean that **if** you are travelling with a dog, you must carry it at all times?

## **Tell the reader where they can get more information**

Your document should provide as much information as your reader needs to know. But many people may still have questions. So you should always tell them where they can get more information or advice.





CAMPBELLTOWN CITY COUNCIL

CIVIC CENTRE, QUEEN STREET  
P.O. BOX 57, CAMPBELLTOWN, N.S.W. 2560  
TELEPHONE (046) 20 1510  
DX5114. FAX (046) 20 1496

3 March 1997

Mr M & Mrs F Citizen  
1 Local Street  
CAMPBELLTOWN 2560

ORIGINAL VERSION

Dear Mr & Mrs Citizen

LOCAL GOVERNMENT ACT 1993, CHAPTER 7 - PART 2  
SECTION 124 ORDER 1 AND 10

I hereby give you notice and require you within twenty-eight (28) days of the service of this order upon you to cause the requirement hereunder specified to be done in connection with the premises owned by you situated and known as LOT 1 DP 123456 NO 1 LOCAL STREET, CAMPBELLTOWN within the City of Campbelltown.

If you default in complying with this order, proceedings will be taken to enforce the same as provided by the Act.

REQUIREMENT

ORDER 1 Demolish the shed at the north east corner of the property used to house poultry.

ORDER 10 Remove the unused furniture, motor vehicles and aluminium boat from the front yard of the premises.

REASONS FOR ORDER

ORDER 1 The shed has been erected without the prior approval of Council and is in an unsightly condition as to be prejudicial to persons or property in the neighbourhood.

ORDER 10 The premises are in the immediate vicinity of a public place used for the storage of articles so as to create unsightly conditions.

SECTION 180 PROVIDES THAT THE PERSON ON WHOM THIS ORDER IS MADE MAY APPEAL TO THE LAND AND ENVIRONMENT COURT WITHIN TWENTY-EIGHT (28) DAYS AFTER THE SERVICE OF THE ORDER.

SECTION 628(2) PROVIDES THAT WHERE A PERSON WHO FAILS TO COMPLY WITH AN ORDER GIVEN TO A PERSON UNDER PART 2 OF CHAPTER 7 OF THE LOCAL GOVERNMENT ACT 1993 IS GUILTY OF AN OFFENCE UNDER SECTION 124 IS GUILTY OF AN OFFENCE.

The new letter begins by clearly explaining what the recipients must do and when it needs to be done.

The revised letter clearly sets out the recipients' legal position and rights.

The new letter is brief, and fits on one page.

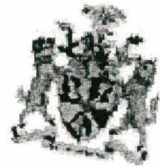
The heading of the original version of the letter could be intimidating — and meaningless — to the reader.

Many people would not understand "I hereby give you notice".

The language in this paragraph is arcane, and very unclear.

This sentence is very confusing.

The letter does not clearly explain the recipients' legal position or rights.



CAMPBELLTOWN CITY COUNCIL

CIVIC CENTRE, QUEEN STREET  
P.O. BOX 57, CAMPBELLTOWN, N.S.W. 2560  
TELEPHONE (046) 20 1510  
DX5114. FAX (046) 20 1496

3 March 1997

Mr M & Mrs F Citizen  
1 Local Street  
CAMPBELLTOWN 2560

Dear Mr & Mrs Citizen

REVISED VERSION

ORDER

This order is made under Section 124 of the Local Government Act 1993. It means that you must, by law, have the following work done on your premises at Lot 1 DP 123456 No. 1 Local Street, Campbelltown. The work must be completed by 7 April 1997.

Work that must be done

Order 1 Demolish the unapproved and unsightly shed at the north east corner of the premises that is used to house poultry.

Order 10 Rectify the unsightly conditions in the front yard by removing the unused furniture, motor vehicles and the aluminium boat from the premises.

If you do not comply with this order, you will be guilty of an offence and liable to a penalty of up to \$5,000 for each order. Council also has the right to do the necessary work and then take legal action against you to recover the costs.

You have the right to appeal against this order to the Land and Environment Court within 28 days of the order being given.

If you need any further information, please contact Michael Donachie in Council's Health & Environmental Services Department on (046) 201604.

Yours sincerely

I S Porter  
General Manager

Reference:  
F MD:JB:MD02