



SIDE BY SIDE

C O N F E R E N C E

FOR SERVICE PROVIDERS WORKING WITH MUSLIM COMMUNITIES

BEST PRACTICE RECOMMENDATIONS

Youth Workshop

Facilitated by Elmina Joldic; MYSA

Following suggestions were made by the young people:

- View us as young people first, and don't just see us as the Muslim people
- Realization that Islam is interpreted differently by each culture
- Make sure that service providers differentiate between cultural norms and religious beliefs
- When organizing events for young Muslim people, making sure that food is Halal. *[Describes meat from animals that have been slaughtered in the ritual way prescribed by Islamic law]*
- Being aware that in certain cultures it is more appropriate to have gender specific groups
- In sport –making sure to have appropriate sport uniforms for young Muslim females as to be more inclusive
- Don't be afraid to ask young people questions as to better understand their culture/religion
- Do not stereotype that all young Muslim people are the same and assume that they all believe in the same thing

Education Workshop

Facilitated by Dora Abbas; Muslim Women's Association

- Developing and using comprehensive programs that cover aspects of educational curriculum as well as include pastoral care and student welfare.
- Dealing with dilemma in helping new arrivals, such as parenting evenings, new arrivals ' adaptation issues, addressing students' various backgrounds and standards
- Considering extending new arrivals time at school to ensure that their learning and language competence are up to required standard
- Understanding the students' needs and developing appropriate programs.

Employment Workshop

Facilitated by Bernadette McGrath; STTARS

- Achieving a loyal and skilled workforce by investing in training and developing staff from diverse backgrounds
- Avoid use of jargon
- Use of mentoring/buddy systems approach
- Use pictorial representation of procedures
- Consider providing on-site English classes
- Provide training and advocacy re the employment of staff from diverse backgrounds to employers through peak employer organisations such as Business SA.
- Develop policies and procedures that are flexible and inclusive of employees from diverse backgrounds.

Equal Opportunity Workshop

Facilitated by Cecilia White; SA Equal Opportunity

- Awareness of the discrimination laws (in particular discrimination based on race and religion, given the focus of the conference)
- Identifying processes for lodging complaints with the Commission.
- Reasons why new arrivals who experience discrimination may not lodge complaints with the Commission-
- More immediate needs such as accommodation and employment take greater priority after arrival in a new country.
- Even if discrimination is experienced, lodging a complaint is daunting and not high on the list of priorities.
- Raising Commission's profile and increasing awareness amongst the newly arrived of our services.
- The Commission is a government agency - experiences by some new arrivals in their countries of origin with government may have been negative and therefore they may be less likely to complain about discrimination.
- With our participants, who act as support people and in some cases advocates for newly arrived Muslims; we developed some strategies for dealing with these issues, including:
- Utilizing the Commission's free enquiries service in the event of any concerns that we or our clients may have relating to discrimination
- Ensuring our clients are aware that if they make a complaint they are protected from victimization.
- Supporting our clients through the complaints process by being aware of how the process works

Health Workshop

Facilitated by Dan Haller; Migrant Health Service

- Be aware of your own ethnocentrism. You will have some and you need to be aware of it in order to avoid it getting in the way of poor communication and good therapeutic relationships
- Don't make assumptions about the relationship of Islamic practices to matters of health in any given individual. Display your interest by asking questions about this relationship.
- Increase your knowledge - especially to help you distinguish between culture and religion. Knowledge of culture will guide you in things like the need to engage with other family members.

Consider that adherence to Islamic principles and practices can contribute greatly to resilience in achieving and maintaining positive health outcomes.

Sport and Recreation Workshop

- Use the media to promote stories that reflect the inclusion of Muslim Communities in mainstream sporting and recreational activities.
- Encourage Sporting & Recreational Clubs to, welcome new members and support new members from Muslim Communities, by distributing CALD educational material to coaches and club presidents.
- Increase awareness of different cultures, to help break down negative stereotypes, through the delivery of cultural awareness training presented by workers from Muslim Organizations
- Presidents and coaches from Sporting & Recreational Organizations are invited to Islamic Schools & community events
- Educate new & emerging communities about the importance of organized recreation & sport in the prevention of obesity and illness.
- Introduce 'Women's Only' area and classes with Crèche facilities in Gyms

Sport and Recreation Workshop (Continued)

- Access the support that is available through best practice guides on the Internet. Some of these include
 - Play by the Rules
www.playbytherules.net.au
 - Centre for Multicultural Youth Issues
www.cmyi.net.au
 - HREOC report - What's the Score? A survey of cultural diversity and racism in Australian sport
www.hreoc.gov.au/racial_discrimination/whats_the_score
 - SPRC reports - Participation in sport and recreation by culturally and linguistically diverse women
www.sprc.unsw.edu.au/reports/Stakeholder_Consultation_report.pdf

Australian Refugee Association
304 Henley Beach Road UNDERDALE SA 5032

Phone: 61-8-8354 2951 Fax: 61-8-8354 2953
Email: reception@ausref.net Website: www.ausref.net

