

# Taking the Pulse of South West Sydney CALD communities

Trust and social cohesion in a crisis are fragile. For instance, while 68% of responses agreed to work with contract tracing officials, 12% said they would not and 20% were undecided. Policy measures are unlikely to be successful if they don't have the trust of the communities they seek to impact.

The targeted and compliance-oriented nature of the stay-at-home order, including visible policing, has created gaps in trust.

Communities noted that they are likely to engage with health policies if the communications were filtered through local community organisations (24%), local GPs (23%) and other categories of community leaders (18%), rather than through NSW Health Website (16%), social media apps (9%), news and media (6%) and other charities and supporting organisations (4%).

## 5 service areas



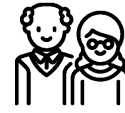
Mental Health & Wellbeing



Families



Employment



Aged Care



Social Cohesion

## RECOMMENDATIONS

### Social Cohesion



#### Strategy

Invest in infrastructure and services that are intergenerational, multipurpose and co-located at the heart of CALD communities

#### Practical Initiatives

1. Support local place-based community organisations to build capacity of CALD community leaders for increased engagement and participation in mainstream society.
2. Co-design delivery of programs based on emerging community needs (e.g. COVID-19 focused Mental health workshops).
3. Nurture social cohesion post lockdown through inter-agency partnerships (schools, local councils, Universities, community-based organisations) to reduce stigmatization and support needs of vulnerable CALD families
4. Direct resources to place based local community organisations to leverage pre-existing community connections for enhanced social cohesion.
5. Dedicate media infrastructure for South/ Western Sydney, subsidised by government (newspapers, radio, social media and TV) to enable tailored and trusted messaging to CALD communities.

The full pulse survey report is available on our website:  
[wsmrc.org.au/covid-19-pulse-report](https://wsmrc.org.au/covid-19-pulse-report)

HEAD OFFICE 108 Moore Street, Liverpool, NSW 2170. [info@wsmrc.org.au](mailto:info@wsmrc.org.au) 02 8778 1200

SETTLEMENT SUPPORT - FAMILY PROGRAMS - YOUTH INITIATIVES - AGED CARE - DISABILITY SUPPORT - COMMUNITY CAPACITY BUILDING - ADVOCACY AND RESEARCH