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icare supporting ethnic communities across NSW

In a first for an Australian insurer, Insurance and Care NSW (icare) has partnered with the Ethnic Communities Council of NSW (ECC) to deliver 10 free information sessions in Vietnamese and Arabic for culturally and linguistically diverse (CALD) workers and their families. Over the past four weeks, more than 250 members of the Arabic and Vietnamese communities in South West Sydney have attended these sessions, to learn about safety at work, workers insurance, workers compensation and icare's research into social connections.

More than a third of Australia's population was born overseas and NSW is one of the most ethnically diverse societies in the world.

icare's Acting General Manager Community Engagement, Associate Professor Caroline Howe, says the pilot project was a way of understanding the many languages now spoken in NSW and will contribute to an icare multicultural engagement and toolkit strategy.

"We wanted to share information about icare, our schemes and look at ways we can promote, preserve and restore social connections in a way that is meaningful and culturally contextualised," Associate Professor Howe said.

"A significant proportion of the NSW population, South West Sydney in particular, are either new migrants or were born overseas. It is important to ensure that each of these cultural communities, which are made up of employees, family members, employers or service providers such as GPs, are informed and knowledgeable about actions they can take to prevent injuries and keep connections intact during workplace injuries.

"Engaging with people in a meaningful and accessible way opens doors to preventing and addressing a range of issues. This partnership between icare and the ECC will help us to be a leader in embracing cultural diversity for our customers and their families and to deliver services that are responsive to the community we serve," she said.

"The icare project enabled Culturally and Linguistically Diverse communities in South West Sydney - including the most vulnerable and those from minority groups - to understand the purpose of icare, the significance of its benefits and the support it can provide for injured workers across NSW," added ECC CEO Mary Karras.

icare provides workers compensation insurance to more than 326,000 public and private sector employers in NSW and their 3.6 million employees.

Media contact: Sean Brogan | media@icare.nsw.gov.au | 0436 818 268