

EMERGENCY SERVICES — COMMUNITY ENGAGEMENT

4577. Ms M.M. Quirk to the Minister for Emergency Services:

I refer to meetings by the Department of Fire and Emergency Services (DFES) personnel and the Office of Multicultural Interests to improve engagement with culturally and linguistically diverse (CALD) communities and I ask:

- (a) as a result of that meeting/meetings what actions will be taken to improve community engagement with CALD groups;
- (b) Is there a communication strategy in place and, if so, what are its components; and
- (c) have any particular CALD groups been identified?

**Mr J.M. Francis replied:**

The Department of Fire and Emergency Services (DFES) advises:

Personnel from DFES Community Engagement Branch met with the Office of Multicultural Interests (OMI) on 10 September 2015. This informal meeting identified communities where both departments provide services and to agree on ways the departments may be able to support each other.

- (a) DFES requested that the OMI provides a link from their website to the *Are you Ready?* Campaign and DFES provided the OMI personnel with the list of bushfire preparedness activities occurring across the South West Land Division
- (b) There is potential for DFES to undertake public relations activities to improve relationships between CALD communities and emergency services through firefighters participating at cultural events when possible.
- (c) DFES will liaise with relevant OMI personnel to improve engagement with CALD communities living in Broome, Geraldton, Albany and Gosnells.

Furthermore, the Education and Heritage Centre in Perth is a resource open to the public and available for multicultural groups to familiarise themselves with DFES services and natural hazards in WA.