

Summary

The Australian Migrant Resource Centre (AMRC) and African Communities Council of SA (ACCSA) collaborated to create a video to inform African clients, ethnic and community leaders, other services and community supports of their multilingual telephone service to ensure access to services and support during Coronavirus.

CASE STUDY

Australian Migrant Resource Centre and African Communities Council of SA

Background

During COVID-19, the AMRC has minimised face-to-face contact with its clients, other services and community supports by providing most of its services by phone through its multilingual staff to minimise the risk to vulnerable client groups and staff during COVID-19. The AMRC's Coronavirus notice, and telephone and emergency services contacts have been translated into ten different languages including Burmese, Dari/Hazaragi, Farsi/Persian, Arabic, Nepali, Swahili, Vietnamese, Pashto, Chinese and Karen.

How did AMRC adapt during COVID-19?

The AMRC and ACCSA collaborated to create a video to inform African clients, ethnic and community leaders, other services and community supports of the multilingual telephone service to ensure services and support amid Coronavirus.

The video is part of a cultural video project produced by and featuring people speaking in different languages regarding precautions to take and the multilingual telephone service implemented amid Coronavirus. The video serves a number of purposes, including, developing production skills, public speaking and community capacity building in a format driven and organised by a number of the African communities.

The collaboration has received positive feedback and appreciation from communities, and the AMRC congratulates the organisers of the project.

The videos are available in a different languages, including

- Swahili: <https://amrc.org.au/gallery/multilingual-telephone-service-in-the-swahili-language>
- Igbo: <https://amrc.org.au/gallery/multilingual-telephone-service>
- Krio: <https://amrc.org.au/gallery/multilingual-telephone-service-3>
- English: <https://amrc.org.au/gallery/multilingual-telephone-service-2>



Challenges

1. To ensure that the African information project was driven and produced by the communities that needed the messages
2. To ensure the messages were developed in a format they would be well received and accessible

Outcomes

Through this work, MYAN NSW has maintained effective and meaningful social connection between young people, despite an inability to meet face to face.

Key Learnings

Empowering key community individuals to empower others in their communities in a culturally relevant and safe way is the best way to develop culturally appropriate and well received messages

More information

AMRC and ACCSA's videos can be viewed on the AMRC website: <https://amrc.org.au/gallery/amrc-and-accsa>

The AMRC's Coronavirus notice, and telephone and emergency services contacts translations are available on the AMRC website: <https://amrc.org.au/events/amrc-coronavirus-notice-and-telephone-and-emergency-services-contacts>

For more information contact the AMRC here: <https://amrc.org.au/>

