

University of Wollongong Multicultural Plan

2014 Highlights Report

The University of Wollongong Multicultural Plan 2014-2018 sets out strategies and goals of the University, in line with the Multicultural Policy and Services Program Planning Framework. This highlights report, identifies examples of achievement and commitment for each of the four goals specified in the Multicultural Plan for the 2014 calendar year.

Goal: Learning & the Student Experience

Objective

Promote the UOW student experience as a lifelong journey that promotes inclusion, collaboration, international perspectives, leadership skills and an enduring graduate engagement with learning.

Key Performance Indicators

1. Satisfaction with Overall Experience (SEQ Survey)
2013 measure: 89.8%
2018 target 90%
2. International student satisfaction (ISB Survey)
2013 measure: 87.4%
2018 target 88%
3. Proportion of domestic under-graduates from low SES
2013 measure: 16.5%
2018 target: 19%

Highlights/update

The highlights for this goal show the work undertaken to develop and promote alternative pathways for students, to ensure that people are not disadvantaged by socio-economic or other factors and to support a diverse student cohort. Activities undertaken to celebrate and support student diversity contribute significantly to student experience and have also been detailed.

The University continues to provide access to higher education to all who can benefit. UOW works closely with the UOW College who provide a number of pathway programmes for domestic and international students regardless of age or previous education. Mature Age information evenings provided to prospective students provide



information about courses available, alternative entry pathways, part time study options and the application processes.

One of this year's Office for Learning and Teaching (OLT) Grants was awarded to Dr Sarah O'Shea (Faculty of Social Sciences) as a lead institution for a seed project entitled 'Breaking the barriers: supporting and engaging mature age first-in-family university learners and their families' for \$47,000. This project includes collaboration with University of Newcastle and Open Universities Australia.

The In2Uni schools outreach program has grown in popularity. In 2014, In2Uni launched two programs for Year 12 students to increase their aspirations, awareness and attainment to university. The results from Early Admission for these students were;



◆92.9 per cent of University Preparation Program students who received a guaranteed interview for Early Admission received a place through the program

◆83 per cent of Summer Master Class students who received a guaranteed interview for Early Admission received a place through the program.

The Woolyungah Indigenous Centre (WIC) is a key channel through which Aboriginal and Torres Strait Islander people can access study at the university and receive support while studying. WIC provides advice and support in all areas relating to student's progress and success, ensuring improved outcomes by providing high quality academic support and advice. WIC engages with all stakeholders to promote the University as a key site for Indigenous tertiary education. The Alternative Admission Programs are conducted by WIC late each year.

Faculty Access Initiative targets for enrolment of equity students at UOW continued to operate successfully and the University's Indigenous Education strategy was implemented during 2014.

UOW was one of two foundation universities that built the Australian Indigenous Mentoring Experience (AIME) from a handful of students and university mentors to a national and international success. It is now Australia's most successful University student mentoring program, involving 16 universities and 3,800 school students and university mentors.



The Australian Indigenous Mentoring Experience (AIME), established to help redress the imbalance in high school completion rates between Indigenous and non-Indigenous students, again provided Indigenous high school students one-on-one mentoring by university student volunteers. AIME's goals are to Improve Year 10 and Year 12 completion rates and university admission rates for all participating students. The program now includes South Coast schools linked to UOW regional campuses in the Shoalhaven and Bega, with Batemans Bay.



In July UOW staff and students donned hoodies to celebrate National Hoodie Day, an initiative started by the Australian Indigenous Mentoring Experience (AIME) to celebrate and support Indigenous success.

The Learning Development Unit work with current students as well as through outreach channels to assist transition to

University and improve access for various groups in the community, including people with CALD backgrounds. Learning Development also provide students with support to improve their capacity to be effective communicators and researchers through development of reading, writing, listening and speaking skills for greater academic success. These services are provided to many international students and those from culturally and linguistically diverse backgrounds.

The University offers a variety of other face-to-face support services to enhance access and support for students through Outreach activities to get them to university; to assist transition to University; PASS programs to assist students with academic competency; Student Advocate Officers; and Student Support Advisers to provide ongoing support throughout their time at UOW.

Early results from a randomised controlled trial suggested that the academic mentoring programs known as PASS can considerably increase a student's performance. The study, found that attendance rates for Peer-Assisted Study Sessions (PASS) were 17 per cent higher for an incentivised group of students compared to a control group that received no incentives. The incentivised group also saw higher average marks.



To help celebrate Diversity the University hosts various events each year like Harmony Day and the Global Highway which celebrate diversity. Global Highway is organised by the students living in the university residences and the University of Wollongong. It celebrates the many nationalities and diversity of students living in university accommodation. Through interactive stalls and events the highway informs the University and community about diverse heritages, customs and beliefs of the students of UOW. The Highway snakes its way through the campus developing strong intercultural awareness and engenders a respect for the diversity of our student and staff community.



The Centre for Student Engagement (CSE), the student programming arm of Wollongong UniCentre, offers a huge range of events and activities, engaging students through Clubs & Societies, Competitions, Community Service, Seminars and Workshops, Professional Networking, Work Experience and more. 30% of UOW's 118 affiliated Clubs are specific to celebrating, connecting and supporting a culture, religion or belief. The combined clubs program has more than 9,000 members and is potentially the largest contributor to the student experience at UOW.



Programs encourage involvement from the diverse community of UOW students (and staff) and provide opportunity for interaction between cultures and particularly with domestic and local students, for example:

The Good Life Series, a free workshop series run over lunchtimes targeting topics which students identify as areas of interest/risk for them. A large portion of participants are international, 2014 to date has seen a 69% international participation rate in the program. Topics include areas such as Renting in the Gong, Aussie Slang, Resume Writing, Visas & Immigration, Self-Defence, Scholarships & Grants, Networking This program collaborates with a wide range of UOW services including: UOW Student Life, Student Support Advisers, Global Communicators Program, Careers Central, UOW Counselling, Learning Development and more;

Community Volunteering Projects, partnering students with local organisations to facilitate a project in the community for groups like SCARF (Strategic Community Assistance to Refugee Families);

UOW Buddies for students who are studying English at the UOW College;

Weekly Events ranging from ping pong to trivia attract a wide variety of students and facilitate the development of friendships and support networks for international students; and

International Week, includes events which celebrate cultures from around Australia and the world with International Food Fairs, Indigenous and Global singing, dancing and artistic performers and sporting activities.

The UOW Goes Global program offers events throughout September including International Games night, Public lecture 'Poverty in Asia', Chinese mid-autumn festival, Aboriginal bush tucker and medicine campus walk, Asian festival, ICIS friendship BBQ, Discover cultural perspectives Pakistan, International music & cultural festival, ICIS and Rotaract International trivia night, Dine with the Ducks and international food stall, International markets and cultural perspectives: Indonesia and Myanmar. The photo to the right is from 'Welcome to Wollongong', welcoming students, staff and community who are new to the region.



Discover the Gong tours, led by students for students and the International Student Programs (ISP) collection of initiatives that contribute to the wellbeing of international students and their families.

English conversation groups provide a place where international students can practice their English speaking skills in a friendly and informal atmosphere twice per week.



A team of students has been awarded US\$10,000 for their submission, 'Making Peace Child's Play', to the 2014 Davis Projects for Peace. In any year International House boasts up to 35 different nationalities and this project will use the cultural experiences of the college's residents and the wider community in a mutually beneficial exchange through the cultural games of their region.

Goal: Connecting Communities

Objective

Promote high quality regional partnerships as an integrated educational outreach strategy involving our faculties and regional campuses

Embed our framework for social inclusion, aligned with clear student targets and support mechanisms, including our Indigenous Education Strategy

Play an active role in advancing and championing social, cultural, environmental and economic developments in our regional communities

Diversify the source & mix of international on-shore student enrolments to achieve a balanced ratio between under-graduate & post-graduate course work and sustainably grow off-shore international student enrolments

Key Performance Indicators

1. Proportion of domestic undergraduates from regional or remote area
2013 measure: 21.4%
2018 target $\geq 20\%$
2. Retention Commencing International Students
2013 measure: 87.9%
2018 target: 90%
3. Total International Onshore EFTSL
2013 measure: 4,057
2018 target: 4,500
4. Student mobility: Proportion of domestic students in outbound studies
2013 measure: 2.7%
2018 target: 2.5%

Highlights/update

The regional campuses continue to provide a valuable route to higher education for regional students. There are currently 1,400 students studying in our Regional campuses including many low SES and Indigenous students. Health and Education studies remain the focus at these campuses. A new Bachelor of Nursing program was introduced at the Batemans Bay campus this year which was fully subscribed.

New degrees have been added for 2015 including Bachelor of Social Work at Shoalhaven, Bachelor of Social Science at Bega, Bateman's Bay and Shoalhaven and Master of Education at Bega, Bateman's Bay, Shoalhaven and Southern Highlands

A record number of Indigenous students took up medical studies this year at the Graduate School of Medicine. When Timothy Haynes (first from left to right) graduates from UOW's Graduate School of Medicine he'll be keeping alive a proud family tradition of helping his community and people.



Last year 38 Indigenous students graduated from the Faculties of Arts, Commerce, Creative Arts, Education, Engineering, Health & Behavioural Sciences, Informatics, Law and The Sydney Business School.

SAF funded Regional Career Consultants are developing linkages between our campuses and their communities with the UniVative Regional program leading the way. A variety of other outreach activities with schools and business/industry will grow over time as UniVative makes further progress.

The University encourages staff to establish and maintain links to, and engage with, community. These activities can be incorporated into academic roles or can be taken on in the form of projects or grants such like Lynnaire Sheridan's 2014 grant to work with the Good Sheppard's Community Commerce project which is a social enterprise pilot program designed to reduce the social isolation and financial exclusion experienced by refugees and new migrants.

In addition to its corporate values, the university has many staff that are personally passionate about multiculturalism and social justice. Sarah Lambert (a Professional Staff member) is a singer and choir director who volunteered her own time to create the finale to the 'Boundless Plains to Share' concert in June 2014. The event closed the curtain on a string of Refugee Week events in Wollongong, from a soccer competition to a multicultural community dinner, and raised funds for the Asylum Seeker Resource Centre.

Through another grant, UOW has been enabled to partner with the Illawarra African Community (IAC) to seeking creative ideas about the Old and New Challenges that the IAC face and use education as a pathway out of poverty. . Challenges for many of the African families re-settling in the Illawarra have included regaining human rights and having access to fundamental freedoms including education, religious beliefs, healthcare, employment and citizenship.

In the midst of the colder months, staff, students and members of the public have spent Thursday lunchtimes



knitting squares to create blankets for the not-for-profit organisation Wrap With Love. Since 2008, UOW has supported Wrap With Love, which has sent more than 356,000 blankets across the world. From Africa to India, blankets are delivered to more than 75 countries providing warmth and comfort to those in need.

One hundred and fifty registered Weerona residents, three hundred pairs of very tired feet, a sea of green caps and a whole raft of activities and effort have resulted in students living at Weerona raising in excess of \$4000 for the 2014 Illawarra Relay For Life. In addition, and much to the delight of student organisers and participants, the Weerona team was the recipient of the Cancer Council's inaugural award for Community Engagement and Participation. Residents are looking forward to the next round of fundraising during "Pink October" for the NBCF and The McGrath Foundation.



The University Recreation & Aquatic Centre (URAC) hosted free learn to swim program for adults from African

and Asian communities, with support from by the Royal Life Saving NSW and the NSW Government. Participants are eligible for 10 lessons. International Students are welcome to take part.

Embracing our values of 'community collaboration and service, the office of advancement facilitated a variety of events in 2014, including the annual Iftar dinner celebrating an end to the days fast during Ramadan. Several home hosted Iftars took place in a more relaxed setting.

They also hosted the inaugural UOW Community Engagement Symposium in August, approximately 150 people filled the lecture theatre to hear Professor Michael Cuthill deliver his keynote speech "Why is community engagement important?," Professor Cuthill, an expert in community-based research based at the University of Southern Queensland, asked. "Because you get better outcomes by working together," he said.



A UOW wide program 'UOW cares' is also coordinated by the office of advancement. UOW cares is an ongoing



workplace giving program that has continued throughout 2014. It supports charities including the Indigo Foundation, Strategic Community Assistance to Refugee Families (S.C.A.R.F), the Fred Hollows Foundation, the Smith Family, Oxfam and Tanna Island. Staff can make a real difference in our community by making regular donations to charitable organisations through UOW Cares.

UOW Cares also hosts Coffee for a Cause held each year, this time in October. By buy a coffee in this week, staff and students can support student scholarships. A proportion of all proceeds from coffees sold during this week go to supporting the Learning and Development Fund, which helps students who otherwise might miss out, to attend University.

The Community Engagement Grants Scheme (CEGS) provides funding to UOW staff and students for educational, research or outreach projects that partner with community organisations and



groups. Established in 2005, over \$400,000 has been awarded to 50 projects. The Community Engagement grants continued in 2014 with up to \$50,000 allocated for this year's projects.

UOW has a long and proud history engaging with its multiple communities to enrich and enhance the student experience, research, teaching and learning. It is a pivotal part of our history and will continue to be a critical part of achieving our future vision. UOW is committed to playing "an active role in advancing and championing

social, cultural and environment and economic developments in our regional communities”

The Vice-Chancellor's Award for Excellence in Community Engagement was established in 2006 to recognise and encourage exceptional community engagement by a member of the University staff and group of staff. The most recent recipients of this award include Susan Engel for her long-term commitment to community work in particular through indigo foundation, a small, Wollongong-based, highly successful independent not-for-profit organisation that supports marginalised communities around the world; and Kimberley McMahan-Coleman who has fostered the University of Wollongong's social inclusion agenda by working with students with disabilities, Indigenous students, regional students and students from low Socio-economic status backgrounds through school outreach programs including UniConnections, In2Uni and Djinggi.

The "Djinggi" program supports Indigenous Student Teachers through school-based traineeships. The program engages with Indigenous high school students entering Year 11 who are interested in a pathway to the teaching profession. The Djinggi students complete their school based subjects and undertake a Certificate via TAFE including a placement in primary schools to gain work-based experience.

Goal: Staff & Culture

Objective:

Leverage our reputation for opportunity and innovation, strong workplace culture and commitment to people to attract and retain the most talented staff

Promote collaboration, teamwork diversity and inclusive practices as valued enduring and distinctive characteristics of our workforce

Promote and celebrate inclusion, based on equity, diversity and reconciliation, and embed our people values and the principles of ethical action in our code of conduct in all that we do.

KPI:

1. Engagement and commitment to UOW goals and values (2018 target 80%)
2012 measure: 84% (next assessment in 2015)
2108 target: 80%
2. Voluntary Employee Initiated Turnover
2013 measure: 5.3%
2018 target 6.0%

Highlights/update

In May, UOW chose to partner with the Australian Human Rights Commission on the 'Racism. It stops with me' campaign. The campus community embraced the campaign and more than 200 staff and students signed a pledge to help eliminate racism. Last week, Melva Crouch, UOW's Chief Administration Officer, presented the pledge to the Vice-Chancellor. The pledge is now on display in the Library. UOW encourage all staff and students, even those who haven't signed the pledge, to consider how they too can help eliminate racism.

This campaign continues to use digital and paper signage extending beyond the campus into local transport providers and at Council libraries, to get the message across and encourage people to find out more.



Selection techniques training is provided to staff who participate in selection committees and particularly addresses bias in the selection process, discrimination, relevant legislation, transparency, and conflict of interest.

Once employed, broad training exists to ensure respect for diversity by all staff, from induction, to promotion and leadership training. These face-to-face training sessions are supplemented by on-line training for staff, for example, EO Online and individual career development.

Career development for individuals is addressed in an annual process for both Academic and Professional staff and underpinned by the CareerNet System. Learning and development opportunities and strategies are

identified in this planning process to facilitate and encourage professional development. Existing plans include a wide range of learning and development options including English language proficiency, research skills and other internal or externally provided courses that meet the needs of all individuals, whether they are from a CALD background or not. In addition, staff have access to a variety of networks that support equity groups, mentoring and coaching.

The Early Career Researcher Development program, provided by the Professional and Organisational Development Unit supports staff that have completed their PhD in the last five years, who wish to develop their research skills. Although this program is open to staff more broadly, the program is typically attended by many from non-English speaking backgrounds and researchers new to Australia and the university environment. The Learning Development Unit contributes to the program by providing specialise assistance with developing research skills and English proficiency.



The Learning Development Unit also works with academics to help them develop more inclusive curriculum for a diverse cohort of students including inclusive teaching and assessment practice and providing learning support inside subjects.

Several projects from the Indigenous Employment Strategy 2013-2018, were implemented in 2014. These include an Indigenous employment template and the Aboriginal & Torres Strait traineeship program.

Through the Employment Equity & Diversity (EED) Unit, fair workplace programs and policies continue to be developed and implemented to ensure the promotion of a campus free of discrimination and harassment within the context of national and state anti-discrimination legislation. The Unit also continued to promote the development of a diverse and skilled workforce through delivery of special programs for equity groups as well as maintaining a range of work/life balance initiatives for all staff. The EED Unit again worked with faculties and professional units to develop appropriate strategies that integrate equity and diversity programs into their strategic planning process.

UOW's Indigenous Employment Strategy 2013-2018 reflects the five employment strategies as outlined in the National Indigenous Higher Education Employment Strategy and provides the framework for the University community to generate and establish successful work opportunities and employment outcomes for Indigenous people. The Strategy is our commitment to work towards the social justice of Indigenous people.

Goal: Change & Transformation

Objective:

Establish an innovative ecosystem where staff, students and community have opportunities to start and build businesses for wealth creation

Promote an accessible knowledge exchange and intellectual property policy built on partnerships and relationships to ensure that UoW's work and discoveries lead to improvements in the lives of people and their communities.

Highlights/update

UOW aims to enrich all our regional communities through a strong and connected presence. We aspire to make UOW a destination university and Wollongong a university city. Examples of how the community are provided with the opportunity to engage with UOW and other groups to build wealth; contribute to social transformation and build capability in the community are contained in the next few pages.

UOW has become one of a handful of universities in Australia to adopt a policy that aims to unlock access to its greatest asset – knowledge. The new UOW Open Access Policy, was launched in April, allowing anyone from anywhere in the world to download academic publications via the University's Research Online platform

The annual Walk for Reconciliation was held in May, with participants walking from UOW to Wollongong TAFE. People helped to create a Sea of Hands display, featuring more than 500 plastic hands representing the colours of the Aboriginal, Torres Strait Islander and Australian flags.



The 'Engage Today /Transform Tomorrow' UOW Community Engagement Symposium on 24 July brought together UOW delegates, business, industry and community leaders to discuss how they can work together to realise bold visions.

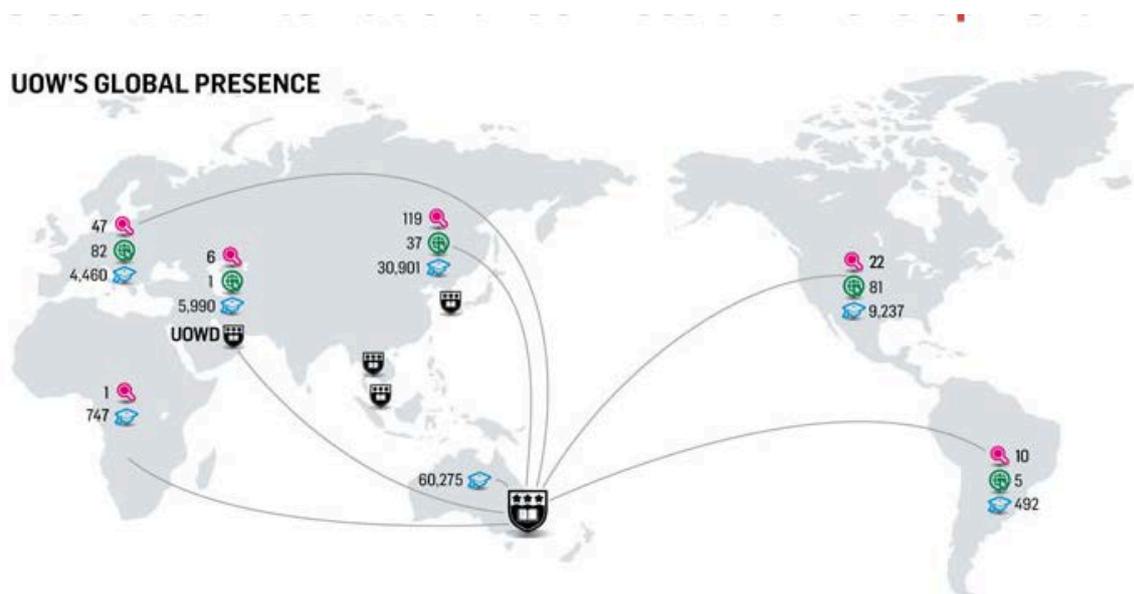


From combating the fat food environment to

finding a cure for Motor Neurone Disease, some of UOW's brightest early career researchers shared their research at the inaugural Budding Ideas showcase in October. Budding Ideas' is about working towards solutions that address real-world problems.

International Services and Development division (ISD) launched its new Intranet site in 2014; the central portal for information and resources supporting internationalisation and international activities at UOW.

The site reflects the University's commitment to incorporating an international focus at all levels and in all activities, and includes information on international programs and alliances, offshore teaching, student recruitment, Global Student Mobility (previously study abroad and exchange), international visits, and much more.



iAccelerate is a high-tech business incubator at the UOW's Innovation Campus. Building commenced in early 2014 to provide a permanent home for the Illawarra's rapidly growing number of start-up companies and will provide support, mentorship, professional services and access to seed funding for companies as they develop. Now fully operational, in October the **iAccelerate Pitch** provided a platform for entrepreneurs to pitch their business ideas to potential investors.

iAccelerate Mentor and iAccelerate Educate have continued to operate successfully over the year, expanding UOW's reputation within the community and exchange of knowledge freely.

The iAccelerate Demo Day in October was open to all and provided an opportunity to meet and network with the iAccelerate Start and iAccelerate Advanced companies and other high performing companies in the Illawarra region.

A group of UOW students who recently returned from the 33Fifty Commonwealth Youth Leadership Program in Glasgow say the experience left a big impression on them. During the four days, students visited NGOs to



learn how they operate and what actions they are taking in an effort to move towards a low carbon economy. The students also took part in a range of exercises aimed at breaking down perceived cultural barriers between people with different cultural backgrounds so they could help each other overcome various challenges.]

The recipients of this year's UOW Alumni Awards were recognised at a formal dinner and ceremony hosted by Chancellor Jillian Broadbent in October. This year's winners included Lifeline South Coast Executive Director



Grahame Gould, recipient of the Community Service Alumni Award; Junior Medical Officer at Tamworth Rural Referral Hospital Dr Teena Downton, recipient of the Young Alumni Award; and Eminent Member of the National Council of Bhutan, The Honourable Tashi Wangmo, recipient of the Outstanding Alumni Award.