**Hearing date: 5/09/2025**

**Question taken on notice**

**Directed to:** Ethnic Communities’ Council of Victoria, Farah Farouque

**Received date:** [office use only]

1. **P.5 Ryan BATCHELOR** *ECCV report on the ‘Digital Divide’*

**Question:** Can you provide a copy of the research to the committee, just so we have got it and can feed it into our report?

**Farah FAROUQUE:** We can provide that.

**Response:** The report can be found on the website at <https://eccv.org.au/wp-content/uploads/2025/04/Research-report-The-Digital-Divide.pdf>.

A summary version is available at <https://eccv.org.au/wp-content/uploads/2025/04/Report-summary-The-Digital-Divide.pdf>.

A copy of the full report is also attached to our emailled response.

1. **P.7- 8 Sarah MANSFIELD**

**Question:** - are examples of projects or things that have gone ahead where poor engagement with multicultural communities has potentially led to poorer outcomes for that project?

**Farah FAROUQUE**: Can we take that one on notice and come back to you? I do not want to sort of name and shame.

**Response:** Most importantly, be mindful that multicultural communities are not homogenous, and that a “one size fits all” will not work. Responses to major crises such as the pandemic and bushfires have been hindered by a lack of trust in Government in some multicultural communities, and its lack of established relationships with them.

The initial response to the pandemic is a clear example – much information and many resources were created for multicultural communities, but with little input from them, which was likely a factor in the poorer health outcomes they experienced. Deeper engagement over the course of the pandemic emphasised the need for the creation of tailored services, and resources developed and disseminated by communities. When these were put into practice, improved health outcomes for multicultural communities followed.

ECCV is often approached to participate in consultations, and although some are carefully planned and provide valuable opportunities to give voice to grassroots community viewpoints and opinions, others can feel like routine tick box sessions done in lieu of genuine community engagement. As a peak we can be overwhelmed with requests for consultations, but we try to help as much as we can.