



MOSAIC

CELEBRATING 20 YEARS

A SERVICE OF WILLOUGHBY CITY COUNCIL





Travel Across Cultures: Stamp Your Passport, 2013



Korean Social Group with Willoughby Mayor Pat Reilly at the StreetFair

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*Malaysian Singaporean Social Group: 1st anniversary lunch
at Kam Fook Restaurant, Chatswood*

*"Proudly, as Councillor and
(inaugural) Chair until 1999, I have
watched MOSAIC grow from
inception to its present strength
– all thanks to the volunteers and
staff for making it so successful."*

*Mary Johnston,
Former Councillor*

*"MOSAIC is valuable resource and
avenue to share information on
community safety and policing by
fostering a dialogue between the local
police and culturally and linguistically
diverse background communities."*

*Irena Husaric, Multicultural Community
Liaison Officer from North Shore LAC,
Chatswood Police and MOSAIC Advisory
Committee Member*



The Chinese Social Group visits Kiama Blow Hole

*"Thank you MOSAIC. I am extremely grateful
to all who work, support and contribute to
MOSAIC. Here, I grow and learn practical ways
to build a harmonious multicultural community
through mutual acceptance and sharing."*

*Grace Lee, Founding MOSAIC Member and
current MOSAIC Advisory Committee Member*

Mayor's Foreword



This year marks the 20th anniversary of MOSAIC (Multicultural One-Stop Assistance Information Centre) – a service that seeks to celebrate Willoughby City's diversity. It is dedicated to empowering and meeting the needs of its ethnic communities, and facilitating their participation in decision-making.

MOSAIC was first established in November 1993 as a grass roots initiative in response to the needs of Willoughby's growing migrant community.

At this time it received tremendous support from Council, before becoming a fully funded Council service in late 1996. In 2000, MOSAIC moved from shared facilities with Council's Youth Services to its own home in Brown Street in Chatswood.

Over the years, MOSAIC has become an integral part of Council's community services in addressing the needs of the Willoughby multicultural community, in particular people from a non-English speaking background.

It is a place where our community feels a sense of belonging and a place our community is proud to be associated with. The strong volunteer culture within MOSAIC, where more than 60 dedicated community members dedicate their time to help Council staff run programs and events, is evidence of this.

MOSAIC now offers close to 50 weekly or fortnightly activity programs including English and community language learning, ethnic social groups, community learning and leisure activities, and access to information – and in the past year more than 25,000 people have participated in MOSAIC events and programs.

On behalf of Willoughby Council, thank you to everyone who has been involved in the success of MOSAIC over the past 20 years. I congratulate the management, staff and the team of volunteers on the great work they have delivered. Without the strong support from the community and volunteers, services like this would not exist.

Here's to another successful 20 years of MOSAIC and more!



Cr Pat Reilly
Mayor of Willoughby

"The initial concept of establishing MOSAIC in 1993 was farsighted. It is a great pleasure and honour for me to be co-chair of this amazing and successful organisation."

Councillor Judith Rutherford AM



The Italian Social Group on an outing



The Malaysian Singaporean Social Group at the MOSAIC Dance Party 2012 at The Concourse



Korean Social Group at the Tulip Festival, Canberra

"I would like to congratulate the MOSAIC Multicultural Centre for celebrating its 20th anniversary milestone. In the past two decades, the Centre has played an invaluable role serving its community and promoting diversity and harmony."

*Mr Whie Jin Lee,
Consul General of the Republic of Korea, Sydney*

INTRODUCTION

MOSAIC first opened its doors 20 years ago on 10 November 1993. The Centre began as an information provider and venue for social activities.

MOSAIC is an acronym for Multicultural One Stop Assistance and Information Centre. It is commonly referred to as the MOSAIC Multicultural Centre. Over the years, the Centre has established strong relationships with local ethnic groups and service providers, and has reached out to the community through a range of learning and development programs. The Centre plays an important role in celebrating cultural diversity, promoting community learning and building community capacity.

This publication is designed to celebrate MOSAIC's 20th anniversary and outlines the history, achievements and current activities of the Centre. Ethnic Services staff and MOSAIC volunteer leaders/teachers/instructors have contributed to the content. Volunteer English class teacher Matt Ridley has kindly provided his time and editorial skills to shape the publication.

First Steps

MOSAIC began as a community initiative when a group of service providers and community representatives decided to address the settlement needs of migrants.

At the time, there had been an unprecedented growth in settlement of non-English speaking (NES) migrants on the Lower North Shore. Census 1991 indicated that Willoughby had 24.3 per cent of its population born in a NES country (and by 2011, this had grown to 32.6 per cent). There was no migrant resource centre to address the various needs of these migrants, so it was time for a one-stop shop to fill the gap.¹

It was in this environment that a series of meetings were held in early 1993, with strong support from Willoughby City Council. MOSAIC was born, and was registered as an incorporated organisation on 18 January, 1994.

A management committee oversaw operations while the actual services were delivered by volunteers. A co-ordinator position was created soon after, made possible through two grant programs from Jobskills and the Ethnic Affairs Commission (now the Community Relations Commission). Willoughby Council supported the service by providing a venue and covering overheads and expenditures such as utilities and office equipment.

The Centre operated from 9am to 2pm, Monday to Friday, from the Chatswood Youth Centre at 64 Albert Avenue. Qeefaa An, the first MOSAIC Co-ordinator, successfully led a team of devoted volunteers delivering information and social group activities.

¹ The 1991 Census showed the Willoughby LOTE (Language other than English) is 24.3% of the total population. Major community language groups are Cantonese, Mandarin, Italian and Japanese. Armenian is not recorded. This trend continued, with the 2011 census showing 35.1% of the Willoughby population spoke a LOTE. Korean became the third major language group next to Cantonese and Mandarin.

MOSAIC as a Council service

When the funding from the Ethnic Affairs Commission stopped in July 1996, it was almost impossible to maintain the service without a paid co-ordinator. The MOSAIC members agreed to dis-incorporate to enable Willoughby Council to fully fund the centre. This was achieved at a special meeting on 10 September, 1996.

Sue Alvarez, the WCC Community Services Co-ordinator, was active in the establishment process. Other Council staff involved in the steering committee included Angelina Yeung and Suzanna Waller. Cr Mary Johnston, a sitting Councillor during that term, was involved with MOSAIC from the initial establishment through to the transfer of the agency to a Council service and its relocation to the present premises at 12 Brown Street, Chatswood.

Longstanding volunteers who commenced during this time and are still involved are Angela Cheng, MOSAIC Chinese Seniors Group leader, and Ruth Ibarburu, Spanish teacher. Grace Lee, a community representative and steering committee member, subsequently undertook direct service delivery in a volunteer capacity and later followed by joining in the Centre's Advisory Committee, where she is still a member.

Since its inception, MOSAIC has had a strong representation and involvement from volunteers from culturally and linguistically diverse backgrounds. Volunteers from English-speaking backgrounds came on board when the Centre initiated an English Learning Program after becoming a full-time facility in 2000.

The effective use of volunteer's skills to contribute to and build community capacity earned MOSAIC the **Council on the Ageing (COTA) 1999 Award** for Good Practice in Centres and Local Councils. Over the years, the Centre has continued to earn recognition from various government departments and local service providers. Its reputation has travelled internationally, particularly to Japan and Korea, resulting in a number of academic institutions and government delegations arriving on study visits.



Deefaa An, the first MOSAIC Centre Co-ordinator (third from right) with guests at the opening



Willoughby Mayor, Pat Reilly, (back row, fourth from left) and MOSAIC volunteers receive the COTA 1999 Award for Good Practice in Centres and Local Councils

MOSAIC's Achievements

Over the last 20 years, MOSAIC has expanded its programs from an information base to a multicultural hub, undertaking various community building initiatives. The Centre has come a long way in progressing in social inclusion, community learning and capacity building. Outlined below are the four major achievements.

Centre-Based activities

MOSAIC currently offers 53 regular activities including 13 English classes, eight social groups, 12 community language classes, 17 leisure activities and three special programs. The majority of these target adults from both the culturally and linguistically diverse (CALD) and mainstream communities. To reach out to a broad range of groups, MOSAIC has initiated a number of special programs including School Holiday Programs for children, parents and carers, a Tax Help Program for low income earners, and a Technology Program for seniors.

Since its establishment in 1993, MOSAIC has expanded its scope to the extent that, in the 2012-13 financial year, the total attendance at MOSAIC activities and events reached an astonishing 25,316 – a far cry from the few dozen who crept warily into the Youth Centre in 1993.

Information Dissemination

Improving access to information is one of the key aspects MOSAIC has focused on throughout the years. The Centre offers information and referral services for new migrants, as well as regular information sessions in a number of community languages to improve accessibility of community and government services and awareness of various issues. Community group leaders also help the Centre to inform members of new services and any changes of service provision through regular announcements during activities. The noticeboards also display current information in different languages.

Community Consultation

MOSAIC has become the first contact point for community consultation, with many ethno-specific community groups that meet on a regular basis. The MOSAIC community has an important role to play to voice the needs and concerns of the CALD community. Willoughby Council and other government services that want to plan new programs for the multicultural community or evaluate current programs contact the MOSAIC groups for feedback and comment. These views are taken into consideration for their planning and reviewing process. The most current plan was the After Hour Medical Help Campaign initiated by Medicare Local Sydney North Shore & Beaches.

Contribution to Celebrating Cultural Diversity

Ethno-specific social groups, cultural dance groups and other culturally related activities have actively contributed to the shaping of Willoughby as the 'City of Diversity'. MOSAIC groups, especially cultural dance groups, regularly appear at Council events such as Lunar New Year, Harmony Day and the Willoughby Spring Festival, as well as at schools, hospitals, retirement villages and aged care facilities. Last year, the MOSAIC community took part in the Royal North Shore Hospital art project for a new building in the St Leonards site. Groups also hold cultural workshops to celebrate festivals and bring people together to live harmoniously. As representatives of their home countries, members take pride in making a significant contribution to their local community and enjoy helping others appreciate cultural diversity.

A Good Practice Model

Willoughby City Council has set a good example of how local government can support its multicultural community. Strong support from Council, MOSAIC staff and a team of dedicated volunteers has seen MOSAIC passionately and successfully pursue its objectives by fostering harmony in the community, addressing gaps in services for migrants and empowering the community.

MOSAIC is a regular stopover for overseas delegations wishing to benchmark successful multicultural service providers.

"In fact, multiculturalism in Korea and Australia are very different in their backgrounds and circumstances. It is however to be recognised that Korea is rapidly entering into a multicultural society ... Therefore examples of MOSAIC Centre are, in a long term view, worth benchmarking by local Councils of Korea, since the Centre has been successfully and effectively providing support services to its multicultural communities..."²

Students from local schools and TAFE also come to MOSAIC for excursions and to learn how Council's Multicultural Centre is helping to shape the City of Willoughby.

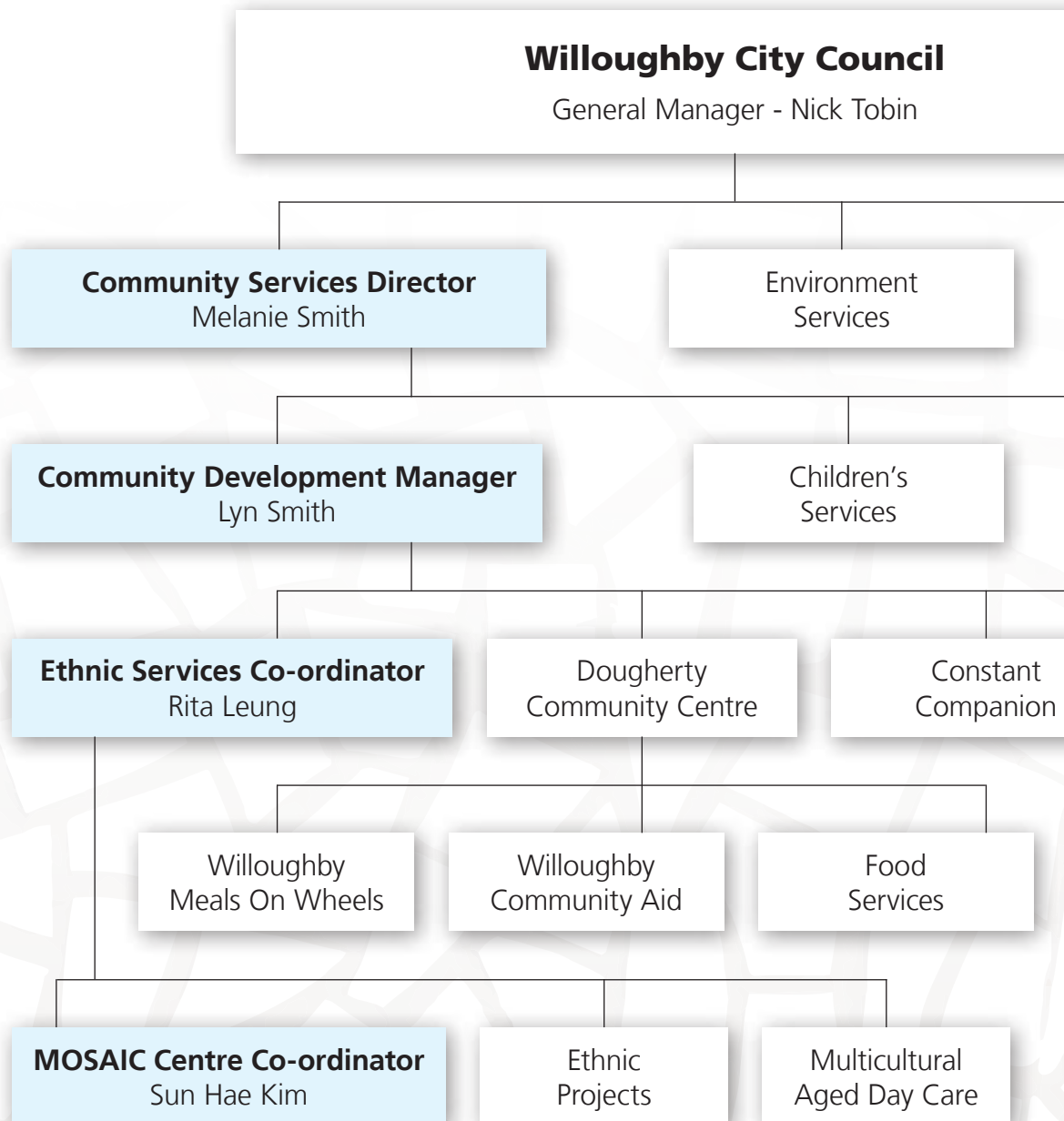
²Korean Consular Report 2012

"Genuine multicultural societies are built upon mutual understanding between communities, diversity and the empowerment of all. CLAIR congratulates MOSAIC for helping build these pillars over the last two decades."

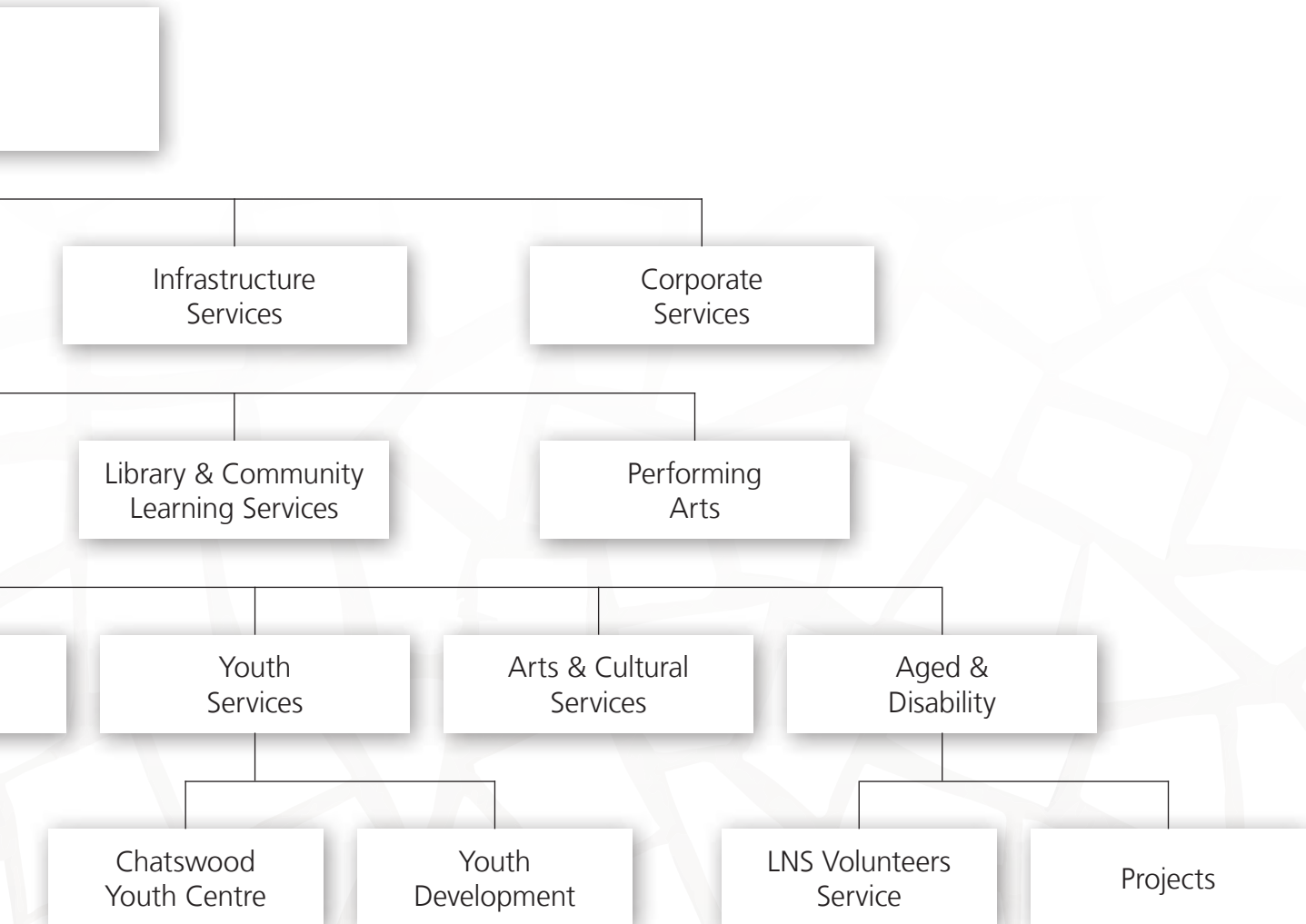
Mr Yasuhiko Tanabe,
Director Japan Local Government Centre, Council of Local
Authorities for International Relations (CLAIR), Sydney

THE OPERATION FRAMEWORK FOR MOSAIC

MOSAIC is a Willoughby City Council service, operating within the Ethnic Services Unit of the Community Development Branch in the Community Services Division.



- Ethnic Social Group Program
- English Learning Program
- Community Language Program
- Leisure Activity Program
- Information & Referral
- School Holiday Program
- Technology Program for Seniors
- Tax Help Program
- Events and seminars



"MOSAIC is a warm centre that provides new arrivals to meet people and make friends with different ethnic backgrounds. We share food, songs, skills and values... which enrich our lives. MOSAIC is a lot of people's home."

Sylvia Chao,
MOSAIC Advisory Committee Member
and Former Councillor



Japanese Social Group celebrates the 1st anniversary of its recitation activity

MOSAIC Mission Statement

MOSAIC is part of the Willoughby Council multicultural service that seeks to celebrate the City's cultural diversity and is dedicated to empowering and meeting the needs of its ethnic communities, and facilitating their participation in decision making (*February 2009*).

Willoughby City Strategy 2013 - 2029

All Council services and programs are guided by the Willoughby City Strategy. The Strategy is a long term vision and plan for the future of the City to help guide decision making and planning for the next 15 years. The current edition is the third edition of the Strategy. It has built upon past editions with further community engagement and consultation.

"Community is about people, places and events. A "happy, healthy" community is typically defined as one which has a strong identity and achieves inclusiveness, collaboration, cooperative problem solving, and diversity, has access to cultural resources and the arts and has an optimistic view of the future.

*These kinds of communities demonstrate leadership, innovation and have broad community participation. Communities are not homogenous entities. Any community will consist of a variety of beliefs, values, traditions and viewpoints that can sometimes lead to disagreement, misunderstanding or conflict. It is important therefore that a community respects its diversity, promotes tolerance and understanding and welcomes difference and change."*³

MOSAIC provides a range of activity programs contributing to the goals set out in the "Community and Cultural Life", one of the six key strategic directions outlined in the Strategy. The three sub-themes for Community and Cultural Life are: Diversity and Spirit, Services and Facilities, and Health and Wellbeing.

MOSAIC "... has now become a hub ... where local communities can develop to realise a multicultural society.

*Achievements by MOSAIC are highly appreciated by service providers and local community organisations. Furthermore, its reputation is well known to various organisations overseas which show interest in multiculturalism."*⁴

Council's Access and Equity Policy

This is one of the many policies and plans that support the Strategy. The Policy is to reiterate Council's commitment to ensure all residents have access to facilities provided by Council, regardless of their race, culture, religion, language, age, sex or disability. Equity, access, participation and rights underline the social justice principle. The overarching principles of sustainability and social justice form the basis of the Willoughby City Strategy (*updated December 2011*).

³Willoughby City Strategy Community Strategic Plan 2010-2025 p12

⁴Korean Consular Report 2012

Principles of Multiculturalism, NSW

Willoughby City Council, being a public authority, observes the principles of multiculturalism in conducting its affairs. MOSAIC's ideology and operation is shaped by multiculturalism in line with the principles: Diverse and Accepting; Shared Values; Participate and Contribute; Respect Diversity in an Australian setting; Access to Programs and Services and Consider Diversity an Asset.

Facilities

On 22 February 2000, MOSAIC relocated to move to its current home at 12 Brown Street, Chatswood, which provided a major upgrade in facilities. Now the service offers (on two levels):

- Office
- Large meeting/activity room
- Two classrooms
- Tearoom



Willoughby Mayor Pat Reilly opening the new MOSAIC Centre at 12 Brown Street, Chatswood

Staffing

The MOSAIC Centre commenced operation with a single part-time staff member and is now managed by a full time MOSAIC Co-ordinator (MC) Sun-Hae Kim, supported by a part-time administrative assistant.

"MOSAIC is a warm, welcoming place. Sun makes it shine," said ESL Teacher, Janet France.

The MC supervises and supports a team of trained English-speaking, bi-lingual and multi-lingual volunteers in the delivery of a wide range of programs. The MC also has a role in assisting the group members to access health and community service information, and the MC and the Ethnic Projects Officer work together to stage multicultural events.

Both these positions report to the Ethnic Services Co-ordinator (ESC). The ESC position has a broader role and responsibility in work related to the CALD community, and is accountable to the Community Development Manager.

"First of all, I must give credit to Sun-Hae Kim and her assistants who are indeed doing a wonderful job. They are so helpful and friendly indirectly giving me the drive and interest to involve in other fields of volunteering work, if at all possible," said ESL Teacher Margaret Lam.

The success of MOSAIC is in large measure a result of the dedication, professionalism and passion of these people.

Volunteers

As of September 2013, MOSAIC has a pool of more than 110 volunteers, including 70 regular attendees. Volunteers are mostly bilingual or multilingual and are from various cultural backgrounds: Australian, British, Chinese, French, Indian, Indonesian, Iranian, Italian, Japanese, Korean, Malaysian, Singaporean, Spanish and Taiwanese.

Almost 50 per cent are long-term volunteers, having been with MOSAIC for three or more years and 10 per cent of them for more than 10 years.

Our volunteers share their talents, time and passion in many ways: some teach a language, art, craft or cultural activity like dance, while others encourage social groups.

They are the driving force of the Centre and have one thing in common – they are all passionate about MOSAIC. Volunteers teach, act as role models, befriend lonely souls and give encouragement as mentors.

Volunteers attend bi-monthly meetings for peer support: these meetings help them see their contributions on a broader canvas and they become part of the essential decision-making process for planning programs.

English teachers also get together on a regular basis to share their teaching experiences and tips and build networks to support each other.

Some of the long-term volunteers have received prestigious awards for their community work including Kay Tang, leader of Japanese Folk Dance, Taiwanese Dance and Flower Making Class, Marianna La Grassa, leader of Italian Social Group, and Yan Hong Ma, co-leader of Tai Chi Group, who received the Community Building Award from Willoughby City Council; Nobuko Yoshimura received the Chatswood Rotary Community Services Award in 2011, and origami volunteer teacher Yoshimi Lawler is a recipient of the 2013 North Sydney Community Awards administered by local MP Joe Hockey.

It is through the efforts of its volunteers that MOSAIC is able to provide the huge range of services available.

A strength “.. of MOSAIC Centre that differentiates it from other multicultural centres can be found in the composition of its volunteers. A relatively high standard of living in the area might have an influence but high standards and skills of volunteers enable the provision of programs of a better quality. It is noticeable that services by volunteers have continued even without separate financial support from Council. MOSAIC Centre, with its long history, sees many volunteers who are willing to travel quite a distance to volunteer at the Centre.”⁵

All volunteers are subject to Willoughby Council’s policy in relation to volunteer placements which, in turn, is generally in line with *National Standards for Involving Volunteers* as outlined by Volunteering Australia.

Volunteers are encouraged to further their skills through training, such as the tutor training program offer by TAFE through their Adult Migration Education Program.



*Our passionate
MOSAIC volunteers*

⁵Korean Consular Report 2012

MOSAIC Advisory Committee

The MOSAIC Advisory Committee provide advice and support to the MOSAIC multicultural service in regard to planning, development, implementation and evaluation of programs to achieve MOSAIC's objectives. The Committee also advise Ethnic Services staff on issues of the multicultural community relating to services, needs and gaps.

Current Council representatives are: Cr Judith Rutherford AM, Cr Wendy Norton, Cr Mandy Stevens, Cr Tony Mustaca OAM and Cr Angelo Rozos.

Community representatives are: Grace Lee, Kazuko Chalker, Marie Yan, Marianna La Grassa, Masako Lin, Peggy Canfield OAM and Sylvia Chao.

Organisational representatives are: Helena Chow from the Australian Chinese Community Association, Irena Husaric from North Shore Local Area Command and Marina Avagyan from the Armenian Community Centre.

MOSAIC Associates

Ethnic Services has established a close tie with a number of local community groups. Partnerships have been established to present multicultural events to the broader Willoughby community. The most recent event was Travel Across Cultures – Stamp Your Passport, held on 30 September 2013. Previous events have included Multicultural Costume Shows in 1999 and 2012, Multicultural Games Expos in 2010 and 2011, Korean Cultural Day 2008, MOSAIC's Farewell to Willoughby Town Hall 2007, Dance with You 2005, Keep Well, Be Active 2004, Multicultural Cooking 2003, Make a Move and celebrating Spring Across Cultures 2002 and Bloom Street Art Project 2001. The present associates are:

- 101 Senior Friendship Society of Australia
- Australian Christian Workers' Association – ACLI Chatswood Italian Group
- Australian Polish Seniors Society
- Armenian Community Welfare Centre
- Indonesian Community Group
- Iranian Culture and Art Society
- Italian Senior Citizens of Willoughby, Co-As-It
- Japan Club of Sydney Inc.
- Opendoor Korean Cultural Society
- Senior Society of Japan Club of Sydney Inc.
- Taiwanese Ladies Dancing Group
- Willoughby District Historical Society

The MOSAIC Advisory Committee 2013

"One of the most rewarding experiences in my role as a Councillor has been my involvement with the MOSAIC Advisory Committee. Council's dedicated staff and enthusiastic volunteers provide so much for our whole community, old and new! I'm proud to be part of it!"

Councillor Wendy Norton



SERVICE PROVISION

In response to the community needs, MOSAIC delivers services in the following four strands:

- English Learning
- Community Language
- Ethnic and Other Social Groups
- Leisure Activities

The Centre hosts cultural workshops, information talks in a variety of languages, festival celebrations, community performances and educational seminars. As well as these core elements, MOSAIC conducts other programs as needs arise. Examples of these include volunteers assisting with tax help, school holiday program, and technology program for seniors. Administrative volunteers from different cultural backgrounds also assist the MOSAIC Co-ordinator (MC) with the many administrative activities required to run the Centre, and with communicating clients from a culturally and linguistically diverse background (CALD).

ENGLISH LEARNING

Difficulty with the English language has been identified as the greatest barrier to accessing services and to participating in the local community. MOSAIC's English programs are all conducted in English by volunteer teachers.

Teachers prepare and conduct lessons with administrative support from the MC for things like enrolments, planning and evaluation and program co-ordination.

Many newcomers to Willoughby already have some level of knowledge of English, through school or university study, but seniors often have a very limited background in the language. Because of this, English is taught at different levels and with differing emphasis, according to demand.

English for Beginners (Level 0)

This weekly class began in 2013, becoming the ninth class related to learning English in one form or another.

Current teacher Rosanna Tsai followed Mandy Zhang into a challenging role, as these students have very few English skills upon which to build.

"The teacher is very patient and this class is most suitable for seniors. This is consolidated with practical teaching and I benefit from it a lot," said student William Yan, Chatswood.

"The teacher is giving a great effort and shows patience in teaching. I am learning with joy and benefit deeply," said Huanhui Chen, Chatswood.



*Relieving teacher Margaret Lam
(back row, third from right)
with the students of the
English Level 0 class*

English for Beginners (Level 1A)

This class is specifically designed for Chinese-speaking residents, the largest ethnic group in Willoughby. Teacher Nancy Peng has been leading this class since 2008, and uses her bilingual skills to create a comfortable learning environment for mature-aged students. Her aim is to teach basic English grammar and improve English conversation skills.

"Classes usually start with the basic greetings, and the students are especially keen to learn," said relieving teacher, William Woo. "The positive reactions of the students suggest we are doing a good job," he said.



English Level 1A class with relieving teachers William Woo (back row, far right) and Gladys Woo (back row, far left)



Teacher Janet France (left) with the students of the English Level 1B class

English for Beginners (Level 1B)

For those students who have a grasp of the basics of English, the Level 1B class is suitable. The class has been a popular one with those who require a good foundation in "survival" English skills. The emphasis is on basic grammar and tense, and on supporting students with games, stories and activities and a safe environment.

Teacher Janet France joined in 2011, following training and teaching roles in North Sydney.

"A highlight today was when an elderly Chinese woman, who has been coming for two years, told me in five sentences about her weekend! She has never said more than a few words before that. MAGIC!" said ESL Teacher Janet France.

"I find the class is suitable for me. It is very lucky for us to have Janet as our teacher. She prepares good handouts for us, and we also have a fun time through games," said student Ding Wen Zhu, Chatswood.

English Pre-Intermediate (Level 2A)

The purpose of the intermediate class is to build on basic English skills and increase fluency, understanding of language, and appropriate use. This is intended to cover four macro skills:

- Listening (pronunciation);
- Reading (information gathering, scanning to seek information);
- Writing (which includes filling in forms, writing letters etc); and
- Speaking - which also includes composing small talk (casual speech), presenting information etc.

Teacher Noelene Campbell has been with MOSAIC since 2007 and still finds plenty of enjoyment in what she does.

“The experience I have had at MOSAIC has been very rewarding and stimulating. The staff and the students are exceptionally friendly and make every effort to assist me and they show much appreciation for the work of volunteering,” said Noelene.

“It’s sometimes the little things that make all the difference. Several students have been successful in attaining citizenship and have sent in photographs of ceremony presentations while others have expressed their sincere appreciation in the form of ‘thank you’s’ and Christmas cards,” she added.

Student William Sher agrees that the class has helped him, especially with his ability to speak to and explain matters to his doctor. Miho Inazawa is sure that her listening skills as well as her understanding and pronunciation have all improved.

“The class has been useful to learn grammar and some difficult words. Also, when using *Role Play* I feel I have improved my self-confidence,” said student Wakako Kurihara.



*English Pre-Intermediate Conversation Class with teacher
Noelene Campbell (front right)*

English Conversation

There are several English conversation classes, each pitched at appropriate levels. In general terms the purpose is to give students the chance to practice speaking English in a relaxed and non-threatening environment, and to make new friends. Each week a different topic is explored. Students are encouraged to talk with a partner, learn new vocabulary and undertake reading and writing on the topic for the week.

"I have good opportunities to speak and hear English in this class. I can learn how to communicate in many situations such as in case of emergencies, so the class is very helpful to me," said student Miki Magaribuchi, Marsfield.

Mondays

Fiona Vatiliotis recalls how MC Sun-Hae Kim has continuously responded to demand and increased the number of conversation classes. Most of the people who attend have a fair knowledge of English but have lacked the confidence or opportunities to use it. The students vary in length of residence in Australia, countries of origin and ages.

Fiona has taught the Monday class since 2011, and has been a volunteer at MOSAIC since 2009. "My aim is to develop class members' confidence and skills in speaking English. Our topics vary depending on the interests of the class. We also practice some language functions such as giving and responding to compliments and starting and closing conversations," said Fiona.

"I really enjoy the opportunity to meet people from other countries and hear their perspectives on the various topics. It is also very rewarding to see the improvement in their confidence in speaking English," she said.



Teacher Fiona Vatiliotis (third from left) with her Monday English Conversation class

Tuesdays

Teacher Robin Earl has been involved since 2009. "The MOSAIC Centre is a very interesting and stimulating organisation," Robin said. "As a retired teacher, I feel that I am maintaining my skills by teaching English. I am giving something back to the community by using my specialist skills to help our migrant population," she said.

Robin tries to keep it interesting with various outings and events, such as an end of term Australian-style barbecue lunch at a local pub. Only English is spoken and the students must order and pay themselves as well as cooking their own steaks.

This class is an enthusiastic participant at MOSAIC's annual Christmas party, with students encouraged to each bring a dish representing their own culture.



*Tuesday English Intermediate Conversation Class
with teacher Robin Earl (centre rear)*



*Teacher Rob Taylor (left) with his
Wednesday English Conversation Class*

Wednesdays

Rob Taylor has taught the Wednesday class since 2011, and sees the increasing confidence of the students as being the main hallmark of success. "Running the class is a lot of fun. Everyone is positive and tries hard. The students all have different levels of English, so I try to keep everyone involved," Rob said. "I feel that I improve their understanding and knowledge of Australian culture as well as English," he added.

Occasional outings are encouraged each term and a visit to the Aboriginal Heritage Office in Northbridge was a successful 2013 event.

Thursdays

Matt Ridley has taught the Thursday class, on and off, since 2007 and various relieving teachers have also played important parts.

At the start of each term, the class selects the topics they will discuss over the coming eight weeks. In this way, each class focuses on a specific topic, which can vary from going to the doctor, to the wider education or political system, or even culture.

Matt enjoys seeing class members gaining great confidence in their English speaking. "I learn more than the students," he says.
"It's the highlight of my week."



Thursday Intermediate English Conversation Class, with teachers Matt Ridley and Joanne Yun (back row, centre)



English Intermediate Reading Class with relieving teacher Rex Westbrook (back row, right)

English Intermediate Reading

Valerie Hurford began teaching this class in 2011, aiming to help the reading abilities of students at an intermediate English level.

"I so much enjoy seeing newcomers to this area helped to feel welcome. It is inspiring to see people learning to read English - which is quite a difficult language," said relieving teacher Rex Westbrook.

"I enjoy my English reading class because I improve my pronunciation. Our teacher is very good and my classmates very kind. The topics in the class are interesting and I am grateful to all those volunteer teachers at MOSAIC," said student Juana Piaciukonis, Chatswood.

English Writing

Livewire teacher Terry Farrell sees his objective as helping people with various situations in which they have to write in English. This means that the students nominate the kind of writing they want to practice.

“Good writing comes from good ideas and we have lots of fun sharing ideas and helping each other. Students also help check each other’s writing and, as a result, we do a lot of talking and get to know each other,” said Terry.

English for Explorers

In 2011, English writing teacher Terry Farrell took over the class from Kate Fabian as an alternative ESL class, offering a new approach to learning English while adding knowledge of Australian geography.

Initially, Terry and his class explored different interesting places in Australia, but as the weekly class developed, this “exploration” grew to include different aspects of Australian life, including the political system.

Terry says the main purpose is to share ideas and experiences to develop fluency in English. “I enjoy the glow on students’ faces as they explain to other members of the group their own cultural “take” on a particular topic,” he said.



English for Explorers with teacher Terry Farrell (third from left)

English Discussion

The need for an English Discussion class was first discussed at length by staff and volunteers more than six years ago, and so it was decided to start a class and assess its efficacy. The result was an outstanding success, to the extent that there is now two English Discussion classes, on Mondays (teacher Jean Cooper) and Tuesdays (Andrea Burden), each aiming to encourage students to progress past the conversation classes.



Teacher Jean Cooper (left) with the Monday English Discussion Class

With discussion being the operative word, the idea is to keep one particular article in mind at each session. Topics especially relevant to living in Australia are chosen.

In this way, the classes help to further advance the speaking skills of those who already have a sound level of competency. The groups often come prepared with articles distributed the previous week.

Monday teacher Jean Cooper has been with the Centre since 2004, and she still gains much from the students. "My personal experience of volunteering at MOSAIC has been both enlightening and enriching. In short a very rewarding experience," she said.

"I enjoy teaching the English Discussion Class and feel happy volunteering at MOSAIC, socialising, meeting people, learning about other cultures and languages," said Tuesday relieving teacher, Lily Chong.

"In this class, we study one article each week. It helps me a lot and gives me a chance to learn lots of new vocabulary and expressions. Also, it's great to hear from people from other countries and their views on various topics," said student Kyung Soon Kim.

"Very good class. The teacher is very nice and gentle. She speaks quite slowly and clearly. Sometimes she gives us some new words which is very helpful, and we all get chance to talk in the class," said student Serena, Chatswood.

"This class is enjoyable and instructive for me. Moreover I enjoy meeting and talking with the teachers and students from different nationalities," said Nobuyo Williams, Ashfield.

"Very interesting class and I always enjoy it. It is helpful because the teachers help us learn about everything and they are very friendly," said Nurzat Matraimoua, Wollstonecraft.

Other students including Misa Takechi speaks Japanese at home and thinks the class is particularly helpful for her; Jun Jun Kong says both her speaking and reading have improved as a result, and Sally Leung says she hadn't expected the good results.



The Tuesday English Discussion Class with relieving teacher Joanne Yun (back row, right)

COMMUNITY LANGUAGES

MOSAIC offers opportunities for those who wish to learn, or polish up on, languages other than English. This is done with the assistance of bilingual volunteers and those volunteers who can share their language skills and cultural knowledge with others.

Volunteer teachers prepare and conduct lessons with administrative support from the centre management.

In 2013, MOSAIC offers courses in French, Italian, Japanese, Korean, Mandarin and Spanish.

French Post-Beginners

This class began in 2012 consisting of mainly older Asian ladies. The aim is to introduce French to beginners, emphasising basic rules of grammatical rules, vocabulary and pronunciation.

Teacher Jacques Escoffier tries to accommodate the needs of his students by using different approaches in his teaching. "The facilities are appropriate and everything is well run from both practical and social points of view," he said.

"It's fun to study French with Jacques. He is very good and very patient! He always encourages us to speak in French. There is a good balance of grammar and conversation practice," said Katrina Natsuno, Cremorne Point.

"It's very good for me because Jacques explains the grammar repeatedly until we understand. He is very patient with us and I enjoy his class very much," said Ritsuko Bailey, Carlingford.



French Post-Beginners Class with teacher Jacques Escoffier (left)

French Intermediate

Building on from what has been learnt in the French Post-Beginners class, this class aims to improve the skills of students who have already progressed to a good level in the language. The emphasis is on practicing together and revising points of grammar. The head teacher is Sonia Jenner.

The class began in 2005 and its longevity is evidence of its continuing popularity.

Relieving teacher Emmanuel Bosle enjoys her volunteering role because she is passionate about sharing her language skills with others. "I have discovered I love teaching," she said.

"The class is an opportunity to exercise my brain and meet new friends," said student Margaret Lo of Chatswood. "It's a very interesting class and a very friendly group. It's always enjoyable to come and practice my French," said student Sarey Wilkinson.

Students Cristina Strohschneider and Daphne Delliou both think the class brings back distant memories of schoolgirl French.



*French Intermediate Conversation Class
with relieving teacher Emmanuel Bosle
(back row, left)*



*Greg Vella (back row, second from right)
and his Italian for Beginners class*

Italian Beginners

This is an Italian class for genuine beginners, with emphasis on conversation and elemental key grammar points. Starting in 2013, the class has attracted a full complement of keen students, some of whom are planning trips to Italy or those who have always wanted to learn Italian.

Current teacher Greg Vella was introduced by his wife Kerry, who is still active as a back-up teacher for English classes.

Japanese Post Beginners

This class began in 2009, with current teacher Nobuko Yoshimura. The aim is to assist students with little knowledge of the Japanese language. To enliven the class further, Nobuka also encourages karaoke singing, and for foods of all cultures to be brought along. "I really enjoy meeting people from different age groups and cultures. I learn a lot from their interesting stories and feel very happy to volunteer here," she said.

This enthusiasm rubs off on student Florence Rhoford, who comes all the way from Bilgola to class. "Our teacher is very bright and friendly as are the other class members. The class is something I look forward to every week," she said.

"It's excellent! The teacher is very encouraging and patient. Well done and thank you – it's appreciated," said student Jo Tan.



Nobuko Yoshimura (left) with the Japanese Post-Beginners Class



Teacher Bo Kyoung Kim (left) with students of the Korean Pre-Intermediate Conversation Class

Korean Pre-Intermediate Conversation

Established at the beginning of 2012, this Korean conversation class is aimed at speaking and understanding Korean.

Every effort is made by teacher Bo Kyoung Kim to vary the classes to add more to the students' experiences, including Korean food tastings and experiencing Korean music and household activities.

Bo Kyoung feels rightly proud of her efforts and those of her class. "The students study very hard and their Korean has improved a lot," she said.

"I find the class challenging, but enjoyable," said student Yvonne Poon.

Korean Intermediate Conversation Class

The aims here are to introduce trendy Korean culture, and master at least one Korean song.

This class began three years ago, starting as a beginner's class and developing into an intermediate class a year later. The students have lots of interest in Korean culture, especially Korean entertainers and Korean cuisine.

"It's been a pleasant and rewarding experience. As my students build their speaking abilities more and more, week by week, I feel proud of them and myself," said teacher Sun Goo Kim.

"I really appreciate the effort in organising this class; a good learning program and great teacher. It's a good way to understand Korean Culture," said student Clement Chui. Fellow classmates Yukiko Labios and Akiko Miyashita both enjoy the friendships they make.



*Teacher Sun Goo Kim (third from left)
and students of the Korean Intermediate
Conversation Class*



The Mandarin Post-Beginners Class

Mandarin Post Beginners

The teacher since 2012, Pegi Kameyama, focuses on improving basic grammar and conversation skills in Mandarin.

The aim of the class is to improve conversation skills. Most of the students are English speaking so the teacher encourages them to speak Mandarin in the class. Also, they have a chance to get to know about the Chinese characters and histories.

"I've really enjoyed teaching Mandarin to such keenly motivated students. I really appreciate this opportunity. Thank you MOSAIC!" said Pegi.

"Pegi is a good teacher, friendly which makes the class enjoyable," said student Alan Pierce.

Mandarin Intermediate Conversation

Masako Lin is head teacher of both the Mandarin Intermediate Conversation and Advanced Conversation classes.

Relieving teacher Cecilia Lin provides students with the basic rules of pronunciation and writing in Mandarin. "We practice Pinyin and simple words in every class and also try to classify and summarize the usage of complicated words and phrases," she said.

"It is a pleasant working and learning experience and the Centre staff are friendly and patient. Additionally, I gained confidence as many students tell me that they were very happy to learn Pinyin and Mandarin from me, and that they have learnt much in this class. We've also become friends," she added.

"The teacher is very helpful and well prepared. It's a friendly class, at a convenient location for me," said student Ken Chan, North Balgowlah. "I can even order Chinese food from the menu now."

Other students also find their new skills useful when shopping, especially in Chinatown.



Relieving teacher Cecilia Lin (front row, centre) with the students of the Mandarin Intermediate Conversation Class

Mandarin for Advanced Speakers

Masako Lin, head teacher of this class for several years now, has a quite select group of students. Her aim at the weekly classes is to further improve already developed Mandarin-speaking skills so the students can speak the language fluently. Her class has been one of the most popular courses at MOSAIC.

Jean Chen, a long-time volunteer often does relieving teaching while Masako is away. She enjoys interacting with students and uses this teaching opportunity to educate them on various cultural aspects.

Jean structures the lessons into two parts. For the first part, the students read about topics including old Chinese Idioms and the exhibition in Art Gallery – Silk Road Saga. Students then express their opinions based on the topics. The second part is free presentation, where students have a chance to free talk and have a discussion on the topic they are interested in. The teacher encourages students to talk in Mandarin as much as possible during the class.



Relieving teacher Jean Chen (back row, third from left) with the Advanced Mandarin Speakers Class

Spanish Post Beginners

Ruth Ibarburu started with MOSAIC when it was located at the Youth Centre, where she helped out in the office. Rita Leung, Council's Ethnic Services Coordinator, suggested that there might be a demand for learning Spanish so Ruth began teaching the Post-Beginners and Intermediate levels.

Ruth's objective with the Post-Beginners is to teach basic written and spoken Spanish and try to encourage the students to communicate in the language. The class listens to cassettes and DVDs and sample Spanish costumes to experience the culture.

"The courses at MOSAIC are very well organised, especially the language courses ... the teachers are very good and experienced," said Ka Sim Lee of Carlingford.

"It's a very interesting and friendly class. Our Spanish teacher is very understanding and she explains everything very well," said Sarey Wilkinson of Chatswood.

"Our Spanish teacher is so good and we are happy to come here to learn about new things," said Hiroko Holman, Paddington.



The Spanish Post-Beginners Class with teacher Ruth Ibarburu (back row, second from left)



Teacher Ruth Ibarburu (back row, left) with the Spanish Intermediate Conversation Class

Spanish Intermediate Conversation

Ruth's goal with this group is to improve already developed Spanish-speaking skills.

This class commenced in 2010.

ETHNIC AND OTHER SOCIAL GROUPS

MOSAIC works with ethnic-specific and other social groups to empower people and build community capacity and bridge gaps between Willoughby City Council and its local culturally and linguistically diverse (CALD) community.

Volunteers become leaders of groups and organise and oversee regular activities. Group leaders act as representatives of the particular community group to which they belong and participate in policy and decision-making processes. Also, volunteers can become leaders of social groups that are based on commonality other than ethnicity. They plan and co-ordinate activities with assistance and guidance from the MOSAIC Co-ordinator (MC).

Promoting cultural diversity is a key objective of Willoughby Council, and therefore of MOSAIC, and the Centre sees its development and support of social groups – based on the various ethnic elements of the City – as being one of its key roles.

These groups offer a comfort zone for people from the same cultural background so they can communicate in their native language and build social support networks. They provide recreational activities, and help connect people to the broader community.

Social groups active in 2013 include:

Chinese Seniors Group

“It is a very affordable and convenient way of getting involved with the community and having a sense of belonging. It is especially so for senior citizens for they feel loved and cared for,” said a current group member.

For a group that began in 1986, even before MOSAIC itself, it is a credit to Angela Cheng and her supporters that the group is still held in such high regard by all concerned.

Another testament to the success of the group is the fact that many of the volunteers who help to coordinate activities (Wong Tao Pui Ying, Wen Zhen and Fung Ming Li) have been part of the team since 2000.

The group meets weekly, and includes some light exercise (Tai Chi and Qi Gong) as well as regular outings, Bingo, information sessions and talks aimed specifically at the needs of older people.

Group members are always seen at the various events in Willoughby, including Harmony Day and the StreetFair.

“It’s a wonderful experience in building confidence and self-esteem. We’re doing things which we never thought we would do,” said Angela Cheng.



The Chinese Seniors Group at the 2006 Street Fair Parade

Chinese Social Group

This Group actually started separately to MOSAIC and came under the Centre's auspice in 2001. Their objectives are to gather people from all walks of life to meet, talk, eat and enjoy Chinese-focussed activities, and facilitate participation in community activities to create better access to community services.

Founding members, who are still part of the group, include Alice Cheng (Chairperson), Teresa Choi, Orina Tang, Lorna Leung, Ping Lee, Winnie Ma and Alice Szeto. Alice believes that, as a result of her involvement, she has a greater sense of rewarding, happily involved participation in community activities, as well as improved personal organisational skills.

"It has broadened my social life," said Winnie Ma, Lane Cove "I have learned a lot about community services in the area," said Ping Lee, Lane Cove.

Every month there are cooking demonstrations and a lunch party. In addition, this group is particularly active in arranging special events including:

- Tai Chi performance at Mowbray Public School
- Line dancing at MOSAIC Open Day
- Outings to Corbett Gardens, Bowral and surrounds
- Stall at Games Expo
- Information session by the Department of Fair Trading
- Information sessions on local wildlife, dementia and road safety



Chinese Social Group 2013

Italian Social Group

Group Co-ordinator Marianna La Grassa is certainly the livewire behind this group. Prior to 2000 when the group first began, Marianna was co-ordinator for a local Italian group supported by the Italian Christian Workers Association when she saw an opportunity to support local Italian-born residents through MOSAIC.

Meetings are held weekly, and offer Tai Chi, music and dance, outings, lunches and information sessions on topics as wide-ranging as recycling, sustainability, legal services, shopping and scams, and diabetes.

Several local residents have positive views on the group. "I leave all my worries at home and just enjoy the company and the fun activities like dancing," said Alba Sordo.

"This group means a lot to me. I can help in the kitchen making bread rolls for the members while I enjoy meeting friendly people," said Antoinette Boconiguso.

"I love the company," said long-standing member Giovanna Sirabella.

Group member Anna Maltese brings her grandchildren along to the group and loves going out to the farm visits and picnics.

The group welcomes Italian-speaking local residents to facilitate socialising, health and well-being. "I love helping people and the members of the MOSAIC Italian Social Group are my second family. I am proud of my group - that we help each other in times of need, share happiness together and enjoy each other's company," said Marianna. "I think MOSAIC is an important service for everyone, especially for those migrants who are new to the area," she added.



The colourful Italian Social Group at the Street Fair Parade

Japanese Social Group

This active social gathering is a collection of special interest groups involving recitation, meditation, cooking, craft and general information, and even occasional outings

In 2011, a group of Japanese-speaking residents established a social group. Using MOSAIC as its umbrella organisation, the group began with choral and origami activities on Saturdays, before moving to Wednesdays.

The group assists with many events including the Crow Nest Centre's '1000 Cranes' Project in March 2013, Willoughby Council's StreetFair parade and other community events on throughout the year.

Group Co-ordinator Yoshio Miyashita sees it as an important part of the local community. "We would like to encourage Japanese speakers to develop their skills, meet the needs of the local Japanese community, and to have an enjoyable time meeting friends and sharing their stories," said Yoshio. "The group can contribute to a positive and healthy lifestyle," she added.

"I really appreciate Japanese culture and see this group as just one way to keep it flourishing in Sydney," said member Tokiko Nishimura.



Japanese Social Group's Cooking Activity



Korean Social Group 2013

Korean Social Group

In 2002, a social work student and a group of Korean women established a Korean Social Group under the auspices of MOSAIC, with the aim of providing a place for Korean residents in the area to share information through activities and education. At that time, the group met in the Jack Donnelly Room at Chatswood Oval.

Since then the co-ordination, scope and membership of the group have all expanded, although the original aims are still there. Now one of the longest standing of the social groups of MOSAIC, the group provides opportunities for local Koreans to socialise and become involved in activities that contribute to a better, healthy life. The group conducts regular yoga, chorus, health seminars, knitting, line dancing, cooking and traditional Korean dance classes. In addition, there are special interest sessions, such as a forum on mental health conducted by Dr Jung Sook Kim.

The group is active in Willoughby Council events including Harmony Day, the Multicultural Dance Party, Multicultural Costume Show, Lunar New Year Celebration and StreetFair parade. They hosted Annyeong Haseyo-Korean Cultural Day in September 2008 and in March 2009 received the First Lady of the Republic of Korea Mrs Kim Yoon-Ok. In 2011, the Group received delegations from Gangdong-gu, Korea, when Council entered a Friendly City Agreement with the city.

Group co-ordinator Marie Yan feels that the support of Willoughby Council and staff makes her task even more rewarding, "I feel proud to have the opportunity to serve the community," she said.

"Staff and volunteers provide their individual time and effort to create a great place for people to meet, share stories and have a laugh," said Yang Ja of Lindfield. "Through MOSAIC I can stay up to date on what is happening in the local community and current affairs. I make new friends with people from my own and other countries. MOSAIC is a wonderful community of people from all different backgrounds," he added.

"I am grateful for MOSAIC's services and the chance to do something for the community. I very much look forward to each meeting of the social group," said Hee Ja Oh.

"This Council is the best local government for multicultural services in Australia," said Jae Won Kim, Lane Cove.

Malaysian Singaporean Social Group

Formed in March 2012 with only six people, there are now currently 25 members in the Malaysian Singaporean Social Group. The aim of the group is to provide opportunities for people to meet others of similar cultural backgrounds while promoting better health through activities such as line dancing and jogging.

These objectives are enthusiastically endorsed by group members Margaret Lo, Lucy Wee, Cecelia Mock and Lily Chong, who travels from Seaforth to be part of the group.



The Malaysian Singaporean Social Group

"I enjoy the socialising and meeting new friends ... I've discovered life outside home and that I can dance and make use of this ability to help others," said Lily.

Getting together twice a month, the group participates every chance it gets at events such as the Harmony Day StreetFair parade, Christmas parties, batik demonstrations, line dancing exhibitions, and costume days.

"It's a rewarding experience when members express their enjoyment and satisfaction with the group. It makes me feel like I've done something worthwhile. It is also nice to meet up with other group leaders and exchange ideas and stories of different groups," said Co-ordinator Mary Granquist.

MOSAIC Men

This multicultural group began in 2008 with the encouragement of the late Ikki Takahashi, with a focus on table tennis and bushwalking. The group soon expanded into cooking (including demonstrations and going out for lunches) and discussions. Members include men of Chinese, Japanese, Indonesian, Korean, Italian and Anglo-Australian backgrounds.



MOSAIC Men's Group on a bushwalk to Emu Plains and Penrith

Weekly meetings are well-attended. "I think this is the ideal group for retired men from all walks of life to help each other and learn from each other's experiences and skills," said current Co-ordinator Jung Eun. "It gives me an immense pleasure to be able to bring together people from different cultural backgrounds for friendship and support network," he added.

Members enjoy networking with others and the varied activities, particularly the bushwalks which take participants far and wide across the Sydney metropolitan area.

Sangam-Indian Social Group

The Sangam-Indian Social Group was formed in 2001 with around 20 members from various parts of India. The emphasis was on playing music and dancing, and everyone brought a dish of Indian food to share.

Sangam Indian Social Group aims to encourage people of Indian background to get together for socialising, building networks and having fun. The group meets bi-monthly on Mondays, and activities include playing cards, carrom (a board game), line dancing, cooking demonstrations and information sessions.

Current coordinator Raji Thanigasalam has been part of the group since 2002, as have Bhaskar Mahajan and Usha Mahajan.

When a qualified yoga instructor joined the group, a class soon followed. Picnics, visits to temples and sightseeing also became popular.

The group celebrated the Maharashtra New Year's Day in 2002 by erecting a Gudhi (a long piece of rod dressed with a sari and garland) and holding a sumptuous lunch that was attended by the Mayor and Councillors. It was a spectacular event, with female members wearing grand Indian Silk saris.

Each year the group celebrates Deepavali (Indian Christmas) and the Holi functions which many community leaders and Council staff attend. Members of the group have also participated at various Council events including the annual StreetFair Parade and Multicultural Dance Party.

"When I come for the meetings, I am eager to meet the members, young and old. When, at the end of the day, they've left with beaming faces, it gives me great delight and contentment," said MOSAIC volunteer Raji.



Volunteers of the Sangam-Indian Social Group at the Holi Party

LEISURE ACTIVITIES

MOSAIC offers leisure activities as a means of promoting cross-cultural learning and friendship. Improving well-being and bringing together people with common interests are positive by-products.

These groups also promote cultural understanding and community harmony through public displays, workshops and exhibitions.

Volunteers with special talents in art, craft, dance and exercise are each in charge of leading an activity. They prepare and conduct lessons with support and guidance from the MOSAIC Co-ordinator regarding student enrolment, planning and evaluation and program coordination.

Tai Chi

What began as a Chinese (Mandarin) Social Group in 2005 soon developed into a Tai Chi class under the instruction of Sue Chan and Yan Hong Ma.

The Tai Chi instruction became so popular that a second class (advanced and post-beginners) was established in early 2012.

The Tai Chi group is always keen to demonstrate their Tai Chi skills, and regularly appear at Harmony Day and other events.

"A good and friendly group as well as good exercise for us all. Excellent, caring teachers help us a lot in well-being and fitness," said Helen Liu, Chatswood.

"I have an improved well-being, as well as more flexibility and being better able to play other sports," said Francis Chan, Wahroonga.



Post-Beginners Tai Chi with instructor Sue Chan (front right)



Advanced Tai Chi with instructors Yan Hong Ma (centre) and Sue Chan (front right)

Korean Traditional Dance

"I am able to promote the beauty of Korean traditional dances and perform with an enthusiastic band of Korean community dancers," said instructor, Jung Hea Kim.

"We have learnt Korean traditional dance ... and it helps us to be active, do physical exercise as well as being socially committed," said Therese Chung, who has attended this class every Thursday afternoon since 2004.

At the other end of the scale, Nancy Suh of Hornsby only joined a few months back, but enjoys it greatly.

"It has been a fun and fulfilling experience to be part of this dancing group," said Joung Ja (Kim) Yao, Gordon.

The group sees itself as ambassadors for Korea as well as a team of dance students. Opportunities to showcase Korean culture generally are taken with both hands. Since the 2005 Spring Festival, the group has been represented at most public ceremonies in the city including the 2006 and 2007 Citizenship ceremonies, the 2008 Korean Culture Day, the 2010 Artarmon Community Fair, the 2011 Korean Flag Raising Ceremony, the 2012 Meals on Wheels Social lunch, and the 2007 to 2013 Harmony Days.



Teacher Jung Hea Kim (back row, centre) with Korean Traditional Dance Group

Japanese Folk Dance

The Japanese Folk Dance group began in 1998 under the leadership of Kay Tang, who is still the head teacher. The group is an opportunity for Japanese migrants to get together and speak in their native language, as well as benefit from healthy exercise. For non-Japanese speakers, there is the chance to develop Japanese language skills, including teacher Kay, a native Taiwanese speaker.

The class is always keen to demonstrate what it can do, and is a regular participant at events including the Willoughby StreetFair parade and Harmony Day. Colourful and popular with the public, the group is often called upon by different councils and groups to exhibit its talents. In May 2013, the group performed at the Japanese Children's Festival, organised by Coffs Harbour Council. The group also makes regular appearances at Maturi Festival, the biggest festival organised by the Japanese community in Sydney.

The group have also had the pleasure of welcoming a number of dignitaries from Japan to Council and MOSAIC Centre, including the Mayor and delegates from Sugunami and Deputy Mayor and delegates from Nagoya in 2006 and 2012.



Japanese Folk Dance students with teacher Kay Tang (second row, second from right)

Multicultural Taiwanese Dance Group

The 2000 Sydney Olympics left many outstanding legacies, one of which forms part of MOSAIC. The Multicultural Taiwanese Dance Group was established in 1999 in order to perform at the Olympic Opening Ceremony. Since then, the group has developed a passion to present Taiwanese Dance to Australia, especially to people from different cultures.

The Olympics was a pretty hard act to follow, but the dance group is often seen at events including the StreetFair Parade, Harmony Day, and special performances for other councils, schools and nursing homes.

"I am glad to teach people dance. It is lovely to know it brings people happiness. And it is good for our health. It is a very good chance to make friends," said Main Instructor Kay Tang.

"I really like Kay's friendliness and her talents ... at the same time I'm keeping up with my own health," said student Chao-Mei.



Multicultural Taiwanese Dance Group with teacher Kay Tang (back row, centre)



The Taiwanese Women's Line Dance Class is tops. Teacher Grace Lee is third from left.

Taiwanese Women's Group – Line Dancing

With the growth of the MOSAIC Taiwanese Women's group and the positive feedback received, a subsidiary class was established in 2011 with experienced Line Dance Instructor Grace Lee aboard. Grace's eight years of teaching enabled her to easily impart her enthusiasm and knowledge. "This intermediate level group has a friendly atmosphere. It's a good way to keep body and mind active so I really enjoy teaching at MOSAIC," says Instructor Grace Lee.

"They let us enjoy our classes as well as having a sense of accomplishment," said Rita Chen.

"The instructors are very responsible and kind-hearted," said Margaret Yeh.

Taiwanese Women's Group – Power Yoga

When Sophia Huang attended a MOSAIC cooking class back in 1999, she was inspired to have her Line Dance Group play a part in the centre's annual celebration.

Since then, Sophia and the dance group have become part of the MOSAIC family, developing the weekly Power Yoga Group. The aim is to share the Taiwanese culture with the community through the meeting of Taiwanese ladies and through the activities of dancing, including stretching, aerobic exercises and yoga, in the Taiwanese style.

The regular meetings give group members an opportunity to keep up with exercises as well as to share life experiences, feelings, and helpful advice. Everyone is encouraged through the process. There have also been some important successes through the cross-cultural health information events, explorations of Chinese culture, Taiwanese Tea events and other exhibitions and sessions.

Sophia considers it great to have this opportunity to serve the community through MOSAIC. "Seeing the students benefit from the class and growing together with the group is a priceless experience. I also would thank Willoughby City Council for a great multicultural initiative for the community," she said.

"Thank you MOSAIC for providing the community with the venue, staff, volunteers and opportunities to improve our health, stamina, friendship and communication through these activities ... an excellent program," said J. Tan.

"Thank you MOSAIC for providing the venue. It allows us to exercise and exchange friendship. It is highly appreciated," said Tina Su.

"I am delighted to have such a place to let us exercise and improve our health," said Melody Shih.



Sophia Huang (right) puts the Power Yoga group through its paces

Flower-Making

Class teacher since 2006, Kay Tang has a genuine love for flowers and paper flower-making and her aim is to teach her students various techniques in making stocking and paper flowers.

The class participates in the annual Harmony Day event as well as in various exhibitions throughout the year.

"Students gain much from being part of these exhibitions," said Kay. "I feel like I have achieved many things and have enjoyed being able to participate with my students in sharing these experiences."

"I really like it ... it's a good class with a good instructor," said student Tennehen Onulee.



*Teacher Kay Chang (second from left)
with her Flower Making Class*



*Advanced Calligraphy class with teacher
Amy Chan (third from left)*

Chinese Calligraphy

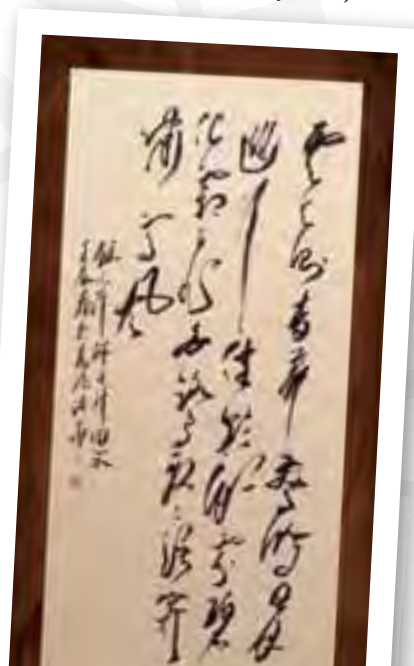
This popular course has been running since 2012, with the aim of introducing students to the Chinese art of calligraphy.

Student's handiwork is popular with the public, especially at the Harmony Day Art Space exhibition and at the static display at Council Foyer Exhibition Space, which opened in September, 2013.

"I enjoy sharing my knowledge of Chinese Calligraphy with others, so more people will have the opportunity to appreciate this form of Oriental Art," said teacher Amy Chan.

Students Clemmie Li, Ang Peng and Eng Seoh agree that Amy is a patient, clear and helpful teacher.

*In 2013, a weekly class for beginners
was introduced at MOSAIC, which
is also taught by Amy*



Jewellery Making

In 2007, some people showed an interest in learning about jewellery making and beading. Sau-Peng Toong volunteered to run classes and the group has been in operation ever since.

Students are encouraged to make beautiful ornaments, necklaces and bracelets, and to meet new friends while learning something novel. These creations are often exhibited at events such as Harmony Day.

Sau-Peng finds the experience rewarding, not just in the skills she can transmit, but also in seeing the interest and creativity of her students.

Chinese Painting

Established in January 2008 with experienced Chinese painter Sarah Leung as teacher, students learn the techniques of fine brush and free brush paintings, concentrating on bird, flower and landscape paintings. At the end of each term, the group enjoys a special lunch.

"I really enjoy seeing the improvement in my students, especially at the annual exhibitions," said Sarah. "Through Chinese painting students can express their passion for nature and it is a sort of art therapy that helps us all to feel relaxed and happy," she added.

As well as painting workshops for students and the public, the group exhibits their works with an annual display at the Council Foyer Exhibition Space. In 2013, the exhibition was held at The Concourse Art Space.

Chatswood residents Eva Chow, Wenchi Jin and Connie Tu, and Christina Wong of Willoughby, have all said how they appreciate the new skills they are learning.



Sau-Peng Toong (left) with some of her Jewellery-Making Class students



Teacher Sarah Leung (centre) encourages her Chinese Painting class

3D Card Making

Teacher Nobuko Ishii, who has led the class since 2009, encourages participants to develop skills and creativity in three dimensional cards, usually concentrating on seasonal themes and creating something new each class.

Meeting once a month, students enjoy developing their card making skills and making friends at the same time. The group has made plenty of cards representing animals, people and famous places.

"I find it enjoyable, especially teaching people whom I believe can have fun at the same time as improving their minds and co-ordination," said Nobuko.

"A few years ago, I was introduced to MOSAIC and had an opportunity to teach 3D card making. It is a rewarding and enjoyable experience especially teaching elderly people who can have fun at the same time as improving their minds and co-ordination," she added.

Origami

The Origami class has been popular since its introduction in 2008, initially under the leadership of the late Masako Miyashita. The current instructor is long term volunteer Yoshimi Lawler. "Origami has become part of my life ... you'll see me folding paper on trains, ships and even Sydney suburban buses. I love recycling paper including old magazines, brochures and lolly wrappers," said Yoshimi.

Using fine motor skills and creativity, this Japanese style paper-folding art is an enjoyable way to stimulate the body and mind. Yoshimi encourages the class to follow seasonal themes like Easter, Valentines' Day and St Patrick's Day.

The class has participated in Council's annual Harmony Day exhibition, as well as various workshops at Council, community centres, hospitals and schools.

"I teach step-by-step, so people can do it by themselves at home. I love teaching how to make Australian native animals like koalas, emus and kangaroos," said Yoshimi.



3D Card Making: Teacher Nobuko Ishii (right) with students



Concentration is the key in the origami class. Teacher Yoshimi Lawler is at centre.

Singing in Harmony

Instructor Miwako Yamamura joined in 2012 and sees enjoyment as the main objective of this weekly group, as well as the promotion of multicultural harmony through song. "We gather and sing together – Japanese songs, and those from around the world," she said.

Miwako's students all enjoy the friendly atmosphere of the class, and that singing and chatting rank of equal importance.

Pastel Painting

Beginning in late 2012, this weekly class teaches pastel painting (shaving pastel and drawing by finger).

"This is very precious opportunity for me. I can meet new people and experience new cultures," said teacher Mami Ozawa.

The class exhibited at the 2013 Harmony Day Exhibition and Workshop.



Teacher Miwako Yamamura (third from left) with members of the Multicultural Singing Group



Teacher Mami Ozawa (fourth from right) with students of the Pastel Painting class

Cookery

The monthly cooking demonstration is such a popular event that prior bookings are required. A small contribution covers costs and participants share the spoils in a variety of delicious meals.

Former qualified chefs Peter and Annie Lee enjoy imparting their cooking skills and seeing the joy from participants who have learned to make a new dish for their families.

The menu for the class includes Fried Rice Noodles, BBQ Pork, Mongolian Beef, Chicken Rendang, Sichuan Kung Pao Chicken and Malaysian Lemongrass Fried Chicken.



Monthly cooking demonstrations



Sichuan Kung Pao Chicken



BBQ Pork



Chicken Rendang



Fried Rice Noodles



Mongolian Beef



Malaysian Lemongrass Fried Chicken

EDUCATION AND INFORMATION DISSEMINATION

MOSAIC's reputation, its people and passion combine to make it uniquely placed to spread information to various ethnic groups within the City of Willoughby. Consistent, accurate information empowers the community and this is achieved through specific programs and events, workshops and discussions.

Educators from COTA (Council on the Ageing) often present and provide information on safety in medicine use, with contemporary topics covered such as diabetes and depression.

- Services – After Hour Medical Help, Accommodation Options for Retirees, Centrelink, Next of Kin Register, Road Safety
- Sustainability – Energy Saving, Ethical Shopping, Recycling & Waste Management

Government policies and events (such as a census or election, both conducted in recent years) are good examples of how the Centre can increase understanding.

"Where I come from, you really don't trust the government. MOSAIC has shown me how government can be helpful, and that it can be trusted," said a MOSAIC member.

Other agencies which MOSAIC disseminates information for include:

- TAFE – Adult Migrant English Program
- Asthma Foundation NSW
- Centrelink
- Chatswood Police
- Diabetes Foundation
- Medicare Local Sydney North Shore and Beaches
- Multicultural Community Advisory Services
- NSW Law Service
- NSW Fair Trading

Some of the topics covered in previous information session are:

- Cultures – Aboriginal History & Cultures, Local Heritage & Natural Fauna
- Health – Arthritis, Asthma, Dementia, Depression, Diabetes, Hepatitis B, Intergenerational Issues, Men's Health & Prostate Cancer, Mental Health, Osteoporosis, Senior Health, Women's Health & Breast Cancer, Leukemia (Blood Cancer), Medicines & You
- Rights/ Legal – Consumer Rights & Scams, How to write a will, Power of Attorney, Tenancy Issues
- Services – After Hour Medical Help, Accommodation Options for Retirees, Centrelink, Next of Kin Register, Road Safety
- Sustainability – Energy Saving, Ethical Shopping, Recycling & Waste Management



MOSAIC provides access to other services

SPECIAL PROGRAMS

School Holiday Program

Since 2011, MOSAIC has offered a range of fun and educational workshops for children with the dual aims of fostering cultural understanding at an early age and offering outside-school learning opportunities to reinforce their studies.

MOSAIC volunteers Yoshimi Lawler, Nobuko Ishii and Mami Ozawa instruct the program, assisted by MOSAIC staff and casual volunteers who take part when registered.

They are also further assisted by student volunteers Adam Trewin, Brian Lam, Yerin Kim, Yun Young Cho and Yvonne Tzeng.



Recycling Workshop for Kids



Tax Return Support

Tax Help

This service was established in 1998 to assist people with simple tax returns, especially for low income earners. The service usually runs for one day a week. In 2013, this was each Wednesday from July to October. The volunteers have been trained at the Australian Taxation Office.

"MOSAIC is a very pleasant place to work, with friendly well-organised staff," said volunteer Susana Chew.

"It's so important for us to get help for tax returns and it's also an opportunity to learn more about the Australian tax system," said Irene Wang.

Technology for Seniors

As smart mobile devices become more and more popular, some people can feel left behind if they do not know how to use them. Designed for seniors, this program teaches how to best use smart mobile devices such as smart phones, tablets and even basic 2G phones.

Beginning in May 2013, the program now has 12 tutors who are able to help participants master a whole range of devices.

The service differs from most of the others provided by the Centre as it focuses on individual or small group needs. Seniors are given alternative times and days (Mondays, Thursdays or Fridays) for the sessions. Each session is usually around 45 minutes, and a student may attend a maximum of four sessions.

Outcomes can be varied, with different levels of competence being achieved, but the most common result is an improvement in self-esteem. Participants felt more connected and related to family members, especially the younger ones. Some who used to feel hesitant or embarrassed to ask family members about using these devices can now approach them with more confidence.

The individual sessions are multilingual, and are conducted in English, Cantonese, Mandarin, Korean, Japanese and Hindi.

"I feel honored to have been invited to be part of such a meaningful and practical program. It is helping seniors to make better use of new technology and connecting them to their family and friends even more vibrantly and it is certainly helping seniors to improve their self-esteem," said tutor Jimmy Wong.

"The tutor is very keen. I felt the tutorials have been delivered in an easily understood manner. He was patient in hearing my questions. I would recommend this program to my friends," said Helena Poon.

"Tutor Rose Li has been a great help to me as I did not know what to do next with my iPad," said Elaine Soloman.

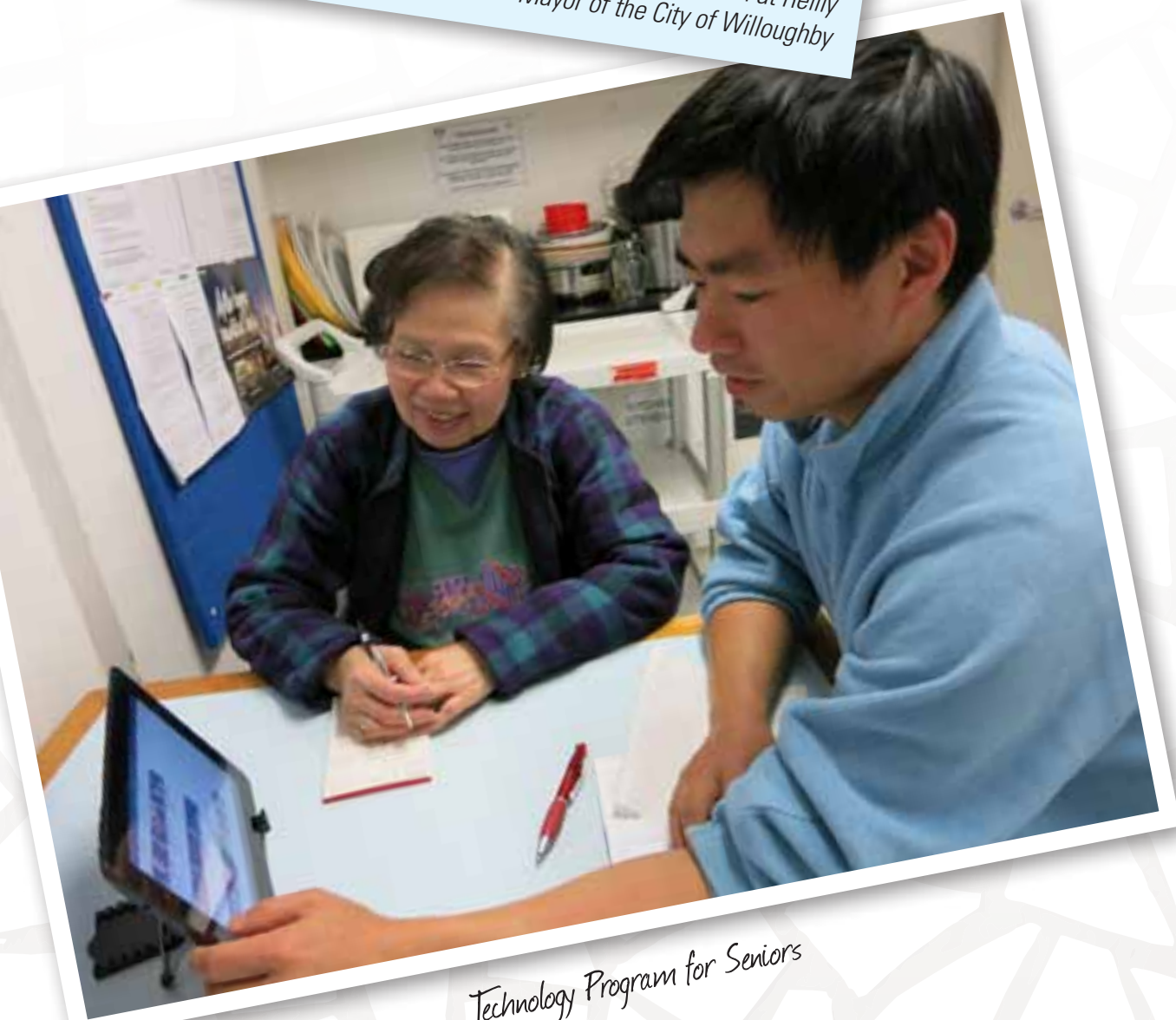


Tutor Rose Li (right) explains the iPad to a client

"As Mayor of Willoughby City for the past 15 years, and a Willoughby Councillor before that, I have witnessed the incredible contribution MOSAIC has made to our community during the past 20 years," said Willoughby Mayor, Pat Reilly.

"I applaud MOSAIC staff and volunteers for their dedication to serving our community. Providing a high quality social and cultural facility for members of the community, the flow on effects from this increased participation enriches our lives and our community as a whole,"

*Councillor Pat Reilly
Mayor of the City of Willoughby*



Technology Program for Seniors



Mental Health Resilience information talk, 2012



Travel Across Cultures event at the Civic Pavilion on The Concourse



Korean Delegation with Korean Social Group



Rita Leung with Tax Help Volunteers at the old premises in 1997



**WILLOUGHBY
CITY COUNCIL**

City of Diversity