

Minister for Schools meets teachers of Modern Greek in Adelaide

The Federal Minister for School Education, Early Childhood and Youth, the Hon Peter Garrett AM MP, attended an afternoon tea on the weekend hosted by the Greek Orthodox Community of South Australia to outline the Federal Government's progress in developing the new national curriculum and to meet South Australian teachers of Modern Greek.

The visit comes following the recent release of the draft shape paper for languages in the new national curriculum, which included Modern Greek as one of the languages to be chosen for inclusion. Consultation on the draft has opened until 7 April 2011.

In addressing the audience, which included representatives from South Australian Greek community organisations as well as representatives of the Greek media, the Minister acknowledged the campaign run by the Greek community to highlight the importance of Greek to the national curriculum and said he was pleased ACARA had taken those representations into account.

The Member for Hindmarsh, Steve Georganas MP said that he was delighted that the Minister had offered to brief the community on the progress of the national curriculum and to meet local teachers who had committed



much of their time to the development of the language in recent years.

"Everyone in the Greek community should be very proud of what we have achieved by working together, but we need to keep in mind that this paper is simply a draft. That's why I encourage everyone to visit the ACARA website before 7 April to have your say about why, and how, Modern Greek should be taught in the new national curriculum."



Steve Georganas welcomes \$6.6 million funding for culturally appropriate aged care

Older Australians of non-English-speaking backgrounds will benefit from better access to aged care services that meet their needs following the call for applications for funding under the Partners in Culturally Appropriate Care (PICAC) Program.

Member for Hindmarsh, Steve Georganas MP has welcomed the announcement by Minister for Mental Health and Ageing Mark Butler that \$6.6 million will be available for up to three years from 1 July 2011 under the PICAC program.

Mr Butler said that one organisation in each state and territory will receive a grant to work collaboratively with aged care service providers, the Community Partners Program and the Department of Health and Ageing.

"The core objective of projects funded under the PICAC Program is to equip aged care service providers to deliver appropriate care to older people from culturally and linguistically diverse backgrounds.

"The Australian Bureau of Statistics figures from 2009 show almost a quarter of Australia's population were born overseas. The PICAC program contributes to the Gillard Government's commitment to providing access to quality care services to meet the needs of people from a culturally and linguistically diverse background," Mr Butler said. Steve Georganas said that the PICAC program was essential to improving culturally appropriate aged care through the provision of training to staff of aged care residential homes and to community based aged care services.

"It's so important that as people get older, they are able to access services whose staff speak their language, serve food they are familiar with, and provide culturally appropriate activities and support services" Steve Georganas said.

"That's why I was delighted to hear that the Federal Government will continue to support those organisations who are already doing a wonderful job providing multicultural aged care" he said.



TOP TEN CONSUMER COMPLAINTS FOR 2010

Fair Trading Minister Virginia Judge announced the top ten complaints made by consumers in 2010. Ms Judge said residential building work complaints topped the 2010 list with 2,754 complaints, followed closely by whitegoods with 2,707 complaints.

"Fair Trading received a total of 41,811 complaints in 2010, compared to 39,970 in 2009 which is an increase of 4.6 per cent," Ms Judge said.

"The good news is that the majority of complaints are resolved quickly, after Fair Trading intervention. "More than 3,500 complaints were referred to the Consumer, Trader and Tenancy Tribunal (CTTT) and more than 4,000 were examined by Fair Trading investigators.

"A small number of complaints (648) were withdrawn and in 190 cases, the trader was in liquidation."

Ms Judge said the Top Ten consumer complaints of 2010 were:

- 1) Residential Building Work, including major renovations
- 2) Household Electrical and Whitegoods
- 3) Automotive - used cars and motorcycles
- 4) Goods, including furniture, furnishings and Manchester
- 5) Automotive repairs and servicing
- 6) Travel and Tourism
- 7) Goods, including clothing, footwear and accessories
- 8) Computer technology and hardware
- 9) Professional Services
- 10) Automotive - new cars and motorcycles

Ms Judge said the key to consumer success was homework.

"It is important for consumers to know their entitlements when it comes to refunds, returns and consumer guarantees," Ms Judge said.

"Every consumer should feel confident they are getting what they pay for."

Ms Judge said the new Australian Consumer Law which commenced on 1 January had created a clearer set of statutory consumer guarantees so that consumers better understand their rights.

She encouraged consumers to use the following tips to prevent problems in the marketplace:

- Know your rights and responsibilities;
- Keep your receipts as proof of purchase;
- Keep all documents, such as warranty information, repair

or service information and instructions.

- First always try and negotiate with the seller, in person and/or in writing;
- Contact the seller regarding any concerns as soon as possible;
- Remain clam, cool-headed and polite;
- Be reasonable;
- If you encounter difficulties with a salesperson, ask to speak to someone more senior such as the store manager;
- Remind them of your statutory rights; and,
- If you encounter any difficulties in negotiating with the seller contact Fair Trading on 13 32 20 for help and advice.

