



**City of  
Whittlesea**



# Multicultural Action Plan 2020-2024

*A place for all*



#### Key Dates

ELT: 27 November 2019

Council Briefing: 25 February 2020

Council Meeting: 7 April 2020 – Multicultural policy adopted, MAP as attachment

#### Key Contacts:

Manager – Community Cultural Development

Team Leader – Aboriginal & Cultural Diversity

Strategic Planner – Multicultural and Aboriginal

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## Overview:

The City of Whittlesea's Multicultural Policy and Multicultural Action Plan 2020-2024 provides the framework for a whole of organisational approach to maintain a cohesive and welcoming Whittlesea.

## Acknowledgement of Traditional Owners

The City of Whittlesea recognises the rich Aboriginal heritage of this country and acknowledges the Wurundjeri Willum Clan as the Traditional Owners of this place.

## Multicultural Policy Statement + Strategy Alignment

*The City of Whittlesea will provide leadership in local multicultural issues and is committed to inclusiveness and engagement with culturally diverse communities. The City of Whittlesea recognises that communities are strengthened by diversity and by embracing multiculturalism. Through promoting, celebrating and respecting diversity we can build a strong, healthy and socially cohesive community that is compassionate and welcoming.<sup>1</sup>*

The Multicultural Action Plan 2020-2024 is nested under the Community Building Strategy (CBS) which was endorsed by Council in October 2019. It is structured accordingly to deliver activities that closely align with Community Building Strategic Goals and Objectives. The Strategic Goal of the CBS is *'our Community is compassionate and welcoming. We work together, making our community a better place for all'*.

## Consultations

Council acknowledges the young people, seniors, community members, community organisations, service providers and staff who freely shared their experiences and views which have informed this Action Plan. In particular, we pay tribute to the members of the following groups that made a significant contribution during the consultation phase.



- The City of Whittlesea Multicultural External Reference Group
- Whittlesea Multicultural Communities' Council

- Whittlesea Community Leadership Network
- Whittlesea Multicultural Issues Network

## Continuous Activities

Council is committed to delivering previous Multicultural Action Plan ongoing activities that are part of Council's annual service delivery structure. These include:

- Face-to-face and online Cultural Competency Training for a minimum of 120 staff and councillors annually
- Language services including interpreting (both telephone and face-to-face), translations, bi-lingual staff and staff language aides
- An annual Taste of Harmony event to celebrate our organisations' cultural diversity
- Support for an annual community led Refugee Week event
- An annual Welcome Expo event to welcome new residents and connect them to local and council services and community groups
- Monthly Community Profiles in partnership with the Whittlesea Community Leadership Network
- Coordination of Citizenship ceremonies for new citizens

## Reporting and Governance

The actions aim to be included in corporate reporting, with annual progress reports compiled and presented to Executive Leadership Team via memo. The existing working group structure will be utilized to govern the progress quarterly and assist with any issues during the Action Plan implementation. The measures established in this plan have been sourced from the Community Attitudes and Liveability Survey, the Household Survey, the Local Government Victoria Annual community satisfaction survey, and program evaluation data.

## Objective 1: To have a socially cohesive community

**Level Measure:** The % of culturally diverse people who report strong feelings of social cohesion

### Priority Actions:

- 1.1: Our Community is welcoming
- 1.2: Our Community is inclusive
- 1.3: Council services are inclusive



Priority Action	Measures	Activities	Lead Department	Time
1.1 Our community is welcoming	<b>Welcoming neighbours</b> Average agreement among non-English speaking people that they can turn to their neighbours for help in times of need	Benchmark Council's inclusion practices against the national "Welcoming Cities" Standard	Community Cultural Development	Q4 2019-20
		Evaluate <i>Building Respect: Whittlesea's Anti-Racism Strategy 2015-2019</i>	Community Cultural Development	Q4 2019-20
		Develop a new Anti-Racism Strategy 2021-2025	Community Cultural Development	Q1 2020-21

Priority Action	Measures	Activities	Lead Department	Time
	<b>Perception of safety</b> The % of non-English speaking people who feel safe in their local neighbourhood	Update and re-publish the <i>Welcome to Whittlesea Asylum Seeker Directory</i>	Community Cultural Development	Q3 2020-21
		Develop a discussion paper on the composition, needs and issues faced by our International Student population	Community Cultural Development	Q2 2020-21
	<b>Use of public open spaces</b> The % of non-English speaking people who visit local open spaces at least monthly	Develop a ' <i>welcoming diversity signage plan</i> ' for Council buildings and facilities	Community Cultural Development	Q1 2021-22
		Develop new opportunities to build connections between established and emerging multicultural communities	Community Cultural Development	Q2 2022-23






Priority Action	Measures	Activities	Lead Department	Time
1.2 Our community is inclusive	<b>Experiences of racism</b> The % of non-English speaking people who experienced racial discrimination in the last 12 months	Deliver an annual Cultural Diversity Week event	Community Cultural Development	Q3 2020-21
	<b>Use of public open spaces</b>	Facilitate reconciliation and relationship building between Aboriginal and diverse communities through an annual Yarning Circle activity	Community Cultural Development	Q4 2020-21
	<b>Witnessing racism</b> The % of people who witnessed racial discrimination in the last 12 months	Host the Victorian Equal Opportunity & Human Rights Commission (VEOHRC) Community Racism Reporting Tool (CRT) on Council's website	Community Cultural Development	Q4 2019-20
	<b>Event participation</b> Average agreement among non-English speaking people that they participate in activities and events			



Priority Action	Measures	Activities	Lead Department	Time
1.3 Council services are inclusive	<b>Neighbourhood pride</b> Average agreement among non-English speaking people that they feel proud to live in their neighbourhood	Deliver an annual Scarred Tree Guided Walk targeting the participation of recently arrived community members	Community Cultural Development (Arts and Events team)	Q4 2021-22
		Develop and share two diverse Community cultural/demographic profiles annually	Community Cultural Development	Q4 2020-21
		Develop a social cohesion risk assessment and response protocol to support responses to significant events that pose a threat to local social cohesion	Community Cultural Development	Q4 2020-21
	<b>Interpreter use</b> The number of interpreter services used within Council	Deliver staff <i>Bystander Anti-Racism</i> training	Community Cultural Development	Q4 2019-20
		Deliver <i>Working with Interpreters</i> training to a minimum of 40 staff annually	Community Cultural Development	Beginning Q4 2019-20
		Deliver <i>Cultural Competency training</i> to Corporate Leadership Team	Community Cultural Development	Q2 2021-22
		Facilitate annual staff consultation forums to build knowledge and skill in working with residents from culturally diverse backgrounds	Community Cultural Development	Beginning Q3 2021-22
<b>Staff capacity</b> % of Council staff who report increased knowledge working with people from culturally diverse backgrounds				
<b>Staff Composition</b> % of staff who are from culturally diverse backgrounds				

Priority Action	Measures	Activities	Lead Department	Time
		Develop design principles so Council buildings and facilities meet the needs of culturally diverse communities	Community Cultural Development	Q2 2020-21
		Review Council's <i>Work Ready</i> program	People & Capability	Q2 2022-23
		Collect program participation data for the Family, Children, and Young People Department to identify participation rates for people from culturally diverse backgrounds	Family, Children and Young People	Q4 2020-21
		Develop programmatic responses to support greater inclusion where data collected by Family, Children and Young People, indicates low participation rates	Family, Children and Young People	Q4 2021-22
		Establish and deliver a new annual oration to celebrate multiculturalism and our cultural diversity	Community Cultural Development	Q3 2021-22
		Research, collate and disseminate refugee and asylum seeker settlement data	Community Cultural Development	Q2 2020-21

Priority Action	Measures	Activities	Lead Department	Time
		Review Council's Procurement policy to include equity and diversity best practice	Corporate Accountability & Performance	Q1-Q2 2020-21 & Q1-Q2 2021-22
		Develop an Arts and Cultural Infrastructure Framework to map and identify arts infrastructure needs	Community Cultural Development	Q4 2019-20
		Provide Council waste information kits and sustainability education programs to residents from culturally diverse backgrounds	Sustainability	Q2 2021-22
		Inform Council about the diversity of staff composition through a mapping process using Cultural Infusion's Diversity Atlas tool	People and Capability	Q4 2020-21



## Objective 2: To have a community that can participate in civic life

**Top Level Measure:** The civic participation rate of culturally diverse residents

**Priority Actions:**

- 2.1:** Our community can get Council information they need
- 2.2:** Council supports community leadership



Priority Action	Measures	Activities	Lead Department	Time
<b>2.1 Our community can get Council information they need</b>	<b>Document translation</b> The number of documents translated into other languages	Develop a Multicultural Communications Strategy	Advocacy, Communications & Customer Experience	Q2 2020-21
		Develop targeted bilingual materials as part of an expanded communications approach to reach Council's leisure facilities underrepresented groups	Leisure and Community Facilities	Q4 2023-24

Priority Action	Measures	Activities	Lead Department	Time
<b>2.2 Council supports community leadership</b>	<p><b>Leadership participation</b> The number of culturally diverse people who participate in Council leadership courses</p> <p><b>Community group participation</b> The % of non-English speaking people who participate in a community group</p> <p><b>Local volunteering</b> The % of non-English speaking people who volunteer locally</p>	Develop a quarterly multicultural e-newsletter for community	Community Cultural Development	Q4 2021-22
		Create an online directory of multicultural community groups and organisations operating in the municipality	Community Cultural Development	Q4 2021-22
		Deliver leadership training for women from newly arrived communities	Community Cultural Development	Q4 2019-20
		Deliver governance training to multicultural community organisations	Community Cultural Development	Beginning Q1 2022-23
		Deliver training and networking opportunities for culturally diverse community members and multicultural groups that help them design, plan and deliver their own inclusive events	Community Cultural Development	Q2 2021-22
		Deliver a 10-week leadership program that includes targeted participation for young women from culturally diverse backgrounds	Family, Children and Young People	Q1 2020-21

## Objective 3: To have a community that collaborates with Council

**Top Level Measure:** % of culturally diverse people who agree they can influence Council decision making

### Priority Actions:

**3.1:** Council supports community networks



Priority Action	Measures	Activities	Lead Department	Time
<b>3.1 Council supports community networks</b>	<p><b>Grants</b> The number of culturally diverse community groups who receive council grants</p>	With partners, support and co-facilitate the Whittlesea diverse youth network	Family, Children and Young People	Ongoing
	<p><b>Partnerships</b> The number of partnerships Community Cultural Development Department has with culturally diverse community groups</p>	Facilitate the Supporting People Seeking Asylum Northern Alliance	Community Cultural Development	Ongoing

Priority Action	Measures	Activities	Lead Department	Time
		<p>Deliver an annual service provider forum on emerging issues and establish opportunities for solution-focussed collaboration</p> <hr/> <p>Maintain and develop partnerships with key community networks including:</p> <ul style="list-style-type: none"> <li>• Whittlesea Multicultural Communities' Council</li> <li>• Whittlesea Interfaith Network</li> <li>• Whittlesea Community Leadership Network</li> <li>• Whittlesea Multicultural Issues Network</li> <li>• Victorian Local Government Multicultural Issues Network</li> <li>• Community Engagement and Advisory Group</li> <li>• Safer Cities and Far-Right Activity Local Government Network</li> <li>• Welcoming Cities National Network</li> </ul>	<p>Community Cultural Development</p> <hr/> <p>Community Cultural Development</p>	<p>Beginning Q3 2021-22</p> <hr/> <p>Ongoing from Q4 2019-20</p>

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Free telephone interpreter service



131 450



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