

Moreland City Council



# Multicultural Policy 2011 – 2015



The Moreland City Council  
Multicultural Policy 2011–2015  
contains images of the diverse  
Moreland community throughout.





# Foreword by the Mayor



I am pleased to present Moreland City Council's Multicultural Policy 2011–2015. Moreland Council is proud of our community's cultural diversity. This policy acknowledges the benefits of multiculturalism and the rich contributions made by those migrants who have settled in Moreland. We look to the future with optimism and will respond to the emerging issues for new communities settling in Moreland.

Council will continue its commitment to social justice, equity and human rights by implementing this comprehensive Multicultural Policy and its associated Action Plan, which will equip Council with clear strategies and priorities to address emerging issues over the next five years.

The City of Moreland continues to be one of the most culturally and linguistically diverse municipalities in metropolitan Melbourne. This diversity and arrival of new immigrants presents us with a number of challenges and great opportunities.

I was thrilled to see Moreland's own CALDCOM Storyboards recognised on the national stage in 2010, winning the Government Award at the National Multicultural Marketing Awards. This followed on from winning recognition in the local government section of the Victorian Multicultural Awards.

The awards represent more than five years of dedication, persistence and determination to ensure that we break through the language barrier and reach all members of our community.

The Multicultural Action Plan has identified further strategies for responding to these challenges and opportunities.

I would like to thank the many organisations and individuals who assisted with the development of this policy. There is no doubt that your generous contributions have helped to ensure that this Policy and Action Plan is relevant and responsive.

A stylized, handwritten signature in black ink, appearing to be 'Oscar Yildiz'.

Cr Oscar Yildiz JP  
**Mayor, Moreland City Council**

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In particular Council wishes to acknowledge the multicultural planning Expert Panel which met in May 2010. Their generous insights and contributions helped frame the direction of Council's multicultural planning process. Expert Panel members included:

- Professor Hurriyet Babacan, Director Cairns Institute, James Cook University
- Associate Professor Chris Ziguras, International Studies, School of Global Studies, RMIT University
- Professor Joseph Camilleri, Director Centre for Dialogue, La Trobe University
- Con Pagonis, Multicultural Policy Advisor, Municipal Association of Victoria
- Dr Rebecca Barlow, Policy Officer, Victorian Local Governance Association
- Nur Shkembi, Moreland Interfaith Gathering
- Carlene Lamanna, Community Engagement Facilitator, Spectrum Migrant Resource Centre
- Sophie Dutertre, Sector Development and Policy, Centre for Multicultural Youth
- Cr Stella Kariofyllidis, Moreland City Council
- Cr Anthony Helou, Moreland City Council

*Quotes contained in this document are from participants of community consultations and do not necessarily represent the views of the Moreland City Council.*



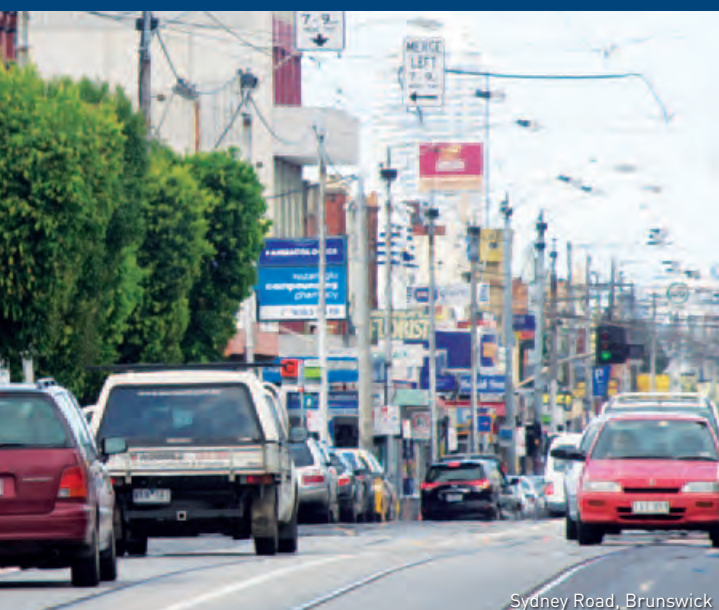
Image taken from CALDCOM Storyboard 'Water Safety', 2011







# 1 Introduction



## 1.1 National context


In 2009 multicultural policy in Australia effectively celebrated its 30th anniversary. In 1979 the national government headed by Prime Minister Malcolm Fraser introduced legislation to give effect to recommendations contained in the ground-breaking Galbally Report.<sup>1</sup> From this starting point, complementary policies have been adopted at state and local levels of government to ensure that 'ethnic communities' not only have the right to maintain and develop their cultures and languages while abiding by the laws of the land, but to ensure they can expect government support to do so.

Since the early 1990s an increasing number of local government authorities (LGAs), especially in Victoria, have adopted formal multicultural policies and action plans which undergo regular review.

Governments at all levels have advocated for cultural harmony and there exists broad recognition that multiculturalism has helped Australia avoid dangerous tensions and divisions that are apparent in many other countries.

Surveys including those conducted by Moreland City Council suggest that most residents are proud of the nation's achievements in promoting religious and cultural harmony and can see real benefits in sustaining cultural diversity.

<sup>1</sup> Review of Post-Arrival Programs and Services to Migrants (Chairman F Galbally), *Migrant Services and Programs*, AGPS, Canberra, 1978.





Council's community indicators show that 92 per cent of people surveyed in Moreland agree that 'cultural diversity' enriches local community life.

At the same time, global events that have taken place in other parts of the world, such as the Bali bombing, can regularly test the nation's commitment to cultural and religious harmony.

Global issues can place new stresses on local communities that can undermine social inclusion. The recent Global Financial Crisis created a spike in unemployment in many local areas where new and emerging communities are settling. Moreland communities from refugee and new arrival backgrounds have experienced increased hardship as a result of housing costs and unemployment which reflect wider city, state and national trends.

The fact that non-local stressors and strains can cause tension and division within ethnically diverse local communities confirms that respect and support for cultural diversity can never be taken for granted. Rather, support for multiculturalism needs to be constantly affirmed and refreshed.

Whilst the concept of multiculturalism has served Australia well over the last 30 years, those involved in implementing policies and programs must continue to work to ensure that these initiatives reflect new and emerging realities at local, national and global levels.

In many ways, local governments are at the coalface in regard to the implementation of national and state policies on multiculturalism, especially in areas with large, ethnically diverse communities, and this presents both challenges and opportunities for the formulation of appropriate local responses.

A particular challenge is to ensure that Council policies and practices meet the needs of new and emerging communities, some of which are particularly vulnerable to economic stresses.

With this policy, Moreland is embracing the opportunity to demonstrate that local government can play a leading role in refreshing multicultural policy and practice with new and innovative ways to support and strengthen cultural diversity within local communities.

## 1.2 Council's Vision

*"Moreland City Council will partner the community to be a city that is lively, proud and celebrates its diversity and cares for and respects all of its citizens."*

The Multicultural Policy and Action Plan 2011–2015 will contribute to Council's Vision and supports many of the objectives set out in each of Council's strategic focus areas:

- A sustainable and just city
- A proud city
- A healthy and educated community
- A responsive organisation





Brunswick Town Hall



St Paul's Catholic Church, Coburg

### 1.3 Council principles underpinning the Policy and Action Plan

The Multicultural Policy and Action Plan 2011–2015 is guided by the following principles<sup>2</sup>:

- **Participation** – Council will ensure that the community and service users have the opportunity to participate in decisions that directly affect their lives and will promote social and economic participation through community capacity building and intercultural interaction.
- **Accountability** – Council will remain accountable to its community through organisational competence, ongoing dialogue, accessible information provision, inclusive decision making and regular review of its processes.
- **Non-discrimination** – Council recognises that some groups experience greater barriers to participation and will strive to make services more accessible to vulnerable groups. Council will also promote mutual obligation by all members of the community to achieving social cohesion.
- **Empowerment** – Council will work to empower its community through the promotion of civic accessibility and responsibility. Council recognises that the preservation of cultural heritage and support for the aspirations of community members are critical features of empowered communities.

<sup>2</sup> These principles comply with the Victorian Equal Opportunity and Human Rights Commission's best practice service standards for organisations committed to human rights. The principles reflect a human rights based approach to community engagement and service delivery recommended for local government.





## 1.4 Key aim of the policy

The aim of the Multicultural Policy and Action Plan 2011–2015 is to progress a whole of Council approach that contributes to inclusive and empowered communities. The Policy and Action Plan reflects Council's commitment to collaboration and innovation in responding effectively to the needs and aspirations of multicultural communities within Moreland.

## 1.5 Policy making process/methodology

In early 2010 Moreland City Council instigated a consultation process to identify pathways for progressing the achievements of the existing Multicultural Policy and Action Plan 2006–2010, and for developing a new policy and action plan.

The process included four key phases:

- Phase 1:** A Literature Review
- Phase 2:** Facilitation of a think-tank with an expert panel and development of a consultation discussion paper
- Phase 3:** Stakeholder consultations
- Phase 4:** Development of a new Multicultural Policy and Action Plan 2011–2015

### 1.5.1 Expert panel

In May 2010, leading academics in the field of multicultural affairs, key sector representatives and Moreland City Council management contributed to a discussion which sought their input around key factors that enhance multicultural affairs and social cohesion at the local government level. The outcomes of this discussion led to the development of a discussion paper that formed the framework for stakeholder consultations.

### 1.5.2 Stakeholder consultations

Council engaged local communities and service providers through a series of stakeholder consultations between June and July 2010 in order to inform the new Multicultural Policy. These consultations enabled Council to develop a more comprehensive understanding around factors that enhance social inclusion and belonging, and identified strategies that will continue to build community capacity to enhance quality of life.

In total, Council held eleven consultations involving over 150 local residents and service providers. A complete list of stakeholder consultations is included in Appendix 1.



## 2 Moreland's multicultural heritage



The Moreland area has a proud history as a home and a meeting place for people from a wide range of cultural backgrounds. Since World War II in particular, Moreland has provided a safe home for migrants from various parts of the world, who may have been fleeing wars and conflict and who arrived to build a better future for their children. Over a long period of time suburbs such as Brunswick, Coburg, Glenroy and Fawkner have provided places where migrants have found their first home in Australia. You only have to travel the length of Sydney Road, from Brunswick to Fawkner, to see a history of migration reflected in the diverse businesses, public spaces and community centres. It is this history that gives Moreland its unique and cosmopolitan character.

We respectfully acknowledge that the area was a meeting place for people from different language and cultures long before the first Europeans arrived in the late 1830s. The Wurundjeri clans of the Woiworung people lived along the many waterways that drain into the Yarra River well before European settlement. In particular, the creeks we now know as the Merri Creek and the Moonee Ponds Creek provided rich sources of food and they also created walking trails that connected the Wurundjeri clans to other clans living to their south and the north.







The Woiworung were part of the Kulin nation of indigenous tribes that occupied much of the central part of Victoria, stretching out along the Yarra, Werribee, Goulburn, Campaspe, Loddon, Avoca and Broken Rivers. Drawings by early European settlers in Melbourne show Wurundjeri campsites along the Merri Creek and in an area not far from where the Coburg Civic Centre now stands. This was known to be a place where corroborees were held. People from many clans and different language groupings would join together for corroborees that would celebrate life and renew linkages between the clans.


The Indigenous people in the Moreland area shared their knowledge and culture by telling stories, often in the form of musical chants. They exchanged goods that had often travelled far along extensive trading routes. They swapped dances and played games. The Wurundjeri provided a tradition of playing host to travellers and visitors.

While Carlton is widely seen as the spiritual home of the Italian community in Melbourne, it is little known that an Italian macaroni maker named Sebastiano Donneli set up a spaghetti factory in Sydney Road in 1895. This established a culinary tradition that has gathered strength in recent decades, with al fresco dining and the opportunity to taste food from many cultural traditions. Alongside the Italians, Greek immigrants have also left their strong mark on the Moreland area and the Greek Community Language School operated from a building in Stanley Street Brunswick in the 1950s and 60s. In the 1970s the Greek community in Moreland initiated relationships with the city of Sparta and an official sister city relationship was established in 1987. Sparta Place was opened in 1988.

In the 1930s there were already around 300 Jewish immigrants living in the Brunswick area and they set up a temporary synagogue in Albert Hall in Lygon Street. Between 1938 and 1943 many more Jewish refugees fled from Germany and Poland and one of Melbourne's first permanent synagogues was set up in Lord Street, East Brunswick, in a building that is now a private home. This established the tradition of providing safe refuge for those fleeing violence and persecution.

The tradition of providing safe refuge was continued by the Australian Lebanese Welfare Committee, which was established to support many Lebanese immigrants who were fleeing from the outbreak of civil war in their country in 1975. In 1978, the Turkish Community Child Care Co-operative was established and this was followed by the establishment of the Turkish Women's Association. There have been large numbers of immigrants from various Middle Eastern countries coming into the Moreland area and this is reflected in the great array of Middle Eastern restaurants and other businesses. In the 1980s, the popular Music of Migration concerts established the tradition of people from different cultures coming together for shared performances.

In recent times, Fawkner has become home to a growing community of people who follow the Islamic faith and whose countries of origin have included Lebanon, Turkey, Pakistan, Iraq and Afghanistan. While mosques provide centres for worship for this diverse community, other community centres provide spaces for social interaction and for the delivery of social support programs. The tradition of hospitality that reaches deep into our history is being continued.



### 3 Achievements and learnings from previous policy



Russian Orthodox Church, Brunswick



#### *"One community, proudly diverse"*

Moreland City Council has a long and proud history of strong commitment to social justice, human rights and democracy. This is evidenced through strategic directions over the years that have embraced difference and endeavoured to bring out the best in its citizens. Moreland has proactively played a pivotal role in developing effective policies that respond to cultural diversity at the local level; has taken leadership in addressing, advocating and championing issues impacting on the lives of local residents; and has been recognised for its achievements through a number of awards.

Council is pleased to report some of the key achievements of the Multicultural Policy and Action Plan 2006–2010.

#### Partnerships and advocacy

- Convening the Multicultural and Settlement Services Network; a forum which facilitates interagency work and acts as an advocacy body on settlement issues for people from migrant and refugee backgrounds
- Supporting ethno-specific organisations and multicultural groups by providing funding under community grants
- Providing advocacy and input into State and Federal Government policy development. This includes taking part in consultations and preparing submissions for Federal and State multicultural policy development







### Facilitating interfaith and intercultural dialogue

- Convening the Moreland Interfaith Gathering
- Providing funding and resources for the Northern Interfaith Network

### Promoting cultural diversity through arts and festivals

- Council's Counihan Gallery in Brunswick provides opportunities for people from culturally diverse backgrounds to participate in arts and cultural activities within the municipality. Arts and cultural activities include opportunities for people of diverse cultures to celebrate and see their cultural products and stories showcased in our programs and events.
- Festivals such as the Fawkner Festival, Glenroy Festival, Pascoe Vale Festival and Coburg Carnivale include culturally diverse programming which promotes the municipality's rich cultural diversity.

### Supporting new and emerging communities

- Responding to emerging issues and needs that affect CALD residents, for example holding a Municipal Round Table with Indian students, Student Federation, Victoria Police and the Indian Consul General on safety Issues
- Multicultural story times for children at the Moreland libraries
- Representation on the Refugee Action Program Management group for the Northern Region
- Pathways and access to sports for young people through funding sports clubs, and direct and indirect support for young people from refugee and new communities to participate in sports

- The oxYgen Project which is a direct result of widespread acknowledgement for the need to improve service and facility provision for young people in Moreland. The oxYgen project is a youth participation project that has actively engaged local young people from CALD and diverse backgrounds in the research and development of options and recommendations through involvement in the Youth Facilities and Services Steering Committee
- Citizenship ceremonies are held annually in January, March, May, July, August, September and November. Each citizenship ceremony involves approximately 120 candidates and they result in around 750 proud new citizens each year
- Council's Youth Services support refugee youth from the Brunswick Language Centre, providing pathways into soccer and other sports

### Culturally and linguistically responsive service

- Language Link provides a multilingual information service that offers information in nine community languages.
- Culturally responsive services provided to seniors through partnerships with ethnic sector organisations
- All Council's correspondence on aged services is translated into Italian, Greek and Arabic
- Council staff utilise the Interpreter Services for support with direct services and information provision for service users and residents.

- The Language Aide scheme: Language aides are bilingual Council Officers who can assist with basic interpreting and translations. There are 13 Language Aides across Council with the majority based in Citizens Services. Language Aides supply basic interpreter service to Arabic, Turkish, Italian and Greek residents.
- Customer Service Charter: The Charter includes information about Language Link and interpreter services. The Moreland Language Aide Scheme is a leading best practice model and is critical to providing responsive service delivery to our CALD communities.
- Council employs bi-lingual staff to improve cultural and linguistic responsiveness, particularly in Aged Care.
- The Aged Care Newsletters are translated into Italian, Greek and Arabic.
- Council resources and supports 70 Cultural Seniors Clubs.
- Analysis demonstrates that Council provides services in aged care and early years proportional to the CALD population data.



## Communications

- 'Welcome to Moreland' kit for new residents
- CALDCOMS or CALD Story Boards that include a series of pictorial information to convey vital messages to all CALD communities through telling stories the old-fashioned way. We create short stories to plug into the one feature that all cultures have in common – the oral traditions. Some examples of story boards are as follows; waste and recycling, recreation and learning, how to vote, register to vote, responsible pet ownership, building permits, local laws and maternal and child health. CALDCOMS have received a VMC Award in 2010 for excellence in service delivery in Local Government.

## Workforce development

- Providing cultural awareness training for staff each year
- Employing multicultural staff at Council libraries
- Providing Inclusion Support Facilitators to assist staff in early years services in the municipality to access bi-lingual support workers
- Employing Inclusion Support staff to provide links and information on cultural diversity to early years professionals in the municipality

## Fostering unity and positive community relations

- Providing mediation and leadership in promoting intercultural dialogue in times of community tension.



# 4 The wider policy context

## 4.1 The National context

### Human Rights Framework<sup>3</sup>

Australia's Human Rights Framework was launched in 2010 and outlines a range of key measures to protect and promote human rights in Australia. The framework is based on five key principles:

- **reaffirming** a commitment to our human rights obligations;
- the importance of human rights **education**;
- enhancing our domestic and international **engagement** on human rights issues;
- improving human rights **protections** including greater parliamentary scrutiny; and
- achieving greater **respect** for human rights principles within the community.

### Social Inclusion Agenda<sup>4</sup>

The Australian Government's vision of a socially inclusive society is *"one in which all Australians feel valued and have the opportunity to participate fully in the life of our society"*.<sup>5</sup>

<sup>3</sup> <http://www.ag.gov.au/humanrightsframework>

<sup>4</sup> <http://www.socialinclusion.gov.au>

<sup>5</sup> <http://www.socialinclusion.gov.au/Priorities/Pages/default.aspx>



Sydney Road, Coburg

### **Australian Multicultural Advisory Council (AMAC)**

In April 2010, the AMAC presented its statement of cultural diversity and recommendations to the Government in a paper entitled *The People of Australia*<sup>6</sup>. The statement emphasises the economic advantages of a multicultural nation and our responsibility to help all citizens to become self reliant

### **Approaches to cultural diversity**

Current Federal Government approaches and initiatives in relation to cultural diversity are many and varied, but include:

- Diversity and Social Cohesion Program
- Access and Equity Strategy
- A National Action Plan to Build on Social Cohesion, Harmony and Security

## **4.2 The State context**

### **Multicultural Victoria Act 2004<sup>7</sup>**

The Multicultural Victoria Act 2004 outlines a set of principles that accord respect for Victoria's cultural, religious and linguistic diversity. Core principles enshrined in the Act are:

- valuing cultural, religious and linguistic diversity
- ensuring the freedom and opportunity for all Victorians to preserve and express their cultural heritage

### **Racial and Religious Tolerance Act 2001<sup>8</sup>**

The Racial and Religious Tolerance Act 2001 promotes racial and religious freedom; it promotes the right of all people to be treated with dignity and respect

### **The Charter of Human Rights and Responsibilities Act 2006<sup>9</sup>**

The Charter came into effect in 2007 and establishes a framework for promoting and protecting human rights in Victoria. It defines 20 human rights that reflect the four basic principles of freedom, respect, equality and dignity.

### **Equal Opportunity Act 2010<sup>10</sup>**

The objectives of the Act include:

- promoting everyone's right to equal opportunity
- eliminating as far as possible discrimination and sexual harassment
- providing redress for people whose rights have been breached
- empowering the Victorian Human Rights and Equal Opportunity Commission to enter into enforceable undertakings where systemic discrimination exists within organisations

### **A Fairer Victoria 2009<sup>11</sup>**

A Fairer Victoria is a long term commitment to reducing inequality and disadvantage and focuses on four key priority areas for economic and social participation, including:

- giving all Victorian children the best start in life
- improving education and helping people into work
- improving health and well being
- developing liveable communities

6 Australian Multicultural Advisory Council, *The People of Australia*, April 2010

7 <http://www.multicultural.vic.gov.au/about-us/legislation/multicultural-victoria-act-2004>

8 [http://www.austlii.edu.au/au/legis/vic/consol\\_act/rarta2001265/](http://www.austlii.edu.au/au/legis/vic/consol_act/rarta2001265/)

9 [http://www.austlii.edu.au/au/legis/vic/consol\\_act/cohrara2006433/](http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/)

10 <http://www.humanrightscommission.vic.gov.au/projects%20and%20initiatives/eea%20review.asp>

11 <http://www.dpcd.vic.gov.au/communitydevelopment/projects-and-programs/a-fairer-victoria>



## **All of Us – Victoria’s Multicultural Policy<sup>12</sup>**

This policy builds on the principles of the Multicultural Victoria Act 2004 and addresses the following themes:

- advancing equality
- supporting cultural, linguistic and religious diversity
- fostering and promoting community harmony
- boosting our economic advantage

### **4.3 Local government policy context**

#### **Standing Committee on Local Government and Cultural Diversity**

The role of the Standing Committee is to:

- Facilitate the sharing of information on existing programs, best practice and new initiatives impacting on local government’s response to cultural diversity
- Develop strategies for local government that facilitate greater responsiveness to culturally and linguistically diverse communities and encourage systemic change
- Report to the local government sector and the Victorian Government (through the Ministers for Multicultural Affairs and Local Government) on the future development of this work
- Pursue, monitor and lobby for the implementation of recommendations, particularly the Cultural Diversity Framework of the report *Access Services Support Respect: Local Government’s Response to Cultural Diversity in Victoria*

## **Victorian Local Government Multicultural Issues Network (VLGMIN)**

The VLGMIN is a professional interest group of local government staff responsible for multicultural services and policy development. The Network shares information between Councils, takes action on behalf of Councils and promotes best practice in cultural diversity at a local level.

### **4.4 Moreland Council policy context**

#### **Moreland Council Plan**

Moreland City Council’s Plan sets out Council’s commitments for the period between 2009–2013. It sets out four key strategic focus areas:

- A sustainable and just city
- A proud city
- A healthy and educated community
- A responsive organisation

Each of these strategic focus areas includes key strategic objectives relevant to the multicultural action plan.

#### **Moreland Health and Wellbeing Plan**

The Moreland Health and Wellbeing Plan 2010–2014 (MHWP) is a major policy document that aims to improve the health, safety and wellbeing for the people who live, work and play in Moreland.

To assist in reducing social and economic inequities, Council recognises there are specific groups who are more at risk of poor health and poor wellbeing that require targeted interventions. They include newly arrived migrants, refugees and international students.

<sup>12</sup> <http://www.multicultural.vic.gov.au/all-of-us>

## 5 Key findings from the literature review



Nicholson Street Neighbourhood House



CERES — Centre for Education and Research in Environmental Strategies, Brunswick East

A significant review of relevant literature was undertaken in preparing this policy and action plan, including the work of respected writers and commentators in the field of multicultural policy as well as relevant government policy documents and comparable examples of multicultural policy from other local government authorities.

Of particular interest was a Scanlon Survey<sup>13</sup> of people's attitudes towards cultural diversity that was carried out in six different LGAs across Victoria, NSW and Queensland in 2007. What emerged in this survey was that 69 per cent of survey respondents felt that accepting migrants from many countries had strengthened Australia while only six per cent disagreed with that sentiment. At the same time, the survey found that a high 26 per cent of respondents had experienced some form of ethnic discrimination, either at work or in their neighbourhoods. The reports of this survey suggested that more needs to be done at local government levels to create a better understanding of the immigrant experience and the difficulties that new arrivals face in settling into a new country.

The respected commentator on multicultural affairs, Kevin Dunn<sup>14</sup>, noted in 2004 that experiences of intolerance were very uneven across Australia and even across local government areas.

<sup>13</sup> Mapping Social Cohesion, The 2007 Scanlon Foundation Surveys, Prof. A Markus & Dr A. Dharmalingam, Scanlon Foundation, Australian Multicultural Foundation, Monash University

<sup>14</sup> Dunn, Kevin (2004) *The uneven experience of racism*, Paper presented at The Uneven Geographies of Hope Workshop, University of NSW, Sydney.





Dunn suggested that the long term decline of the 'welfare state' and the rise of 'individualism' have created new and complicated 'geographies of hope'. It has become more important to understand how despair and hope both manifest in daily life, Dunn suggested, and, on this basis, it is important to work out how to build hope over despair.

It is very clear that over a long period of time, immigrants have played a major role in strengthening Australia's economy and helping Australians in general to become much more aware of what life is like for people living in other countries. Immigrants have made major contributions to business, the arts, sciences and, of course, in regard to Australia's appreciation of food.

New settlers will be able to make similar contributions to Australian society and it is important to tell the stories of their successes and their contributions to the communities in which they live. Kevin Dunn has suggested that an emphasis on 'geographies of hope' can help to move discussions about racism beyond the 'politics of blame' by building even broader support for the benefits of cultural diversity.

The review of government policy documents highlighted the shift in emphasis towards 'social inclusion' at the national level and noted that the Federal Government has set up the Diverse Australia<sup>15</sup> program with a useful website that helps to promote 'community grants'. The literature review also looked at examples of multicultural policy in three other local government areas in Melbourne that are comparable to Moreland, to explore the issues being addressed and identify good practice strategies being pursued.

Key issues emerging through the literature review included:

- The need to find effective ways to promote religious and cultural harmony and the need for vigilance against social and cultural exclusion
- The need for continued promotion of strategies that improve safety, security and wellbeing for newer immigrants and international students
- The use of stories and case studies to demonstrate the value of cultural diversity



<sup>15</sup> <http://www.harmony.gov.au/>

## 6 Moreland demographics<sup>16</sup>

Sixty-six per cent of Moreland residents aged over 65 were born overseas



Jewish Synagogue at Fawkner Cemetery



### An ageing CALD population

Whilst most younger Moreland residents were born in Australia, less than half the residents that fall in the older age group were born in Australia. In total, around 66 per cent of residents over the age of 65, and 54 per cent of residents aged between 45–64 were born overseas.

The main countries of birth of older residents in Moreland (persons over 50 years) are Italy (26%), Greece (8%), Malta (3%) and United Kingdom (3%). In contrast the main countries of birth for younger residents (persons aged 0–44 years), apart from Australia, are China (1.8%), Lebanon (1.7%), New Zealand (1.6%), United Kingdom (1.4%), and India (1.2%).

The proportion of residents from the traditional migrant countries who are aged over 50 years is very high—Italy (79%), Greece (85%), Malta (89%). It is therefore likely that the cultural composition of Moreland will change dramatically in the next 20–30 years.

### Languages spoken at home

Just over half of residents in Moreland (55%) speak English at home. The main languages other than English spoken at home are Italian (12%), Greek (6%), Arabic (6%), Turkish (2%) and Chinese languages (2%).

<sup>16</sup> Moreland City Council (2010) *Cultural Profile of Moreland*, Moreland City Council, Melbourne.





According to 2006 Census data, Moreland has the highest number of Italian and Urdu speaking residents out of all metropolitan municipalities. Moreland has the second highest number of Arabic and Assyrian speakers, and the third highest number of Greek speaking residents and Turkish speaking residents.

Over the past 10 years there has been some change in the proportion of residents speaking different languages in Moreland. As the number of residents from the traditional migrant groups has decreased, the proportion of residents speaking languages such as Italian, Maltese and Greek has also decreased notably. However, these still represent some of the largest number of languages other than English spoken at home in Moreland. In contrast the number of people speaking Arabic, Chinese and 'other' languages has increased over the past decade.

### English proficiency

Persons living in Moreland who were born overseas have a lower proficiency in English when compared across the MSD<sup>17</sup>. In Moreland 23 per cent of persons born overseas speak English only, which is significantly lower than the MSD average (37%). Of those born overseas who speak a language other than English 55 per cent spoke English 'very well or well', which is higher than the state average (48%). However, nearly 22 per cent of residents in Moreland who were born overseas speak English 'not well' or 'not at all' which is notably higher than the MSD average (14%).

### Religion

Moreland City Council has a higher proportion of religious affiliation amongst its residents compared to the MSD. In Moreland 72 per cent of the total population is affiliated with a religious faith, which is slightly higher than the MSD average (68%). Seventeen per cent profess to 'no religion', which is slightly lower than the MSD average (20%).

The most common religion in Moreland is Christianity with 61 per cent of residents affiliated with Christianity and the majority of those are Catholics (37.2%). Moreland has a high level of followers of the Islamic faith at 8 per cent of the total population compared to 3 per cent across the MSD.

Whilst the proportion of people practising Christianity in Moreland has declined over the past 15 years (from 74% in 1991 to 60% in 2006), association with other religions such as Islam and Buddhism have increased. Those belonging to the Islamic faith have increased over the past decade from 6 per cent in 1996 to 8 per cent in 2006 and Moreland's proportion of followers is 2.5 times higher than the MSD average.

<sup>17</sup> MSD – Melbourne Statistical Division which includes 31 metropolitan local government areas

## Recent arrivals

In 2006, 17.5 per cent of the City of Moreland's overseas born population was new migrants compared to 17.6 per cent in the Melbourne Statistical Division.

While the City of Moreland had a relatively lower proportion of new migrants, it is important to note that this varied across the City. Proportions ranged from a low of 7.5 per cent in Hadfield to a high of 26.8 per cent in Brunswick West. The five areas with the highest percentages were:

- Brunswick West (26.8%)
- Brunswick (26.7%)
- Brunswick East (21.3%)
- Coburg (16.6%)
- Glenroy (16.1%)

According to Department of Immigration and Citizenship data 1167 immigrants initially settled in Moreland between 1 July 2008 and 30 June 2009. Moreland was tenth highest of all local government areas, in the total number of new arrivals settling in 2008–09. Of all the new arrivals to Victoria during this period, 3.5 per cent initially settled in Moreland.

The main countries of birth of new arrivals to Moreland differ from the traditional migrant groups who have settled in Moreland. A high proportion of new arrivals to Moreland were born in India, China, Pakistan, Lebanon, Sri Lanka, Philippines and Iraq. The majority (50.5%) of new arrivals to Moreland arrived under the skilled migration program, whilst 41 per cent arrived under the family visa category and 8.5 per cent arrived under the humanitarian program.

There has been a gradual increase in the proportion of new migrants from India since 2002, with India remaining the largest country of birth for new migrants in Moreland.

Of those who stated their main language spoken at home, the main languages spoken by new arrivals to Moreland include English (26%), Arabic (21%), Mandarin (8%), other Chinese languages (5%) and Urdu (3%).

The gender breakdown of Moreland's new migrants shows slightly more females (638) than males (529) for the 08/09 financial year. The majority of new arrivals to Moreland were 34 years old or younger (79%) with most between 25–34 years (43%). Fourteen per cent are aged 35–44 years and only 2 per cent of new arrivals are aged over 65 years.

## Community indicators

Moreland City Council conducts an annual survey of residents' perceptions covering a range of different elements that broadly relate to community health and wellbeing.

Agreement with statements relating to cultural diversity has consistently rated well throughout the five years of the survey. In 2009, around 87 per cent of respondents believed that people from different ethnic backgrounds were made welcome in Moreland and 91 per cent indicated that cultural diversity enriches community life.

Most results show little difference between respondents who were born in Australia compared with those born overseas for most of the 61 indicators surveyed. Those that did show a difference were largely in the area of economic opportunities or political participation.

For example, in 2009, those surveyed who were born overseas were less likely to agree that the wages they received for their job were fair at 67.7 per cent, compared with Australian born respondents at 84 per cent. Similarly those born overseas were less likely to be satisfied with their employment (80.5%) than Australian born respondents (91.2%).



# 7 Consultation findings

This section provides a brief analysis of the feedback collected through the consultation process. It is set out under seven key themes which underpinned the questions put to participants.

## 7.1 Social inclusion

Consultation findings supported research that shows discrimination and exclusion not only adversely affect health but also lead to economic disadvantage and a diminished sense of safety.

*"Migrant communities need to hear positive stories about their contributions."*

[Moreland Settlement Services Network]

Overall, the consultations revealed that social inclusion is significantly enhanced when the diversity of cultures represented in the local area is visible in genuine engagement, the provision of services, public celebrations and physical characteristics of public spaces.

*"The Brunswick library has done a great job of making ethnic communities feel included. There are always activities you can get involved in and lots of books, CDs and movies in your language."*

[Community member, Public Consultation]

The provision of language services by Council and other local service providers continues to be a critical feature of inclusion as does multicultural festival funding that publicly celebrates the diversity of languages, cultures and religions represented in Moreland.



*"The Maternal Child Health Nurses and Moreland Libraries are some great front line services giving access to new communities and women, particularly those in places like Fawkner."*

(Urdu Speaking Playgroup)

However, consultations suggested that multiculturalism is no longer just about language services and celebrations and requires joint engagement at grassroots levels to build community capacity to participate equally in economic and social development. The ability to contribute to Council decision making processes, supporting local business diversity and English language classes were frequently raised as examples.

*"Council needs to be proactive about pathways for employment, education and housing."*

(Migrant Resource Centre)

*"Look for ways to showcase the participation and contribution of people with a disability from CALD backgrounds."*

(Disability and Diversity Project)

*"Language is the difficult part, this is a barrier to participation."*

(Young people, newly arrived)

Feedback about public spaces featured prominently, in particular the provision of facilities for community groups, designated spaces for women and artistic displays celebrating cultural diversity.

*"Could the 'women's only' swimming lessons be continued?"*

(Urdu speaking playgroup)

Participants highlighted a growing need for social activities that provide opportunity for intercultural dialogue, and wanted to see more Council initiatives that enhance social inclusion by adopting strategies that enable greater interaction between diverse community groups.

*"Weekends are hard for us we feel isolated. More recreation activities with other young people and things to do during week-ends are a good idea."*

(Young people, Refugee Background)







Communities also indicated that recognition and respect for our differences begins with a responsibility around connecting with Aboriginal communities to acknowledge our history and actively contribute to reconciliation.

Whilst most responses focused on factors that contributed to greater social inclusion, consultation participants expressed concern around a number of issues which they believed continued to undermine communities' capacity for social inclusion. These included:

- Ongoing issues around access to services, education and employment in particular
- Complex funding applications including barriers to accessing funding experienced by small unincorporated groups
- Inadequate resourcing of volunteer groups
- Limited English language proficiency which impacted knowledge of rights
- Concerns about safety, media stereotyping and the need to build positive relationships with police and other public authorities
- Inaccessible centralised service delivery models

## 7.2 Identity and belonging

Identity and belonging emerged as a very important issue in the consultations undertaken by Council. The social environments we are a part of have a powerful influence on our ability to express our identity and on our sense of belonging.

*"Council's support for Refugee Week sends a good strong message."*

(Migrant Resource Centre)

The consultation process found that identity is becoming increasingly complex and homogenous approaches to cultural diversity are outdated. Opportunities for interfaith interaction are increasingly important for communities to work together to achieve social cohesion. Interfaith forums, activities and spaces to practice faith were applauded with responses suggesting the need to see more work in this area.

*"During Ramadan, Council had a sign that congratulated the Muslim community and acknowledged the holy month. These sorts of things extend the feeling of safety. It's a sign that Muslims are accepted in the community."*

(Community member, Fawkner)

Participants believed that concepts of citizenship are changing and all people living in our communities have a legitimate right to contribute to our evolving identity. They suggested that the community as a whole has a responsibility to engage and support temporary citizens such as international students.

*"Advocacy is a part of multiculturalism. You need people from diverse backgrounds to advocate on behalf of students."*

(Representative of the Indian Student Community)

*"Fear is a failure for students it limits us."*

(Representative of the Indian Student Community)



Quang Duc Buddhist Monastery, Fawkner

## 7.3 Community planning and capacity building

Consultation feedback supported the fact that capacity building occurs at two levels:

- At the community level whereby community organisations that represent individuals and communities are adequately resourced
- At the council level whereby Council has systems in place that ensure individuals and communities are adequately equipped to participate in formal decision making processes of Council

Factors that enhanced communities' ability to express their identity and improve their sense of belonging also included proactive Council policies and practices that reflected an understanding of and catered for cultural differences.

*"Refugees don't have knowledge of essential services. They need to be oriented and have mentors, information in various languages or in pictures."*

(Moreland Settlement Services Network)

Issues that prevented communities from expressing their identity and limited their sense of belonging included:

- Concerns that children were losing their sense of cultural heritage and language as a result of pressure to assimilate with their peers in wide social contexts
- A lack of cultural awareness within the education system which communities believed was not doing enough to address discrimination and encourage respect for cultural differences
- Negative attitudes and discriminatory behaviour towards visible difference in public settings. This is particularly so for Islamic women wearing the hijab or burqua and also applies to other visible migrant groups
- Racially motivated violence and racist graffiti in public spaces

### Community level

*"We need more playgroups, many women are isolated, playgroups give relaxation, feel comfortable, build friendships. I was crying all day before I was told about playgroup – playgroups have changed my life."*

(Urdu Speaking play group)

Consultation feedback suggested that there were a plethora of opportunities for Council to support and enhance capacity building within communities. Mostly these involved competency development, resourcing, support tools and greater transparency around the functioning of Council. Almost all consultations highlighted the need for more community programs to support and resource refugee background communities in particular. They also urged for more visible Council leadership in promoting the important role that grassroots communities play in enhancing social cohesion.

*"Instilling a sense of mutual obligation by all members of our communities in taking responsibility and action against racial vilification will also be a critical factor in achieving community cohesion."*

(Participant, Expert Panel)





*"Most of us have our community groups we can go to and socialise. What we need are more opportunities to meet with local people from other ethnic groups. We should be supporting newer communities and learning more about them but we don't know how to make contact with them."*

(Community member Public Consultation)

### Council level

Numerous pathways for community planning and capacity building at the Council level were also proposed in consultations. Most evident was the need for a greater emphasis on community driven policy. Participants explained that this required accessible decision making processes, improved community understanding of Council's role and processes, and clear information about how to be involved in Council processes.

*"The Council uses the interfaith as a conduit. It comes out of inter-church council. It is hard for one faith group to facilitate this discussion also it is part of Council's civic duty."*

(Interfaith Gathering)

Feedback also suggested that Council needed to take a more proactive role in engaging with community based multicultural services in order to be better informed of key issues impacting local communities.



## 7.4 Programs and services

The cultural competence of Council is critical to recognising and respecting differences and taking the necessary measures to address any barriers these differences may create.

A culturally competent and responsive Council is becoming increasingly necessary as our population becomes more diverse and is visible in the provision of cross cultural awareness training for staff, interpreter services, information and resources available in community languages and a workforce that reflects the diversity of the local community.

Consultations suggested that Council can ensure ongoing improvement of programs and services by adapting service models through joint planning with community based organisations. Examples included service evaluation by communities, updating interpreter services and adapting program funding to reflect community demographics.

Consultations also urged that more vulnerable groups, such as new and emerging communities, older people, women and young people need additional support to identify and access services. Service providers in particular noted that newly arrived parents with children entering the mainstream education system needed customised support systems.



*"Our young people are what worry us the most. We need more activities for them to be involved in after school. They want to get involved in sports but many times they are prevented because of the cost."*

[Community member, Fawkner]

In terms of access to programs and services, the needs of young people and the elderly featured prominently in feedback. Many community members were concerned that opportunities to engage multicultural youth outside school hours remained limited due to a lack of facilities and prohibitive costs involved in playing sports. In relation to elderly members of the community, feedback suggested that Council needed to more proactively promote the range of available services and programs through ethno-specific social groups and faith leaders.

## 7.5 Geographies of hope

*"Physical environments are a reflection of the characteristics that make up communities. Urban design characterises the extent to which communities are able to actively participate and is evidenced in safe and accessible public spaces and facilities that reflect the composition of local communities."*

[Participant, Think Tank]

Consultations offered a broad range of ideas around urban design aimed at enhancing social participation. These included improved open space, recreational facilities for seniors and more playground facilities around high density housing.

Greater visible promotion of the contributions that have resulted from cultural diversity within the municipality were also highlighted with communities wanting to see more multicultural art and exhibitions displayed in key public spaces.

*"Showcase the diversity of exotic Sydney Road. This is where the action is!"*

[Community member, Public forum]

Free access to public facilities for newly arrived communities, women only health and fitness programs, access to places of faith and concerns about safety were other key areas identified as important considerations in urban design.

*"When Council decides on heritage issues of buildings, Council needs to look at the changing nature of needs in faith communities and places of faith. What was appropriate 100 years ago when designing a building may be completely inappropriate today."*

[Interfaith Gathering]

*"The built environment does not support feelings and perceptions of safety. For example, unmanned stations, lack of lighting in public areas."*

[Moreland Settlement Services Network]

Economic participation featured strongly under this theme with participants urging Council to promote the positive economic contributions made by local multicultural communities as a strategy to reduce the inequity in unemployment rates experienced within new and emerging communities in particular. Community members also wanted to see the gentrification of some suburbs limited as this was marginalising communities and contributing to the inequality of built environments within the municipality.



*"Promote CERES to CALD communities and schools."*

(Community member)

*"It is also our responsibility as service providers and advocates to tell the positive stories of migrant communities."*

(Migrant Resource Centre)

## 7.6 Partnerships

*"Our communities are growing and changing rapidly. A whole of community approach involving government, private sector and communities will improve our capacity to meet the challenges of our changing landscape."*

(Participant, Think Tank)

Partnerships at all levels of government and community level strengthen the ways in which Moreland can support its communities. Consultation participants indicated that partnerships are particularly important in providing culturally competent services and supporting civic participation.

Consultation participants listed a number of groups they would like to see Council work closely with to support multicultural communities including schools, local industry and business, legal centres, health services and community based agencies and groups.

Key themes to be addressed through partnerships focused on:

- Information and access to programs and services, particularly those related to Council, health providers and employment pathways
- Greater support for new arrival communities, particularly in relation to the law and rights
- Safety and home maintenance support for seniors

*"There needs to be much more focus on working with employers. Multicultural communities have contributed so much to local industry and we need to promote this!"*

(Participant, public forum)

## 7.7 Advocacy

Consultation feedback supported the notion that advocacy helps to ensure that issues impacting communities are highlighted and addressed and that relevant stakeholders are informed of emerging community needs. Working collaboratively with other stakeholders to build capacity around issues impacting an ageing culturally and linguistically diverse population, international students, new and emerging communities and young people are recognised current priority areas for Council.

Consultation participants identified a range of issues they would like to see Council play a greater role in addressing. At a national level these included housing affordability, greater support for international students and disability issues within multicultural communities.

*"The national disability strategy does not adequately focus on those from a culturally and linguistically diverse background with a disability. The Migration Act also discriminates against this group. They are at a double disadvantage."*

(Participant, public forum)

At the local level, the issues consultation participants indicated they would like to see greater Council advocacy around reflected the following themes:

- Health and safety, communication
- Service and facility access
- Intercultural interaction
- Civic participation
- Addressing racism and discrimination

*"We need to work with schools. Council can play a big role in changing harsh perceptions of Muslim communities."*

(Interfaith Gathering)



## 8 Strategic directions/ strategic objectives



### 8.1 Policy strategic directions

The Multicultural Policy is framed by the following strategic directions:




#### **A responsive organisation**

Council's diversity capabilities, systems and practices underpin Council's ability to respond to the needs and aspirations of its communities. Ongoing fostering of partnerships and collaboration with external stakeholders will assist Council to evolve as a responsive organisation.

#### **An empowered community**

Valuing our diversity requires joint engagement at grass roots levels to build community capacity to participate equally and meaningfully in economic and social and environmental development.







## **An inclusive community**

All people in our community have a legitimate right to contribute to our evolving identity. As identity becomes increasingly complex, opportunity for intercultural and interfaith dialogue is increasingly important for communities to work together and to achieve social inclusion.

### **8.2 Policy strategic objectives**

#### **Objective 1: Improving social inclusion**

Social inclusion involves extending opportunities to all members of the community, regardless of their social backgrounds or ethnicity. Council recognises that discrimination and exclusion impact negatively on families, family life and local communities, with serious social and economic costs. Council is committed to responding to the ongoing accumulation of disadvantage that is experienced by the most vulnerable groups in our community and to enhancing a sense of safety for all members of the community.

#### **Objective 2: Maintaining cultural diversity and strengthening sense of belonging**

Council understands that the ability of people to express their identity and to feel a sense of belonging is fundamental to their health, happiness and safety. Council will actively contribute to the creation of social environments that encourage community members to express their cultural, linguistic, faith and gender identities and enhance their sense of belonging.

#### **Objective 3: Supporting community planning and capacity building**

Council is committed to supporting and increasing the capacity of multicultural and ethno-specific organisations and initiatives, especially for new and emerging immigrant communities.

#### **Objective 4: Maintaining and improving equitable Council programs and services**

Council is committed to ensuring that all community members will have access to appropriate services regardless of their cultural, linguistic or religious backgrounds. Council recognises that some community groups such as new and emerging communities may need additional support to identify and access programs and services. Council will continue to develop the cultural competence of its own staff.

#### **Objective 5: Working to build hope within communities**

Council acknowledges that immigrants and their communities have made major contributions to economic development and the enrichment of cultural life across the Municipality. The opportunity exists to help new and emerging communities to contribute to the economic and cultural vitality of their neighbourhoods in order to create cosmopolitan and resilient local communities. Council will aim to provide the physical facilities and public spaces in which multicultural local communities can share their cultural and entrepreneurial resources.



### Objective 6: Enhancing partnerships that strengthen communities

Council will work to continuously develop partnerships at federal, state and local government and community levels that strengthen the ways in which it supports its communities. Council understands that partnerships are particularly important in providing culturally competent services and supporting social inclusion. They also provide pathways to be informed of issues impacting on communities so that services and programs reflect the evolving needs of communities.

### Objective 7: Advocacy

Council will actively undertake advocacy to ensure that issues impacting its communities are highlighted and addressed and that relevant levels of government remain informed of emerging needs around service development and delivery. Council will work collaboratively with other stakeholders to build capacity around issues impacting identified priority groups in particular, including an ageing culturally and linguistically diverse population, international students, new and emerging communities, women and young people. Whilst Council will remain committed to advocating on behalf of communities it will also assist and develop communities to advocate on their own behalf.





# 9 Council priorities and commitments under this policy

In order to give effect to the aforementioned strategic objectives, Council will pursue the following commitments and priorities for the period 2011–2015.

Council will:

- 1 Promote interfaith and inter cultural relations by providing support and funding for the Moreland Interfaith Gathering and by conducting intercultural activities and projects
- 2 Ensure improved access to leisure and sporting facilities for women, girls and all young people from new and emerging communities through a range of strategies identified by the Council policy including the Active Moreland Framework
- 3 Provide mentoring and training in job skills and entrepreneurial skills in order to maximise opportunities for paid employment in new and emerging communities
- 4 Support social enterprises and small businesses in CALD communities in order to extend opportunities to facilitate economic participation and development
- 5 Provide resources for public education on human rights and responsibilities across the municipality
- 6 Provide opportunities for all residents to participate in cultural activities, such as festivals and community arts projects through collaborative efforts with communities and multicultural organisations
- 7 Take action to ensure the health and safety of all residents, especially recent immigrants, international students, and older people from diverse backgrounds
- 8 Work with multicultural and settlement services to identify and address key settlement issues and concerns
- 9 Provide community grants and expert advice for community organisations in CALD communities to address emerging needs
- 10 Work in partnership with relevant state and federal programs and initiatives aimed at strengthening cultural diversity and advocate on behalf of communities for improvements to relevant government programs and services
- 11 Continue to provide facilities and services that have been identified as fulfilling a clear need for CALD people and communities in the consultation process related to the formulation of this policy and action plan
- 12 Maintain popular, culturally appropriate, communication tools and methods in communicating with CALD people and communities in the Municipality
- 13 Undertake a place based study on innovative ways to enhance cultural diversity and inclusion in light of immigration and urban development. This will be undertaken in partnership with relevant funding bodies

## Appendix 1 Stakeholder consultations

Public consultations undertaken to inform the development of Council's multicultural policy and action plan included:

- One public consultation at Brunswick Town Hall Representatives included:
  - Anglican church
  - WISE Employment
  - Moreland Access for All Abilities
  - oxYgen Youth Project
  - Merri Community Health
  - Moreland Youth Services
  - Moreland City Libraries
  - Moreland Maternal Child Health
  - Electoral Officer for Martin Ferguson MP
  - Moreland Interfaith Gathering
  - Moreland Seniors Action Group
  - Ecumenical Migration Centre
  - Fawkner Community House
  - La Trobe University students
  - Brunswick Secondary College students
- Moreland Settlement Services Forum
- Islamic Women's Playgroup
- Disability and Diversity Committee, Spectrum Migrant Resource Centre
- Italian Senior Citizens clubs
- Turkish Senior Citizens club
- Greek Senior Citizens clubs
- Moreland Interfaith Gathering
- Imam Ali Centre
- Young people from refugee and newly arrived backgrounds (soccer group supported by Council)
- Settlement Services Network

In total, over 135 community representatives took part in the consultation process.

## Appendix 2 References

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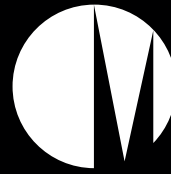
## Language Link

有關摩爾德市政廳 電話號碼的詳情	9280 1910	Za informacije o Općinskom vijeću Općine Moreland nazovite	9280 1917
Per informazioni sul Comune di Moreland telefonare a:	9280 1911	मोरलैंड सिटी कौंसिल के बारे में जानकारी प्राप्त करने के लिए फोन करें :	9280 1918
Για πληροφορίες σχετικά με το Δήμο Moreland τηλεφωνήστε στο	9280 1912	<b>All other languages</b> including 廣東話, 廣東話, فارسی, Kurdi, Malti, Македонски, Српски, Somali, Tetum	
للحصول على معلومات عن بلدية مورلاند اتصلوا على الرقم	9280 1913		
Moreland Belediyesi hakkında bilgi almak için aranabilecek telefon	9280 1914		
Nếu muốn biết thêm chi tiết về Hội Đồng Thành Phố Moreland, xin quý vị gọi số	9280 1915		
Para mayor información sobre la Municipalidad de Moreland llame al	9280 1916	9280 1919	

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Moreland City Council



# Multicultural Policy Action Plan **2011 – 2012**



Priority 1 Promote multiculturalism and social cohesion through fostering intercultural and interfaith relations and activities			
Outcome	Action	Measure	Responsibility
Increased interfaith and intercultural understanding within communities	Facilitate the Moreland Interfaith Gathering ..... Support interfaith projects as appropriate ..... Support and facilitate public events to celebrate and acknowledge cultural diversity and refugee rights	Bi-monthly Interfaith Gatherings ..... The Northern Interfaith and Intercultural Network is resourced ..... Digital stories project completed ..... Participation in Cities of Harmony Project in Partnership with Victorian Local Governance Association ..... An event conducted to celebrate Cultural Diversity Week and Refugee Week	Community Development and Social Policy
Priority 2 Improve access to leisure and sports facilities and activities for CALD communities including women and girls			
Outcome	Action	Measure	Responsibility
Increased participation of people from new emerging communities in recreation and leisure, especially women and girls ..... Increased participation and retention rates of young people from newly arrived communities in active recreation	Implement Active Women and Girls Strategy with an emphasis on cultural and linguistically diverse communities ..... Gender and culturally inclusive programs at Leisure Centres  Develop girls and boys soccer and dance programs for newly arrived young people through Moreland Active Recreation project (MARS)	Women's only dry program at Fawkner Leisure Centre  Promote other activities including swimming and physical activities to newly arrived communities ..... A communication plan developed for Active Moreland which identifies target communities and promotional strategies ..... Number of culturally specific programs at Leisure Centres ..... Participation by young people from newly arrived backgrounds as recorded in MARS project report	Youth and Leisure
Priority 3 Provide training and job skills for CALD and newly settled communities			
Outcome	Action	Measure	Responsibility
Increased participation of CALD communities in small business and labour market	Work with women from new and emerging communities through the Women's Business Network ..... Support young people from CALD backgrounds to access NMIT job skills and accreditation programs ..... Support young people from CALD backgrounds to access coaching and officiating, and dance instruction courses and positions ..... Support newly arrived and refugee communities to access work experience opportunities	One partnership developed and a business idea scoped  Number of young people supported in developing job skills ..... At least 6 young people with relevant qualifications in coaching and dance instructions ..... Investigate avenues for providing work experience opportunities at Moreland City Council and other agencies	Economic Development ..... Youth and Leisure ..... Community Development and Social Policy



Priority 4 Create small business and social enterprise activities for CALD communities			
Outcome	Action	Measure	Responsibility
Access to social enterprise opportunities for CALD communities	Scope business development opportunities with key stakeholders	Co-ordinate a network of AMES, social traders and other key stakeholders to discuss opportunities, identify strategies and actions	Economic Development
Priority 5 Conduct public education on human rights			
Outcome	Action	Measure	Responsibility
Increased awareness of human rights and responsibilities by CALD community	Conduct educational activities with relevant partners	Engage CALD participants in Moreland's human rights educational workshops	Community Development and Social Policy
Priority 6 Continue to provide opportunities for all residents to participate in cultural activities of the municipality including arts and festivals			
Outcome	Action	Measure	Responsibility
Increased engagement of new and emerging communities in cultural life	Ensure that Council's cultural events and arts projects reflect Moreland's new communities	Participation of new migrants and refugees in cultural events and arts projects	Arts and Culture ..... Moreland Libraries
Priority 7 Take action to ensure the health, safety and wellbeing of all residents, including international students and recent immigrants			
Outcome	Action	Measure	Responsibility
Increased awareness of the needs of international students	Initiate an action research project on the needs and issues of international students in Moreland and other newly arrived communities ..... Work with Merri Community Health Services to address key health needs	Project scoped, partnerships established, and funding sought	Community Development and Social Policy
Priority 8 Work with local settlement services to identify and address key settlement issues			
Outcome	Action	Measure	Responsibility
Stronger interagency networks, service co-ordination and planning and Council input into settlement planning	Maintain, support and develop settlement services network	Bi-monthly meetings conducted to co-ordinate settlement planning work  Provide input to Department of Immigration and Citizenship and other state government agencies	Community Development and Social Policy
Priority 9 Provide community grants and expert advice for community organisations in CALD communities to address emerging needs			
Outcome	Action	Measure	Responsibility
Improve equity of access to up-to-date grant advice and information to CALD communities	Community grant program to have a focus on funding projects targeting new communities	Number of briefings to multicultural and ethno-specific organisations on community grants ..... Appropriate proportion of grants allocated	Youth and Leisure ..... Community Development and Social Policy ..... Community Development and Social Policy

Priority 10 Advocate on key multicultural issues affecting the Moreland community			
Outcome	Action	Measure	Responsibility
Increased focus on, and support for, issues affecting communities, including newly emerging groups, women, families and those from refugee backgrounds	Identify key issues and advocate on behalf of communities to relevant authorities and organisations.	A bi-monthly report on emerging issues to Moreland Multicultural Settlement Services	Community Development and Social Policy
Priority 11 Continue to provide appropriate Council services and facilities to CALD communities as identified through community consultations			
Outcome	Action	Measure	Responsibility
Equitable access to culturally appropriate services for CALD communities	<p>Ensure that key services that have access and inclusion role are maintained and supported to deliver quality services</p> <p>.....</p> <p>Continue to provide information and services regarding Maternal and Child Health, Childcare Services, occasional care, playgroups and kindergarten to families from CALD communities with children.</p>	<p>Monitor access through referrals and service satisfaction indicators</p> <p>.....</p> <p>Facilitation of culturally appropriate play groups by Maternal Child Health services</p> <p>.....</p> <p>Information to CALD communities on Council's Early Years services including how to access services provided</p> <p>.....</p> <p>Information is culturally appropriate and targeted towards those experiencing access issues</p>	Moreland Council
Priority 12 Culturally appropriate communication tools and services to enable Council to communicate with CALD communities in an appropriate and consistent manner across Council			
Outcome	Action	Measure	Responsibility
Improved provision of communication and language services	<p>Support to maintain existing communication tools and strategies – language aids, VITS, CALDCOMS</p> <p>.....</p> <p>Provide Council staff with support and training on how to access and use language services tools</p> <p>.....</p> <p>Participate in the Victorian Multicultural Commission's pilot project on cultural competency training</p>	Extent of use of language services appropriate to assessed needs	<p>Communications and Research</p> <p>.....</p> <p>Citizen Services</p> <p>.....</p> <p>Community Development and Social Policy</p>
Priority 13 Cultural Precincts			
Outcome	Action	Measure	Responsibility
<p>Shared knowledge of the cultural influence on place</p> <p>.....</p> <p>Knowledge is applied in places-based projects</p>	<p>Build knowledge on Cultural Precincts projects and concepts</p> <p>Involve Council place managers, urban designers and open space planners in the process</p>	<p>Application of shared knowledge on cultural influence and dimensions in place-related projects, including cultural heritage</p> <p>.....</p> <p>Community wellbeing indicator on sense of belonging and place</p> <p>.....</p> <p>Greater visible promotion of contributions of cultural diversity</p>	<p>Community Development and Social Policy</p> <p>.....</p> <p>Place Managers</p> <p>.....</p> <p>Open Space</p> <p>.....</p> <p>Place</p> <p>.....</p> <p>Design and Strategy</p>