Multicultural Plan 2014 – 2017
EXECUTIVE SUMMARY

TERMINOLOGY AND LANGUAGE

INTRODUCTION
- Why do we have a Multicultural Plan?
- Multicultural Advisory Committee
- Council's City Plan 2013 – 2017

POLICY AND LEGISLATION
- Federal Legislation
- State Legislation

DEMOGRAPHICS OF OUR MULTICULTURAL COMMUNITY

CONSULTATION AND ENGAGEMENT

PRESENTING ISSUES
- Broader challenges
- Particular local needs and opportunities

GOALS
- How these goals relate to the Multicultural Plan

STRATEGIES

ACTION PLAN

MONITORING AND EVALUATION

FURTHER INFORMATION
Executive Summary

Council’s Multicultural Plan outlines our commitment to Banyule’s culturally and linguistically diverse (CALD) communities and how we work in partnership to support CALD communities. Banyule is proud of its diversity and believes that communities are better off when all people, regardless of their background or identity are embraced and supported to participate and contribute.

The Multicultural Plan has used Banyule’s Inclusion Access and Equity Framework (IAEF) which identifies three key goals for our diverse communities. The three goals are:

- Health and Wellbeing
- Community Participation
- Economic Participation

The IAEF also identifies three core strategies which describe the type of work Council will lead and support to achieve the goals. Each of the three strategies are supported by a range of related actions which are specific to CALD communities. The three core strategies are:

- Being an accessible and equitable organisation that provides inclusive services and practices
- Supporting local services to be available and inclusive and advocating on issues of importance to diverse communities
- Contributing to building inclusive and equitable communities
Terminology and Language

The following mini glossary has identified some key words and definitions. It has been adapted from the City of Greater Geelong Multicultural Action Plan 2011-2014, City of Monash Multicultural Action Plan 2013-2017 and Banyule City Council Inclusion, Access and Equity Framework (2014).

**Access** describes Council’s awareness that everyone in Banyule should have the opportunity to make use of, approach, enter, exit or communicate with Council (and other) services and resources.

**Asylum Seekers** are people who have applied for protection and are waiting for a determination of their status. They seek refugee status after arrival in Australia. Many of them enter Australia as students or visitors and some arrive unauthorised. However, not all asylum seekers will be given refugee status.

**Culture** is any patterned set of behaviours, knowledge, values, beliefs, experiences and traditions shared by a particular group of people.

**Cultural Diversity**: The United Nations: Article 1 of the Universal Declaration on Cultural Diversity Identity, Diversity and Pluralism identifies that: “Culture takes diverse forms across time and space. This diversity is embodied in the uniqueness and plurality of the identities of the groups and societies making up humankind. As a source of exchange, innovation and creativity, cultural diversity is as necessary for humankind as biodiversity is for nature. In this sense, it is the common heritage of humanity and should be recognised and affirmed for the benefit of present and future generations.”

**Culturally and Linguistically Diverse (CALD)**: There are differing views as to what constitutes a CALD background. The distinguishing features include, but are not limited to:
- Country of origin
- Languages spoken at home
- Family ties
- Cultural and religious background
- Self identification

**Ethnic** is a term used to refer to the identity of groups and communities based on shared characteristics such as language, cultures, religion, history, geographic origin or social traditions. However, in Australia this term is mostly used to refer to immigrants of non-English speaking background or their descendants. It is not used to refer to people of Anglo-Celtic origin of any generation in Australia, although it is important to note that everybody has an ethnicity or an ethnic belonging.

**Equity** describes Council’s commitment to apply a fair and just approach to policy development and distribution of Council services and resources. Equity recognises that people are different and therefore require customised responses in order for everyone to achieve a fair outcome appropriate to their rights and needs.

**Inclusion** describes Council’s goal to proactively seek the participation, input, ideas and views of Banyule’s diverse communities to ensure that services delivered, programs and policies developed and implemented respect the rights of, and reflect and meet the needs and aspirations of everyone in Banyule.

**Migrant** is identified as a person who leaves his or her country for a range of personal, social and economic reasons. Migrants have usually been able to prepare for their departure
and are usually able to return to their country of origin. However, young people who migrate with families may have had little choice in the decision to migrate. Further, distinctions between “migrant” and “refugee” may be blurred as many migrants have had similar experiences to refugees but were able to access other migration processes.

**Multiculturalism** The Federation of Ethnic Communities’ Councils of Australia (FECCA) defines multiculturalism through the following statements:

- Multiculturalism acknowledges, accepts and respects the cultural, ethnic, religious and linguistic diversity of contemporary Australia.
- Multiculturalism acknowledges the unique position of our Indigenous Australians as First Nation people.
- Multiculturalism provides a framework for the just and equitable access to national resources, inclusive decision-making, and the rights of all to live without fear of prejudice, discrimination and vilification. Multiculturalism recognises and promotes the socio-economic potential of diversity and facilitates and supports participation of all Australians in building a strong, harmonious and fair community.

**New/Small and Emerging Communities** include those communities who are small in numbers, have recently settled in Australia, lack established support structures, lack established family networks and lack familiarity with mainstream services and may require assistance and time to settle in Australia.

**Race-based Discrimination** refers to those behaviours or practices that result in unavoidable and unfair inequalities across groups in society based on race, ethnicity, culture or religion. Discrimination can either be direct or indirect.

**Racism** is a belief that human races have distinctive characteristics, which determine their respective cultures, usually involving the idea that one’s own race is superior and has the right to rule or dominate others. Racism is a barrier which sometimes is built into and supported by our social, political and economic systems and institutions.

**Refugee:** The United Nations 1951 Convention Relating to the Status of Refugees, to which Australia is a signatory, defines refugees as: those who are “outside their country of nationality or their usual country of residence and are unable or unwilling to return or to seek the protection of that country due to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion”. Throughout this document “refugees” refers to those with “refugee-like experience” regardless of visa classification.

**Religion** may be defined as a particular collection of ideas and/or practices that involve issues of personal conviction, conscience or faith that relate to the nature and place of humanity in the universe. It may also refer to the relation of humanity to things supernatural, and that encourage or require adherents to observe particular standards or codes of conduct or participate in specific practices having supernatural significance. These ideas or practices are held by an identifiable group who see them as a religion or system of beliefs.
Introduction

Australia has a unique history that has shaped the diversity of its peoples, their cultures and lifestyles today. Our Aboriginal and Torres Strait Islander history, which is at least 60,000 years old, combined with our British colonial past and extensive immigration from many different countries has made Australia one of the most culturally and linguistically diverse countries in the world.

Migration has brought new skills, ideas and cultures which make our communities more vibrant, interesting and prosperous. The whole community benefits when people of diverse backgrounds have opportunities to contribute to the social and economic aspects of life. Understanding and embracing cultural diversity as an asset is critical to building prosperity, inclusion and social cohesion within our community.

According to a 2013 report\(^1\) that looked at social cohesion in the wider community, while the sense of belonging within Australia was relatively high, there was also a marked increase in the proportion that had experienced some form of discrimination. With Banyule's increasingly diverse population, there is a greater need to ensure all members of the municipality feel they belong and are accepted in the community while also being able to access services and support.

**Why do we have a Multicultural Plan?**

When people have opportunities for participation in community life, the whole community benefits. Under the *Public Health and Wellbeing Act 2008*, Local Government has a legislated role in providing opportunities for all to achieve maximum health and wellbeing. This is generally achieved through the establishment of a municipal public health and wellbeing plan. Banyule City Council acknowledges that the wellbeing of certain groups, including our CALD communities is impacted more than others and requires a greater level of attention. Banyule City Council believes in the benefits of diversity and the rights of all people to be free from discrimination and have opportunities to participate in all aspects of community life.

The Multicultural Plan focuses attention on strategies to address the barriers faced by Banyule's CALD communities and seeks to create more opportunities for participation and involvement. These strategies aim to bring all cultural communities, including Anglo-Celtic communities, within Banyule together and to foster respect and acceptance. In this way, the Plan will benefit the whole community and conversely, it requires the participation of everyone in the community if it is to be successful.

The Multicultural Plan is one of four other plans that are based on Council’s Inclusion Access and Equity and Framework (IAEF). The other plans are our Disability Plan, Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Plan and Aboriginal and Torres Strait Islander Plan. The IAEF expresses our commitment to our diverse communities and provides a framework to guide the way that we will work to promote and foster inclusion, access and equity. In the future, the IAEF could be used to address inclusion for people in different life stages and other social issues.

**Multicultural Advisory Committee**

Council established its first Multicultural Advisory Committee in early 2014 following community support received at events and activities that celebrated our Multicultural community. The Committee includes residents, community leaders from our CALD communities, local services and organisations. The committee works with Council to:

- Provide feedback and advice to Council on its policies, plans and services that impact CALD communities
- Consider and provide advice on key Government initiatives, programs and reviews
- Advocate on behalf of CALD communities
- Consider funding and other opportunities as they may arise
- Assist Council to promote the benefits of cultural diversity within the Banyule municipality and beyond
- Provide advice to Council with its communication, engagement and consultation with CALD communities.

**Council’s City Plan 2013 – 2017**

The purpose of Council’s City Plan 2013-2017 is to set the strategic direction for Council responsibilities over this four year period. It establishes the vision, objectives and key directions guiding Council’s work under five themes including people, planet, place, participation and performance. It outlines priorities and helps guide the services that we provide to the community.

The Multicultural Plan is in line with Council’s City Plan 2013 – 2017, it directly links to the Participation objective and key direction 4.2 “encourages diverse and inclusive community participation”. When looking at the annual Multicultural Action Plan there are actions that have links to other City Plan key directions. These links will be identified as part of the monitoring and evaluation of the Multicultural Plan. For further information please refer to the *Monitoring and Evaluation* section.
Policy and Legislation

The following is a summary of Federal and State legislation that relates to the protection and rights of the CALD communities. This policy review is not comprehensive and Council Officers will continue to monitor the Federal and State policy agenda for relevant information.

Federal Legislation

**Human Rights and Equal Opportunity Act 1986**
This Act makes it unlawful to discriminate against people because of their race, colour, sex, religion, political opinion (in employment only), national extraction or social origin, age, medical record, irrelevant criminal record (in employment only), impairment, marital status, mental, intellectual or psychiatric disability, nationality, physical disability, sexual preference (in employment only) and trade union activity (in employment only).

**Racial Discrimination Act 1975**
Australia’s Racial Discrimination Act 1975 (RDA) aims to ensure that people of all backgrounds are treated equally and have the same opportunities. The Act also makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

**Australia’s Multicultural Access and Equity Policy**
Australia’s Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness acknowledges that we live in a multicultural society and there is an obligation on Australian Government departments and agencies to provide equitable access to services regardless of the cultural or linguistic background of clients.

The Policy consists of six core dimensions - Leadership, Engagement, Performance, Capability, Responsiveness and Openness - with minimum obligations attached to each. It covers all engagement and communication of government departments and agencies with CALD communities, not just direct service delivery.²

State Legislation

**Victorian Equal Opportunity Act 2010**
The objectives of the Victorian Equal Opportunity Act 2010 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.

**Victorian Charter of Human Rights and Responsibilities Act 2006**
This Charter is founded on the following principles:
- Human rights are essential in a democratic and inclusive society that respects the rule of law, human dignity, equality and freedom
- Human rights belong to all people without discrimination, and the diversity of the people of Victoria enhances our community
- Human rights come with responsibilities and must be exercised in a way that respects the human rights of others

Human rights have a special importance for the Aboriginal people of Victoria, as descendants of Australia's first people, with their diverse spiritual, social, cultural and economic relationship with their traditional lands and waters.³

**Victorian Racial and Religious Tolerance Act 2001**
The Act prohibits behaviour that incites hatred, serious contempt, revulsion or severe ridicule against another person or group of people because of their race and/or religion.

**Multicultural Victoria Act 2011**
The Multicultural Victoria Act 2011 recognises in its preamble that one of the central tenets of multiculturalism is citizenship and that the expression citizenship is not limited to formal Australian citizenship, but refers to the rights and responsibilities of all people in a multicultural society. The Multicultural Victoria Act 2011 came into effect on 1 September 2011.

**Victorian Government Multicultural Affairs and Citizenship Policy**
Victoria’s Advantage – Unity, Diversity, Opportunity, is a landmark Multicultural Affairs and Citizenship Policy. It contains a set of indicators which will be used to measure the State's progress in multicultural affairs. The Policy focuses on three major themes: Maximising the Benefits of our Diversity; Citizenship, Participation and Social Cohesion; and Responsive and Accessible Services.⁴

**Demographics of our Multicultural Community⁵**

Banyule’s population in relation to its cultural and linguistic diversity is changing and coming more in line with the increasing diversity of Greater Melbourne. Banyule now has over fifty different cultural backgrounds. Compared to five years ago, residents are more likely to speak a language other than English at home.

The range of source countries for new migrants has increased and therefore the municipality's diversity is greater than ever before. This has implications for the provision of community services and support such as interpreters and translators.

Italy remains the dominant non-English⁶ country of birth for Banyule residents, however the majority of migrants from Italy arrived 1960 and prior, thus the Italian migrants are older and ageing. Overall, the number of residents from European countries is slowly declining while the number of residents from Asian countries and the Indian sub-continent⁷ is continuing to increase.

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⁵ Unless otherwise stated, data is sourced from the Australian Bureau of Statistics (ABS) TableBuilder and id using the ABS Census of Population and Housing 2011.
⁶ Non-English speaking countries exclude Canada, Ireland, New Zealand, South Africa, the United Kingdom (England, Scotland, Wales and Northern Ireland), and the United States of America.
⁷ Indian sub-continent includes Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka.
The proportion of older people (aged 65 years and above) in Banyule, is larger for residents born overseas compared to residents born in Australia. Different cultural backgrounds also have different age structures - the Italian and Greek population has a larger proportion of older people compared to the Asian and Indian population. The challenge for Banyule is to provide appropriate health, aged care and community services to support the ageing migrant population and to support the municipality’s diverse cultural, faith and linguistic needs.

The need for assistance with core activities increases with age. Banyule residents from non-English speaking backgrounds were more likely to be in need of assistance than those born in Australia or English speaking countries. They were also less likely to volunteer compared to residents from English speaking countries.

Skilled migrants comprised the bulk of recent migration in Banyule, followed by those who settled through family reunion. Humanitarian arrivals represented the smallest proportion of migrant intake. Research shows that over the long term, second generation humanitarian entrants contribute more significantly to the labour force than the first generation. Humanitarian entrants in general place a high value on education for their young, leading to high labour force participation.

Banyule has the largest population of Somali residents in Victoria. Between 2006 to 2011 there was a relatively small increase in the number of residents born in Somalia, but a larger increase in those with a Somali ancestral background. This indicates that there has been an increase in second generation Australian Somalis, and that the Somali community in Banyule is well-established.

In relation to religion, Banyule remains a predominantly Christian municipality however the proportion of Christians has decreased while the proportion of other religions has increased, with Islam being the main non-Christian religion.

While residents from non-English speaking backgrounds were more likely to have completed a bachelor or higher degree, they were less likely to be employed. Overseas qualifications may not always be recognised in Australia, and language can hinder job opportunities. The 2011 Household Survey indicated that respondents from non-English speaking backgrounds were more likely to be unemployed due to language barriers and less likely to be unemployed due to age barriers compared to those from English speaking backgrounds.

Overall, Banyule ranks slightly better than average in comparison to the rest of the State in relation to self-reported health and subjective well-being. However, Banyule residents who speak a language other than English had a lower proportion reporting their general health as excellent, a lower proportion indicating they always had enough fresh fruit and vegetables to eat and a lower proportion that strongly agreed they had good access to health advice/services.

Some health related data is not readily available at a local government level. However national data is available to compare CALD populations with non-CALD populations. For example, the 2011/2012 Australian Health Survey found that those who spoke a language other than English at home were less likely to smoke compared to those that spoke English only. The 2010 National Drug Strategy Household Survey found that non-English speakers

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8 The need for assistance does not necessarily represent the number of residents with a disability. Hence not all persons with a disability require assistance with their daily core activities.

9 Richard Parsons (2013) Assessing the economic contribution of refugees in Australia, Multicultural Development Association

10 Community Indicators Victoria (2011)
http://www.communityindicators.net.au/wellbeing_reports/banyule
were less likely to drink alcohol at levels which exposed them to risk compared to English speakers. In 2014 the Australian Institute of Health and Welfare reported that on average, overseas-born residents have lower death rates than Australian-born residents. However, it is well established that certain culturally and linguistically diverse groups in Australia have a high prevalence of diabetes compared with the Australian-born population.

There are many factors that contribute to one’s health. The absence of or limited contact with family and friends may impact on a person’s wellbeing. In the 2011 Banyule Household Survey, households that spoke a language other than English at home, indicated that the distance to family/friends was one of the top 3 dislikes about living in the area.

The West Precinct (i.e. Heidelberg West-Bellfield and Heidelberg Heights), is the most culturally diverse area across the municipality with the highest proportion of recent overseas arrivals, overseas born residents, low English proficiency and residents that speak a language other than English at home.

Low English proficiency affects a person’s ability to access services and information. Therefore, continuing to address language and literacy needs through English classes and through the provision of interpreters and translators is vital to ensure every Banyule resident has access to appropriate services and support.

Banyule City Council has written a series of profiles on the demographics of its community. A full copy of the Multicultural Profile can be located on the Council website.

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11 A demographic profile of the West Precinct is available from the Community and Social Planning Unit at Banyule City Council.

12 Recent overseas arrivals = residents that arrived in Australia 1 January 2006 to 9 August 2011.

Banyule’s Multicultural Plan 2014 - 2017
Consultation and Engagement

This Plan has been developed based on Council’s engagement with its community, current research and literature and other related strategies and plans of Council. We have used community events and broader consultations to connect with and discuss presenting issues with our CALD communities. In 2011 specific series of consultations were lead with our CALD communities. The issues identified have been incorporated into this plan. Our Multicultural Advisory Committee have provided advice and guided the development of this Plan. Our Advisory Committee will also play an important role in monitoring the implementation of this Plan over the next three years.

The Plan has been designed so we can evaluate and learn from our work and ongoing engagement with our community and incorporate those learnings into the development of annual actions that implement the goals of the Plan.

Presenting Issues

The following section of the strategy outlines a range of the presenting issues and needs of Banyule’s CALD communities and provides useful background information to the strategies Council will use to support our CALD communities.

While diversity may be broadly understood as an asset and benefit to the community, many individuals from diverse backgrounds continue to experience challenges that impact their participation in community life.

The needs and issues facing CALD communities are varied, and are influenced by several factors including the context of when and how individuals and communities arrived or settled in Australia. Migration to Australia is granted under three different streams: Skilled migrant, family or humanitarian.

Communities arriving by means of humanitarian migration may experience a range of challenges adjusting to a new environment including the perceptions of the broader community, limited language skills, poorer health depending on circumstances of migration and risk of isolation from community and cultural life.

The length of settlement and settlement experience can impact upon a person’s ability to gain employment and long term health and well-being.

Established communities may have access to a broader community network through the presence of ethno specific services and organisations, but may still experience isolation from community life, racism or require the assistance of programs such as language services in order to fully access local opportunities.

Skilled migrants often struggle to have their skills and experience recognised within Australia and may experience social isolation depending on the location of settlement or provision of cultural services and opportunities.

Broader challenges
While the circumstances of arrival may present a range of different immediate and long term challenges for culturally diverse communities, broader systemic issues continue to affect many from diverse backgrounds including the presence of racism, lack of cultural understanding and prejudice. In order to maximise the community level benefits of diversity, these issues need to be challenged and addressed.
Facilitating full participation
Realising the benefits from diversity at both the community level and the individual level requires that people are able to participate in all aspects of community life including:

- School and further education
- Employment
- Social and community life
- Political life.

Victoria’s Multicultural Policy – *Victoria’s Advantage – Unity Diversity, Opportunity*, identifies that Victoria’s success as a diverse and cohesive community depends on the opportunities that migrants have to participate in and contribute to society – and the assistance that is provided to address disadvantage whenever it occurs. Opportunities to learn English, undertake an education, gain employment, start a business and participate in civic society - are all vital in maintaining the engaged, cohesive society we have in Victoria.

By providing these opportunities and assisting those who need help, isolation and marginalisation can be prevented, giving everyone the chance to fully contribute to society.

Particular local needs and opportunities

Asylum Seeker and Refugee – There is large need for proactive community education and coordination of local supports to ensure that Asylum Seeker and Refugee communities are welcomed and valued and have support to maximise community participation. While the numbers of Asylum seekers and Refugees are relatively low in Banyule when compared to other areas of Victoria, Council recognises the high needs of these groups.

Established Communities - Providing a coordinated, responsive service system for new and established communities alike, while ensuring support is culturally appropriate and accessible, is essential for Banyule to be able to enjoy the benefits of a multicultural community. Our established communities have added so much to our local area in terms of culture, heritage, food and skills to the local community that needs to be celebrated and recognised.

Supporting young people – Young people from diverse backgrounds need to access the services and supports they require to access quality education and pathways to employment and training is critical. Supporting young people to develop and apply leadership skills leads to a strengthening of community cohesion and harmony.

Ageing migrants – Banyule is home to many older people from non-English speaking backgrounds. The ageing of these communities underlines the need for health, aged care and community services to be responsive to diverse cultural, faith and language needs. This means access to language services, and assistance to live independently and remain connected to families, friends and the broader community.

Diverse Language and Cultural Needs - Low English language proficiency and literacy skills directly affect a person’s ability to access services and information. Addressing language and literacy needs through English language tuition as well as by providing interpreters and translators, is crucial to ensure access to, and the effective delivery of, government services. There is also increasing demand for language services to cater to a greater range of languages that support new and emerging communities. Language support is also required for established and ageing communities.
Tackling racism and discrimination - Banyule is committed to tackling racism and the negative effects this has on individual and community health and wellbeing. All people deserve to be treated fairly and respectfully however it is known that many individuals still experience racism and discrimination. The Scanlon Report 2013\textsuperscript{13} showed that while the sense of belonging within Australia was relatively high at 92 per cent, there was also a marked increase in the proportion that had experienced some form of discrimination, from 12 per cent in 2012 to 19 per cent in 2013.

Families with young children - Some parents from CALD backgrounds (often mothers) are at high risk of isolation. Language barriers and separation from family and friends can add to stress, loneliness and a sense of isolation when one or both parents are at home with small children. Limited English can also act as a barrier to accessing services and community activities and facilities.

Goals

The Multicultural Plan has used Banyule’s Inclusion Access and Equity (IAE) Framework which identifies three key goals for our diverse communities. These goals describe what we aim to achieve and the broad outcomes we are looking to support for our CALD communities. The three goals are:

Health and Wellbeing
Good health is the state of complete physical, mental and social wellbeing and not merely the absence of disease. Health and wellbeing can be supported at any age through individual and public policy measures. Wellbeing is fundamental to quality of life, quality of human relationships and the capacity to participate in education, work, recreation and the community. Banyule City Council is committed to improving the health of our community and identifying and minimising threats to public health.

Community Participation
The opportunity to participate in community life is a fundamental right of a democracy. Some groups within the Banyule community experience barriers in being involved fully in community life due to a range of factors including the negative and discriminatory behaviours and attitudes of others. Banyule City Council strives to be a city that values diversity and actively promotes and enables the inclusion of all residents in the life of the community.

Economic Participation
Accessing economic opportunities and having the capacity to participate in the economy are important contributors to people's overall wellbeing. Fulfilling economic potential can increase resilience to change and provide a strong foundation for increasing the robustness of other wellbeing factors, such as mental and physical health. Banyule City Council is committed to supporting people to achieve their economic potential.

How these goals relate to the Multicultural Plan
Council is committed to supporting Health and Wellbeing and Community and Economic Participation for all members of the community. Council wants people to feel welcome and valued within their local community. Importantly, Council believes that our communities are stronger and enriched when all people have the opportunity to contribute and participate.

\textsuperscript{13} Scanlon Foundation (2013) Mapping social cohesion --The Scanlon Foundation surveys 2013
Council acknowledges that some members of our community experience lower levels of health and wellbeing, community participation and economic participation than other members of the community. This is due to a range of factors that are discussed within this Plan. While some members of our CALD communities experience barriers to health and wellbeing that need to be addressed, this Plan also builds on the positive contribution that our CALD communities make. Council is proud of its diversity and sees it as an asset to be harnessed.

The Multicultural plan provides the vehicle by which Council will improve wellbeing and participation for members of our community.

**Strategies**

The IAE Framework has identified three core strategies which describe the type of work Council will lead and support to achieve the IAE Goals. Each of the three strategies are supported by a range of related actions which are specific to CALD communities. These actions clearly outline the focus and scope of Council’s work.

**Strategies:**

1. **Being an accessible and equitable organisation that provides inclusive services and practices** - This approach focuses on how we work with our own staff and organisation, and on our own services to respond to the needs of diverse communities. It is Council’s desire that the services we provide, and the way we work as an organisation, recognises and responds to the diverse needs of our community.

2. **Supporting local services to be available and inclusive and advocating on issues of importance to diverse communities.** This approach focuses on how we work with other key service providers to try and make sure our diverse community has good access to relevant services that are inclusive. This area also focuses on how we advocate for issues beyond Council or the local community’s direct control.

3. **Contributing to building inclusive and equitable communities.** This priority focuses on how we work to increase support and develop wider community understanding, appreciation and pride regarding our diversity.

These strategies will be progressed through the development of annual action plans that identify specific actions and projects.
## Multicultural Plan 2014 – 2017 Action Plan

### Goal 1 – Health and Wellbeing

<table>
<thead>
<tr>
<th><strong>Strategy 1</strong> – Being accessible and equitable organisation that provides inclusive services and practices</th>
<th><strong>Strategy 2</strong> – Supporting local services to be available and inclusive and advocating on issues of importance to diverse communities</th>
<th><strong>Strategy 3</strong> – Contributing to building inclusive and equitable communities</th>
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</thead>
<tbody>
<tr>
<td>1.1. Continue to improve Council’s direct service delivery and access for CALD communities.</td>
<td>2.1. Advocate on behalf of the community [to other levels of government] to ensure support and health services are available to culturally diverse communities.</td>
<td>3.1. Develop communication initiatives and projects that target discrimination and promote anti-racism messages.</td>
</tr>
<tr>
<td>1.2. Offer services and opportunities that enable equal access and participation and reduce potential for isolation and exclusion.</td>
<td>2.2. Promote the provision of culturally inclusive health services and practices within Banyule.</td>
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<tr>
<td>1.3. Support the Banyule Multicultural Community by creating opportunities, developing community links, developing programs and providing individual support as identified.</td>
<td>2.3. Develop partnerships, projects and advocacy efforts that address the needs of refugees and asylum seekers.</td>
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### Goal 2 – Community Participation

<table>
<thead>
<tr>
<th><strong>Strategy 1</strong> – Being an accessible and equitable organisation that provides inclusive services and practices</th>
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<th><strong>Strategy 3</strong> – Contributing to building inclusive and equitable communities</th>
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<tr>
<td>1.1. Ensure that consultation and engagement initiatives engage and involve CALD communities.</td>
<td>2.1. Support local services and groups to engage with CALD communities and increase community harmony.</td>
<td>3.1. Acknowledge, promote and celebrate the contributions that diverse cultural communities have made to the local area.</td>
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<tr>
<td>1.2. Ensure Banyule’s events calendar includes activities to mark significant cultural celebrations and that the cultural diversity of Banyule is reflected in the range of performances and activities at Council run events.</td>
<td>2.2. Work in partnership with community groups, sporting clubs and organisations to ensure equal access for CALD communities.</td>
<td>3.2. Increase dialogue between Council and CALD communities so that emerging issues can be identified and addressed.</td>
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<tr>
<td>1.3. Improve communication and access to information through the use of a broader range of communication mediums that are culturally responsive.</td>
<td>2.3. Promote and improve access to public meeting places that support CALD communities.</td>
<td>3.3. Support events and activities that celebrate cultural events and diversity.</td>
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</tbody>
</table>
1.4. Promote public meeting spaces that encourage communities to congregate and engage in safe and accessible locations throughout the municipality.

1.5. Promote accessible and suitable facilities that allow smaller communities to establish their own social and support groups.

Goal 3 – Economic Participation

<table>
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<tr>
<th>Strategy 1 - Being an accessible and equitable organisation that provides inclusive services and practices.</th>
<th>Strategy 2 - Supporting local services to be available and inclusive and advocating on issues of importance to diverse communities</th>
<th>Strategy 3 - Contributing to building inclusive and equitable communities.</th>
</tr>
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</table>
| 1.1. Develop and Promote Inclusive Employment Practices.  
1.2. Explore initiatives and projects that contribute to increased employment opportunities for CALD communities. | 2.1. Identify partnerships with community based and other service providers that improve employment and pathways to employment. | 3.1. Support and promote initiatives that showcase the positive contribution that CALD communities make to economic participation through employment and businesses. |
Monitoring and Evaluation

The Inclusion Access and Equity Framework (IAEF) expresses Banyule City Council’s commitment to its diverse communities and provides a framework to guide the way that Council works to promote and foster inclusion, access and equity. The IAEF does not replace existing Plans, rather the IAEF will allow Council to work in a coordinated and consistent way, while still engaging with the individual issues that are present in particular communities. The Multicultural Plan is one of a series of strategic documents that have used the IAEF.

A progress evaluation approach will be used to monitor the implementation, evaluation, and improvement of the underpinning plans to work towards improving inclusion, access and equity for Banyule’s diverse communities.

The Multicultural Plan includes a range of actions that are organised under the IAEF goals and strategies. The goals and strategies are relevant for the three years of the Multicultural Plan. Each year there will be a set of actions developed that respond to the goals and strategies. The annual actions will allow Council Business Units to have achievable projects to focus on.

Council will monitor the implementation of its Multicultural Plan via an internal operating system called Interplan and will work with its Multicultural Advisory Committee and other partners to implement the annual actions. An annual progress report will be presented to Council and the public.

The Inclusion, Access and Equity Committee will oversee the implementation of all relevant social strategic plans linked to the IAEF. This Committee will also have the opportunity to regularly discuss any emerging issues facing the Banyule community.

Further Information

For further information regarding Banyule’s Multicultural Plan (or any of the other plans under the Inclusion Access & Equity Framework), please contact the Community and Social Planning unit on (03) 9490 4222, or email enquiries@banyule.vic.gov.au.