

Diverse People One Community Our Future

A multicultural policy and action plan
for Wyndham City 2014-2018

Adopted November 2014

This policy is Council's commitment to the whole community of Wyndham. Through this policy we will ensure that:

- ☐ Wyndham's multicultural identity is a source of pride.
- ☐ Council values the input and leadership of all members of our multicultural communities
- ☐ All Council services will be responsive to residents, with respectful regard for their culture, language and religion.
- ☐ Council works in partnership to respond to the opportunities and challenges of Wyndham's diversity.

تكون هذه السياسة العامة التزاماً من قبل المجلس البلدي تجاه المجتمع المحلي لويندهام (Wyndham) بأكمله. من خلال هذه السياسة العامة سوف نضمن ما يلي:

- ☐ تكون هوية ويندهام ذات الثقافات المتعددة مصدراً للإعتزاز.
- ☐ يثمن المجلس إسهام وقيادة جميع أفراد مجتمعاتنا المحلية ذات الثقافات المتعددة.
- ☐ سوف تُسَخَّر كافة خدمات المجلس للسكان، مع النظر باحترام لثقافتهم ولغتهم وديانتهم.
- ☐ يشارك المجلس بالعمل على الاستجابة للفرص والتحديات التي تواجه التعددية في ويندهام (Wyndham).

制定此项政策是温德姆(Wyndham)市政对整个社区所作出的承诺。通过此项政策，我们将能确保：

- ☐ 温德姆的多元文化特色值得引以为傲。
- ☐ 市政重视我们所有多元文化社区领袖所作出的贡献。
- ☐ 所有市政服务都会在尊重居民的文化、语言和宗教的基础上对他们的需要做出回应。
- ☐ 市政采取合作方式来应对温德姆社区的多元性所带来的机遇与挑战。

Ang patakaranang ito ay isasakatuparan ng Council sa buong komunidad ng Wyndham. Sa pamamagitan ng patakaranang ito, titiyakin namin na:

- ☐ Ang identidad ng multikultural Wyndham ay pagmumulan ng dangal.
- ☐ Pahahalagahan ng Council ang input at pamumuno ng lahat ng miyembro ng ating multikulturang komunidad.
- ☐ Lahat ng mga serbisyo ng Council ay tutugon sa mga residente, nang may magalang na pagtangi sa kanilang kultura, wika at relihiyon.
- ☐ Makikipagtulungan ang Council sa pagtugon sa mga oportunidad at mga hamon ng dibersidad ng Wyndham.

यह नीति विन्डहम (Wyndham) के समूचे समुदाय के प्रति कौंसिल की प्रतिबद्धता है जिसके जरिए हम यह सुनिश्चित करेंगे कि:

- ☐ विन्डहम की बहु-सांस्कृतिक पहचान पर हमें गर्व है.
- ☐ हमारे बहु-सांस्कृतिक समुदायों के सभी सदस्यों का नेतृत्व एवं योगदान कौंसिल के लिए महत्वपूर्ण है.
- ☐ कौंसिल की सभी सेवाएं - निवासियों की संस्कृति, भाषा व धर्म के प्रति समुचित सम्मान के साथ सुलभ कराई जायेगी.
- ☐ विन्डहम की विविधता से उपजे अवसरों एवं चुनौतियों का सामना करने के लिए कौंसिल सबकी सहभागिता से काम करती है.

Questo documento intende rappresentare l'impegno del Comune verso l'intera comunità di Wyndham. Attraverso di essa faremo in modo che:

- ☐ L'identità multiculturale di Wyndham sia una fonte d'orgoglio.
- ☐ Il Comune valorizzi il contributo e la direzione di tutti i membri delle nostre comunità multiculturali.
- ☐ Tutti i servizi del Comune siano pronti a rispondere alle necessità dei residenti, rispettando la loro cultura, lingua e religione.
- ☐ Il Comune operi collaborativamente per far fronte alle opportunità e alle sfide che nascono dalla diversità di Wyndham.

တၢ်အံၤမ့ၢ်ကိၣ်ကးကရၢအတၢ်ဟ့ၣ်လီၤအသးလၢလၢဆ့ဆူဝုဒါမ်(Wyndham)ပုၤတၢ်အဂီၢ်န့ၣ်လီၤ.
ဒိဖျိတၢ်အံၤပကသ့ၣ်ညါလီၤတၢ်လီၤဆဲးလၢ-

- ☐ ဝုဒါမ်ကလၢန့ၣ်လီၤဆီအတၢ်ဟ့ၣ်လီၤအံၤမ့ၢ်တၢ်ကဟ်လၢအသးသ့ဝဲအဂီၢ်န့ၣ်လီၤ.
- ☐ ကိၣ်ကးကရၢဟ်လၢပုၤကလၢန့ၣ်လီၤဖျိတၢ်ကရၢဖိတဖၣ်အတၢ်ဟ့ၣ်လီၤသးဂဲၤလိာ်မတၢ်ဒီးတၢ်ကဲခိၣ်ကဲန့ၢ်အတၢ်သ့တၢ်ဘၣ်တဖၣ်န့ၣ်လီၤ.
- ☐ ကိၣ်ကးကရၢတၢ်မဲးတၢ်မအကျိၤအကျဲတဖၣ်ကမ့ၢ်တၢ်လၢအဘၣ်လိာ်အသးဒီးပုၤအိၣ်ဆိးဖဲလီၤကဝီၤဖဲန့ၣ်တဖၣ်အဂီၢ်,
ဃုာ်ဒီးတၢ်ယုးယိၣ်ပးကဲအဝဲသ့ၣ်လၢထူသန့.ကျိၣ်ဒီးတၢ်ဘျီတၢ်ဘါတဖၣ်န့ၣ်လီၤ.
- ☐ ကိၣ်ကးကရၢမၤဃုာ်သကိးတၢ်ဒီးကရၢအကတဖၣ်ဒ်သိးကဟ့ၣ်ထီၣ်တၢ်ခွဲးတၢ်ယာ်ဒီးတၢ်တန့ၢ်တၢ်လၢဝုဒါမ်အတၢ်လီၤဆီလိာ်သးအပူၤန့ၣ်လီၤ.

سیاست شورای شهر، داشتن تعهد نسبت به تمامی افراد جامعه Wyndham است. بر اساس این سیاست ما اطمینان حاصل می کنیم که:

- ☐ هویت چند فرهنگی Wyndham مایه مباهات است.
- ☐ شورای شهر نقش رهبری و مشارکت همه اعضای جوامع چند فرهنگی را ارج می نهذ.
- ☐ همه خدمات شورای شهر پاسخگو نیاز ساکنین است و بر اساس احترام به فرهنگ، زبان و مذهبشان استوار است.
- ☐ شورای شهر به صورت مشارکتی تلاش می کند تا به فرصت ها و چالش های گوناگونی جامعه در Wyndham بپردازد.

ਇਹ ਨੀਤੀ ਵਿੰਡਮ (Wyndham) ਦੇ ਸਮੂਹ ਭਾਈਚਾਰੇ ਲਈ ਕੌਂਸਲ ਦੀ ਵਚਨਬੱਧਤਾ ਹੈ। ਇਸ ਨੀਤੀ ਰਾਹੀਂ ਅਸੀਂ ਇਹ ਯਕੀਨੀ ਬਣਾਉਂਦੇ ਹਾਂ ਕਿ:

- ☐ ਵਿੰਡਮ ਦੀ ਬਹੁਸਭਿਆਚਾਰਕ ਪਹਿਚਾਣ ਸਨਮਾਨ ਦੀ ਸਰੋਤ ਹੈ।
- ☐ ਕੌਂਸਲ ਸਾਡੀਆਂ ਬਹੁਸਭਿਆਚਾਰਕ ਬਰਾਦਰੀਆਂ ਦੇ ਸਾਰੇ ਮੈਂਬਰਾਂ ਦੀ ਦੇਣ ਅਤੇ ਅਗਵਾਈ ਦੇ ਮਹੱਤਵ ਨੂੰ ਸਮਝਦੀ ਹੈ।
- ☐ ਕੌਂਸਲ ਦੀਆਂ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਵਸਨੀਕਾਂ ਦੇ ਸਭਿਆਚਾਰ, ਭਾਸ਼ਾ ਅਤੇ ਧਰਮ ਦੀ ਇਜ਼ਤ ਦੇ ਪ੍ਰਤੀ ਜਵਾਬਦੇਹ ਹਨ।
- ☐ ਵਿੰਡਮ ਦੀ ਵਿਭਿੰਨਤਾ ਦੇ ਅਵਸਰਾਂ ਅਤੇ ਚੁਣੌਤੀਆਂ ਦੇ ਜਵਾਬ ਵਿੱਚ ਕੌਂਸਲ ਹਿੱਸੇਦਾਰੀ ਵਿੱਚ ਕੰਮ ਕਰਦੀ ਹੈ।

Esta política demuestra el compromiso de la alcaldía para con toda la comunidad de Wyndham.

Con esta política nos aseguraremos de que:

- ☐ La identidad multicultural de Wyndham sea motivo de orgullo.
- ☐ La alcaldía valore la participación y el liderazgo de todos los miembros de nuestras comunidades multiculturales.
- ☐ Todos los servicios de la alcaldía sean receptivos a los residentes, con respetuosa consideración a su cultura, lengua y religión.
- ☐ La alcaldía trabaje en sociedad para responder a las oportunidades y retos de la diversidad de Wyndham.

Chính sách này là sự tận tâm của Hội đồng với toàn bộ cộng đồng của Wyndham. Qua chính sách này, chúng tôi sẽ đảm bảo là:

- ☐ Bản sắc đa văn hóa của Wyndham luôn là nguồn tự hào.
- ☐ Hội đồng coi trọng sự đóng góp và vai trò lãnh đạo của tất cả các thành viên của các cộng đồng đa văn.
- ☐ Tất cả các dịch vụ của Hội đồng sẽ đáp ứng cư dân, với sự tôn trọng đến văn hóa, ngôn ngữ và tôn giáo của họ.
- ☐ Hội đồng làm việc trong mối quan hệ đối tác để đáp ứng các cơ hội cũng như các thử thách của tính đa dạng của Wyndham.

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Foreword

As a meeting place for the peoples of the Kulin Nation, Wyndham City is founded and grounded in cultural diversity.

For thousands of years the Wadawurrung, Boonwurrung and Woiwurrung peoples, with distinct languages and traditions, negotiated alliances, exchanged resources and managed the lands and waterways of what is now called Wyndham City. We recognise the strength of these continuing cultures and the wisdom displayed in their sustainable custodianship of these lands.

Like much of the rest of Australia, Wyndham's recent history is a story of waves of migration, each adding a new chapter to the local story. From the early settlers, like Wedge and the industrious Carters from England, to the grand era of the Chirnsides from Scotland and the entrepreneurial Chaffeys from Canada, people sought a new life for their families, and new opportunities. In the 1920s the first Italian migrants arrived, ready to work hard and make the most of life in Wyndham, and successfully building businesses which still today feed Victorians most of their leafy greens. And, of course, it was the Italians who introduced the first espresso machine – and the joys of drinking real coffee – to Werribee!

Since then we have seen further waves of migration, all people with a chapter to add to Wyndham's story. These include people coming as skilled migrants, people coming in search of peace and safety, people coming to be reunited with family members, and countless other stories.

In my role as Mayor, I regularly have the pleasure of welcoming people from all corners of the globe to Australia at our Citizenship Ceremonies. I am struck by their optimism, their friendliness, their enthusiasm for embracing a new way of life, and their commitment to making a valuable contribution to our city and our country. As a migrant myself, I can relate to this.

Wyndham City has created a policy which captures this rich history of cultural expression, peaceful coexistence and valuable contributions as we work side-by-side to create a place that we all can be proud to call home.

Cr Bob Fairclough

Mayor, 2014

Introduction

Multiculturalism is one of Australia's great national success stories and one of the reasons why Wyndham is such a dynamic, energetic and resilient community.

Cultural diversity increases every year in Wyndham, with new residents bringing with them different languages, faith traditions, food and customs.

Between 2006 and 2011 in Wyndham the number of people who were born overseas grew by nearly 17,000, so that we now have more than 50,000 overseas-born residents. The greatest increases in countries of origin during that time were India, New Zealand, China, the Philippines and the United Kingdom.

The proportion of people who speak English at home dropped from 73% to 65%, while the proportion of people who speak another language at home grew from 21% to 30%. The most commonly spoken languages other than English are Filipino or Tagalog, Italian, Mandarin, Hindi and Arabic. The languages with the fastest rates of growth between 2006 and 2011 were Gujarati, Punjabi and Telugu, spoken mainly by people from India; Karen which originates in Burma; and Mandarin, spoken by many people from China. Many people speak English and other languages as well as their preferred language, while about 7,000 people in Wyndham have difficulty speaking English.

Most people arriving as skilled migrants come from India, followed by China, the Philippines and the United Kingdom. Karen people born in Burma and Thailand represent the greatest number of people arriving as humanitarian entrants. There are hundreds of asylum seekers currently living in Wyndham, with Iran being the most common country of origin.

During the period between 2006 and 2011 the number of people observing non-Christian religions tripled. This includes a doubling of people observing Islam and Buddhism, a five-fold increase in followers of Hinduism, and a six-fold increase in followers of the Sikh tradition. Followers of a range of Christian traditions also increased.

These numbers reflect an exciting breadth of diversity in our municipality, but even more interesting are the stories that underpin those numbers. In my role as a Councillor, I often get to hear people's stories. People come in peace, and many have shown great courage and resilience in their journey to Wyndham. The diverse people of Wyndham bring with them a keenness to study, to establish businesses, to work hard. Those for whom English is not their first language, show an enthusiasm for learning English, connecting with other people and embracing Australian culture and melding it with their own culture. Amongst our diverse communities are people with qualifications, skills and experiences which, if recognised and nurtured, could bring great prosperity and innovation to Wyndham. Our faith communities, while diverse, have a shared commitment to peace, harmony and support for our fellow neighbours. Council's role is to tap into all those strengths to help build a strong and connected community.

This policy is not only about ensuring access and equity for all residents to Council services, but about valuing all that our diverse residents bring.

I wish to thank the hundreds of local residents, service providers and Council staff who provided input into this policy, and particularly the members of the Cultural Diversity Strategy and Policy Development Committee whose insights and community networks have been vital in this process.

Cr Gautam Gupta

Chair, Cultural Diversity Strategy and Policy Development Committee, 2014

Vision

Diverse People, One Community, Our Future

Council's vision statement sets out our aspiration to be one community of people who are diverse in many ways, working together for the good of the community now and into the future. This vision guides all of Council's work and forms a strong basis for this Multicultural Policy and Action Plan.

Values

Council is guided by a consistent set of values in decision-making and engaging our community. These values guide this Multicultural Policy and Action Plan.

Community Focus

This policy has been developed in consultation with community members of diverse backgrounds and aims to serve the best interests of all residents.

Integrity

Council will act with honesty, openness and respect in implementing the policy and action plan.

Respect

Council leads by example in valuing the diversity of beliefs, experiences and opinions of residents and allowing space for both differences and similarities to be explored and expressed.

Commitment

Council consistently adheres to this vision and values.

Leadership

Council takes a lead in creating a cohesive diverse community. Council also creates an environment that empowers residents to show leadership in working towards this vision.

Teamwork

Council recognises that the implementation of this policy will require teamwork across all parts of Council, and with our partners in the community.

Council's approach to diversity

Wyndham's diversity is reflected in our many cultures, languages and religions, as well as in our diversity of age, income, ability, health, gender, sexual orientation, lifestyle, preferences and experiences. The range of attributes that make up our diversity may best be responded to by different strategies and the City Plan 2013-17 has a specific objective to foster an inclusive City where diversity is valued and where groups at greater risk of exclusion are supported to participate fully in community life. It has actions relating to inclusion of:

- ☐ Aboriginal and Torres Strait Islander people;
- ☐ People from culturally diverse backgrounds;
- ☐ People experiencing or at risk of homelessness;
- ☐ Lesbian, gay, bisexual, transgender, intersex and queer people; and
- ☐ People with a disability;
- ☐ People experiencing levels of disadvantage.

In addition, there are Council strategies which outline Council's approach to working with people of specific age cohorts, including the Municipal Early Years Plan 2013-17, the Youth Plan 2013-17 and the Ageing Well Strategy.

This Multicultural Policy and Action Plan 2014-2018 addresses our diversity of culture, language and religion.

Cultural diversity encompasses many aspects of people's identity and experience. These can include country of birth, ethnic identity, family heritage, language, and religion or faith. Council believes that every resident forms part of Wyndham's cultural diversity – we all have culture.

Council values our identity as a multicultural community and the rich cultural, linguistic and faith diversity that our community brings. We embrace active citizenship – that as a community we share the same rights and responsibilities – and the role this plays in supporting a socially cohesive multicultural community. We understand we have a responsibility to ensure access to full and equal participation for all members of our community. The opportunity to participate in community life is a fundamental right for all people. Council strives to actively engage and encourage diverse local communities and individuals to participate in the life, activities and decision making in the City.

Council understands that the range of issues impacting on access to full and equal participation continue to evolve and change as our demographic profile does. We are committed to seeking improved and enhanced approaches towards ensuring that our work is informed by and responsive to the changing needs of our multicultural community.

Council acknowledges that the rich cultural diversity of our city begins with the different Aboriginal communities who have lived on this land for many years as well as the many Aboriginal and Torres Strait Islander people from other parts of Victoria and Australia who are also part of the Wyndham community. Wyndham has the largest number of Aboriginal residents in the western suburbs, representing the third-largest population in metropolitan Melbourne.

Council's City Plan 2013-2017 states its commitment to a process of reconciliation between Aboriginal and non-Aboriginal peoples that aims to redress injustices, increase equity and access to services; and increase wellbeing for the whole community. Part of this process will be the development of a Reconciliation Action Plan. In recognition of the unique position and historical significance of the first people of this land, Council's engagement with Wyndham's Aboriginal community will be developed and articulated through this process rather than through the development of the Multicultural Policy and Action Plan 2014-18. However it is likely

that the two plans will complement each other, and indeed have shared actions – such as those focused on promoting social cohesion and intercultural dialogue in our community.

Policy framework

City Plan 2013-17

This policy has been developed as an outcome of the City Plan 2013-17 under Objective 1.3 *Diversity: To foster an inclusive City where diversity is valued and where groups at greater risk of exclusion are supported to participate fully in community life*. Development of this policy and action plan provides a solid foundation for further actions under this objective. The Multicultural Policy and Action Plan aims to uphold people's rights and responsibilities through approaches that strengthen our communities.

Victorian Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities contains twenty basic rights that promote and protect the values of freedom, respect, equality and dignity. This Multicultural Policy and Action Plan has a focus on upholding:

- ☐ Your right to recognition and equality before the law
- ☐ Your right to freedom of thought, conscience, religion and belief
- ☐ Your right to take part in public life
- ☐ Cultural rights.

People's responsibilities and rights are further articulated by the *Multicultural Victoria Act 2011* and the *Racial and Religious Tolerance Act 2001*.

Community Strengthening Policy

Council's commitment to building equality amongst all people, and building a strong sense of identity are outlined in the Community Strengthening Policy. This policy outlines the ways that Council will do business to ensure good outcomes for communities by:

- ☐ Building people's skills
- ☐ Building organisational capacity
- ☐ Building equality amongst people
- ☐ Building engagement with the community
- ☐ Building a strong sense of identity

Community Health, Wellbeing and Safety Plan

Council's Community Health, Wellbeing and Safety Plan 2013-17 includes the priority area of *An inclusive and resilient city*. Strategies to be undertaken under this priority that explicitly address cultural diversity are:

- ☐ Increase cultural awareness and inclusion across the community.
- ☐ Decrease racism, homophobia and discrimination across Wyndham City.

Proposed actions in the Multicultural Policy and Action Plan will support these strategies which in turn will enhance the health and wellbeing of Wyndham residents.

It is also recognised that many other strategies in the Community Health, Wellbeing and Safety Plan will address the needs of our culturally diverse communities.

Greater detail on the policy and legislative environment can be found in Appendix Two.

How we got here

The process of developing this policy took almost a year because of the depth of engagement. It builds on work generated by the previous Cultural Diversity Policy and Action Plan 2008-2010.



Mapping and draft policy

We engaged the expertise of MyriaD Consultants who spoke with key Council staff and service providers, examined our demographics, and reviewed the current legislative and policy context. Through this process we learned that the current strengths that position Council as a culturally responsive organisation include the commitment to a whole of organisation approach and the capacity to collaborate and partner with a breadth of other services already working with the community.

The findings from this stage of the process enabled us to develop a draft policy for consultation.

Consultation with staff and key service providers

During this phase of consultation, we spoke in-depth with staff and service providers to identify what has been working well, and how we can improve and expand what Council is doing. This round of consultation included interviews with 13 service providers, and Council staff from all directorates. Participants were asked to comment on the draft policy and were encouraged to talk about actions that could be taken.

We received feedback on the draft policy, and identified four themes, as well as information about specific emerging groups and issues. A full report on this consultation phase was provided to the Cultural Diversity Strategy and Policy Development Committee for consideration.

Consultation with broad community

Reflecting Council's commitment to building engagement as described in the Community Strengthening Policy, we opened up a community conversation with a set of "conversation starters". The conversation took place in community groups, service providers' offices, and residents' homes around Wyndham, as well as through an online survey. A community meeting was attended by 60 people. In total, more than 400 local people had input into the policy through this process. Effort was made to ensure that people across all age groups, all parts of Wyndham and community members representing as many cultures, languages and faiths as possible were consulted. Responses are summarised in the following section.

Final policy produced

Using all of the information and ideas gathered throughout the consultation processes, this policy and the first year's action plan were produced, then adopted by Council at the November 2014 Ordinary Council Meeting, after review by the Cultural Diversity Strategy and Policy Development Committee.

What our community told us

Through a range of opportunities, including a survey, small focus groups and a large community forum, the community responded to a number of “conversation starters”. The responses are summarised here, and a detailed report from the consultations will be published as a supporting document to this policy.

Wyndham is welcoming because...

The most commonly-mentioned factor that makes Wyndham welcoming is our people, who were described as friendly, supportive and welcoming. The cultural diversity of our city was also cited as a welcoming factor. The amenity and the services available here were important as well. Other factors that were often mentioned included affordability and safety.

A small minority of people said that they didn’t think Wyndham was a welcoming place and elaborated further in the following section.

“Nice people. Warm and friendly.”

Students in an English class for asylum seekers

“Multicultural community so you don’t feel isolated.”

Indian-born resident of Wyndham Vale

Wyndham would be more welcoming if...

By far the most common response to what would make Wyndham more welcoming was related to transport – both public transport and roads infrastructure. This underlines the importance of involving our diverse communities in efforts such as the Get Wyndham Moving campaign.

The next most common themes were improved amenity and increased services.

The other significant factors were to do with the ways that people connect with each other – awareness of other cultures, opportunities to meet each other, and more activities and events.

A range of other factors were suggested, including reducing crime, improving affordability, and increasing employment and business opportunities within the municipality.

A small but significant number of people felt that there wasn’t anything further needed to make Wyndham more welcoming.

“More trains during peak hour. More buses in Tarneit and new suburbs. Extra roads.”

Somali-born resident of Tarneit

“... if people say hello or at least smile at you when you walk past.”

Young English-speaking woman from Hoppers Crossing

“... if there was more of an emphasis on promoting the various cultures and arts in the area, through performing and creative arts as well as life skills programmes for our youth.”

Maori community representative

Things that help me get to know other cultures are...

The most common response to this question was around festivals, events and foods. The Weerama Festival was seen as a strength in this regard. The other strong theme in response to this question was getting to know people informally and socially, as neighbours, workmates, sportsmates, volunteers, school friends and so on.

Further themes included structured activities and groups, for example the Hungry Caterpillars playgroup run by Isis Primary Care; information gained from TV, internet and books; and learning English.

An important underlying theme was about having an open and respectful attitude toward others in the community.

“Events like Weerama festival”

Tamil-speaking resident of Tarneit

“Basketball and work and through my business”

20 year-old Filipino-speaking resident

“Leave an open door in my heart to accept the differences”

Online survey respondent

Things that make me feel strong in my culture are...

People spoke most often about connecting with other people from the same culture and from other cultures as a factor that makes them feel strong in their culture. People also spoke frequently about cultural celebrations, including food, music, dancing and sport.

Respect was an important theme, which was also related to family and respect for elders. An ability to practice first language and faith were other important factors which make people feel strong in their culture.

An emerging theme was the importance of maintaining a sense of "Aussie" culture. Both migrants and Australian-born people alike stressed the importance of this during our consultations. While on one hand there appeared to be fear amongst some Australian-born residents of losing "Aussie" culture, migrants re-iterated their enthusiasm for learning and embracing the language and culture of their new home.

"Getting to know others in our community, celebrations of our culture and learning our language."

70 year old Karen resident

"I move to Australia and I'm happy to respect and follow Aussie culture. I speak Portuguese at home, cook some Brazilian food etc but I don't need any support from Council to strengthen my culture. Council needs to strengthen Aussie culture!"

Brazilian-born resident of Point Cook

I would be more involved in my community if...

The most common thing preventing people from being more involved in their community was knowing about opportunities to be involved. Also important was people having accepting attitudes towards cultural diversity, as well as people feeling confident about being welcomed.

Some practical factors also prevent people from being more involved, such as not having enough time, difficulties with accessing transport and cost factors.

"...if I was informed of various activities in the community. These activities that are free or inexpensive. Organisers are welcoming and understanding."

Members of a Filipino community group

The two most important issues facing my community are...

The most common issue for the community was seen as transport, which is consistent with the "Top 4" surveys leading to the development of the 2013-17 City Plan. The next most important issue was crime and safety, mainly to do with hoon drivers and with crime perceived to be associated with drug use. This confirms that there are a number of issues that are important across cultures.

Unemployment was also seen as a major issue, particularly the barriers that new migrants face in trying to secure a job, and the impact that unemployment has on individuals and families. The language barrier for people who haven't had a chance to learn English was the next most common issue cited. A wide range of other issues were cited, including insufficient infrastructure and services, perceptions of racism, and difficulty accessing and navigating education opportunities.

"Employment issues due to language and lack of work experiences and confidence."

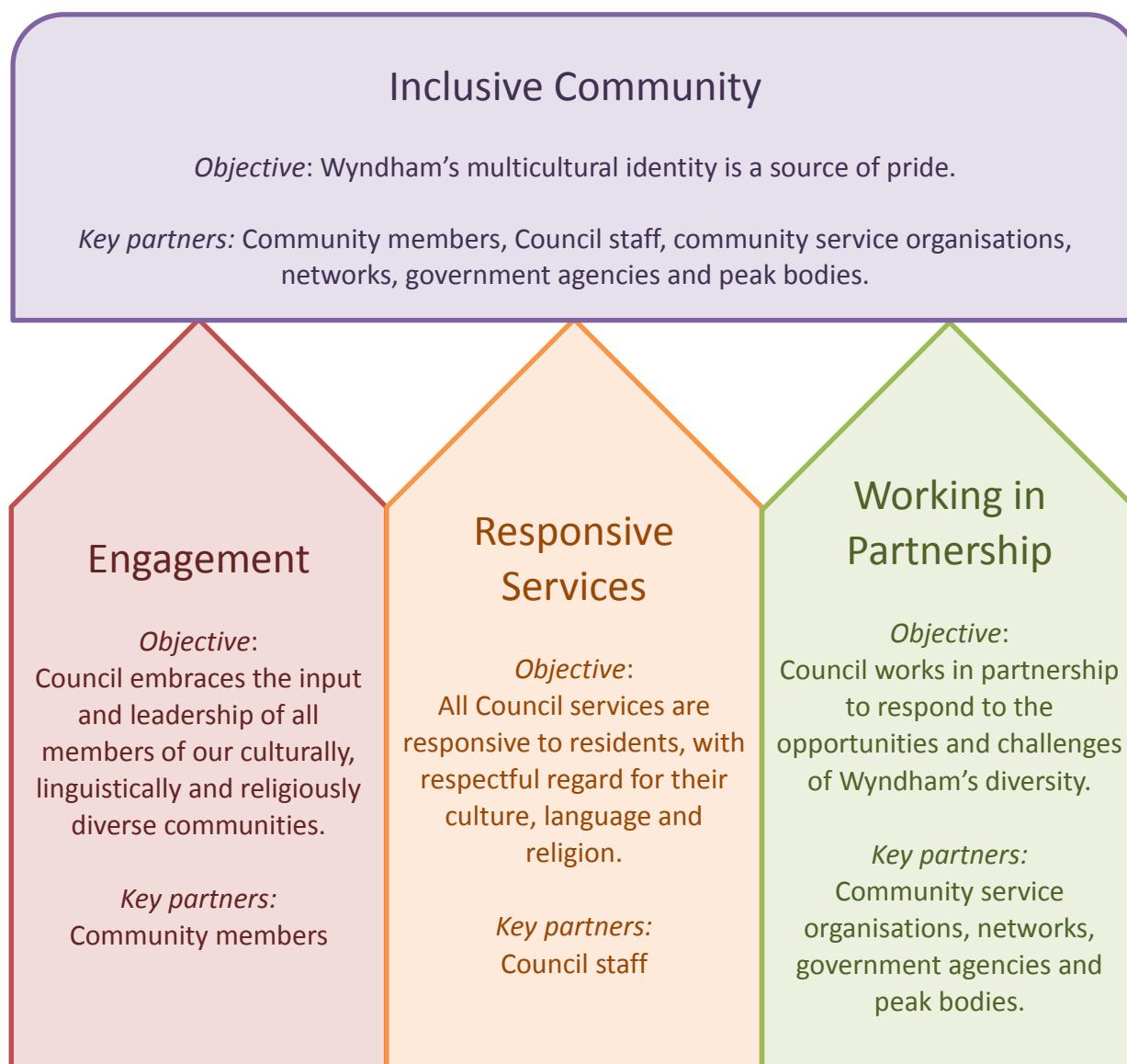
Burmese-born resident of Werribee

Themes

The themes of the policy recognise that Council has roles in working across three key stakeholder groups:

- With community members, through engagement and collaboration
- With staff, in order to build capabilities and develop responsive services
- With other organisations, to share resources, build partnerships and achieve sustainable outcomes

By working together with all these stakeholders, we will strengthen our contributions towards an inclusive Wyndham community.



The following pages outline Council's policy commitments under each of these themes.

Inclusive Community

Objective: Wyndham's multicultural identity is a source of pride.

Council recognises that identity gives us an idea of who we are and how we relate to others, and that the right to express our identity is essential to our wellbeing. A sense of belonging rests on the ability of individuals to be different and accepted in all forms of public and private life.

Wyndham has witnessed a significant change in demographics over the past decade and the growing cultural diversity is considered a welcoming feature of our municipality. Council has a leadership role to play in promoting and strengthening Wyndham's multicultural identity.

Intercultural dialogue plays an important role in promoting an inclusive community where people's identity and culture are respected and valued. Council believes that all residents should have access to opportunities that build trust and understanding and contribute to promoting and celebrating diversity within the context of shared values, aspirations, rights and responsibilities and commitment to democracy and Australian laws.

Council recognises the important role played by communities of faith in Wyndham in connecting and supporting people. Council believes that dialogue between different communities of faith, as well as people outside of faith communities can build community strength and resilience.

Council has a role to play in taking a firm stance against racism and discrimination. We recognise that one of the most effective ways to reduce discrimination and racism is to help to create a vibrant and inclusive social and cultural environment that values people in all their diversity. Encouraging interaction between people through activities that bring people together is an important way to achieve this.

Wyndham's multicultural identity is strengthened by promoting, respecting and celebrating our diversity. Council values opportunities to celebrate the diverse cultures, languages and religions that are reflected in our community. Celebrations, festivals, community events and public awareness campaigns all play a role in achieving this.

Council's commitment

Council will work with community members, staff and partner organisations to:

- ☐ Embrace and promote Wyndham's multicultural identity.
- ☐ Support meaningful intercultural dialogue and encouraging cultural expression.
- ☐ Support meaningful interfaith dialogue, while recognising the integrity of our individual faiths.
- ☐ Take an active stand against racism.
- ☐ Celebrate Wyndham's cultural diversity with our communities.

Engagement

Objective: Council values the input and leadership of all members of our multicultural communities

Our diverse community possesses a wealth of skills, experiences, networks and ideas, which can make a positive contribution to life in Wyndham. Council's Community Engagement Framework guides our approach to engaging with people to ensure that their input is valued.

It is Council's responsibility to ensure that people have information about Council services and issues which affect them. Council recognises that a one-size-fits-all approach to communicating with our community will not work. We will adapt our communication approaches and remove barriers to participation, such as those identified by the community in our consultations, in order to ensure we are informing and consulting our community effectively.

It is important for our multicultural community to have access to the civic resources and relationships that enable them to access opportunities and services, and to contribute to the life of the city. Civic education is a useful approach to helping people to understand how Council works and to get involved.

Council recognises its role in supporting and helping to build the leadership capacity of culturally diverse individuals and groups in our community. The community benefits from having people with skills and confidence to play leadership roles in the community, and Council benefits from access to strong community representation that assists it to receive information essential for responsive service provision and to encourage community service. It also promotes diversity as a valuable resource for Australia by supporting the potential for multicultural communities to achieve their aspirations and enhance their quality of life.

Council also recognises that leadership is not always formal. There are many women, young people and members of faith communities, for example, who play a leadership role in their community but who do not have a formally recognised role as leaders. Council intends to support and encourage those people to continue their invaluable work.

Council's commitment

Council will work with community members to:

- ☐ Provide information to all members of our community about Council business and issues which affect them.
- ☐ Seek feedback and consult with people from all of Wyndham's diverse communities.
- ☐ Support our community to get involved in Council decision-making and policy development through civic education approaches.
- ☐ Build capacity for leadership and collaboration with community members.
- ☐ Recognise informal leadership and empower community members and groups to make decisions on the things that affect them.

Responsive Services

Objective: All Council services will be responsive to residents, with respectful regard for their culture, language and religion.

Wyndham City Council believes that all members of our community should have fair and equitable access to our services and that these services should be responsive to community needs. We also recognise that some people need additional support and assistance to access services, and customised responses to experience equitable outcomes. A culturally capable and responsive Council is critical to achieving these outcomes.

Council can ensure improved access to services by addressing communication and language barriers, being culturally responsive, and giving consideration to structural barriers such as transport and cost.

Council recognises that its resources can contribute to community strengthening by facilitating cultural expression and community activity. Consideration will be given to the accessibility of community grants and facilities by culturally diverse communities, as well as whether procurement practices can strengthen cultural identity and equality.

An organisation's cultural capabilities can be enhanced through the provision of training and support for staff. There is a broad range of training and support that Wyndham staff could benefit from and a more nuanced approach than general cultural awareness is likely to build greater competence.

Both the community and Council would benefit from having a workforce that reflects the diversity of the local community. Such diversity would boost the cultural competence and skills base of the organisation, as well as building community confidence in the organisation.

It is vital that Council strives to continuously improve in our response to diversity, and will need business processes in place to support this. This may include the sharing of information and networks, collection of service data to monitor performance, and research to improve our understanding of our communities.

Council's commitment

Council will work with staff to ensure:

- ☐ Language, culture and religion are not a barrier to good service from Council.
- ☐ Council resources are used to strengthen cultural identity and its expression.
- ☐ Council's workforce reflects Wyndham's cultural diversity.
- ☐ Staff are supported to be competent and confident in engaging with Wyndham's diverse communities.
- ☐ Council's business processes support all areas of Council to have the best understanding of our community and its needs.

Working in Partnership

Objective: Council works in partnership to respond to the opportunities and challenges of Wyndham's diversity.

Council recognises that responding to diversity is best done in partnership with community groups, service providers, faith organisations, businesses and other levels of government. Council's commitment to working in partnership has been recognised as a strength by local organisations, and this strength should be built upon.

Informal and formal networks allow for the flow of information and the development of relationships and shared goals. The Wyndham Humanitarian Network and its associated working groups are seen as a significant social asset in Wyndham, and Council will continue to play an active role in supporting this network. A co-ordinated approach to service planning and community development in Wyndham can help ensure best use of limited resources in our community.

Under the *Local Government Act (Victoria) 1989* it is Council's role to advocate the interests of the community to other levels of government. In the context of cultural diversity this may include advocacy on the impacts of immigration policy, and related service needs such as housing and emergency relief. It may also include ensuring culturally diverse voices are heard in advocacy on issues affecting the broader community such as family violence, and transport.

Council can use its leadership role in promoting our multicultural identity to build the capacity of the broader community and mainstream organisations to be inclusive. This may include working with sports clubs, schools, senior citizens groups and faith communities among others. Council can also learn from and promote those organisations who are exemplary in their inclusion approaches.

A common experience for many migrants is the difficulty in translating their skills, experience and expertise into a job in Wyndham. This can lead not only to difficult financial circumstances, but also impacts on mental wellbeing. Council can play a role in supporting pathways towards volunteering, employment, education and business to ensure people have the opportunity to make a valued contribution to society and family. The Wyndham Learning Community Strategy 2014-17 will support some of these pathways.

Council's commitment

Council will work with partner organisations to:

- ☐ Promote and advocate for the needs of Wyndham's diverse communities.
- ☐ Support a co-ordinated approach to service planning and information sharing.
- ☐ Contribute to relevant networks.
- ☐ Build the capacity of local community organisations to be inclusive.
- ☐ Support pathways to greater economic participation by members of Wyndham's diverse communities.

Implementation and Review

Key elements of the implementation and review cycle for this policy and action plan will be:

Project Control Group	A project control group will be chaired by the Director, Community Development, and include Managers of departments identified as leads for actions. This group will meet quarterly and take responsibility for the implementation of all actions named in the annual action plan.
Cultural Diversity Strategy and Policy Development Committee	The Cultural Diversity Strategy and Policy Development Committee will receive an update on the policy at their quarterly meetings and provide feedback on emerging issues and trends in the community.
Annual action plan with measureable outcomes	An action plan for each of the four years of this policy will be presented to Council annually. Actions will be organised by the commitments made under the four themes of the policy. The action plan will list the action, the lead department and the anticipated outcome for that financial year.
Annual report to Council	An Annual Report will be presented to Council on the implementation of the Multicultural Policy and Action Plan. It will include details of achievements for the year, and a new action plan for the following year.
Bi-annual focus groups with Council officers.	Staff with responsibility for implementing actions, as well as staff with cultural diversity portfolio responsibilities and other Council staff with an interest, will meet twice a year for networking, building knowledge, monitoring progress on their part of the plan, and sharing emerging data and trends that they have identified.
Mid-plan public meeting	<p>A mid-plan public meeting to assess progress on the plan will be held around July 2016.</p> <p>Other public meetings on specific issues relating to parts of the policy may be held as required.</p>

Appendix One: Stakeholders

Council values the input of the following people and organisations who provided feedback and input in the development of this policy:

Members of the Cultural Diversity Strategy and Policy Development Committee:

Malvika Mehta
Luciana Manrique
Aaron An
Jon Machler

Walter Villagonzalo
Valeska Zuniga-Chondo
Inspector Damien Christiansen
Vicky Frederick

Staff from community service organisations including:

Action on Disability in Ethnic Communities
AMES (staff from Werribee ASAS team)
Anglicare Victoria
Australian Multicultural Community Services
CDC Victoria – Westrans
Centre for Multicultural Youth
City West Water
cohealth
Department of Human Services (Centrelink)
Foundation House
Isis Primary Care
New Hope Foundation

Parks Victoria
South West Christian Church
Spirit West Services
The Migrant Hub
VICSEG
Victoria Police
Werribee Football Club
Werribee Support and Housing
Wyndham Community and Education Centre
Wyndham Disability Advocacy Group
Wyndham Legal Service
Wyndham Ministers Network

Members of community groups and clubs including:

Bump, Baby and Beyond group
Friends of Skeleton Creek
German Lunch with the Bunch
Harmony Community
Indian and Sri Lankan Planned Activity Group
International students at Deakin University
Italian Lunch with the Bunch
Karen Planned Activity Group
Konkan community group
Migrante Australia
Multicultural Seniors Association of Victoria
Point Cook Chinese Friendly Association

St Andrew's Catholic parish
Students in conversational English classes at
Wyndham Community & Education Centre
and New Hope Foundation
University of the Third Age Werribee
Western Athletics
Wyndham City Swimming Club
Wyndham Community Arts Alliance
Wyndham Girl Guides
Wyndham Victory Netball Club
Wyndham Youth Taskforce
Youth Resource Centre

The more than 400 people who completed a survey, telephoned Council, joined in a group discussions or came along to the Community Meeting at the Civic Centre.

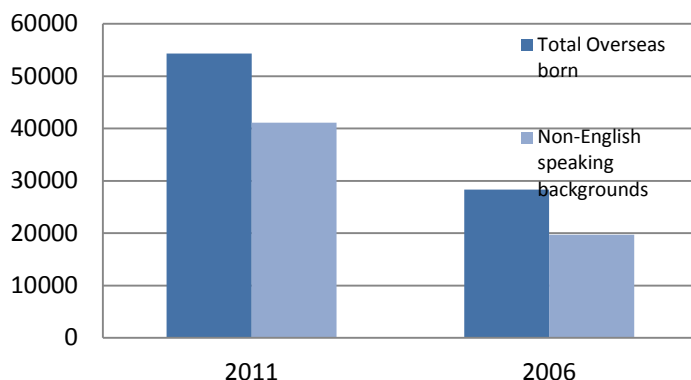
Council staff from all directorates.

Maria Dimopoulos and Georgia Prattis from MyriaD Consultants.

Appendix Two: Demographics

The City of Wyndham is currently the second-fastest growing local government area in Victoria. This growth in population has been accompanied by a changing demographic profile. These demographic patterns have resulted in a growing breadth of diversity of cultures and languages in Wyndham, with residents coming from over 120 countries and speaking more than 100 different languages.

OVERSEAS BORN GROWTH

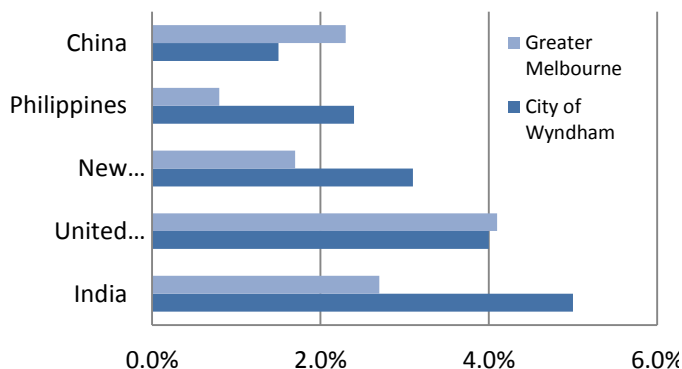


4,323 people were born overseas, 34% of the total population, a higher proportion than Greater Melbourne

Between 2006 and 2011, overseas born residents increased by 25,980 (92%)

People from non-English speaking backgrounds increased by 21,407 to 41,114 (108% population increase)

COUNTRY OF BIRTH



In 2011, the top five countries of birth were India, United Kingdom, New Zealand, Philippines and China. From 2006 to 2011, Wyndham saw increases in countries of birth of:

- India - 411% increase
- United Kingdom - 22% increase
- New Zealand - 111% increase
- Philippians - 86% increase
- China - 364% increase

TOP 10 AREAS WITH OVERSEAS BORN	NUMBER	%
Truganina	5431	45
Point Cook	13587	42
Tarneit	7260	41
Woodville	1574	35
Heathdale	2368	35
Mossfiel	2256	32
Cambridge	2290	31
Bellbridge	2720	30
The Grange	1777	30
Riverdene	3180	28

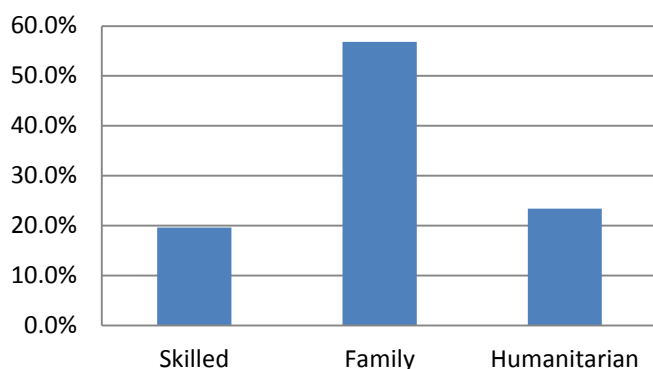
Local areas with the highest proportion of overseas born residents by number:

- Point Cook - 13,587 persons
- Tarneit - 7,260 persons
- Truganina - 5,431 persons
- Wyndham Vale - 4,108 persons
- Riverdene - 3,180 persons

Local areas with lowest proportion of overseas born residents by number:

- Little River - 120 persons
- Werribee South - 318 persons
- Kingston - 1,060 persons
- Racecourse - 1,092 persons
- Woodville - 1,574 persons

RECENT ARRIVALS, JUNE 2013 - JUNE 2014



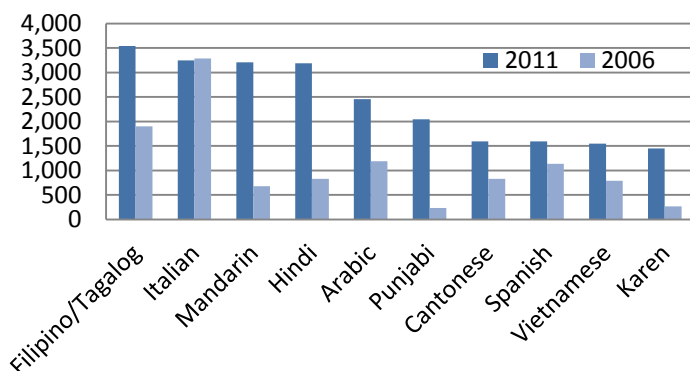
54,400 people who were living in the City of Wyndham in 2011 were born overseas, and 31% arrived in Australia within 5 years prior to 2011.

The most recent new arrivals between June 2013 and June 2014 to the municipality were from the following migration stream:

- Skilled – 223 persons or 20%
- Family – 644 persons or 57%
- Humanitarian – 265 persons or 23%

Recent arrivals include: India (450), China (169), Burma (116), Thailand (107), Philippines (89) and Pakistan (75).

LANGUAGE SPOKEN AT HOME, 2006 - 2011



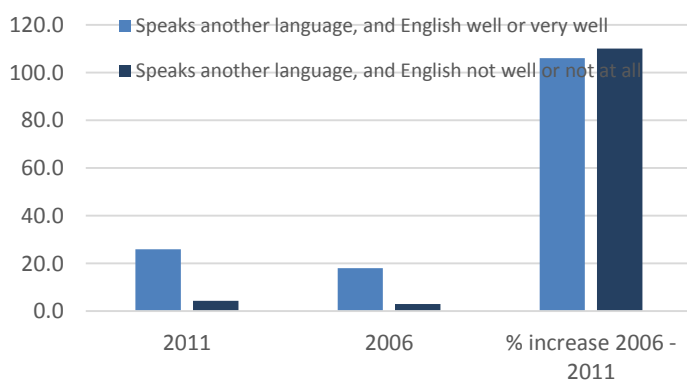
30% of residents speak a language other than English at home.

Between 2006-2011, the largest increase in languages spoken at home were Mandarin, Hindu, Punjabi and Filipino.

The commonly spoken languages at home are:

- Filipino (3,539 persons)
- Italian (3,243 persons)
- Mandarin (3,207 persons)
- Hindi (3,186 persons)
- Arabic (2,453 persons)

PROFICIENCY IN ENGLISH



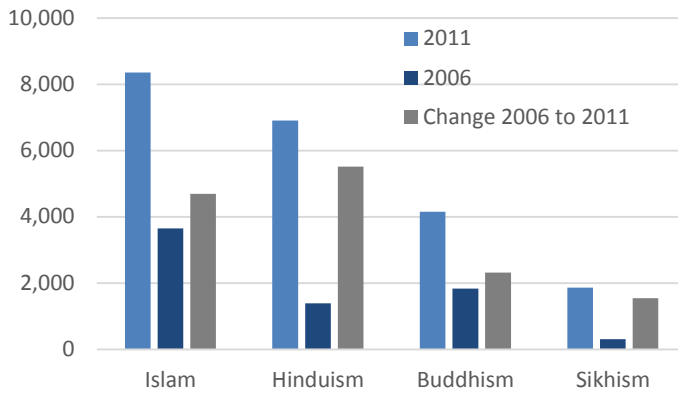
6,987 of residents speak English not well or not at all.

The number of low English proficiency speakers increased by 110% from 2006 to 2011, an increase of 3,662 speakers.

Top five languages requiring interpreting are:

- Karen
- Mandarin
- Italian
- Vietnamese
- Arabic

RELIGIOUS AFFILIATION



Compared to Greater Melbourne, residents in the City of Wyndham have:

- ☐ Higher Christian affiliation
- ☐ Lower no religious affiliation
- ☐ Higher non Christian affiliation

Emerging non Christian religions are (from 2006 to 2011):

- ☐ Islam – 4,700 persons
- ☐ Buddhism – 2,319 persons
- ☐ Hinduism – 5,515 persons

19% of the total population had no religious affiliation

Appendix Three: Policy and Legislation

The Wyndham Cultural Diversity Policy is informed by national, state and local government legislation and policies on recognising and embracing cultural diversity including:

National

- ☐ Racial Discrimination Act (1975)
- ☐ The People of Australia, the Australian Government's Multicultural Policy
- ☐ National Anti-Racism Partnership and Strategy
- ☐ Multicultural Access and Equity Policy

State

- ☐ Multicultural Victoria Act (2011)
- ☐ Victoria's Advantage: Victoria's Multicultural Affairs and Citizenship Policy
- ☐ Equal Opportunity Act (2010)
- ☐ Racial and Religious Tolerance Act (2001)
- ☐ Victorian Charter of Human Rights and Responsibilities Act (2006)

Local

- ☐ Local Government Act 2010
- ☐ Municipal Association of Victoria (MAV) Statement of Commitment to Cultural Diversity

National Context

The Racial Discrimination Act (1975)

The Racial Discrimination Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- ☐ promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- ☐ make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

National Anti-Racism Partnership and Strategy

In 2011, the then Australian Government committed to develop and implement a National Anti-Racism Strategy for Australia. The Strategy will be implemented between July 2012 and June 2015 and focuses on public awareness, education resources and youth engagement and is underpinned by research, consultation and evaluation.

The aim of the National Anti-Racism Strategy is to promote a clear understanding in the Australian community of what racism is, and how it can be prevented and reduced.

The objectives of the Strategy are to:

- ☐ create awareness of racism and how it affects individuals and the broader community
- ☐ identify, promote and build on good practice initiatives to prevent and reduce racism, and

- empower communities and individuals to take action to prevent and reduce racism and to seek redress when it occurs

The Strategy has been developed through a partnership led by the Australian Human Rights Commission and draws on the expertise of the Department of Immigration and Citizenship; the Attorney-General's Department; the Department of Families, Housing, Community Services and Indigenous Affairs; the Australian Multicultural Council; the National Congress of Australia's First Peoples and the Federation of Ethnic Communities' Councils of Australia.

Multicultural Access and Equity Policy

Access and Equity is about ensuring that all Australians receive equitable access to government services regardless of their cultural or linguistic background. The Multicultural Access and Equity Policy covers all engagement and communication of government departments and agencies with multicultural communities, not just direct service delivery.

The Policy also enables Access and Equity reporting to be more transparent and departments and agencies to be more accountable by requiring them to develop and implement two-yearly Agency Multicultural Plans (AMPs). AMPs include six dimensions—Leadership, Engagement, Performance, Capability, Responsiveness and Openness—on which departments and agencies must report. Each of these dimensions includes minimum obligations that the Australian Government committed to delivering in this area.

Supporting resources have been developed to assist departments and agencies in understanding and meeting their obligations under the strengthened Policy.

State Context

Multicultural Victoria Act 2011

The Act fosters mutual understanding and respect for all Victorians regardless of their cultural, linguistic or religious background to ensure full social, economic, civic and cultural participation.

Core principles enshrined in the Act are:

- Valuing cultural, religious and linguistic diversity
- That a central tenet of multiculturalism is citizenship as an expression of the rights and responsibilities of all people in a multicultural society
- Ensuring the freedom and opportunity for all Victorians to preserve and express their cultural heritage and to participate in the social, cultural, economic and political life of Victoria
- Equal rights and responsibilities under the laws of Victoria

Victoria's Advantage: Victoria's Multicultural Affairs and Citizenship Policy

The Victorian Government identifies active citizenship as the foundation of a successful multicultural society. It adopts a broader social concept of citizenship, which confers both rights and responsibilities on everyone living in Victoria. The ultimate function of this broader notion of citizenship is to support a socially cohesive, multicultural society where diversity complements unity and vice versa.

The Victorian Government believes that by emphasising the shared values of all Victorians and encouraging their full participation in society, social cohesion, innovation and opportunities for all will be strengthened.

This approach to multicultural affairs respects diversity while promoting a united community through a shared commitment to our nation and its democratic institutions, laws, values, aspirations and responsibilities.

The Victorian Government supports shared rights and responsibilities by promoting understanding of Australia's democratic institutions and the rule of law in a number of ways:

- ☐ providing migrants and new arrivals with information on how to participate in the democratic process and exercise their rights and responsibilities as residents of Australia;
- ☐ providing civic education to new and emerging communities to promote participation in Australian democracy;
- ☐ commitment to universal education so that Victoria's young people are prepared to effectively participate in our multicultural and global society; and
- ☐ building intercultural understanding and partnerships between communities.

Full and equal democratic participation is considered a prerequisite to a socially cohesive, multicultural society. Participation encompasses all Victorians, as well as groups at particular risk of becoming isolated or alienated, such as humanitarian entrants, senior Victorians and vulnerable youth.

Participation refers to:

- ☐ experiencing a sense of belonging to family, friends and community;
- ☐ the ability to access necessary services;
- ☐ the right to engage with government;
- ☐ contributing to society by volunteering for the benefit of the community;
- ☐ being gainfully employed and utilising one's skills for one's own benefit and the benefit of all Victorians; and
- ☐ expressing one's culture and engaging with all Victorians via artistic expression and cultural events.

Equal Opportunity Act (2010)

This Act aims to promote recognition and acceptance of everyone's right to equality of opportunity and to eliminate, as far as possible, discrimination against people. One of the most important features under the EO Act 2010 is the positive duty to eliminate discrimination, which obliges organisations covered by the law to take proactive, reasonable and proportionate measures to eliminate discrimination, sexual harassment and victimisation.

Racial and Religious Tolerance Act (2001)

This Act promotes racial and religious tolerance by prohibiting certain conduct involving the vilification of people on the grounds of race or religious beliefs or activity.

Victorian Charter of Human Rights and Responsibilities Act (2006)

As discussed in the body of this policy document, the Charter is an agreed set of human rights, freedoms and responsibilities protected by law. It focuses on civil and political rights such as right to vote and freedom of expression as well as other rights such as protection from forced work, the right to privacy, the rights to a fair trial and cultural rights. Government departments and public bodies must observe these rights when they develop laws, policies and provide services.

Local Government Context

Local Government Act 2010

The Local Government Act commits Councils to:

- ☐ Improving overall quality of life of people in the community
- ☐ Ensuring services delivered are equitable and accessible
- ☐ Acting as a representative government by taking into account the diverse needs of the local community in decision making and fostering community cohesion and encouraging active participation in civic life

Municipal Association of Victoria (MAV) Statement of Commitment to Cultural Diversity

The MAV commitment to cultural diversity aims to promote and facilitate good multicultural practice and leadership in the local government sector and across local government in Victoria. The commitment outlines the MAV role in supporting the building of strong and healthy communities free of inequity by harnessing and nurturing the richness of cultural diversity.

The Statement highlights that local government plays an important role in the development and support of local communities and fostering social cohesion. It commits the MAV to providing leadership and support in promoting a whole-of-council response to cultural diversity, and to supporting and strengthening councils':

- ☐ advocacy on behalf of local government on cultural diversity and Interfaith issues
- ☐ knowledge base to facilitate acquisition of cultural awareness and inform appropriate and responsive policies, strategies, services and programs
- ☐ partnership and relationship development between the local government sector and the community sector
- ☐ organisational capacity to address, embrace and engage with cultural diversity
- ☐ promotion and celebration of the economic, cultural and social benefits of cultural diversity