



CITY OF VINCENT

MULTICULTURAL PLAN

2013-2017



The City of Vincent is committed to assisting all community members

Please contact City of Vincent customer service and ask for the assistance with your specific request.

Telephone:	(08) 9273 6000
Email:	mail@vincent.wa.gov.au
Website:	www.vincent.wa.gov.au

The City of Vincent's Community Development officers are also available to provide assistance.

Language assistance

National Relay Service:	133 677 (TTY/voice calls) or www.relayservice.com.au
Speak and Listen:	1300 555 727
Translating and Interpreting Service:	131 450

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Executive Summary

A Multicultural Plan has been developed for use as a strategic framework to guide City Officer's in working with people from Culturally and Linguistically Diverse (CaLD) backgrounds, including migrants, refugees and the second generation (children born in Australia of migrants/refugees).

The Plan communicates to internal staff and residents the City's approach for improving access, removing barriers and promoting awareness of cultural diversity in the City. It also provides an opportunity to strengthen and maintain partnerships between all tiers of Government, service providers and community organisations to progress multiculturalism, and to promote harmony and social cohesion within the City.

Currently it is not a requirement for Local Government Authority's to adopt a Multicultural Plan. A Multicultural Plan was included as a priority to the City when it was incorporated by the Chief Executive Officer in the City's *Strategic Plan 2011-2016*.

The City's Census and Department of Immigration & Citizenship (DIAC) data also suggests the importance of considering this significant population group in strategic administration decisions implemented by the City. Some references to the 2011 Vincent Census data are below (total population 31,549 people):

- 13,814 were born overseas;
- 5,432 of overseas born people were born in non-English speaking countries;
- The non-English speaking country of birth with the highest population in Vincent is Italy with 3,280, (7.9%) residents;
- 5,620 of people speak a language other than English at home;

The predominant CaLD groups in Vincent are the Italians, Vietnamese, Chinese (incl. Mandarin and Cantonese) Greek and Macedonian.

This Plan is not intended to apply to Indigenous people in the City of Vincent. Funding has been put aside in the in the 2012/2013 financial year to develop a Reconciliation Action Plan (RAP).

Introduction

The City of Vincent is committed to having an inclusive community. Along with a commitment to providing direct and indirect support to the CaLD community, the City operates using the overall vision for “a sustainable community, built with vibrancy and diversity” (City of Vincent Strategic Plan 2011-2016).

The Multicultural Plan 2013 – 2017 has been developed for use as a strategic framework to guide City Officer’s in working with people from CaLD backgrounds. The purpose of this Plan is to improve access, remove barriers, and promote awareness of cultural diversity in the City. The Plan conveys to Council management and staff, and the residents of Vincent, the elected Council’s principals and commitment.

The City have a Community Development role within the Vincent locality which involves advocating and developing strategic partnerships, networking, sharing information and working with the community. This also includes the provision of in-kind and financial support through the various grants, donations and sponsorship funds. This Plan will also provide opportunities to strengthen and maintain partnerships between all tiers of government, service providers and community organizations to progress multiculturalism, and to promote harmony and social cohesion in the City.

The Plan has been developed to be used by the City of Vincent over a number of years. It has been designed to have annual actions that allow for flexibility in seizing opportunities that arise and enables integration into the corporate planning of the organisation, including the allocation of resources to support the implementation of the actions.

The Multicultural Plan 2013-2017 has three objectives:

1. To implement a strategic planning approach to multiculturalism in the City of Vincent;
2. To encourage community engagement to specific ethnic groups in the development and management of community projects and/ or events; and
3. To foster an awareness of the City’s role in supporting the development of a diverse range of quality multicultural facilities, activities and programmes, which contribute to the wellbeing of the community.

Consultations have been undertaken with all managers at the City and six (6) key multicultural groups located in the City of Vincent. Most of these non government agencies provide a wide range of welfare, education and support services to CaLD residents in Vincent and surrounding localities.

Overall, the Multicultural Plan 2013-2017 positions the City to be proactive and respond to the needs of future trends and community demands by appropriately allocating resources to guide future activities, programmes and strategies.

Multicultural Stakeholder Group

One of the key planned activities throughout the Plan is the establishment of a Multicultural Stakeholder Group (MSG). The MSG will play an important role in encouraging and promoting matters relating to CaLD issues for all services and facilities provided by the City of Vincent to be compatible with the City's Vision and Strategic Objectives.

The objectives of the MSG will be to:

1. Assist in the development and implementation of the Multicultural Plan, addressing for all services and facilities provided by the City.
2. Provide advice and make recommendations including;
 - Assessing plans for the City's facilities, events, services and programmes to ensure inclusiveness of people from a CaLD background.

The membership of the MSG shall comprise of the following persons;

- Three (3) City Officers
- Three (3) Council Members
- Up to Six (6) Community Representatives

The period of membership will sustain for two (2) years and meet when required. At the first meeting after convening, the Group shall determine a Schedule of Meeting dates for the remainder of the year.

The agenda will comprise of issues that are directed to the group either by Council or the CEO.

Through these strategies, the City can be well placed to raise awareness of the needs of the CaLD community and value of cultural experiences for community. It will facilitate investment, support of initiatives, and identify gaps, barriers and opportunities for the City.

History of Multiculturalism in Vincent

The predominant CaLD groups in Vincent are the Italians, Vietnamese, Chinese (incl. Mandarin and Cantonese) Greek and Macedonian. These groups arrived in Australia at various times in our history and contributed significantly to the fabric of Vincent, despite overcoming many barriers and hardship when leaving their countries of origin and on arrival.

The earliest documented CaLD residents of Vincent were the Chinese. They arrived as free and indentured workers however there were many Acts to regulate and restrict Chinese and other Asians from engaging in full business enterprises. They provided support to the service industries by working as gardeners, shop keepers, laborers and cooks.

In 1901, Perth's tram network included a route along Loftus, Newcastle and Oxford streets to Anzac Road. For residents living in the new subdivisions there were few established facilities and services. People obtained their water through the use of storage tanks and wells. Conditions improved, however when the State government introduced a mains water supply, the water supply building and yards were established on the corner of Loftus street.

This development encouraged many Chinese market gardeners who lived on and leased land in this area with their numbers further increasing over the next two to three decades.

A large concentration of Italians (motivated by economic and/or political imperatives) arrived in Perth during and around the period of mass immigration in the immediate post – World War II period. Although Italian born migrant arrivals have been decreasing since the 1980s, the descendants of Italian migrants are an ever growing group. Today Italians and their descendants make up the largest group of non - English speaking background people in the City and Western Australia.

Greeks arrived 130 yrs ago in Australia in small numbers and the largest influx arrived after an agreement was signed between the Australian government and Greece in 1952, with the population increasing from 30,000 in 1952 to 300,000 twenty (20) years later. This event coincided with increased employment opportunities and the provision of travel and loan facilities for Greek migrants. The Vietnamese started arriving in high numbers after the 1975 fall of Saigon.

The contribution of migrants and refugees to the Vincent community is significant and enduring. Migrants have contributed in many positive ways, such as producing diversity in Vincent; investing in housing; creating new businesses; supplying new products; providing new and different skills; and other types of entrepreneurial activities.

Other development within the City include the formation of Public art monuments to commemorate the history of multicultural settlement and Multicultural festivals to celebrate diversity and enrich the social and cultural life of the community. Building of various ethnic churches and the Mosque in Northbridge give texture and a sense of place to the suburban streets of Vincent.

Snapshot - Cultural Diversity Demographics

In this section, a statistical snapshot is provided of the demographics relating to the Multicultural Plan. Much of the data below focuses on the larger CaLD communities in the City of Vincent.

According to the 2011 Census Quick Stats (Australian Bureau of Statistics), the City of Vincent is home to 31,548 residents of which:

- 13,814 were born overseas (Department of Immigration & Citizenship (DIAC) settlement database 2006 – 2011);
- 5,432 of overseas born people were born in non-English speaking countries (DIAC Settlement data base 2006 – 2011);
- The non-English speaking country of birth with the highest population in Vincent is Italy with 3,280, (7.9%) residents. (2011 Census quick stats);
- The top 10 non-English speaking countries of birth are: Italy, Vietnamese, Chinese (Cantonese, Mandarin & other), Greek, Indo-Aryan languages (Indian dialects), Macedonian, French and Spanish (DIAC Settlement data base 2006 – 2011);
- 5,620 of people speak a language other than English at home (DIAC Settlement data base 2006 – 2011);
- The five most common languages spoken at home include: Italian, Vietnamese, Chinese languages (Cantonese, Mandarin & other), Greek and Macedonian;
- People who speak English either 'not well or not at all' include Italian, Chinese languages (Cantonese and Mandarin & other) and Vietnamese (English proficiency data);
- The top 4 religions are: Catholic (27.7%), Anglican 10.05%, Buddhism (3.6%) and Eastern Orthodox (3.4%) (2011 Census Quick Stats);
- Between the years Jan 2008 and Jan 2012, 2,367 people settled in Vincent under the Family and Skilled migration stream (1231). The main source countries for the Family stream are China, Thailand, Vietnam and Indonesia;
- There are very few people settling in Vincent under the Humanitarian stream (53 in 2011-2012 comprising people from: Iraq, Burma, Sudan, Afghanistan, Indonesia and Iran;
- The international education sector is Australia's third largest export industry generating approximately \$15 billion per annum (arising from student's expenditure on fees, goods and services. In 2010 there were over 400,000 international students studying in Australia of whom more than 30,000 (8%) were in WA. City of Vincent has four of these education facilities based in its locality; and
- In 2010- 11 Australia overall accepted migrants and refugees from 185 countries.

Government Legislation and Policies

All three (3) levels of Government have various legislation, policies and frameworks related to diversity. The underlying fundamental principle is that regardless of race, religion, language, culture and other attributes, all residents must be guaranteed equal opportunity and equal access to services.

At the Australian Government level, this includes:

- Access and Equity Strategy (1985);
- Human Rights and Equal Opportunity Act (1986);
- Racial Discrimination Acts (1985 & 1982);
- Charter of Public Service in a Culturally Diverse Society (1996);
- Multicultural Australia: United in Diversity (2003);
- The People of Australia (new multicultural policy) (2011); and
- Sustainable Australia – Sustainable Communities Strategy (2011).

The Charter of Public Service in a Culturally Diverse Society was introduced in 1998 by the Federal Government to ensure that Government services are delivered in a way that is sensitive to the language and cultural needs of all Australians. The Australian Government, State and territory governments and the Australian Local Government Association have endorsed the Charter.

At the State level the key policy statement is the Western Australian Charter of Multiculturalism which was endorsed by the State Government in 2004. The Charter's vision is a society in which respect for mutual difference is accompanied by equality of opportunity within a framework of democratic citizenship.

The stated purpose of the Charter is to explicitly recognize that the people of Western Australia are of different linguistic, religious, racial and ethnic backgrounds and to promote their participation in democratic governance within an inclusive society. The Charter highlights the need to respond appropriately to the varying needs of individuals and groups in order to ensure that all people can participate fully in society.

The four (4) key principles of multiculturalism are: Civic Values, Fairness, Equality and Participation.

At the local level, the Multicultural Plan in the context of City planning links with and supports a number of internal City of Vincent business and strategic plans which collectively address the objectives of the City of Vincent *Strategic Plan 2011-2016* for the future.

These include:

- City of Vincent *Strategic Plan 2011-2016*. In particular under Objective 3 – „Community Development and Wellbeing’: 3.1.1 Celebrate, acknowledge and promote the City’s cultural and social diversity;
- Disability Access and Inclusion Plan 2012 – 2017;
- Physical Activity Plan 2009 - 2013;
- The Volunteer Plan 2012 – 2017;
- Vincent Vision 2024;
- The City of Vincent Arts and Creativity Plan 2012 -2017; and
- The Senior’s Strategy.

City of Vincent Council’s Achievements and Response to Cultural Diversity

There are numerous services and initiatives that demonstrate how Council responds to the City’s residents, visitors and workers. The following are highlighted as being specifically responsive to cultural and linguistic diversity:

- Interpreter access through the telephone and Interpreting Service to book an interpreter. This service is used by business units of City on an as needs basis;
- Budget allocation for use of interpreters to ratepayers;
- Budget allocation for cultural development grants;
- Support for CaLD social groups through the Community Development area;
- Support for several multicultural groups through the provision of low cost lease arrangements for Council owned properties in Vincent;
- Budget allocation and infrastructure support/advice for multicultural festivals, celebrations and/ or community events;
- Community Centre’s providing meeting facilities for CaLD groups at low cost;
- Budget allocation for Taxi Voucher Scheme for pensioners and people with a disability within the City available to support the cost of transport regarding their ability to access essential services e.g. medical/dental appointments;
- Social work based home visiting service e.g. assisting with breaking down language barriers when making referrals;
- Staff training and development in cultural awareness, including the use of interpreters;
- Library collections in CaLD languages, e.g. books, audio materials. The Language other than English (LOTE) stock is in 26 different languages and the Library has 475 borrowers listed in using 38 languages other than English at home. Storytelling for young children in different languages is provided by Library staff and interpreters to celebrate community events e.g. Children’s Week, Multicultural week, Harmony day;

- Specific targeting of CaLD groups for swim classes at Beatty Park Pool. E.g. 40 members of an African community from the Northern Suburbs learnt to swim over a ten (10) week period in April/May 2012. All multicultural groups in the Metropolitan area are specifically targeted with mail outs several times a year advising of swimming school and class availability;
- Employment of interpreters for community consultations. E.g. interpreters for specific CaLD groups were employed through Multicultural Services of WA for the 2010 Senior's Study consultation. This assisted with the breakdown of the language barrier and gathered the best consultation results;
- Regular promotion of the City's initiatives and application for various Multicultural awards. In 2012, the City nominated for a Multicultural Award with the Office of Multicultural Interests for their innovative community consultation method for the 2011 and 2012 William Street Festivals. This indicated strong support for a Festival on William Street and also influenced the concept, date and timing of the event. The Festival embraced the multiculturalism of the area and many cultures were incorporated into the Festival planning and programming e.g. Chung Wah Association.

Community Consultations (Key Findings)

Results from various consultations with key CaLD community groups determined that language was a key barrier to accessing City of Vincent services. Information and communication were seen as significant issues in terms of needs, barriers and expectations. The importance of effective consultation mechanisms for CaLD residents was highlighted. Another key area identified in the consultations was the need for staff training and development of skills and expertise in working with CaLD residents and ethnic communities. Training sessions undertaken with translators in some of the compliance areas of the City e.g. food handling and health compliance workshops would be useful for the CaLD community to enable them to engage in Festivals and community celebrations. The need for citizenship seminars/workshops on what it means to become a citizen of Australia and provision of useful local information was also highlighted by a few groups.

Mainstream support services have cited transport as a barrier for CaLD children accessing their programmes. E.g. a local agency was asked to create some places in the three (3) year old child care programme for non government agencies providing services to CaLD families. The agency could not provide the transport and the places were not taken up.

Loneliness and social isolation was also highlighted as a significant issue for elderly persons from a CaLD background. Most of the groups consulted in the community consultations provided opportunities for seniors to participate in outings but cited incidences where the elderly were housebound with little or no family support systems. Apart from cultural barriers and a preference for relying on family members where possible, elderly persons generally have a lack of confidence and trust in participation in mainstream services and programmes. Some groups receive no funding at all for community support programmes and were providing minimal support through the use of volunteers from their own cultural community where possible. The need to develop a pool of volunteers providing culturally sensitive services to the elderly and disabled (within ethnic specific groups) was raised by several groups in the consultations.

Strategic Objectives – Overview

No. 1: City of Vincent Multicultural Plan 2013 – 2017

1. Planning, Monitoring and Evaluation

1.1 Strategic and Corporate Planning

- 1.1.1 Distinguish Culturally and Linguistically Diverse (CaLD) groups as part of stakeholder identification processes;
- 1.1.2 Acknowledge and highlight the cultural and linguistic diversity of the community in strategic documents;
- 1.1.3 Analyse community needs based on research and data analysis including consultations with CaLD communities;
- 1.1.4 Develop a Multicultural Plan that provides a comprehensive approach, including performance indicators, for all relevant programmes and services, and monitoring mechanisms for continuous improvement;
- 1.1.5 Draw on staff expertise, including their cultural backgrounds, through the development and evaluation of strategic/business plans; and
- 1.1.6 Address projected future needs as well as current needs for the CaLD community.

1.2 Research data analysis and performance indicators

- 1.2.1 Gather statistical information based on cultural and language indicators, to identify requirements for programmes and services and gauge levels of need;
- 1.2.2 Collect and analyse data on the use of services and programmes by people from CaLD backgrounds to monitor and review services;
- 1.2.3 Evaluate the City's performance against multicultural objectives in the City; and
- 1.2.4 Research best practice models in meeting the needs of diverse customer groups.

1.3 Consultation and Feedback

- 1.3.1 Integrate mechanisms for involving people with cultural and linguistic expertise when developing policies and programmes;
- 1.3.2 Conduct an information campaign and provide assistance to encourage residents from CaLD backgrounds to attend public consultations, forums and meetings;
- 1.3.3 Use consultation feedback to identify gaps in program and service provision to inform forward planning;
- 1.3.4 Actively recruit people with CaLD backgrounds and expertise for representation on relevant boards, committees and advisory bodies; and
- 1.3.5 Encourage elected members to show leadership and advocacy.

2. Capacity Building and Resource Leadership

2.1 Active Involvement of Council & Executive Management

- 2.1.1 Involve Councilors and senior Officer's in setting multicultural objectives and in determining key performance indicators to evaluate progress;
- 2.1.2 Involve senior officers in multicultural policy implementation on advisory groups and decision making bodies; and
- 2.1.3 Integrate responsibility for multicultural objectives in business and strategic plans and the performance agreements of all Managers.

2.2 Recruitment & Selection

- 2.2.1 Review vacancies taking into consideration the cultural and linguistic diversity of the local government area and, where appropriate, amend selection criteria to incorporate cultural and linguistic competencies; and
- 2.2.2 Assess, apply and upgrade the skills within the staffing profile according to changing customer needs and the strategic direction of the local government.

2.3 Professional Development

- 2.3.1 Provide professional development and career pathways for staff in positions that have a CaLD focus;
- 2.3.2 Include relevant information on the City of Vincent's multicultural objectives and strategies in staff workshops and training programmes;
- 2.3.3 Provide training to staff who deal with customers in a direct service environment; and
- 2.3.4 Explore the possibility of shared training packages or programmes with adjacent local governments or other appropriate agencies.

3. Planning, Programmes and Services – Access & Equity

3.1 Local Government Programmes and Services

- 3.1.1 Review and/or develop policies, programmes and services to identify barriers to accessibility for people from CaLD backgrounds to both mainstream and targeted services;
- 3.1.2 Address barriers through reviewing and adapting mainstream policies, programmes and services; and/or developing targeted CaLD programmes and services; and
- 3.1.3 Form links and partnerships with CaLD communities in the delivery of services.

3.2 Languages Services

- 3.2.1 Develop a language services policy and provide information about the availability of interpreting services where appropriate;
- 3.2.2 Establish a budget for interpreting and translating, and monitor and review usage across the City;
- 3.2.3 Develop a language services policy and provide information about the availability of interpreting services where appropriate; and
- 3.2.3 Arrange for interpreter services as required and make available translated materials in priority community languages, as identified via customer data.

4. Planning, Programmes and Services – Communication

4.1 Communication Strategies

- 4.1.1 Identify CaLD customers when defining the target audience for communication strategies;
- 4.1.2 Define areas of greatest need for information provision through consultation with target CaLD community groups and market research findings;
- 4.1.3 Develop targeted approaches to communicate important information such as water safety, environmental policies and other local issues;
- 4.1.4 Identify the most effective print and social media for disseminating information and test the suitability of certain media themes and/or messages to the target audience;
- 4.1.5 Identify opportunities for partnerships with local multicultural service organisations that can assist with information dissemination;
- 4.1.6 Install multicultural displays & signage in the foyer and the City of Vincent Library that celebrate and promote the positive impact of multiculturalism in Vincent; and.

4.1.7 Utilise Councils bilingual staff to visit Multicultural groups to inform them of services, events and programmes organised by the City.

4.2 Communicating with CaLD communities

- 4.1.1 Partner with CaLD community organisations and seek their advice about how best to communicate messages and information into the community;
- 4.1.2 Consider a range of communication formats and channels, including plain English written, verbal and audio/visual formats to inform people from CaLD backgrounds about programmes, services and activities;
- 4.1.3 Make translated written and audio/visual materials available in priority community languages, as identified via customer data;
- 4.1.4 Use plain English in all publications; and
- 4.1.4 Use graphics such as international signs and symbols to assist people with low literacy skills.

5. Planning, Programmes and Services – Economic, Cultural and Social Development

5.1 Support CaLD communities

- 5.1.1 Link CaLD organisations to services and other capacity building initiatives;
- 5.1.2 Include CaLD groups in all City of Vincent events and programmes;
- 5.1.3 Ensure information about funding opportunities is communicated to CaLD communities and groups;
- 5.1.4 Support unincorporated CaLD organisations to access grant opportunities;
- 5.1.5 Engage and provide assistance to CaLD small business enterprises, as appropriate; and
- 5.1.6 Work with Federal, State and non-government agencies in job creation initiatives that target people from CaLD backgrounds.

5.2 Events, Festivals and Celebrations

- 5.2.1 Participate and promote multicultural festivals and events in partnership with CaLD communities;
- 5.2.2 Nominate individuals or groups working with CaLD communities for awards to gain recognition of their personal or organisational contribution; and
- 5.2.3 Incorporate components of the community's cultural diversity into landscaping features.

1. Planning, Monitoring and Evaluation			
1.1 Strategic and Corporate Planning			
<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Distinguish Culturally and Linguistically Diverse (CaLD) groups as part of stakeholder identification processes.	<ul style="list-style-type: none"> Demographic profile of CaLD communities is updated as part of the City's strategic planning process. Information is also sourced through consultation with CaLD groups, e.g. Multicultural Services and the Vietnamese community of WA. 	<ul style="list-style-type: none"> Establishment of a Multicultural Stakeholder Group (MSG) with representatives from CaLD groups in the City. 4x annual community meetings with MSG to distinguish current trends, barriers and needs for the CaLD community. 	Community Development
Acknowledge and highlight the cultural and linguistic diversity of the community in strategic documents.	<ul style="list-style-type: none"> Acknowledgement is currently through the City of Vincent motto - "enhancing and celebrating our diverse community" and throughout the City's <i>Strategic Plan 2011 - 2016</i>. 	<ul style="list-style-type: none"> Develop specific multicultural strategies relevant to each internal department at the City. 	All Departments Marketing and Communications Officer
Analyse community needs based on research and data analysis including consultations with CaLD communities.	<ul style="list-style-type: none"> A survey involving local businesses and residents was carried out to determine the level of community support for large events. This indicated strong support for a Festival on William Street and also influenced the concept, date and timing of the event. 	<ul style="list-style-type: none"> Annual community consultation post large events to determine the success, barriers and need for the community. 	Community Development

Develop a Multicultural Plan that provides a comprehensive approach, including performance indicators, for all relevant programmes and services, and monitoring mechanisms for continuous improvement.	<ul style="list-style-type: none"> The initial Multicultural Plan will be launched and disseminated among staff, in particular with senior management. 	<ul style="list-style-type: none"> The Multicultural Plan will be reviewed every five (5) years from the year it is launched. Establish the MSG with Terms of Reference to monitor the Plan, have input into developments and continuous improvement for CaLD services 	Community Development
Draw on staff expertise, including their cultural backgrounds, through the development and evaluation of strategic/business plans.	<ul style="list-style-type: none"> Identification of existing staff that are conscious of Vincent's diverse community and preferably speak a language other than English. These skills are regularly utilised to facilitate communication with CALD residents, however not as an official interpreter. Interpreters and relevant documents in alternative formats are also available upon request. 	<ul style="list-style-type: none"> Involve a variety of staff members from different departments and cultural backgrounds to review internal strategic documents and generate ideas for improved communication. 	All Departments
Address projected future needs as well as current needs for the CaLD community.	<ul style="list-style-type: none"> Social work based home visiting service e.g. assisting with breaking down language barriers when making referrals for services. Community consultation with various cultural groups before events or when implementing new initiatives. 	<ul style="list-style-type: none"> A standard consultation process with large events and/or new initiatives. Establishment of a MSG. 	Community Development

1.2 Research data and analysis and performance indicators			
<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Gather statistical information based on cultural and language indicators, to identify requirements for programmes and services and gauge levels of need.	<ul style="list-style-type: none"> Regular use of CaLD statistics for the Vincent area. Statistics are used to identify the need for particular programmes, events and/or services and developing culturally sensitive engagement strategies. 	<ul style="list-style-type: none"> Annual critical review and analysis of current statistics for multiculturalism in the City. Staff demographics (Cultural Diversity Survey and equal opportunity). 	Community Development Health Services Beatty Park HR
Collect and analyse data on the use of services and programmes by people from CaLD backgrounds to monitor and review services.	<ul style="list-style-type: none"> Evaluation processes post events e.g. Harmony on Hyde event. Includes data and needs analysis and need analysis. 	<ul style="list-style-type: none"> Development of a standard template for the evaluative process throughout services/events/programmes. 	Community Development
Evaluate the City's performance against multicultural objectives in the City.	<ul style="list-style-type: none"> Internal City of Vincent staff and local multicultural organisation survey to determine the current focus and strategic approach. 	<ul style="list-style-type: none"> Annual internal management survey and external organisation consultation. Development of an internal communications process to share and promote good practice with the CaLD community. Establishment of a MSG 	Community Development
Research best practice models in meeting the needs of diverse customer groups.	<ul style="list-style-type: none"> Consultation with local community organisations who currently work with CaLD and 'at risk' groups to determine best practice methods. 	Establishment of a MSG <ul style="list-style-type: none"> Engage with CaLD communities and organisations to provide advice and teaching programmes. 	Community Development

1.3 Consultation and Feedback			
Strategy	Actions	Current Initiatives/Planned activities	Responsibility
Integrate mechanisms for involving people with cultural and linguistic expertise when developing policies and programmes including: <ul style="list-style-type: none"> • Relevant staff; • Residents from CaLD backgrounds; • and • Representatives from community groups. 	<ul style="list-style-type: none"> • Participation in cultural events throughout the year. • Cultural awareness training for all staff. • Engagement with CALD and ethnic communities to provide advice on planning and building in the City. 	<ul style="list-style-type: none"> • Ensure relevant policy and procedures are developed in relation to the relevant legislation e.g. Anti-Discrimination Act 1991 (specific to staff matters). • Produce and disseminate information regarding City of Vincent services and policies in other languages, and other formats if necessary, to ensure information is accessible. • CaLD community engagement as an ongoing agenda item at manager's meetings. 	Community Development Information Systems Marketing and Communications Officer HR Strategic Planning, Heritage and Sustainability
Conduct an information campaign and provide assistance to encourage residents from CaLD backgrounds to attend public consultations, forums and meetings.	<ul style="list-style-type: none"> • City Officer's have engaged with professional interpreters to facilitate communication with people with English as a second language. 	<ul style="list-style-type: none"> • Engaging the CaLD community through participation in cultural events throughout the year. • Produce information regarding public consultations in other languages when required. 	All Departments
Use consultation feedback to identify gaps in program and service provision to inform forward planning.	<ul style="list-style-type: none"> • Post consultation research analysis to determine need and service provision. 	<ul style="list-style-type: none"> • Development of specific cultural planning tools that are inclusive of CaLD community needs in the City. 	Community Development
Actively recruit people with CaLD backgrounds and expertise for representation on relevant boards, committees and advisory bodies.	<ul style="list-style-type: none"> • Extensive community consultation processes liaising with local community groups. • City Officer's attend a range of community events to talk about local programmes and services, and also to seek direct community feedback. 	<ul style="list-style-type: none"> • Development of sound recruitment processes including a process to identifying barriers relating to engagement for people from CaLD backgrounds. • Establishment of a MSG 	Community Development Strategic Planning, Heritage and Sustainability

<p>Encourage elected members to show leadership and advocacy by:</p> <ul style="list-style-type: none"> Expressing support for the principles of multiculturalism; Formally endorsing multicultural objectives; and Supporting an appropriate allocation of resources. 	<ul style="list-style-type: none"> Standard acknowledgement to Aboriginal elders and land in every public event. Extended 'Welcome to Country' organised for large community events. Enhancement of the Council's website and the multicultural content. Incorporate messages of respecting cultural diversity and the benefits of a multicultural community in all key Council major events, speeches and other relevant publications. Supporting the City's nomination in the Western Australian Multicultural Awards. 	<ul style="list-style-type: none"> Provide cultural competence training to new and existing staff, including the Executive Management Team and Council. Develop a standardised multilingual welcome message reflecting the City of Vincent community to display at Council facilities. 	<p>Community Development</p> <p>Executive Management Team</p> <p>Marketing and Communications Officer</p>
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2. Capacity Building and Resource Leadership

2.1 Active Involvement of Council & Executive Management

<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Involve Councilors and senior Officer's in setting multicultural objectives and in determining key performance indicators to evaluate progress.	<ul style="list-style-type: none"> Integration of major actions relevant to celebrating multiculturalism into the City's business planning processes. Development of a standardised multilingual message on interpreting services on key City of Vincent documentation i.e. letterheads, policies, strategic documents. 	<ul style="list-style-type: none"> Develop and review multicultural objectives and strategies with Councilors and staff members in relevant Advisory Groups. 	<p>Community Development</p> <p>Information Technology</p> <p>Marketing and Communications Officer</p>
Involve senior officers in multicultural policy implementation on advisory groups and decision making bodies.	<ul style="list-style-type: none"> Recruitment of senior officers from the Executive Management Team and members of Council on relevant advisory committees. 	<ul style="list-style-type: none"> Invite guest speakers to stakeholder Groups 	<p>Executive Management Team</p> <p>Community Development</p>
Integrate responsibility for multicultural	<ul style="list-style-type: none"> Integration of multicultural objectives in 	<ul style="list-style-type: none"> Develop accountability of the 	All Departments

objectives in business and strategic plans and the performance agreements of key All Managers.	the City's <i>Strategic Plan 2011 - 2016</i>	implementation of actions via key performance indicators for all managers and directors.	
2.2 Recruitment & Selection			
<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Review vacancies taking into consideration the cultural and linguistic diversity of the local government area and, where appropriate, amend selection criteria to incorporate cultural and linguistic competencies.	<ul style="list-style-type: none"> Reference to the importance of multiculturalism and the ability to work with diversity placed in job application packages for the City. Equal Employment Opportunity Guidelines – Establishment of the City of Vincent Management Plan 2012 - 2014 	<ul style="list-style-type: none"> Review position descriptions to ensure they reflect appropriate values. Eliminate barriers that limit the retention of CaLD employees through reviewing resignations and exit interviews. 	Executive Management Team HR
Assess, apply and upgrade the skills within the staffing profile according to changing customer needs and the strategic direction of the local government.	<ul style="list-style-type: none"> Cultural awareness training for all staff. 	<ul style="list-style-type: none"> Ongoing cultural awareness training for staff including awareness around procedures relating to accessing interpreters and translating services. Inclusion in induction packages. 	Executive Management Team HR Customer Service Centre
2.3 Professional Development			
<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Provide professional development and career pathways for staff in positions that have a CaLD focus.	<ul style="list-style-type: none"> Internal training and professional development opportunities. 	<ul style="list-style-type: none"> Develop training programmes to increase employment opportunities for CaLD staff members. 	All Managers HR
Include relevant information on the City	<ul style="list-style-type: none"> Strategic plan is thoroughly communicated 	<ul style="list-style-type: none"> Strategic plan is thoroughly 	Community Development

of Vincent's multicultural objectives and strategies in staff workshops and training programmes.	with staff through the induction and training processes which includes multicultural objectives.	communicated with staff through the induction and training processes which includes multicultural objectives.	All Managers
Provide training to staff who deal with customers in a direct service environment, including: <ul style="list-style-type: none"> • Front counter staff; • Youth workers; and • Others who engage with CaLD communities and representative organisations. 	<ul style="list-style-type: none"> • Regular cultural awareness training for new and existing staff, including management. 	<ul style="list-style-type: none"> • Maintain biennial cultural awareness training for all staff with specific examples for each department. 	All Managers HR Customer Service Centre
Explore the possibility of shared training packages or programmes with adjacent local governments or other appropriate agencies.	<ul style="list-style-type: none"> • Existing partnerships with local multicultural organisations with City of Vincent programmes e.g. Multicultural Services of W.A, Migrancy support program. 	<ul style="list-style-type: none"> • Establish a networking group between local government community development officers and stakeholders to share new services and programmes. • Establishment of a MSG 	Community Development

3. Programmes and Services - Access & Equity

3.1 Local Government Programmes and Services

Strategy	Actions	Current Initiatives/Planned activities	Responsibility
Review and/or develop policies, programmes and services to identify barriers to accessibility for people from CaLD backgrounds to both mainstream	Ongoing review every five (5) years of current multicultural policies. An update of multicultural services in the City is updated as required.	<ul style="list-style-type: none"> • Annual meetings with major stakeholders and service providers to gather new service and program information for various cultural groups 	Community Development

and targeted services.		in the City.	
Address barriers through reviewing and adapting mainstream policies, programmes and services; and/or developing targeted CaLD programmes and services.	A number of social research analyses have been carried out that include CaLD residents, but specifically for CaLD residents e.g. Seniors Needs Study.	<ul style="list-style-type: none"> Development of a social research template for regular review of the Cities current policies, programmes and services. 	Community Development
Form links and partnerships with CaLD communities in the delivery of services.	Existing relationship with a variety of CaLD organisations in the City however not formalised.	<ul style="list-style-type: none"> Ongoing development of new networks. 	Community Development
3.1 Language Services			
<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Develop a language services policy and provide information about the availability of interpreting services where appropriate.	<ul style="list-style-type: none"> Funds for using translating services currently are extracted from individual project budgets. 	<ul style="list-style-type: none"> The development of a clear multicultural policy including instructions for the use of interpreting services. 	Community Development Executive Management Team

Establish a budget for interpreting and translating, and monitor and review usage across the City.	<ul style="list-style-type: none"> Funds for using translating services currently are extracted from individual project budgets. 	<ul style="list-style-type: none"> Establishing a budget for each Department for translating services. 	All Managers Finance
Arrange for interpreter services as required and make available translated materials in priority community languages, as identified via customer data.	<ul style="list-style-type: none"> Current translated materials are created as required e.g. Chinese marketing flyers for the William Street Festival. 	<ul style="list-style-type: none"> Review of the City's public Communication materials. Alternative format advertisement message in the City's three main spoken languages. 	Marketing & Communications Officer Corporate services Customer Service Centre

4. Planning, Programmes and Services – Communication

4.1 Communication Strategies

<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Identify CaLD customers when defining the target audience for communication strategies.	<ul style="list-style-type: none"> ABS and DIAC data is the current source for specific information on CaLD residents. 	<ul style="list-style-type: none"> Continual review of most recent relevant and valid data. 	Community Development Marketing and Communications Officer

Define areas of greatest need for information provision through consultation with target CaLD community groups and market research findings.	<ul style="list-style-type: none"> • A survey involving local businesses and residents was carried out to determine the level of community support for large events. • A consultation was carried-out in 2012 involving key multicultural stakeholders in the City. 	<ul style="list-style-type: none"> • Annual community consultation post large events to determine the success, barriers to participation and needs for the community. • Establishment of a MSG 	Community Development Marketing and Communications Officer
Develop targeted approaches to communicate important information such as water safety, environmental policies and other local issues.	<ul style="list-style-type: none"> • Information sessions are advertised for all City of Vincent residents to communicate vital information. Information from these information sessions can be requested in alternative formats including other languages. 	<ul style="list-style-type: none"> • Regular information sessions for CaLD residents, in particular for new residents. It is planned to link appropriate training session with the City's citizenship ceremonies. 	All Managers Marketing and Communications Officer
Identify the most effective print and social media for disseminating information and test the suitability of certain media themes and/or messages to the target audience.	<ul style="list-style-type: none"> • Established list of graphic designers that are regularly used by the City to portray specific events and themes. • List of local media e.g. ethnic radio stations that are used for various programmes or events. 	<ul style="list-style-type: none"> • Consultation and advice from key stakeholders regarding published multicultural media. 	Community Development Marketing and Communications Officer
Identify opportunities for partnerships with local multicultural service organisations that can assist with information dissemination.	<ul style="list-style-type: none"> • Extensive contact list established that is regularly utilised for cross marketing and advertising. • Community development area assisted by officers from State (OMI) and Australian Government (DIAC) services in accessing data/information on CaLD/migration issue. • Business network establish under Economic Development 	<ul style="list-style-type: none"> • Annual networking event for CaLD stakeholders in the City. • Establishment of a MSG. 	Community Development Strategic Planning, Heritage and Sustainability

	<ul style="list-style-type: none"> Information in the five (5) most common languages – consultation papers 		
Install multicultural displays & signage in the foyer and the City of Vincent Library that celebrate and promote the positive impact of multiculturalism in Vincent.	<ul style="list-style-type: none"> Multicultural event signage displayed in the City's customer service area and promotional space at the City of Vincent Library 	<ul style="list-style-type: none"> Liaise with multicultural groups and OMI to develop materials. 	Marketing and Communications Officer Manager Library Services Community Development
Utilise Councils bilingual staff to visit Multicultural groups to inform them of services, events and programmes organised by the City – this may include information packs and/ or sessions and staff briefings.	<ul style="list-style-type: none"> On occasion, the City has used bilingual staff to promote an event and/or convey important information E.g.a meeting was organised with businesses and residents for the William Street Festival. 	<ul style="list-style-type: none"> Develop a registry of officers willing to undertake public relation roles for the City, especially when the issue relates to area of skill and expertise. A list of staff that speak and/ or write a language other than English is available at the Customer Service area. This process is voluntary and only if convenient for the staff member. Staff are informed not to discuss statutory or legislative requirements with the customer, unless they have NAATI accreditation. 	HR Community Development Marketing and Communications Officer Customer Service Centre
4.2 Communicating with CaLD communities			
<i>Strategy</i>	<i>Actions</i>	<i>Current Initiatives/Planned activities</i>	<i>Responsibility</i>
Partner with CaLD community organisations and seek their advice about how best to communicate messages and information into the community.	<ul style="list-style-type: none"> Consultations with CaLD communities undertaken annually regarding best practise strategies. 	<ul style="list-style-type: none"> Annual networking event for CaLD stakeholders in the City. Establishment of a MSG. 	Community Development
Consider a range of communication formats and channels, including plain English written, verbal and audio/visual formats to inform people from CaLD	<ul style="list-style-type: none"> The City produces a range of publications in various language formats to inform people from CaLD backgrounds of their services and activities. E.g. use of a variety 	<ul style="list-style-type: none"> Continued support and network with CaLD communities and service providers. 	All Departments Marketing and Communications Officer

backgrounds about programmes, services and activities.	of methods including interpreters, appropriate use of bilingual staff, targeted translations and partnerships with CaLD communities.	<ul style="list-style-type: none"> Annual networking event for CaLD stakeholders in the City. Establishment of a MSG. 	
Make translated written and audio/visual materials available in priority community languages, as identified via customer data.	<ul style="list-style-type: none"> The City produces documents as appropriate in the languages with a high rate in the City e.g. Italian, Chinese, Vietnamese, Macedonian and Greek. 	<ul style="list-style-type: none"> Review of communication strategies and policies regarding the accessibility of information. 	All departments Marketing and Communications Officer
Use plain English in all publications.	<ul style="list-style-type: none"> As appropriate, the City produces public documents that are consciously written in plain English. E.g. the Disability Access and Inclusion Plan 2007 – 2012. 	<ul style="list-style-type: none"> Plain English strategies to be established in the City of Vincent style guide and communication strategies. 	All departments Marketing and Communications Officer
Use graphics such as international signs and symbols to assist people with low literacy skills.	<ul style="list-style-type: none"> The City have undertaken a complete rebranding process which involved using accessible wording, clear colour contrasting and appropriate symbols. 	<ul style="list-style-type: none"> An established process involving expertise to generate accessible marketing and communication materials for the public. 	Community Development Marketing and Communications Officer

5. Planning, Programmes and Services - Economic, Cultural and Social Development

5.1 Support CaLD organisations

Strategy	Actions	Current Initiatives/Planned activities	Responsibility
Link CaLD organisations to services and other capacity building initiatives.	<ul style="list-style-type: none"> Direct consultation with local CaLD organisation, in particular throughout the establishment of the Multicultural Plan 2013 – 2017. 	<ul style="list-style-type: none"> Establishment of the MSG. Annual review of existing WA CaLD database, including service providers and key residents and/or advocates. 	All Departments
Include CaLD groups in all City of Vincent events and programmes.	<ul style="list-style-type: none"> CaLD groups have been included in the promotional plan for any events that target service providers. 	<ul style="list-style-type: none"> Establishment of the MSG. Annual review of existing CaLD database. 	Community Development Marketing and Communications Officer

Ensure information about funding opportunities is communicated to CaLD communities and groups.	<ul style="list-style-type: none"> Any information regarding funding is communicated through large advertising mediums e.g. local newspapers, City of Vincent newsletter. 	<ul style="list-style-type: none"> Establishment of the MSG. Annual review of existing CaLD database. 	Community Development Marketing and Communications Officer
Support unincorporated CaLD organisations to access grant opportunities.	<ul style="list-style-type: none"> Community development support CaLD groups to access funding for a range of events, activities, when appropriate. 	<ul style="list-style-type: none"> Establishment of the MSG. 	Community development
Engage and provide assistance to CaLD small business enterprises, as appropriate.	<ul style="list-style-type: none"> The City have provided economic flow on effects advice for businesses involved in Festivals or street parties' e.g. Angove, William and Light Up Leederville Festivals. 	<ul style="list-style-type: none"> Annual review of existing CaLD database, particularly in areas that are not in the centre of major districts. 	Economic Development officer Community Development
Work with Federal, State and non-government agencies in job creation initiatives that target people from CaLD backgrounds	<ul style="list-style-type: none"> The Strategic Planning department have an established vision and inclusive approach to target people from CaLD backgrounds e.g. community consultations. 	<ul style="list-style-type: none"> Establishment of the MSG. Annual review of existing CaLD database and opportunities for community funding. 	Economic Development officer HR

5.2 Events, Festivals and Celebrations

Strategy	Actions	Current Initiatives/Planned activities	Responsibility
Participate and promote multicultural festivals and events in partnership with CaLD communities.	The City participates in Harmony Day and NAIDOC week celebrations. All events are carried-out in collaboration with appropriate service providers and community members.	<ul style="list-style-type: none"> Conduct grant information sessions and event information sessions for CaLD and community groups, including risk management and food handling. 	Health Services Community Development
Nominate individuals or groups working with CaLD communities for awards to gain recognition of their personal or organisational contribution.	The City acknowledges and supports service organisations who have made a positive contribution through specific CaLD programmes or community events. E.g. the City's Welfare Grant Scheme targets all non-profit community organizations	<ul style="list-style-type: none"> Establishment of the MSG. 	Executive Management Team
Incorporate components of the community's cultural diversity into landscaping features.	Cultural responsiveness when undertaking urban design work, in particular for public spaces. Some examples include:	<ul style="list-style-type: none"> Establishment of a MSG to advise on whether community consultation should take place for strategic planning 	Manager of Parks and Property

	<p><u>Multicultural Garden</u></p> <p><u>Vietnamese Monument of Gratitude</u> A monument will be installed in April 2013 for the Vietnamese Community to represent the anniversary of the fall of Saigon. The work was developed with extensive input from the Vietnamese community.</p> <p><u>Plaques programme</u> Heritage Services The City of Vincent offers a minimum of 50 percent contribution to a maximum of \$1,000 to anyone in the community who would like to install a plaque or alternative form of interpretation to recognize and celebrate places of heritage interest in the City that are either still in situ or have since been demolished.</p>	<p>decisions.</p> <ul style="list-style-type: none"> • Thoroughly reviewing the cultural significance behind major projects • Liaising with the Local Library and History Centre • Reviewing the cultural responsiveness of public documents. 	<p>Manager of Strategic Planning, Sustainability and Heritage Services</p> <p>Library & Local History Services</p> <p>Community Development</p>
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Conclusion

The *2013 – 2017 Multicultural Plan* will be a working document containing a collection of prioritised, strategic actions for the City.

These actions will determine solutions for the elimination of barriers to accessibility and opportunities for residents and visitors with a non-English speaking background. It will also reflect the perspectives and interests of our multicultural community.

Ultimately, the Plan formalises the City's contribution by encouraging the development of clear positive actions and realistic targets for people who have a CaLD background within the City of Vincent.