

## Cultural Diversity

### Council Policy

<b>Policy Name:</b> Cultural Diversity	<b>Policy Number:</b> POL-0038-V04
<b>Date Adopted:</b> 5 September 2017	<b>Review Date:</b> 5 September 2020
<b>Policy Owner:</b> Group Manager Community Connections	

#### 1. Policy Statement

Recognising cultural diversity is an important part of Shellharbour City Council's role in the planning and delivery of services and facilities to the Shellharbour community. Council is committed to operating and delivering services in a manner that is consistent with, and actively promotes, the NSW *Multicultural Principles*.

This policy aims to ensure that Council effectively engages and communicates with our culturally diverse residents. It provides a framework to deliver culturally responsive services, facilities and programs and strives to reduce barriers experienced by culturally diverse residents.

The policy will assist Council in achieving community objectives and priorities that are defined in the Community Strategic Plan 2013-2023:

Objective: 1.1 Vibrant, safe and inclusive City

Strategy: 1.1.1 Meet the diverse needs of the community through the delivery of quality and accessible community services and programs

#### 2. Scope

Shellharbour City recognises that our community is enriched by many people, from many cultures, living together in harmony and participating in community life. According to the 2016 Census, Shellharbour City's total population was 68,460. Of that, 11,375 or 16.6% of people were born overseas and 9.1% were from a non-English speaking background.

This policy and its associated Framework, has been established in recognition and support of Shellharbour's growing diverse population and the value that diversity adds to the fabric of the Shellharbour community. It provides a guide to ensure that Council's plans, programs, policies and the delivery of services are accessible, responsive and sensitive to the needs of our Culturally and Linguistically Diverse (CALD) communities.

This policy applies to the Mayor, Councillors, and all employees of Council, as well as contractors and volunteers working for and on behalf of Council in any capacity, along with business and community partners.

The key components of this policy are informed by the NSW *Multicultural Principles* and will guide Council to address the needs of culturally and linguistically diverse (CALD) communities. The policy is based on one holistic principle; that is to provide guidance on recognising and promoting the value and benefits of cultural diversity at work and in the community.

Council also recognises that the needs of the CALD community are ever changing, therefore is committed to continued research, evaluation and development of information regarding this policy in order to effectively respond to needs.

A comprehensive outline of best practice methods for Council to meet the needs of our CALD community and achieve the *Multicultural Principles* can be found in the Cultural Diversity Framework.

### 3. References

- Cultural Diversity Framework
- Multicultural NSW Act 2000, Multicultural Principles (S3)
- Anti-Discrimination Act, NSW 1977
- Local Government Act, 1993, sections 8(1), 403(6N), 428(j), 344(1), 345(1).
- Planning for a Multicultural Community, NSW Office of Local Government, 2015
- Refugee Welcome Zones 2013, Refugee Council of Australia
- ABS Census - profile.id.com.au/Shellharbour

### 4. Definitions

- **Cultural Diversity:** Cultural diversity is the existence of a group of diverse individuals from different cultures, societies or a variety of cultural ethnic groups within a society. Cultural Diversity takes into account ethnicity, language, religion, race, sexual orientation, gender and age.
- **Multicultural:** The identification or presence of several distinct cultural or ethnic groups. Relating to the co-existence of diverse cultures, where culture includes racial, religious, or cultural groups and is manifested in customary behaviours, cultural assumptions and values, patterns of thinking, and communicative styles.
- **Refugee:** A person who has been forced to leave their country in order to escape war, persecution, or natural disaster. A refugee is a person who has fled their country of origin and is unable or unwilling to return because of a well-founded fear of being persecuted because of their race, religion, nationality, membership of a particular social group or political opinion.
- **Social Justice:** Social justice is about promoting a more socially inclusive society for all people, and in particular for those groups of people most likely to be marginalised or in vulnerable situations, such as Aboriginal and Torres Strait Islanders, children, people from CALD, people with disabilities, older people, women and young people.

### 5. Variation and Review

Council reserves the right to review, vary or revoke this policy.

## Review History:

Date Policy first adopted – version 1	1996
Date amendment adopted – version 2	March 2002
Date amendment adopted - version 3	May 2010
Reviewed without amendment	May 2011
Date amendment adopted – version 4	5 September 2017

## 6. Policy

Recognising cultural diversity is an important part of Council's role in the planning and delivery of services and facilities to the diverse Shellharbour community. This policy identifies that local government should advocate for appropriate, inclusive and accessible services and facilities for our culturally diverse community members.

Shellharbour City Council is required by legislation to perform its functions *"in a manner that is consistent with and actively promotes the Multicultural Principles"*. (Multicultural NSW, Multicultural Act 2000).

The following Multicultural Principles underpin Council's initiatives for the CALD community:

1. **We are diverse and accepting** - The people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practice and maintain their own linguistic, religious, racial and ethnic heritage;
2. **We have shared values** - All individuals in New South Wales, irrespective of their linguistic, religious, racial and ethnic backgrounds, should demonstrate a unified commitment to Australia, its interests and future and should recognise the importance of shared values;
3. **We participate and contribute to NSW** - All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life;
4. **We respect diversity in an Australian setting** - All individuals and institutions should respect and make provision for the culture, language and religion of others;
5. **We ensure access to programs and services** - All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs;
6. **We consider diversity an asset** - All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource.

The associated Cultural Diversity Framework outlines how these principles will be achieved within Council's activities of planning, communication, consultation and feedback, leadership, human resources, access and equity and social and economic development.

Additionally, Council also ensures that the Community Strategic Plan 2013 - 2023 is based on social justice principles of access, equity, rights and participation.

### Roles and Responsibilities

Councillors and Council staff play complementary roles in catering for the needs of the CALD community.

The elected Council is responsible for:

- Ensuring that community engagement with our CALD community informs Council decisions
- Supporting and encouraging CALD initiatives appropriate to the needs of the community
- Providing adequate funding and/or resources to support CALD activities

Council staff are responsible for:

- Ensuring this policy is appropriately implemented and applied
- Providing opportunities for community participation for CALD residents
- Reporting outcomes

The community has a role in supporting the principles of multiculturalism. The community is encouraged to actively participate in engagement activities and contribute to Council's decision making processes.

### **Link to Cultural Diversity Framework**

The link between the Cultural Diversity Policy and Framework is outlined below.

#### Cultural Diversity Policy

This policy provides the foundation and states Council's commitment to actively promote the *Multicultural Principles*.

#### Cultural Diversity Framework

The Framework provides best practice methods and guidelines to ensure a cross organisational approach is undertaken to achieve the *Multicultural Principles*. The Framework provides a comprehensive overview of how the principles can be achieved across areas including planning, communication, consultation and feedback, leadership, human resources, access and equity and social and economic development.

### **Partnerships**

As an integral part of this policy, Council is committed in fostering partnerships between all levels of government, businesses, community organisations and importantly the community.

#### **7. Related forms**

Nil

#### **8. Attachments**

Shellharbour City Council's Cultural Diversity Framework  
Refugee Welcome Zone Declaration

### **Policy Authorised by:**

Name: Council Resolution Number 230

Date: 5 September 2017



*Cultural Diversity*  
FRAMEWORK

*'Creating an inclusive,  
harmonious workplace  
and community'*



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## INTRODUCTION AND AIM

Recognising cultural diversity is an important part of Shellharbour City Council's role in the planning and delivery of services and facilities to the Shellharbour community. Council is committed to operating and delivering services in a manner that is consistent with, and actively promotes, the NSW Multicultural Principles (Section S3 of the NSW Multicultural Act 2000).

The Cultural Diversity Policy aims to ensure that Council effectively engages and communicates with our culturally diverse community. It provides an overarching statement of Council's commitment to deliver culturally responsive services, facilities and programs and strives to reduce barriers experienced by culturally diverse residents.

**This Framework has been formulated as a guide to carry out the policy and create a positive work environment that promotes respect and equity with diversity across Council and the community it serves.**

This applies to all staff, in particular frontline employees such as customer services, community services and human resources. It offers benchmarked processes in the field where staff can build upon and it includes statistics relevant to our diverse community.

The quality of our work relationships impacts on our capability, capacity and wellbeing and enables staff to be involved, contribute and perform to their full potential. Having a workplace that values different perspectives and viewpoints allows us to better meet customer needs, design policy and deliver effective services to the community we serve. It also increases employee engagement, heightened levels of workplace participation and innovation due to diverse thinking.

Council respects the profile of its community and encourages all employees to use this Framework to increase their knowledge of cultural diversity issues and to demonstrate positive behaviours which will contribute to a collaborative, supportive and inclusive Council.





# What?

## WHAT IS CULTURAL DIVERSITY?

Cultural diversity is the quality of diverse or different cultures. The phrase cultural diversity can also refer to having different cultures respect each other's differences. The phrase "cultural diversity" is also sometimes used to mean the variety of human societies or cultures in a specific region, or in the world, as a whole.

The many separate societies that emerged around the globe differed markedly from each other, and many of these differences persist to this day. As well as the more obvious cultural differences that exist between people, such as language, dress and traditions, there are also significant variations in the way societies organise themselves, in their shared conception of morality, and in the ways they interact with their environment.

## WHAT ARE THE MULTICULTURAL PRINCIPLES?

- 1. We are diverse and accepting** - The people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practice and maintain their own linguistic, religious, racial and ethnic heritage;
- 2. We have shared values** - All individuals in New South Wales, irrespective of their linguistic, religious, racial and ethnic backgrounds, should demonstrate a unified commitment to Australia, its interests and future and should recognise the importance of shared values;
- 3. We participate and contribute to NSW** - All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life;
- 4. We respect diversity in an Australian setting** - All individuals and institutions should respect and make provision for the culture, language and religion of others;
- 5. We ensure access to programs and services** - All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs;
- 6. We consider diversity an asset** - All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource.

# Why?

## LEGISLATION

The Council's charter in section 8 of the Local Government Act 1993 states that NSW councils are required to:

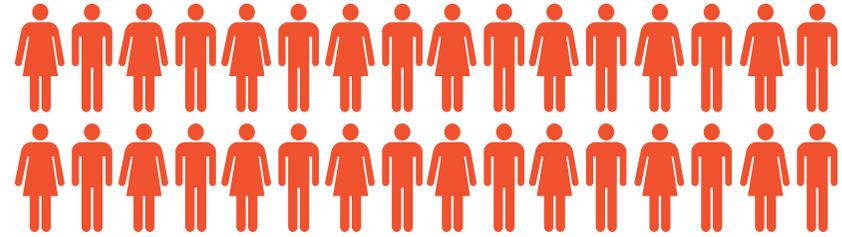
- Provide, after due consultation adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively;
- To exercise its functions in a manner that is consistent with and actively promotes the Multicultural Principles; and
- To exercise its functions in a manner that is consistent with and promotes Social Justice Principles of equity, access, participation and rights.

## DEMOGRAPHICS

According to the 2016 Census, Shellharbour City's total population was 68,460. Of that 11,375 or 16.6% of people were born overseas and 9.1% were from a non-English speaking background. The following is a chart outlining the prominent languages spoken at home in the Shellharbour LGA in order of highest ranking.

# 68,460

total population



## Language spoken at home - Top 10

- 1 Macedonian
- 2 Spanish
- 3 Italian
- 4 German
- 5 Turkish
- 6 Greek
- 7 Serbian
- 8 Maltese
- 9 Portuguese
- 10 Croatian

# 16.6%

of people were born overseas





# How?

## FOCUS AREAS

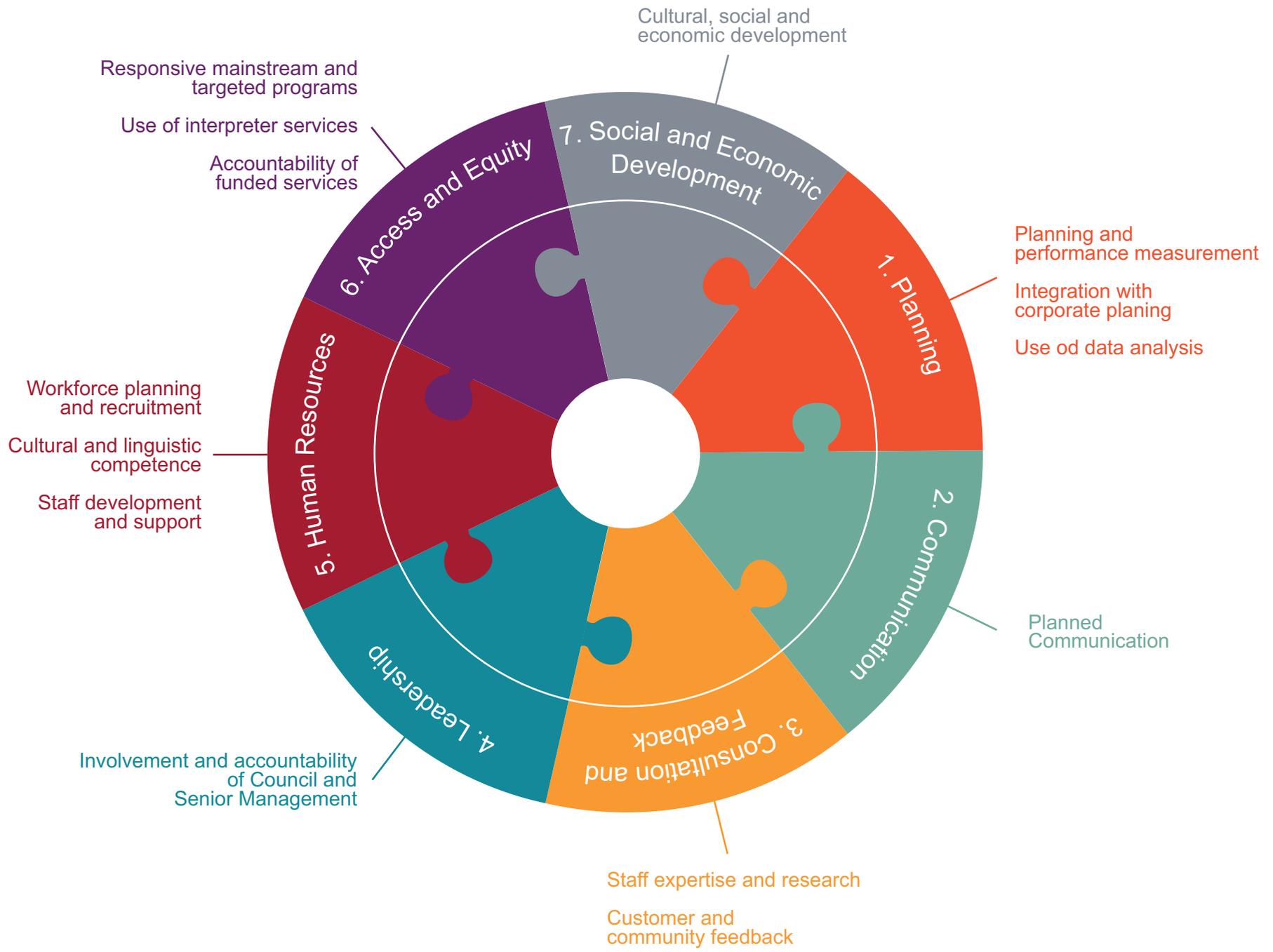
The following describes seven Focus Areas which encompass recommended standards for the workplace from NSW of Local Government - *Planning for a Multicultural Community*.

Shellharbour City Council currently implements a range of initiatives to address these focus areas and will continue to work with this model to assist in better serving our culturally diverse community according to its needs.

This Framework will be measured on its effectiveness and reviewed as required.

These Focus Areas are:

1. PLANNING
2. COMMUNICATION
3. CONSULTATION AND FEEDBACK
4. LEADERSHIP
5. HUMAN RESOURCES
6. ACCESS & EQUITY
7. SOCIAL & ECONOMIC DEVELOPMENT



# I. PLANNING

## Planning and performance measurement

- Allocate responsibility of CALD related planning and activities to a qualified officer.
- Integrate the Cultural Diversity Policy into all planning processes.
- Include CALD related strategies and actions in the Community Strategic Plan.
- Report monthly and quarterly against actions and tasks relating to CALD objectives.
- Ensure the Community Engagement Strategy is based on the social justice principles of equity, access, participation and rights.
- Consult with a range of Council departments to ensure official CALD documents or initiatives are relevant throughout the organisation.
- Engage with other councils and agencies to guide the development of CALD programs.
- Identify and address any barriers or new opportunities to further implement the principles of multiculturalism.
- Analyse Census data to determine the key ethnic and language groups in the LGA in order to understand population trends.
- Apply for available CALD Government funding and track spending in key areas.

## Integration with corporate planning

- Acknowledge the cultural diversity of the community in all Council corporate activities and documents as part of Council's general process and informed practice.
- Identify the Culturally and Linguistically Diverse (CALD) backgrounds of the population in the Community Strategic Plan and associated documents.
- Highlight Council's responsibility of implementing the Principles of Multiculturalism in the Community Strategic Plan and associated documents.
- Review community profile data according to Census changes or other data measurements as part of operational planning and programming development.

## Use of data and analysis

- Use relevant and contemporary data such as Australian Bureau of Statistics for planning and program development.
- Collect relevant data in categories from people from CALD backgrounds who access services or community engagement. Review and analyse against population data to help understand service requirements.

## 2. COMMUNICATION

### Planned Communication and engagement

- Ensure Council's Community Engagement Strategy is clear in its objectives referring to cultural and religious appropriate engagement and communication practices.
- Provide engagement opportunities for people from a CALD background to be consulted in matters that relate to them.
- Provide all new staff with Cultural Diversity awareness training at Induction and on a regulated basis throughout employment according to need.
- Research the most effective options for delivering information to target groups in clear English, translated documents, staff translators, local media and new technologies.
- Analyse demographic data and carefully plan strategies for communicating with people from diverse backgrounds.
- Facilitate resources to translate important documents in relevant languages.
- Inform front-line, communication and other relevant staff about the information needs of CALD residents.
- Research communication strategies and gain advice on program development from other councils and government agencies.
- Review communication methods for evaluation and future planning.
- Evaluate how Council delivers CALD information to the community on a regular basis.

### 3. CONSULTATION AND FEEDBACK

#### Staff expertise and research



- Draw on staff expertise from across Council to develop, implement and evaluate multicultural initiatives including
  - Seek expressions of interest from staff with multicultural knowledge to participate on internal advisory committees and external consultations.
  - Establish a network of Council staff with cultural diversity knowledge, reflecting the composition of the client population to participate in multicultural planning and implementation and assist in understanding issues for the CALD community.

#### Customer and community feedback



- Address and analyse the needs of particular community groups within the LGA using qualitative and quantitative research including culture, religion and language.
- Investigate opportunities to invite members of the CALD community to be part of Council focus groups to ensure they reflect the composition of the population.
- Identify opportunities to conduct research with other agencies that provide services for the CALD community within the local area.
- Promote Council's cultural diversity expertise and practice in the community through networking opportunities, meetings and seminars with other councils, government agencies and the non-government sector.

## 4. LEADERSHIP

### Involvement and accountability of Council and senior management



**Councillors and senior staff are accountable for the implementation and promotion of the Principles of Multiculturalism within Council and the local community.**

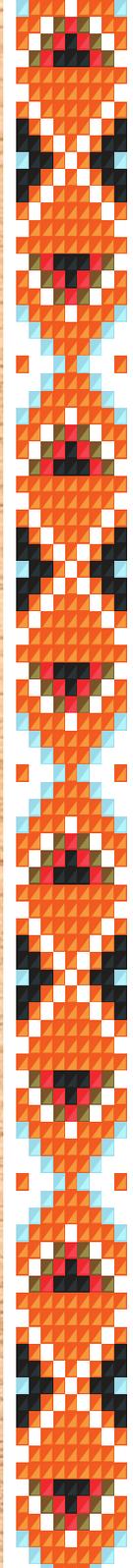
- Encourage elected Councillors and senior Council staff to:
  - Ensure this Framework is implemented across Council
  - Launch and/or participate in multicultural initiatives and training
  - Recognise and celebrate the cultural competence of Council staff and initiatives, which support diverse communities.
- Include training components in programs for managers and senior staff to ensure cultural and religious sensitivity in policy development and planning.
- Include a multicultural-related standing item at management team meetings, where appropriate.
- Identify opportunities for senior managers to develop their skills in identifying good practice and innovation in multicultural planning and delivery.
- Where possible, link Council's Cultural Diversity Framework to the actions and initiatives of the performance agreements of senior managers.
- Promote high-level achievements within the Framework to other councils and levels of government.

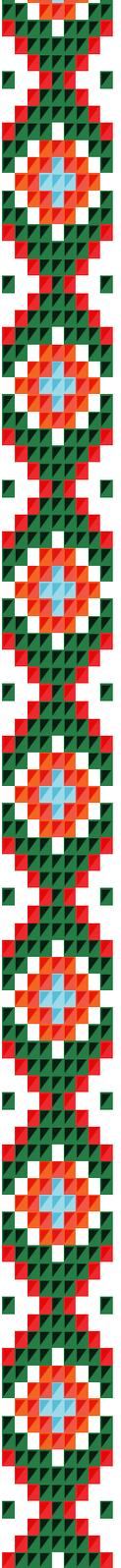
## 5. HUMAN RESOURCES

### Workforce planning and recruitment

**Effective workforce planning ensures that Council has the appropriate staff to deliver targeted and mainstream services to its multicultural community.**

- Assess whether the workforce reflects the demographic characteristics of the community it serves.
- Identify common communication issues when providing front-line services within a culturally and linguistically diverse community.
- Emphasise within all recruitment that people from culturally and linguistically diverse backgrounds are welcome to apply or include 'multicultural skills and knowledge' as one of the desirable criteria for positions.
- Use images of people from diverse cultural and religious backgrounds in promoting Council and its activities, and when recruiting staff.
- Advertise designated positions and bulk recruitments through relevant ethnic media, targeted information sessions and community networks in order to broaden the pool of people who may respond to the recruitment strategy.
- Include a policy for determining when to designate positions as requiring language and/or cultural diversity skills as essential requirements such as:
  - for services to a particular cultural community or group.
  - when the work is of a complex or sensitive nature and the information being conveyed must be accurate and culturally appropriate.
  - planning and delivery of specialised multicultural initiatives.
- Develop recruitment and retention policies to deliver multicultural skills to Council.
- Identify the program and/or service areas where the deployment of staff with multicultural expertise will be most effective, such as:
  - integrating staff with multicultural skills and expertise across a range of teams
  - negotiating flexible arrangements so staff with linguistic and cultural diversity skills can be used across teams.
  - articulating career paths for staff with multicultural skills to enhance career progression and staff retention.





## Cultural and linguistic competence

**Shellharbour City Council's organisational capacity is improved by the employment and training of people with linguistic and cultural competence.**

- Identify staff who have skills in communicating and working with CALD communities and develop strategies which support staff by:
  - assessing how it currently communicates with people who speak little or no English and identify areas for improvement.
  - conducting staff surveys to find out what languages are spoken within Council.
  - engaging staff to use their language skills in public engagement to answer short and simple information requests.
  - regularly reviewing and updating interpreter resources and services for continual improvement.
- Take measures to assess, apply and upgrade the skills of Council staff according to community needs. This may include targeted skills development and work placements by:
  - regularly assessing how often the language and cultural diversity skills are requested and used within Council.
  - offering training for bilingual/bicultural staff to strengthen their operational knowledge and capacity, in order to maximise use of their language skills and cultural knowledge.
  - recognising the contribution of staff with these skills and the value it provides to Council and by promoting internally the way in which maximisation of staff's cultural and linguistic skills have impacted on the organisation – e.g. increased uptake of services/responses etc.



## Staff development and support

**Council's capacity is improved by the employment and training of people with linguistic and cultural competence.**

- Provide Council staff with basic training to assist them in working in a culturally diverse environment and in implementing the principles of multiculturalism by:
  - including content of cultural diversity in induction programs for all new staff.
  - incorporating information on the Principles of Multiculturalism, Council's Cultural Diversity Policy, Framework and the use of interpreters in induction training.
  - offering targeted training for staff in designated positions to allow them to understand and operate within Council's multicultural context.
  - supporting staff in designated CALD positions with professional development opportunities, such as extending their involvement in multicultural or community networks or forums.
- Conduct a needs analysis for cultural diversity training across the organisation. If further training is required, the following is considered when developing the training plan:
  - cross-cultural communication skills for front counter and customer service staff (including libraries and community centres).
  - functional skills development (such as planning, communication, community engagement and evaluation) for staff with language and cultural diversity skills.
  - skills for managers and senior executive staff for managing and planning for Council's responsiveness to a multicultural environment.



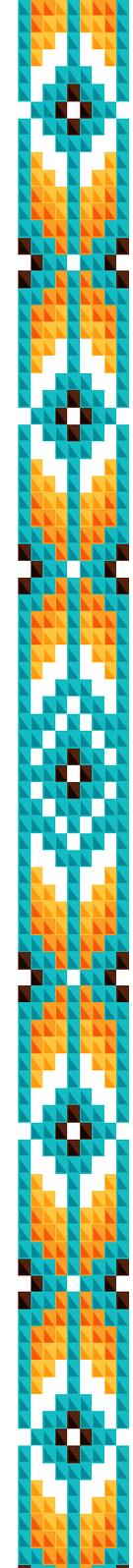
## 6. ACCESS & EQUITY

All individuals should have the greatest possible opportunity to make use of and participate in activities and programs provided and administered by Council.

### Responsive mainstream and targeted programs

**Council's programs and services aim to address the barriers confronted by people from diverse backgrounds.**

- Showcase successful programs and share good practice models within Council and the broader local government sector.
- Include strategies to ensure programs, services and activities are culturally sensitive and inclusive of people from diverse language, cultural and religious backgrounds.
- Inform members of the CALD community about Council services and policies and assess how they are using Council's mainstream programs and services.
- Analyse ABS Census data to determine whether services are at expected levels when considering population demography.
- Identify specific issues or barriers impeding access and consider advice from other councils, government agencies and community networks on ways to address these issues.
- Distribute information about Council's programs, services and activities in community languages and through mainstream and local community media channels, neighbourhood and community organisations, and community networks.
- Display posters in different languages at customer services areas where possible, which also helps to acknowledge the community's cultural diversity.
- Use visual images to inform clients that they have the right to request an interpreter.
- Provide training for frontline staff in working with interpreters and cross-cultural communication.
- Ensure all Council staff use plain English when communicating with CALD members and provide key documents in plain English.
- Develop policies and guidelines to ensure that facilities such as parks, libraries, public space and halls may be made accessible and inclusive for use by diverse groups.





## Responsive mainstream and targeted programs

(continued)

**Council aims to address the whole community's needs through both mainstream and targeted services and programs.**

- Develop an understanding of issues which could reduce service access and inclusion for particular community members and addresses these where possible such as:
  - barriers arising from immigration status, or their length of time in Australia.
  - distance and isolation, especially language groups who are small in number and living in regional or rural areas.
- Develop strategies which improve access to programs and services including:
  - targeted information campaigns
  - use of language services
  - employing designated workers
  - special access and inclusion strategies which are integrated into mainstream programs.
- Partner with ethnic and multicultural organisations to enhance delivery of programs and services to CALD groups in the community, such as:
  - use of language support services i.e. professional interpreting
  - language-neutral signage or translated information
  - provision of information by bilingual staff



## Use of interpreter services

**Council's programs and services aim to address the barriers confronted by people from diverse backgrounds. Council ensures community members are given the opportunity to use an interpreter service when needed, to ensure communication barriers are overcome. Language services provided by Council are aligned with the Community Strategic Plan and other relevant policies.**

- Develop language service guidelines and the use of interpreters which outlines:
  - requesting an interpreter including a checklist to help staff determine when they are required.
  - the best ways to communicate with customers through an interpreter.
  - the types of language services which can be used to assist in answering simple requests, or the use of face-to-face, phone or video-conference interpreting.
- Consider the use of interpreter services for community engagement when preparing operational plans, to inform future planning and for the allocation of budgets.
- Compare use of interpreters against customer data and demographics to determine if it is at anticipated levels, and if not, what the blockages to interpreter use might be.
- Ensure that customer language and interpreter data is being consistently collected across frontline service areas.
- If there is high demand for assistance with a particular language, explore opportunities for partnering with other agencies or neighbouring councils to share interpreter services.
- Promote the use of language aids when communicating with people from CALD backgrounds.

## Accountability of funded services

**Council's programs and services aim to address the barriers confronted by people from CALD backgrounds. Council requires funded services to report on multicultural indicators and conducts systematic evaluation of the performance and outcomes of contracted and funded services for diverse client groups, including those with additional or complex needs.**

- Refer to the Principles of Multiculturalism in grant guidelines, applications and tender documents.
- Ensure that selection panels responsible for reviewing grant applications reflect the diversity of the community and are aware of multicultural priorities.
- Identify specific outcomes for particular groups, for example, emerging communities in the local government area.
- Consult with community groups, including people from CALD backgrounds, to get feedback on service delivery and access issues.

## 7. SOCIAL & ECONOMIC DEVELOPMENT

### Cultural, social and economic development

**Council recognises the linguistic and cultural assets in the community as a valuable resource and promotes this resource to maximise the development of the LGA. Council develops and uses the skills of its culturally diverse population for the social and economic benefit of the LGA.**

- Provide information, support and facilitate opportunities for community partners, businesses and institutions to increase their understanding and awareness of the value of multicultural communities as an asset.
- Celebrate the contribution that people from diverse backgrounds make by:
  - developing events and activities which celebrate cultural diversity and foster community cohesion, including partnerships with organisations or groups.
  - identifying the diverse cultures and language groups within Council and the community, and showcasing their contribution in exhibitions, festivals, launches or annual celebrations.
  - nominating Council initiatives for awards that recognise the contribution of diverse communities.
- Develop initiatives which encourage people from CALD backgrounds to participate in the social and economic life of the community by:
  - identifying community members and/or staff from diverse backgrounds who can assist with building organisational knowledge and respect for diversity issues.
  - encouraging multicultural staff to identify and share good multicultural practice.
  - alerting staff about days of cultural and religious significance to build greater cross-cultural understanding and respect.
  - striving for greater participation of CALD communities in specific activities or initiatives, including volunteer programs, advisory committees, grants and awards.
  - utilising partnerships with other government agencies or local councils to develop projects which support social and economic engagement.
  - commemorating the significant contribution of ethnic, linguistic or religious groups to the life of the local area.
  - identifying funding opportunities that encourage community partnerships and create opportunities to enhance the social, cultural and economic contribution of the diverse communities in the local government area and broader NSW.
  - promote and assist in the delivery of multicultural activities, in venues and in a manner accessible to multicultural communities.
  - take into consideration the cultural and linguistic diversity of Council's business for vacancies and where appropriate, selection criteria incorporate cultural and linguistic competencies.





## REFERENCES AND RESOURCES

- NSW Government – Office of Local Government *Planning for a Multicultural Community 2015*
- Council's Cultural Diversity Policy
- Multicultural NSW Act 2000, Multicultural Principles (S3)
- Anti-Discrimination Act, NSW 1977
- Local Government Act, 1993, sections 8(1), 403(6N), 428(j), 344(1), 345(1).
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