

Cultural Diversity

ACTION PLAN
2020-2024



LatrobeCity

a new energy



Welcome

Latrobe City acknowledges the Gunaikurnai Nation as the Traditional Owners of this land and pays respect to their Elders past and present. Latrobe City recognises and values the ongoing contribution that Aboriginal and Torres Strait Islander people make to our community.

The City also celebrates and appreciates the considerable contributions made by successive generations of migrants and refugees who have chosen to call Latrobe City home. These migrants and refugees have brought a broad range of skills, experiences, language and cultures to our municipality.

Cultural diversity is the term used to describe many different cultures co-existing within one larger culture. The UNESCO Universal Declaration on Cultural Diversity states that “This diversity is embodied in the uniqueness and plurality of the identities of the groups and societies making up humankind. As a source of exchange, innovation and creativity, cultural diversity is as necessary for humankind as biodiversity is for nature. In this sense, it is the common heritage of

humanity and should be recognized and affirmed for the benefit of present and future generations”.

This *Cultural Diversity Action Plan* (CDAP) builds on the 2014-18 CDAP, which saw the successful implementation of twenty actions. Our aspirations for the next three years go beyond simply raising awareness and celebrating the diverse cultures that make up Latrobe City. Through our actions, we will focus on improving access and equity, being more responsive as an organisation and strengthening our own leadership, and culturally diverse leadership in the community.

Latrobe's Multicultural Past and Present

Latrobe City has a proud history of welcoming people from diverse backgrounds and cultures into the community. Their arrival has enriched our culture, strengthened our industry, added a diverse range of businesses, and made Latrobe City a more exciting and vibrant place to live. More than 30% of our community has one or both of their parents born overseas.

Since the largely European post-war migration wave, the profile of more recent arrivals to Latrobe City is changing. See our community profile at Appendix One.

Many businesses within Latrobe City have international links as a direct result of our diverse and highly skilled workforce. There has also been considerable economic investment by large-scale international industry within the municipality.

Our Sister City relationships with Takasago in Japan and Taizhou in China are key drivers for economic, educational and cultural exchange. Our cultural diversity is also evident in regular annual high-profile cultural celebrations such as our Sister Cities Festival.

Latrobe City is now a Refugee Welcome Zone. A Refugee Welcome Zone is a Local Government Area which has made a symbolic commitment to welcoming refugees into the community, upholding their human rights, demonstrating compassion and embracing cultural and religious diversity in the community.

It signifies our commitment to support people who have been forced to leave their country to escape war or persecution.

The State and Federal governments are considering new policies to manage issues such as congestion and housing prices in the major cities by creating incentives for migrants to study, live and work in regional areas. Latrobe is well placed to benefit socially and economically from these policy approaches. We can't forget that our success depends upon community cohesion and harmony and this requires effort and commitment from all of us.

About this plan

The 2020-2024 *Cultural Diversity Action Plan (CDAP)* will guide our activities in three crucial focus areas for cultural diversity over the next four years:



Access and equity



Responsiveness



Leadership

Developed in consultation with the Council's Cultural Diversity Advisory Committee (CDAC), the aim of this action plan is to have a meaningful impact on improving the lived experience of culturally diverse communities in Latrobe City. This plan affirms the organisation's commitment to meet the challenges and opportunities of genuinely embracing cultural diversity in our municipality.

Our 2014-18 *Cultural Diversity Action Plan* focused on raising awareness, celebrating diverse cultures and acknowledging the valuable contribution made by a growing culturally diverse population.

As a leader, service deliverer and policymaker, there is scope for us to move beyond just celebrating and raising awareness of diverse cultures. We know that people in our community experience discrimination because of their cultural backgrounds or racial or religious differences. Racial discrimination and bias are barriers to social cohesion and harmony. It also has negative impacts on individual members of our community. This plan seeks to mitigate racial discrimination so that diverse cultures are embraced and enjoy full and equal participation in all aspects of community life.

By focusing on fewer, more meaningful actions during the life of this plan and measuring our progress, we hope to build understanding and empathy in our organisation and the community.

The actions we will take to address the three themes are contained in the table beginning on page 7.

The benefits of Interculturalism

Embracing cultural diversity has significant social and economic benefits. It creates an environment where all individuals, regardless of their cultural background, can positively contribute to society and play a constructive role in building a resilient, harmonious and vibrant community. We believe that a free, diverse and open society, where the law and human rights of all people are respected, makes for a stronger, safer, more prosperous and harmonious community.

In the 2014 Victorian Population Health Survey, the proportion of the Gippsland community who think multiculturalism makes life better is low (40%), compared to Victoria (55%); especially in Wellington (31%), Latrobe (32%) and East Gippsland (37%). The many benefits of cultural diversity may not always be plain to people in the community, however, through this action plan we hope to make those benefits more visible and valued by more people.

Policy context

Human rights and anti-discrimination legislation along with national and state commitments to inclusion, multiculturalism and equality have informed the development of the CDAP. The policy context, from the international to the local level, is summarised in Appendix 2.

Action Plan

The actions outlined in the following pages are not intended to represent all the services and activities we support and deliver across culturally diverse communities. This plan represents a shift away from documenting the 'routine' or 'business as usual' actions of Council's services and programs. Those things are important and we will keep doing them. Our ongoing commitment is to celebrate cultural diversity through local events, and continue to improve, for example, how we publish materials in multiple languages. However, the purpose of this plan is to focus on fewer actions that build upon 'food and festivals' and will help achieve meaningful change.

Accountability

We will monitor our progress using the measures and targets contained in this plan. In some cases, we will need to gather data in certain areas for the first time so that we can better understand how we are currently doing. In principle, our approach is to collect this new 'baseline' data during the first year of the Plan and then to use that information to review and update our measures and targets at the mid-way point. This review should result in new measures and targets being set for the remaining period of the plan and reflects our commitment to continuous improvement.

Latrobe City's Cultural Diversity Advisory Committee

Latrobe City is grateful for the input and advice provided by the Cultural Diversity Advisory Committee during the preparation of the CDAP

The members of the CDAC are:

- **Councillor Darrell White OAM**
Latrobe City Council
- **Councillor Dan Clancey**
Latrobe City Council
- **Dr Michael Spisto**
- **Mr Praveen Chandra**
- **Mrs Julie Fenley**
- **Ms Lisa Sinha**
Gippsland Multicultural Service
- **Dr Christine Lee**
Gippsland Ethnic Communities Council
- **Ms Soula Kanellopoulos**
International Women's Group
- **Ms Christalla Marcou**
Greek Community
- **Mr Aameruddin Khan Mohammed**
Gippsland Australian Muslim Community Inc.
- **Ms Anne Camier**
Latrobe Community Health Service

Ex-officio members include Manager Active Communities and Partnerships; Coordinator Community Strengthening; and Community Development Officer, Latrobe City Council.

2020-2024

Cultural Diversity Action Plan



THEME: Access and equity

OUR GOAL	ACTIONS	MEASURES/TARGETS	OUTCOMES
Residents from culturally, linguistically and religiously diverse backgrounds have equal opportunities to access culturally appropriate services and participate fully in the Latrobe City community.	Report annually on how principles contained in the <i>Community Access and Inclusion Policy</i> have been applied in respect to cultural diversity. <i>(See Appendix 3 for the principles)</i>	A report is provided to CDAC once during each year of this plan.	Social connectedness enhanced Greater empathy and understanding of needs developed
To support the provision of programs (in Economic Development) that help facilitate economic and entrepreneurial activity within the multicultural community	Support the multicultural Coffee cart initiative across Latrobe City Support the Young Change Agents Social Entrepreneurs program and other similar programs which focus on building entrepreneurial skills with diverse young people	Sustainability and potential expansion of the program to other locations Target two programs to be offered	Individual economic well-being and entrepreneurial skills increased



THEME: Responsiveness

OUR GOAL	ACTIONS	MEASURES/TARGETS	OUTCOMES
Council services and processes are responsive and empathetic to the needs of people from culturally diverse backgrounds.	<p>Develop, implement and embed an ongoing program of cultural competency training tailored for specific staff groups as follows:</p> <p>Year 1 (2020-21):</p> <ul style="list-style-type: none">Establish a list of target staff groups and prepare a training schedule.Implement training for target staff groups with frequent, high volume contact with the public (eg. Contact Centre staff, key frontline staff in leisure and recreation, libraries, preschools, rates, planning, local laws, and aged and disability services). <p>Year 2 (2021-22):</p> <ul style="list-style-type: none">Implement training for other targeted staff groups who deal with the public, eg. HR staff, recruiters (managers team leaders), economic development, community development, engineering and infrastructure. <p>Year 3 (2022-2023)</p> <ul style="list-style-type: none">Remaining staff who deal with the public, however infrequently.	<ul style="list-style-type: none">List of target staff groups and a training schedule developed by February 2020.80% of target staff are trained by the end of 2022-23.Maintain training at 80% or above beyond 2023.Report on the customer experience of people from culturally diverse backgrounds annually.	Social differences are bridged
	Embed cultural competency training as part of the induction process for all new staff and volunteers.	Induction process for staff and volunteers adjusted to include tailored cultural competency training by the end of 2021.	Diversity of Cultural Expression Appreciated



THEME: Community and Organisational Leadership

OUR GOAL	ACTIONS	MEASURES/TARGETS	OUTCOMES
Leadership in both our long standing and more recent migrant communities is encouraged and nurtured.	<p>Advocate to the Office of Multicultural Affairs for ongoing funding for the New and Emerging Communities Leadership Program conducted by Leadership Victoria.</p> <p>If funded, support training with venues and speakers.</p>	Representations are made to the Office of Multicultural Affairs in 2020-2021.	Access to Beneficial Networks and Other Resources Increased
Demonstrate leadership as an organisation.	<p>Assign a small group to jointly complete the Human Rights Workplace Cultural Diversity Tool and report results to the Executive Management Team and the CDAC.</p> <p>Host a cultural diversity forum between the Council, the Cultural Diversity Advisory Committee, and key organisations (such as police and government departments) twice during the life of this plan to report on progress on actions in this plan and discuss community issues.</p>	<p>Assessment tool completed and results reported by June 2020.</p> <p>Forums are delivered in 2021 and 2024.</p>	<p>Access to Beneficial Networks and Other Resources Increased</p> <p>Agency and Voice Enabled</p>
Establish a baseline of data to better understand and deal with cultural diversity.	<p>Conduct a voluntary online survey of members of all council advisory committees to establish baseline data of their cultural backgrounds.</p> <p>Conduct a biennial online survey of all council staff and registered volunteers to establish baseline data for cultural backgrounds and languages spoken.</p>	<p>Survey completed in 2021-2022.</p> <p>Survey completed in 2021-2022.</p>	Sense of Belonging to a Shared Cultural Heritage Deepened
Stronger intercultural connections within the community and genuine embracing of cultural diversity.	<p>Facilitate opportunities and support festivals, events and activities to help build trust and understanding and nurture intercultural connections.</p> <p>Content and format for all events to consider cultural inclusivity.</p> <p>Provide opportunities for migrants and refugees to tell their story.</p> <p>Facilitate the development of a volunteer assistance program to support newer arrivals to connect with community, services and supports.</p> <p>Produce an appropriate directory of services available in Latrobe City for services, organisations and community (with translation on request).</p>	<p>The proportion of the community who think multiculturalism makes life better increases in Latrobe above 32% to at least the Gippsland average of 44%.</p> <p>Appropriate referrals and supports for new arrivals increased.</p>	<p>Diversity of Cultural Expression Appreciated</p> <p>Empathic approaches embedded</p>

APPENDIX 1

Latrobe City Community Profile

The community profile is from the Gippsland Multicultural Strategic Plan, funded through the Victorian Government under the Office of Multicultural Affairs and Citizenship (OMAC).

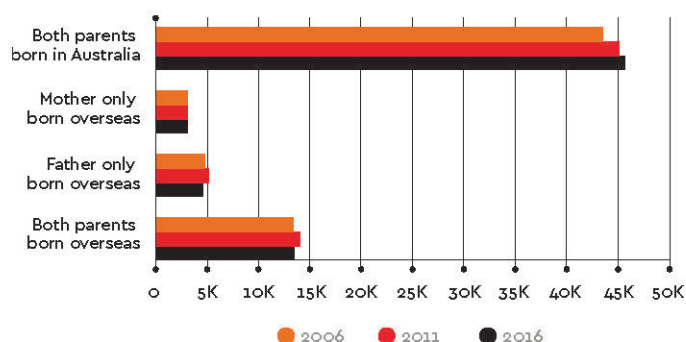
Latrobe City also has the largest multicultural settlement within Gippsland.



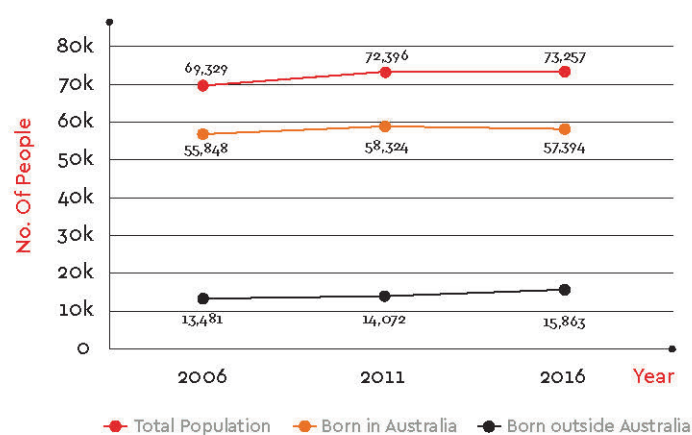
MAP OF LATROBE CITY



BIRTHPLACE OF PARENTS



COUNTRY OF BIRTH COMPARED TO TOTAL POPULATION



*Note: The numbers may include people who did not state their country of origin. Interpret with caution.

COMMON COUNTRIES OF MIGRANTS

JAN 2012 TO DEC 2016

Country	Humanitarian	Family	Skilled	Total
India	0	8	42	50
Philippines	0	36	8	44
UK	0	9	13	22
China	0	14	7	21
Nigeria	0	1	8	9
Vietnam	0	9	0	9

COMMON COUNTRIES OF BIRTH

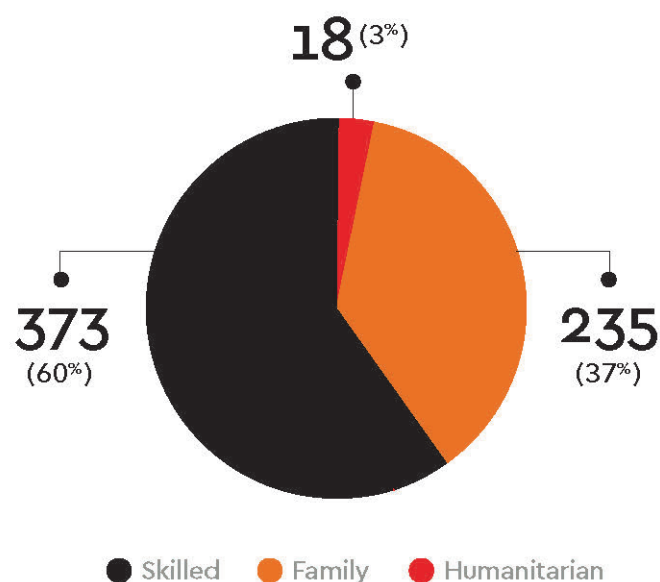
2016	
Country	No. of People
England	1,967
Netherlands	687
New Zealand	650
Italy	615
Scotland	545

2011	
Country	No. of People
England	2,244
Netherlands	788
Italy	718
Scotland	704
New Zealand	657

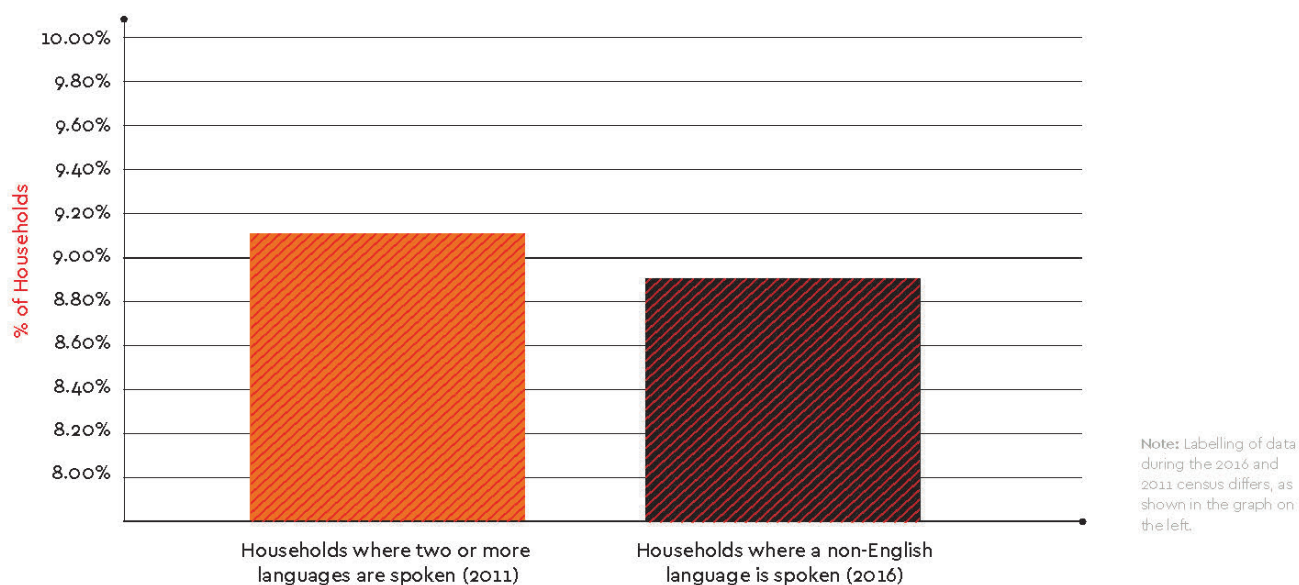
2006	
Country	No. of People
England	2,243
Netherlands	847
Scotland	772
Italy	751
Germany	572

MIGRATION STREAM

JAN 2012 TO DEC 2016



HOUSEHOLDS WHERE A NON-ENGLISH LANGUAGE IS SPOKEN



COMMON LANGUAGES OTHER THAN ENGLISH

Year	Other Common Languages	Number of People	% Compared to Total Population
2016	Italian	840	1.10%
	Greek	357	0.50%
	Mandarin	303	0.40%
	Dutch	232	0.30%
	Maltese	214	0.30%
2011	Italian	1,003	1.40%
	Greek	387	0.50%
	Dutch	289	0.40%
	Mandarin	281	0.40%
	Maltese	260	0.40%
2006	Italian	961	1.40%
	Greek	394	0.60%
	Dutch	305	0.40%
	Maltese	299	0.40%
	German	292	0.40%

Policy Context - Additional Information

A comprehensive policy framework informs the CDAP, including human rights and anti-discrimination legislation and national and state commitments to inclusion, multiculturalism and equality. Documented below are the details of the international, Australian, Victorian and local context.

International

As a member of the United Nations and a member of the United Nations Economic and Scientific Cooperation Organisation, the Commonwealth of Australia is a signatory to:

- *The Universal Declaration of Human Rights*
- *UNESCO Universal Declaration on Cultural Diversity*

Australia is also a party to The International Convention on the Elimination of All Forms of Racial Discrimination.

Australia

- *Racial Discrimination Act 1975*
- *Human Rights and Equal Opportunity Act 1986*
- *Access and Equity Strategy and Policy Framework*
- *Australian Human Rights Framework 2010*
- *The People of Australia – Australia's Multicultural Policy (2013)*, Commonwealth of Australia

Victoria

Victoria's Charter of Human Rights and Responsibilities (2006) requires public authorities, including local councils to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.

The following four categories of human rights in the Charter are pertinent to the Cultural Diversity Action Plan:

- **Freedom:** of thought, consciousness, peaceful assembly, movement, expression;
- **Respect:** of culture including religion, language, and background;
- **Equality:** before the law and opportunity to participate in public life; and
- **Dignity:** of privacy and reputation

In addition to the Charter, we considered the following documents in the development of the Cultural Diversity Action Plan:

- *Multicultural Victoria Act (2011)*
- *Victoria's Advantage - Unity, Diversity, Opportunity (2014)*
- *Racial and Religious Tolerance Act (2001)*
- *Victorian Equal Opportunity Act (2010)*

- *MAV Statement of Commitment to Cultural Diversity*
- *Accessible Government Services for all, a revised framework for access and equity reporting*
- *Local Government Act (1989)*

Latrobe City

The *2019-23 Cultural Diversity Action Plan* is informed at a local level by the *Gippsland Multicultural Strategic Plan 2017-20 (GMSP)*, the *2017-2021 Council Plan* and *Municipal Public Health and Wellbeing Plan*. The *2019-23 Cultural Diversity Action Plan* is also aligned with *Latrobe City Council's Access and Inclusion policy*.

Gippsland Multicultural Strategy

Latrobe City Council supported the development of the GMSP, which contains the demographic profile of Latrobe's culturally diverse community and the priorities identified through broad based consultation during the development of the GMSP.

The GMSP has four objectives:

1. Education and Employment
2. Access to information services
3. Social Cohesion and Leadership
4. Health

While the reach of the GMSP is Gippsland

wide, Latrobe City will support local endeavours in each of these areas. Latrobe City will place increased emphasis on education and employment, which was cited as the highest priority issue for culturally diverse communities in the region. In part, this will be achieved by the CDAP and in part by two significant internal policies and plans that are under development at the time of preparing this draft CDAP.

Latrobe City Council Plan 2017-21

The *Council Plan 2017-21* outlines Council's strategic direction. The CDAP aims to achieve the Council's desired outcomes under Objective 5 'Provide a connected, engaged and safe community environment, which is improving the well-being of all Latrobe City citizens.'

Living Well Latrobe Municipal Public Health and Wellbeing Plan 2017-21

The MPHWP aims to build positive health and wellbeing outcomes for all residents who live, learn, work and play in Latrobe City. The key strategic direction of 'Staying Connected' encourages an active, diverse and connected community within Latrobe by ensuring access and equity for all.

APPENDIX 3

The Principles of Latrobe City Council's Community Access and Inclusion Policy

The Latrobe City Council's Community Access and Inclusion Policy contains a series of principles, reproduced in the table below. Each year, the CDAC will receive a report showing how these principles have been applied as they relate to cultural diversity.



The Latrobe City Disability Action Plan, Cultural Diversity Action Plan and Reconciliation Action Plan will provide guidance and direction on how the objective of this Policy will be managed. These Plans will be reviewed every four years and the outcomes reported to Council annually.



The Cultural Diversity Action Plan has been produced by Latrobe City Council.

This plan is available in other languages and formats on request contact Latrobe City Council:

Community Strengthening

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Printed October 2019

