

CITY OF WHITEHORSE



Diversity Policy and Action Plan 2012-2016

**CELEBRATING AND PROMOTING OUR
DIVERSE COMMUNITIES**



Prepared by:

Community Development Department

City of Whitehorse

Adopted by Council September 2012

Acknowledgements

The City of Whitehorse would like to thank and acknowledge the contribution of the many residents, organisations, and community stakeholders who contributed to the development of the *Diversity Policy and Action Plan 2012-2016*.

Council would like to thank the following community organisations for their time and participation:

- Box Hill U3A
- Chinese Community Social Services Centre
- Communities Council on Ethnic Issues
- Deakin University
- Eastern Community Legal Centre
- Eastern Health
- Koonung Cottage Community House
- Louise Multicultural Community Centre
- Melbourne Fire Brigade
- Migrant Information Centre
- State Emergency Service
- The City of Boroondara
- Whitehorse Community Health Service
- Women's Health East
- Whitehorse Interfaith Network
- Whitehorse Older Persons Action Group

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Executive Summary

The City of Whitehorse is home to a richly diverse community. Nearly 34 per cent of Whitehorse residents were born overseas (ABS, 2011), with 114 different languages spoken at home (MIC, 2007). More than two thirds of our residents identify with a specific religion (ABS, 2011). Whitehorse City Council is proud of this diversity and the vibrancy it brings to community life.

The *Diversity Policy and Action Plan 2012-2016* ('the Plan') outlines the ways Council will support, promote and celebrate diversity in the municipality. It articulates how we will ensure our community is inclusive, recognises our differences and similarities, and is a place that welcomes everyone.

The Plan was developed in consultation with the Whitehorse community, state government departments, residents, local services and Council.

Key themes and action areas are:

1. Strengthen Council's capacity to work with diverse communities
2. Support, promote and celebrate diversity
3. Improve access to information, services and facilities
4. Partnership and advocacy

Introduction



The *Whitehorse Diversity Policy and Action Plan 2012-2016* will guide Council's approach to supporting, promoting and celebrating its culturally, linguistically and religiously diverse community over the next four years.

The Plan will help Council deliver its vision 'to be an inclusive, vibrant, prosperous and sustainable community' (Council Plan 2012-2016). It outlines key priority areas, and the approach that Council will take to address them.

The Plan has been developed in consultation with the Whitehorse community, state government departments, residents and local services. It will build on previous achievements and strengthen Council's capacity to build a harmonious and inclusive community.

In implementing the Plan, Council is committed to engage the whole of Council and promote opportunities to work collaboratively with community organisations, agencies and groups.

What is Diversity?

Within the Plan, 'diversity' will be used to reflect cultural, religious, racial and linguistic diversity. Often, such definitions of diversity are used interchangeably with the term 'multiculturalism'.

An emerging theme identified through consultation was that of gender, sexuality and relationship diversity; some actions within the Plan also relate to this.

In regards to Aboriginal people, Council recognises that their culture is an integral part of the Australian and Whitehorse community. Council has developed a Reconciliation Action Plan 2011-2015 with specific actions relevant to the Indigenous and broader community. Therefore whilst not excluding the relevance of this Plan to the Indigenous population, it will not seek to address specific issues or barriers experienced by the Indigenous community.



How was this plan developed?

The development of this plan involved:

- **Steering group:** Establishment of a small steering group to oversee the development of plan;
- **Demographic Profile:** Development of a demographic profile of the municipality, identifying among other things key and emerging groups, cultural trends and needs;
- **Policy Context:** Review of state and national plans and policies relating to diversity;
- **Consultation:** Two stages of consultation – a survey and focus groups were undertaken. These provided an opportunity for a range of stakeholders' input including Council officers, government agencies, local organisations and community groups.
- **Development of the Plan:** Identification of key priorities, themes and actions was undertaken in collaboration with the steering group.

The development process is shown below in Diagram 1

Diagram 1: How was this plan developed?



About The City of Whitehorse

The City of Whitehorse is described as being an inner or middle metropolitan municipality. Its eastern boundary is 12kms from the City of Melbourne.

In 2011, it was estimated that 157740 people lived in the City of Whitehorse (ID 2012).

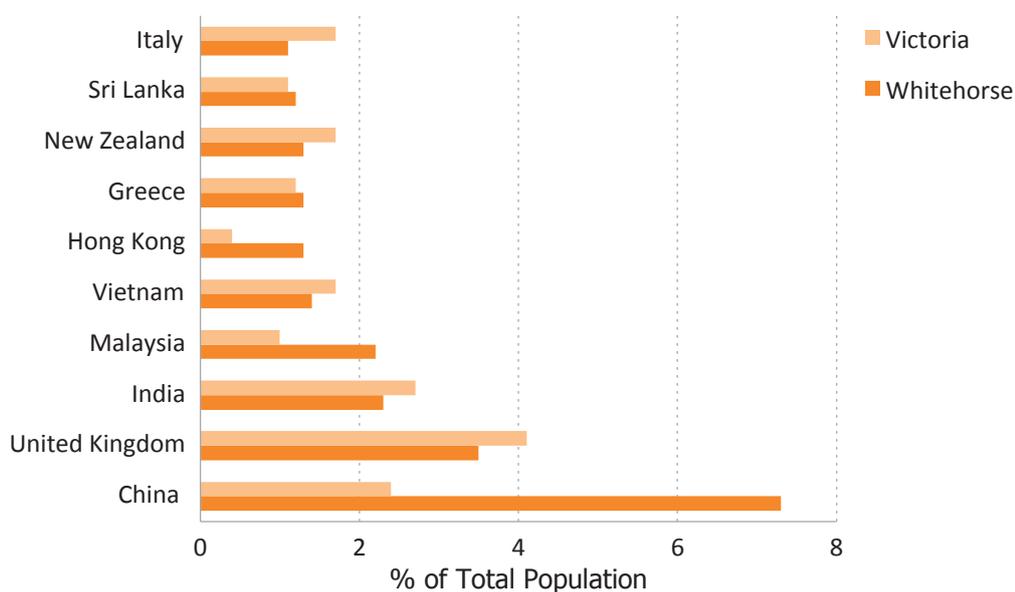
Where are we from?

Migration from overseas boosts Australia's population growth. Where people settle plays an important role in their adjustment to life in Australia as well having economic, social, cultural and environmental impacts on the areas and population in which they settle (University of Adelaide, 2011). Migration rates are relatively stable although places of origin change.

People migrating from non-English speaking countries tend to reside in the capital cities. It is estimated that of the people migrating to Australia, 7300 people settled in Whitehorse between 2002 and 2007, with the majority settling under the 'Skilled Migration Program'. This represents 21 per cent of all people known to have settled in the Eastern Region of Melbourne. (Migrant Information Centre [Eastern Melbourne], 2007)

The 2011 Census found that Whitehorse has a culturally diverse population with 33.4 per cent of the population being born overseas. Whitehorse has a significantly larger population of people born in China (7.3 per cent) when compared with the Victorian average of 2.3 per cent (ID 2012). Diagram 2 shows the top ten countries of birth in Whitehorse compared with the Victorian average. Census data shows that the greatest increases in populations born overseas between 2006 and 2011 were people born in China 5260 residents followed by people born in India (1414) and Malaysia (685) (ID, 2012).

Diagram 2: Country of Birth (Top 10), Census 2011



Languages spoken

One hundred and fourteen (114) languages are spoken at home by people residing in Whitehorse (Migrant Information Centre [Eastern Melbourne], 2007). English remains the dominant language; however over 30.3 per cent of Whitehorse residents speak a language other than English at home (ID 2012). 24.7 per cent of residents born overseas that speak another language report speaking English 'well' or 'very well'.

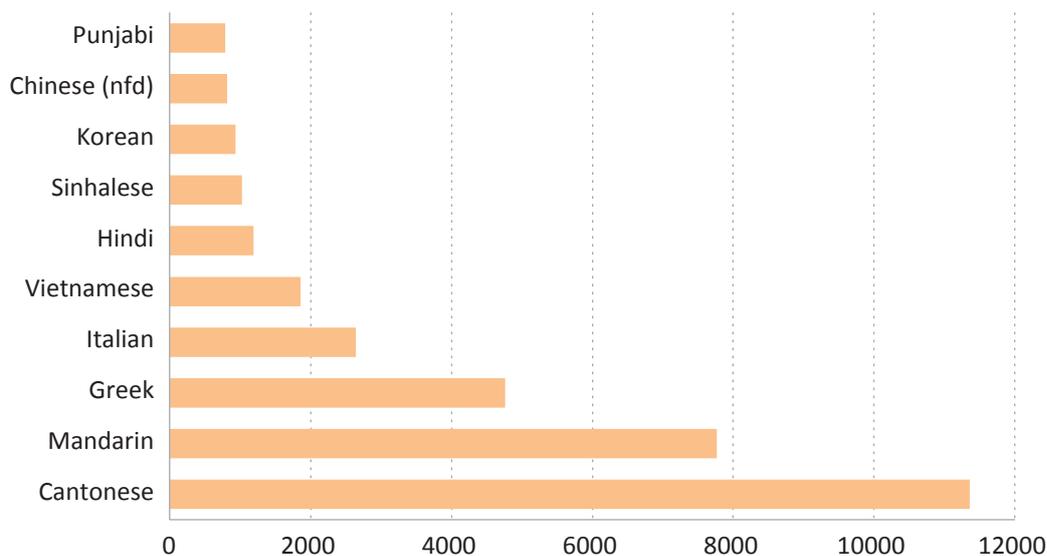
The 10 most frequently spoken languages at home are:

- Mandarin (7.5 per cent)
- Cantonese (5.1 per cent)
- Greek (3.1 per cent)
- Italian (1.7 per cent)
- Vietnamese (1.2 per cent)
- Hindi (0.8 per cent)
- Sinhalese (0.7 per cent)
- Korean (0.6 per cent)
- Chinese (not further defined) (0.5 per cent)
- Punjabi (0.5 per cent)

Other languages spoken at home in the City of Whitehorse in descending order of frequency include: Indonesian, German, Persian/Dari, Tamil, Spanish, Filipino/Tagalog, Gujarati, Min Nan (including Hokkien), Arabic, Japanese, Polish, French, Thai, Croatian, Dutch, Hungarian, Serbian, Khmer, Russian, Urdu, Macedonian, Malayalam, Non Verbal, Bengali. Each of these languages is spoken in less than 1 per cent of homes in Whitehorse (ID 2012)

The top 10 languages other than English spoken in Whitehorse are depicted in Diagram 3.

Diagram 3: Top 10 Languages spoken in Whitehorse (other than English), Census 2011



International Students

Approximately 382660 student visa holders were residing in Australia in June 2010 (Department of Immigration and Citizenship, 2011). The City of Whitehorse boasts a large number of international students attending both the tertiary and secondary institutions located within the municipality. Council's *Student Accommodation Study* (2006) found that approximately 6700 international students attend either Deakin University (Burwood campus) or Box Hill TAFE. If all were residents, this would represent nearly 5 per cent of the population¹ (based on 2006 census figures). Generally, international students come from the Asia region – China, Hong Kong, Malaysia, India and Sri Lanka.

The global economic crisis in 2008 and changes to the student visa regulations has seen a reduced demand for student visas. However, it is anticipated that international students will continue to be an active part of the Whitehorse community.

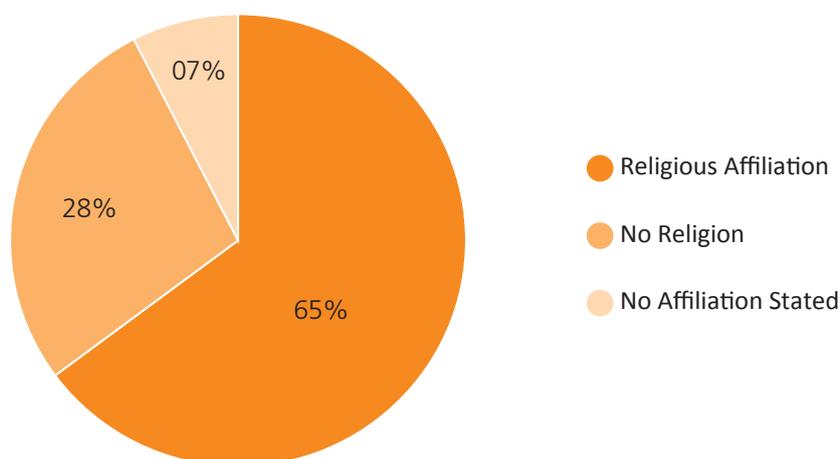
Religion

Within this Plan, religion is understood largely in relation to the formal religious organisations and their communities within the municipality; it does not consider individual beliefs and practices. Religion is conceived of as an indicator of cultural identity and ethnicity, strengthening a person's connections within the community.

Religious affiliation in Australia is evolving; in the early 20th century 97 per cent of population were Christians with Anglican reported as the largest faith. By the time of the 2011 Census approximately two thirds of Australia's population reported a religious affiliation.

In Whitehorse, 64.3 per cent of people stated they had a religious affiliation, 7.5 per cent did not state a religious affiliation and 27.4 per cent described themselves as having 'no religion' (ID, 2012). This is depicted in diagram 4.

Diagram 4: Religious Affiliations, Census 2011

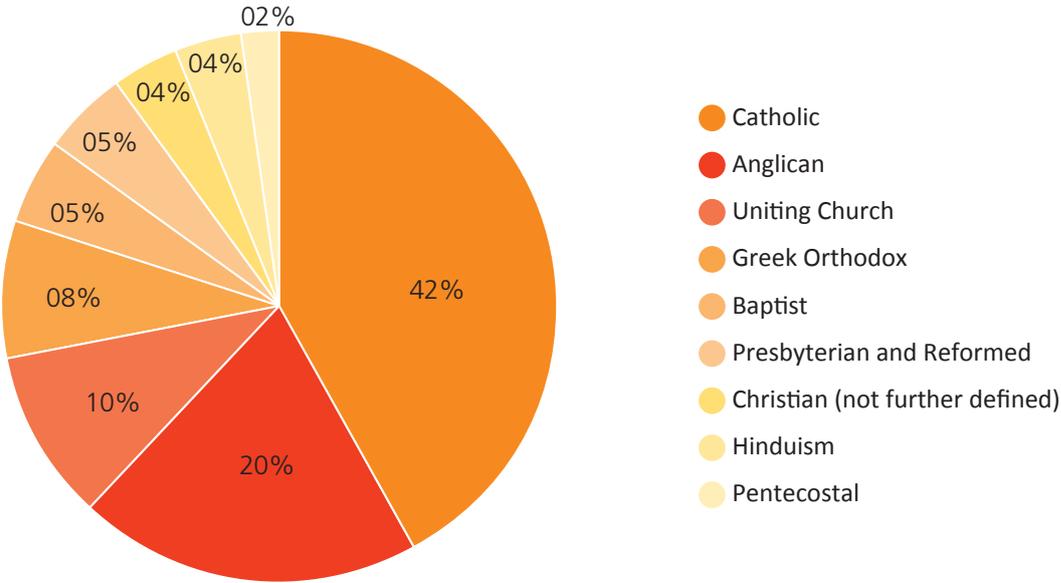


¹ This is based on the 2006 estimated resident population of 144,073 (ABS, 2007).

Christianity (55 per cent) is the most commonly practiced faith in Whitehorse, with the most frequently reported religious affiliation being Catholic (22.3 per cent) and Anglican (10.9 per cent). Other religious affiliations include; Buddhism (5 per cent), Greek Orthodox (4.1 per cent) and Hinduism (2 per cent). This is depicted in Diagram 5.

Between the 2006 and 2011 Census there was a decline in people reporting religious affiliation with Catholic (-1137 persons), Anglican (-1831 persons) and Uniting Church (-1348 persons) faiths and an increase in the number of people reporting Buddhism affiliation (+ 1494 persons).

Diagram 5: Religions practiced in Whitehorse, Census 2011



Policy Context

Legislation and policy directions frame the way in which initiatives, programs and services are developed, delivered and accessed by people from diverse communities.

While Council is responsive to the needs of the local community it also has obligations to be responsive to federal and state legislation and policies. A range of key federal and state legislative and policy documents have been considered in the development of this Plan; these are depicted in Diagram 6.



Diagram 6: Influences on the Whitehorse Diversity Policy and Action Plan



International Legislation and Policies

Australia is a signatory to both the Universal Declaration of Human Rights (1948) and the International Covenant of Civil and Political Rights. Australia is committed to the protection and promotion of human rights for not only all Australians, but for all human kind.

Federal Legislation and Policies

The Racial Discrimination Act (1975)

The Racial Discrimination Act (1975) focuses on the elimination of all forms of discrimination on the basis of a person's race, colour or national ethnic origin. All members of the Australian community, including public authorities such as Council's have obligations to eliminate discrimination under this Act.

The People of Australia – Australia's Multicultural Policy (2011-2012)

The People of Australia – Australia's Multicultural Policy (2011-2021) celebrates the diversity of the Australian community and articulates the following 4 Multicultural Policy Principles:

1. Celebrates and values the benefits of cultural diversity for all Australians, within the broader aims of national unity, community harmony and maintenance of our democratic values.
2. Is committed to a just, inclusive and socially cohesive society where everyone can participate in the opportunities that Australia offers and where government services are responsive to the needs of Australians from culturally and linguistically diverse backgrounds
3. Welcomes the economic, trade and investment benefits which arise from our successful multicultural nation
4. Will act to promote understanding and acceptance while responding to the expressions of intolerance and discrimination with strength and where necessary, with the force of the law.

Key initiatives of Australia's Multicultural Policy are:

- Establishment of the Australian Multicultural Council
- National Anti-Racism Partnership and Strategy
- Strengthening Access and Equity
- Multicultural Arts and Festival Grants
- Multicultural Youth Sports Partnership Program

State Legislation and Polices

Multicultural Victoria Act (2011)

As recently released legislation, the Multicultural Act (2011) aims to *promote Victoria as a united community with shared laws, values, aspirations and responsibilities*. The multicultural Act (2011) is underpinned by the Human Rights principles of Freedom, Respect, Equality and Dignity.

Victorian Charter of Human Rights and Responsibilities Act (2006)

The Victorian Charter of Human Rights and Responsibilities Act (2006) requires that the Victorian Government, public servants, local councils, Victoria Police and other public authorities consider human rights when they make laws, develop policies and provide their day-to-day services.

This Act contains twenty basic rights that promote and protect freedom, respect, equality and dignity.

All of Us – Victorian Multicultural Policy

'All of Us' expresses the Victorian Governments commitment to multiculturalism. This policy incorporates social, economic and cultural expressions of difference and diversity. Key themes throughout this policy include:

- Advances equality and human rights,
- Supports out cultural, linguistic and religious diversity,
- Foster unity and promotes harmony
- Boosts our economic advantage.



Diagram 7: Snapshot of related Federal and State Government Legislation and Policy Directions

International

- Universal Declaration of Human Rights (1948)
- International Covenant on Civil and Political Rights

National

- **Legislation**
 - Racial Discrimination Act (1992)
- **Policies**
 - Multicultural Australia

Victoria

- **Legislation**
 - Victorian Equal Opportunity Act (2010)
 - Victorian Racial and Religious Tolerance Act (2001)
 - Multicultural Victoria Act (2011)
 - Victorian Charter of Human Rights and Responsibilities Act (2006)
 - Victorian Local Government Act (1989)
- **Policies**
 - All of Us - Victorian Multicultural Policy

Local Government - Whitehorse City Council

The Whitehorse *Diversity Policy and Action Plan 2012-2016* is a key strategic document for Council. It is guided by the Council Plan and the Whitehorse Community Wellbeing Plan as well as linking with other Council Plans, policies and strategies.

The Diversity Plan is also underpinned by the social model of health. That is, it is premised on the understanding that the social, economic, built and natural environments impact on wellbeing and in particular, on the wellbeing of diverse communities.

These connections and linkages are depicted in Diagram 8.

Council Plan (2012-2016)

The Council Plan sets Council's direction for the future and details how Council will allocate its financial and non-financial resources. The strategic objectives within the Council Plan are:

- Serve and strengthen our community to be inclusive, vibrant and engaged;
- Promote, protect, enhance and respect the quality of our natural and built environments;
- Deliver organisational excellence, visionary leadership and strong governance, through dedicated people to ensure the best possible contribution to our community; and
- Support a prosperous, diverse and healthy local economy that contributes to the wellbeing of our community.

Whitehorse Community Wellbeing Plan (2009-2013)

The Whitehorse Community Wellbeing Plan articulates how Council will enhance the health and wellbeing of the community across the social, built, economic and natural environments. Six priorities areas are identified, known as 'pillars' of wellbeing. These are:

- Family and Friends
- Parks, Open Space and Tracks,
- Physical Health
- Water and Energy
- Community Safety
- Food and Nutrition



Diagram 8: Council Policies, Strategies and Action Plans



Consultation

Community consultation was vital in identifying the needs of our local community. This was undertaken in two stages:

1. Survey:

A survey was developed to understand the needs and wants of the Whitehorse community. Questions explored factors that impact the lives of people from diverse backgrounds. A copy of the community survey can be viewed in Appendix A

The survey was made available on Council's website throughout February 2012. Hardcopies were also available during this time at network meetings and upon request. The survey was promoted through the local media, Council publications and through Council networks, with prizes offered to encourage responses.

A total of 38 surveys were completed by members of the community. Most people completing this survey were female (74 per cent) and all respondents were aged over 26. The survey cannot be considered as a representative sample of the Whitehorse community but provides a useful snapshot of opinions within the community.

2. Focus groups:

A total 6 consultation workshops were held across the municipality in January and February 2012. These were held across the municipality, during the day and evening to enhance access opportunities for the Whitehorse community, state government departments, residents, local services and Council.

Workshops were publicised through the local media, Council publications and through Council networks. In all approximately 84 people participated in workshops representing:

- Local residents (4 people)
- Whitehorse Interfaith Network (8 members)
- Community groups and organisations (40 people representing 12 groups or organisations)
- Service providers (10 representing)
- Council Staff (22 people from across Council)

The workshops explored Council's role in meeting the needs of diverse communities, and the expectations of the proposed Plan. People attending were asked to identify:

- Priorities and issues facing people from diverse communities;
- Councils achievements and strengths in meeting the needs of diverse communities;
- Partnership opportunities to address presenting issues.

Key themes emerging from the two stages of consultation were:

Events and festivals

Events and festivals were identified as key ways to celebrate diversity and engage with the community. They also provided an opportunity to promote the range of services available in the community.

Access to information regarding services and activities available in the City of Whitehorse

The importance of diverse communities receiving information about local services and activities was recognised, particularly as it helped facilitate participation and reduce isolation experienced by marginalised groups.

Strengthening communication with diverse communities

A range of strategies including translation and the use of ethnic media (newspapers, radio, etc.) were identified as ways to strengthen Council's communication with diverse communities. It was noted that some people from diverse communities are not literate in their spoken language, hence the advantage of different (spoken) mechanisms, like radio.

Training and volunteering

The promotion of volunteering and employment pathways to diverse communities was identified as a way to increase people's social and economic participation.

Venues and facilities

A number of people expressed their appreciation for existing access and support to Council facilities. This enabled community groups to host events, classes and activities. Council's support with venue access and hire was identified as a great benefit for community groups within Whitehorse.

Access to funding

It was acknowledged that community groups rely heavily on grant opportunities. Participants identified the importance and value of Council's community grants program and other funding sources.

Partnering with community organisations

A strong theme emerging from the consultation addressed the importance and effectiveness of partnerships between Council, community organisations and local service providers.

These themes helped shape the direction the *Whitehorse Diversity Policy and Action Plan 2012-2016*.

For more information about the surveys and consultation workshops refer to Appendix B and C.

Priorities and Action Plan

Based on the demographic profile, policy context, consultation, as well as outcomes of past Council Diversity and Action Plans and work Council is already undertaking, 4 priority areas have been identified. These are:

- 1. Strengthen Council's capacity to work with diverse communities**
- 2. Support, promote and celebrate diversity**
- 3. Improve access to information, services and facilities**
- 4. Partnership and advocacy**

These priority areas and associated actions will guide work undertaken by Council to develop an inclusive vibrant, prosperous and sustainable community where people from diverse communities are welcomed and able to participate in the life of the community.



Priority Area 1

Strengthen Council's capacity to work with diverse communities

OBJECTIVES

ACTIONS

1.1

Council will build its capacity to effectively work with diverse communities.

1. Council will provide cultural awareness training and support for staff. This will highlight the needs of diverse communities and ensure Officers are equipped to consider them in the work that they do.
2. Council will develop procedures and provide training to assist staff in accessing and working with interpreters and translation services.
3. Council will explore opportunities for the use and placement of technologies allowing three-way conference calls (i.e Interpreter/Council/ Officer /CALD resident).

1.2

Council will be responsive to community trends and demographics

1. Council will continue to engage with diverse communities, local agencies and organisations to identify barriers and issues impacting the local community.
2. Council officers will participate on networks and working groups responding to issues facing diverse communities.
3. Council will continue to monitor and make available information regarding trends and emerging needs of diverse communities.

1.3

Council will provide opportunities for diverse communities to participate in the development of Council strategic plans and policies

1. Council will raise awareness among diverse communities about the process of consultation and how to participate.
2. Council officers will continue to provide opportunities for organisations, groups and individuals representing diverse communities to participate in the development of strategic plans and projects.
3. Council will promote these engagement opportunities through a range of mechanisms, including ethnic media (print and radio).

Priority Area 2

Support, promote and celebrate diversity

OBJECTIVES

ACTIONS

2.1

Council will support activities that strengthen, acknowledge and promote diverse communities

1. Council will provide opportunities for diverse groups to participate in Council events and festivals.
2. Council will plan, encourage and support events that promote understanding, harmony and diversity (eg. Harmony Day).
3. Council will explore the need for signage in areas of greater diversity in languages other than English.

2.2

Council will work collaboratively with local business precincts to promote/strengthen the economic opportunities and benefits of the local economy of diverse businesses

1. Council will work collaboratively with local business precincts to identify the most effective mechanisms to promote networks, business groups/associations, publications and Whitehorse Business Week to diverse communities.
2. Council will continue to promote positive images and stories of diverse business in Council publications and through local media publications.

2.3

Whitehorse Council will continue to support the participation of young people from diverse backgrounds in the community

1. Council will acknowledge and celebrate the contribution that young people from diverse background make to Whitehorse.
2. Council will ensure there are innovative and meaningful opportunities for young people from diverse backgrounds to make valuable contributions to Council and the community.
3. Council will continually seek to learn about diverse young people in Whitehorse and share this information with the greater service sector.

OBJECTIVES

ACTIONS

2.4

Council will promote faith based harmony within Whitehorse

1. Council officers will participate in local, regional and state networks that address diversity issues.
2. Council will explore regional partnership opportunities for events and activities that promote harmony, understanding and raise awareness of diverse communities.
3. Council will continue to support and facilitate the Whitehorse Interfaith Network (WIN).
4. Council, in partnership with WIN, will celebrate and promote faith based harmony through events such as the Places of Worship Tour.

2.5

Council will monitor and respond to the needs of emerging 'diverse' groups

1. Council will monitor the composition of its community (through census data, information from agencies, etc.) and identify emerging 'diverse' groups and their specific needs.
2. Council will continue to support and promote the Same Sex Attracted Network for gay lesbian bi sexual and transgender young people in Whitehorse.

2.6

International Students will be supported in the City of Whitehorse

1. Council will investigate the demographics and needs of international students in the City of Whitehorse.
2. Council will strengthen partnerships with local education providers to better understand and respond to the needs of international students
3. Council will identify further mechanisms to provide information regarding community services, organisations and activities to international students

2.7

Council will support the active participation of volunteers from diverse backgrounds

1. Council will raise awareness about volunteering and how to become a volunteer among diverse communities.
2. Council will link with 'mainstream' services to support and promote the inclusion of volunteers from diverse backgrounds.

2.8

Council will be an inclusive employer

1. Council will continue to identify potential barriers in recruitment processes for people from diverse backgrounds.
2. Council will explore advertising opportunities to encourage applications from people of diverse backgrounds.

Priority Area 3

Improve access to information, services and facilities

OBJECTIVES

3.1
Council will improve access to information for diverse communities

ACTIONS

1. Council will work collaboratively with local agencies to better understand, and be responsive to, the preferred communication methods of diverse communities.
2. Council will encourage the use of translators, interpreters and alternate translation tools (i.e. audio guides) to disseminate information and for use at community forums and events.
3. Council will investigate displaying the National Interpreter Symbol and language identification poster at customer service centres (including leisure centres) and on its website.
4. Council will promote the presence and/or possible presence of interpreters at key Council events and forums.
5. Council will explore opportunities for the use of pictograms and easy English formats throughout Council services and publications
6. Council will raise awareness of its commitment to produce key documents in languages other the English on request.



Priority Area 4

Partnerships and Advocacy

OBJECTIVES

ACTIONS

4.1

Council will advocate for the needs of Whitehorse City Council's diverse communities

1. Council will continue to advocate to other levels of Government on issues and needs of diverse communities.
2. Council will continue to support and advocate for the needs of diverse communities through Regional and State wide networks, advisory bodies and working groups.

4.2

Council will continue to develop partnerships with service providers and faith organisations to identify and respond to community needs and issues

1. Council will identify opportunities for partnerships with local service providers and faith organisations to explore ways of reducing barriers faced by diverse communities.

4.3

Council will undertake social research that explores the impacts between the social and environmental determinants of health on diverse communities

1. Council will develop an understanding of service needs for children and young people from diverse backgrounds
2. Council will develop an understanding of the impact of disability within diverse communities

Appendices

Appendix A: Copy of the Whitehorse Diversity Survey

Whitehorse City Council highly values the municipality's cultural, religious, and linguistic diversity. Members of the community are invited to participate in this online survey to help develop the Whitehorse Policy and Action Plan 2012-2016.

To thank you for your time in completing this survey, we are offering the opportunity to win a \$100 voucher from a retailer of your choice in the Whitehorse. To enter, simply complete the survey and make sure you provide your contact details at the end.

1. How old are you?

- | | | |
|-----------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 35-49 | <input type="checkbox"/> 70-84 |
| <input type="checkbox"/> 18-25 | <input type="checkbox"/> 50-59 | <input type="checkbox"/> 85 and over |
| <input type="checkbox"/> 26-34 | <input type="checkbox"/> 60-69 | |

2. What is your gender

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

3. What suburb do you live in?

4. Which country were you born in?

- | | | |
|---|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Australia | <input type="checkbox"/> India | <input type="checkbox"/> Hong Kong |
| <input type="checkbox"/> China | <input type="checkbox"/> Greece | <input type="checkbox"/> New Zealand |
| <input type="checkbox"/> United Kingdom | <input type="checkbox"/> Vietnam | <input type="checkbox"/> Sri Lanka |
| <input type="checkbox"/> Malaysia | <input type="checkbox"/> Italy | |

5. What language do you speak at home (Tick as many as is relevant)

- | | | |
|------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> English | <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Koren |
| <input type="checkbox"/> Cantonese | <input type="checkbox"/> Chinese | <input type="checkbox"/> Other (please specify) : |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Hindi | _____ |
| <input type="checkbox"/> Greek | <input type="checkbox"/> German | |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Sinhalese | |

6. What is your religion?

- | | | |
|---|--|--|
| <input type="checkbox"/> Catholic | <input type="checkbox"/> Baptist | <input type="checkbox"/> Pentecostal |
| <input type="checkbox"/> Anglican | <input type="checkbox"/> Presbyterian and Reformed | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Uniting Church | <input type="checkbox"/> Other Christian | <input type="checkbox"/> Other (please specify) :
_____ |
| <input type="checkbox"/> Othodox | <input type="checkbox"/> Hinduism | |
| <input type="checkbox"/> Buddhism | | |

7. What is the best way for Council to communication with the community?

- | | | |
|---|---|--|
| <input type="checkbox"/> Monthly newsletter (Whitehorse News) | <input type="checkbox"/> Pamphlets and information sheets | <input type="checkbox"/> Public information sessions |
| <input type="checkbox"/> Local newspapers | <input type="checkbox"/> Ethnic media (newspapers, radio, television) | <input type="checkbox"/> Other (please specify)
_____ |
| <input type="checkbox"/> Website | | |

8. Please think about Council in the following areas: please tell us what is working or what could be further strengthened?

	COULD BE FURTHER STRENGTHENED	GOOD	EXCELLENT	NOT SURE
Access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting the benefits of diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting diverse community groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employing people of diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to leisure and recreation facilities/activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide comments:

9. How important are the following activities?

	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT
Access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting the benefits of diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting diverse community groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employing people of diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to leisure and recreation facilities/activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Further Information:

10. Would you like to make any other comments or suggestions?

Prize Draw

To enter the draw to win a \$100 voucher from a retailer of your choice in Whitehorse, complete this survey by Friday 17 February 2012 and fill in your details below.

Your Details

Name: _____
Address: _____
City/Town: _____
ZIP/Postal Code: _____
Email address: _____
Phone Number: _____

Would you like to receive more information about this plan?

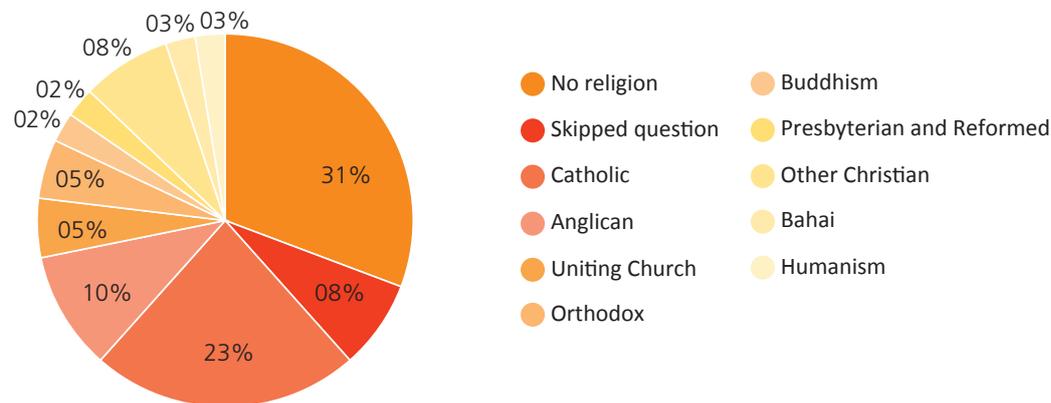
- I would like to be kept informed about this plan
- No thanks

Appendix B: Community Survey Learning

Surveys

As part of the demographic data collected in the survey people were asked to identify their religion. Consistent with demographic information Christianity dominates the religious beliefs reported by people completing the survey, with Catholicism being the most reported religion. There were 12 people who reported having no religion and 3 people did not provide an answer to this question.

Diagram 1: Religions reported in the survey



People participating in the surveys were asked to comment on a range of areas where Council influences the lives of people from diverse communities. These areas included:

- Access to information
- Access to services
- Promoting the benefits of diversity
- Supporting diverse community groups
- Employing people from diverse backgrounds
- Access to leisure and recreation facilities and activities.

Access to information

Most people (73 per cent) completing the survey indicated that access to information was very important in the lives of people from diverse communities; a further 26 per cent said that this was important. Commenting on current approaches 23 per cent of respondents believed Council's approach was excellent; 62.5 per cent said it was good and 21.9 per cent said that Council's current approach to providing access to information could be improved.

Access to services

Access to services was seen as very important by 87 per cent of people responding to the survey; a further 12 per cent said it was important. Commenting on current approaches 15.6 per cent of respondents indicated that Council's current approach to access to services was excellent, 62.4 per cent said it was good and 21.9 per cent of respondents indicated room for improvement.

Promoting the benefits of diversity

Most people (41.9 per cent) responding to the survey indicated that promoting the benefits of diversity was very important; a further 32.3 per cent rated this activity as important; 19.4 per cent said it was somewhat important and 6.5 per cent said this activity was not important. Commenting on the current approaches to promoting the benefits of diversity most people (38.2 per cent) indicated that Council's approach was good, a further 17.6 per cent of responses rated Councils approach as excellent. 14.7 per cent of respondents were unsure and 29.4 per cent of respondents indicated that Councils approach to promoting the benefits of diversity could be strengthened.

Supporting diverse community groups

Supporting diverse community groups was seen as a very important (46.9 per cent) or important (40.6 per cent) focus for the majority of people responding to the survey a further 12.5 per cent of respondents indicated that supporting diverse community groups was somewhat important. In relation to Council's current approaches to supporting diverse community groups 45.7 per cent of respondents believe current approaches are good, 20 per cent indicated excellence and 8.6 per cent of responses indicated they were unsure. 25.7 per cent of respondents indicated that Councils current approaches to supporting diverse groups could be strengthened.

Employing people from diverse backgrounds

The majority of respondents (46.7 per cent) identified employment as very important with a further 36.7 per cent indicating that this was an important activity. 13.3 per cent of respondents reported that the employment of people from diverse backgrounds was somewhat important and 3.3 per cent of respondents indicated that it was not important. Commenting on current approaches to employing people from diverse backgrounds 43.8 per cent of responses indicated that Councils approach was good however 31.3 per cent of responses indicated they were unsure of Council's approach. 18.8 per cent of responses indicated room for improvement.

Access to leisure and recreation facilities and activities

Most people rated access to leisure and recreation facilities and activities as very important (43.8 per cent) and important (53.1 per cent). In relation to current approaches most respondents indicated that Council's current approach was excellent (42.4 per cent) with a further 30.3 per cent indicating that Council's approach was good. 21.2 per cent of responses indicated that Council's approach to access to leisure and recreation facilities and activities could be improved for people from diverse communities.

The survey also asked people to identify best ways for Council to communicate with diverse communities. Respondents to the survey indicated that the Whitehorse News and local papers were the best ways to provide information to the community. Pamphlets and information sheets were also seen as valuable. Diagram 2 depicts the best ways for Council to communicate with diverse communities.

Appendix C: Diversity Consultation Forum Learning

Consultations Workshops

Consultation workshops provided a wealth of information and ideas for future Council directions. Information gained from the consultation workshops can be grouped into the following thematic areas:

Events and festivals

Discussions regarding festivals and events included the continuation of current events such as Global Fiesta (Harmony Day), Chinese New Year and Places of Worship Tour. Potential opportunities included:

- Exploring ways to engage with smaller diverse communities in Council events and festivals.
- Considering an annual event where all community groups can promote their activities to the broader community.
- Greater promotion of events through community groups, Ethnic media and through faith based communities.

Access to information about services and activities available in the community

Feedback from consultation workshops consistently reported the desire for greater information about the services and activities available in the community. Potential opportunities included:

- Promoting services and activities through forums and events as well as through local groups, ethnic media.
- Local networks were seen to provide opportunities to promote 'what Council does' to community groups.

Strengthening communication with diverse communities

It was recognised that for many people from diverse communities English literacy is a barrier to participation in community activities. Potential opportunities included:

- Promoting the ability to have key Council documents translated to community languages.
- Utilising images to promote understanding in key Council documents would assist people with limited literacy in their spoken language.
- Ensure that Council information is available electronically and in hardcopy
- Greater utilisation of interpreters and translators.

Training and volunteering opportunities

The importance of volunteering and employment were highlighted in relation to connection to community and economic viability. Training opportunities were seen to provide greater awareness of community diversity and the issues impacting on diverse communities.

Potential opportunities included:

- Continuing diversity awareness training opportunities for Council staff
- Providing diversity awareness training for community groups
- Promoting volunteering opportunities in the community and Council to diverse community groups
- Promoting corporate volunteering initiatives to community groups
- Promoting Council as an employer of choice and promoting the diversity of Council's workforce.

Access to venues and facilities

A number of community groups operate from Council owned facilities, most facilities are at capacity. Potential opportunities included:

- Development of community hubs where services could share information and resources
- Developing a venue vacancy listing and promoting vacancies to community groups
- Improving the accessibility of venues

Access to funding

Council community grants were seen as invaluable to community groups participating in the consultation workshops. Potential opportunities

- Increasing Council community grant opportunities
- Promoting funding opportunities from other sources to community groups

Partnering with Community Organisations

Addressing local issues through a partnership approach between Council and community groups encompassed topics such as:

- Working with community groups to address local issues
- Partnering to identify and address gaps in current services and supports available to people from diverse communities
- Developing a broader understanding of the role of Council within diverse communities.

Council as an organisation

The continued development of Council as an organisation that is responsive to the needs of diverse communities was discussed within the consultation workshops. Potential opportunities included:

- Promoting the role and achievements of Council to diverse community groups
- Continuing to build a workforce that is reflective of the local community
- Undertaking further research on the needs and issues impacting on the lives of people from diverse communities at different life stages.
- Ensuring issues relating to diversity are considered in all Council strategic planning activities and documents.

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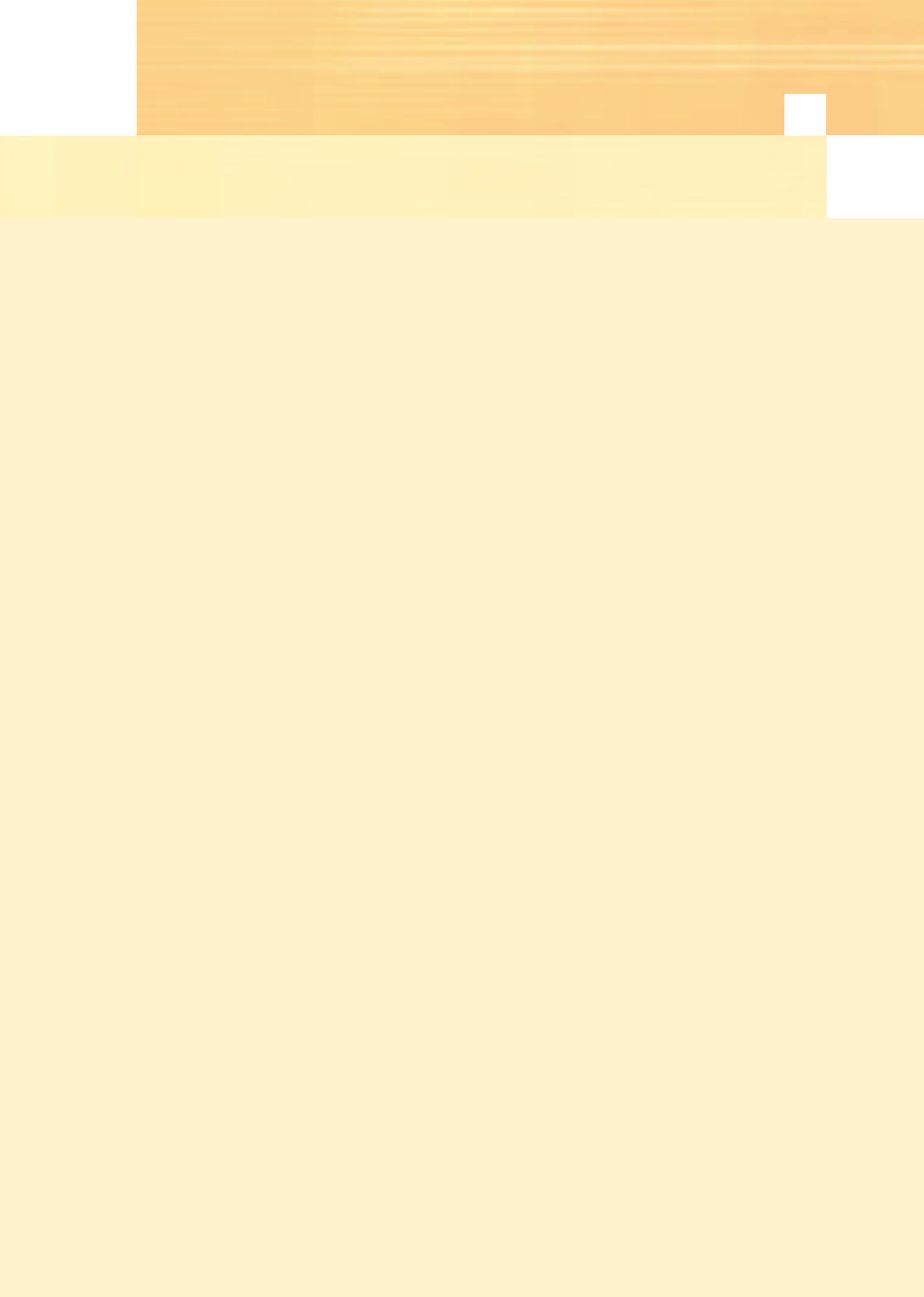
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Celebrating and Promoting Our Diverse Communities





CITY OF



WHITEHORSE

Acknowledgement of Country

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurunderjeri people as the traditional owners of the land now known as Whitehorse and pays respects to its elders past and present.

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