CITY OF
CANADA BAY

COMMUNITY HARMONY STRATEGY

Date of Adoption: 16 March 2010
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City of
Canada Bay

Contents

1. Introduction

A Community Harmony Strategy identifies the way in which Council can assist people from Culturally and Linguistically Diverse (CALD) communities to access Council's services and facilities. The Strategy and Action Plan will guide the development and delivery of Council services at the local level for people from CALD backgrounds.

The majority of people from CALD backgrounds arrived in the City of Canada Bay before 1986, originating from Italy and Greece. In recent years Chinese, Korean and Indian migrants are the newly emerging communities settling in our local government area under the family and skilled migrant streams.

Previous findings suggest that the disadvantage experienced by people from a CALD background is substantial and includes: language barriers, isolation, limited access to and equitable participation in programs and as well as in understanding government processes and knowing their rights.

Council's role in this is to focus on community education to improve knowledge and understanding of people from culturally and linguistically diverse backgrounds, thereby enhancing community harmony. The differing needs of our established ageing migrants along with those newly emerging communities also needs to be recognised. Council has a strong leadership role to play by encouraging participation in community activities by people from CALD backgrounds through the delivery of services and information in an accessible and culturally appropriate manner.

2. Background

In 1983, the Community Relations Commission introduced the Ethnic Affairs Priorities Statement (EAPS) program. The EAPS is a planning document, which shows how an individual government agency will address the needs of a culturally diverse society, according to its charter.

In 1987 the NSW Department of Local Government invited Councils to participate in a pilot program to develop and implement their Local Government Ethnic Affairs Policy Statement (LEAPS).

Both Concord and Drummoyne Council's developed individual LEAPS but following the amalgamation of both Councils in 2000, the need for the City of Canada Bay to develop LEAPS was been identified. This was identified as an action in Council's Delivery Plan and is also highlighted in the NSW Department of Local Government Promoting Better Practice Program.

Strategies within Council's FuturesPlan20 identify ways that the CALD community can participate in and help to provide a vibrant, engaged, and healthy city.

2.1 Legislative and Policy

The White Paper Cultural Harmony The Next Decade 2002 - 2012 defines EAPS as a measure of agency performance where the needs of culturally diverse clients are fully integrated into core business, which in turn results in quality service delivery within the framework of the Principles of Multiculturalism and the Social Justice Act.

The Principles of Multiculturalism, as set out in the Community Relations Commission (CRC) and Principles of Multiculturalism Act 2000 provide guidance to all public authorities, including Councils, on recognising and promoting the benefits of cultural diversity in NSW.

The City of Canada Bay Council's Community Harmony Strategy is committed to providing equitable and accessible services, facilities and activities for the whole community under the Community Relations Commission (CRC) Principles of Multiculturalism Act 2000:

- All residents have opportunities to participate in public life;

- Provisions are made for the culture, language and religion of others and that these are respected;

- All residents are able to participate in relevant activities and programs administered by Council; and

- Cultural and linguistic assets are promoted and celebrated as a valued resource.

3. Benefits of the Community Harmony Strategy

3.1 To Council

There are substantial benefits to Council by implementing a Community Harmony Strategy, including:-

- Council services will be better able to meet the needs of the people from CALD backgrounds;

- Compliance with the Local Government Act, 1993 requiring Council to exercise its functions with due regard for the community's cultural and linguistic diversity;

- Compliance with the Local Government Act, 1993 which requires Council to develop and distribute Annual Reports detailing strategies and outcomes for its CALD residents; and

- Compliance with legislative requirements under Anti-Discrimination Act (Part 9a Equal Employment Opportunity); and providing a more representative workforce.

3.2 To Our Community

There are a range of benefits which include: -

- A community which is resourced by Council in a fair and equitable manner;

- A well informed community; by ensuring all residents are aware of, and can access and participate in, Council's services, programs, and facilities;

- Increasing value and respect of the cultural diversity and the similarities of its people;

- Increased participation in Council's consultative, planning and decision making processes; and

- A community which will be better equipped to meet their own needs.

4. Process in the development of the Strategy and Action Plan

The Community Relations Commission (CRC) and Department of Local Government (DLG) were initially approached for guidance and direction in the development of a Community Harmony Strategy. Background research on Government policies and legislative requirements was undertaken followed by community consultations held between March 2009 and June 2009. A general community consultation was undertaken in March 2009 which coincided with Harmony Day with residents responding to the consultation by contributing valuable suggestions to Council on how to improve its services to the CALD community. The Inner West Ethnic Network consisting of CALD leaders and service providers was also consulted and feedback was well received. The findings were used to develop an action plan for Council to improve services to the CALD community. The action plan was developed using the principles set out by CRC and DLG "Implementing the Principles of Multiculturalism Locally: A planning framework for local Councils".

The following comments and suggestions were gathered as a result of Community Harmony Strategy community consultations:

- Provide translated information in community languages so that it is easier for some people with low levels of English language skills to access information;
- Address difficult issues such as racism, bullying and discrimination through events which discuss the issues openly;
- Allow the opportunity to get to know the local leaders and for engaging with the rest of the community;
- Provide information on how local government process and policy work;
- Promote information through the library and run activities such as English classes as most CALD groups go to the library for information;
- Provide imagery in Council publications and event advertising of people from diverse backgrounds;
- Promote work opportunities for new migrants in the area as it is difficult for new migrants to find employment due to lack of local work experience;
- Provide activities and events and where they have the opportunity to contribute their opinions and provide feedback on Council's plans; policies; strategies; services and facilities;
- Hold events and festivals which share the cultural diversity of the area such as cultural food, dance and significant days to communities; and
- Provide the opportunity to participate in free activities such as theatre, arts and crafts which promote cultural diversity in the area.

5. Our People / Our Community

To plan for our community, we need to have a clear understanding of the profile of our community. The following information provides an insight into the composition over the people living in the City of Canada Bay.

5.1 Country of Birth

Analysis of the country of birth of the population in City of Canada Bay LGA in 2006 compared to the Sydney Statistical Division shows that there was a similar proportion of people born overseas as well as a similar proportion of people from a non-English speaking background.

Overall, 31.7% of the population was born overseas, and 24.8% were from a non-English speaking background, compared with 31.8% and 24.0% respectively for the Sydney Statistical Division.

The dominant non-English speaking country of birth in City of Canada Bay was Italy, where 6.2% of the population, or 4,051 people, were born.
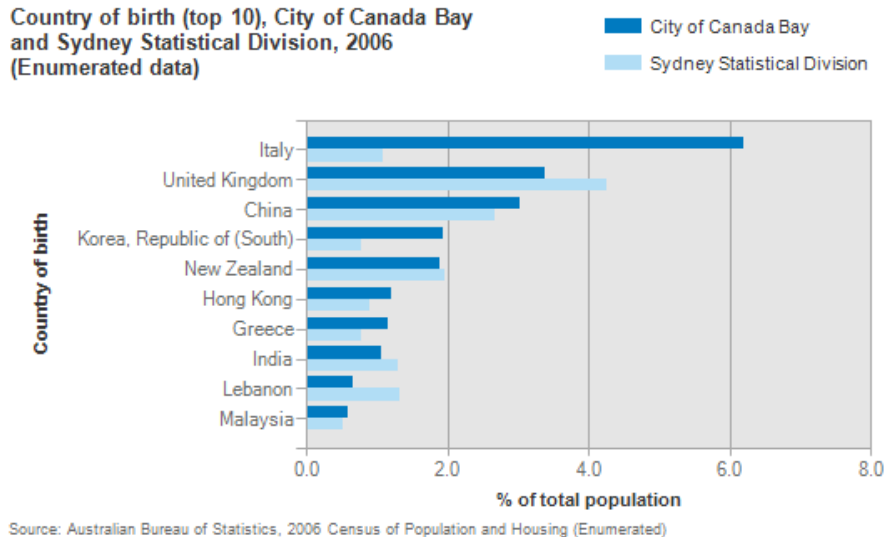
The major difference between the countries of birth of the population in City of Canada Bay and the Sydney Statistical Division was:

- A larger percentage of people born in Italy (6.2% compared to 1.1%).

The largest changes in birthplace countries of the population in this area between 2001 and 2006 were for those born in:

- China (+706 persons);
- The Republic of South Korea (+570 persons);
- India (+336 persons), and;
- Italy (-246 persons).

Country of birth (top 10), City of Canada Bay and Sydney Statistical Division, 2006 (Enumerated data)

Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

5.2 Language spoken at home

Analysis of the language spoken at home by the population of City of Canada Bay in 2006 compared to the Sydney Statistical Division shows that there was a smaller proportion of people who spoke English only but a larger proportion of those speaking a non-English language (either exclusively, or in addition to English).

Overall, 61.5% of the population spoke English only, and 31.5% spoke a non-English language, compared with 63.9% and 29.3% respectively for the Sydney Statistical Division.

The dominant language spoken at home, other than English, in City of Canada Bay was Italian, with 10.2% of the population, or 6,641 people using this language.
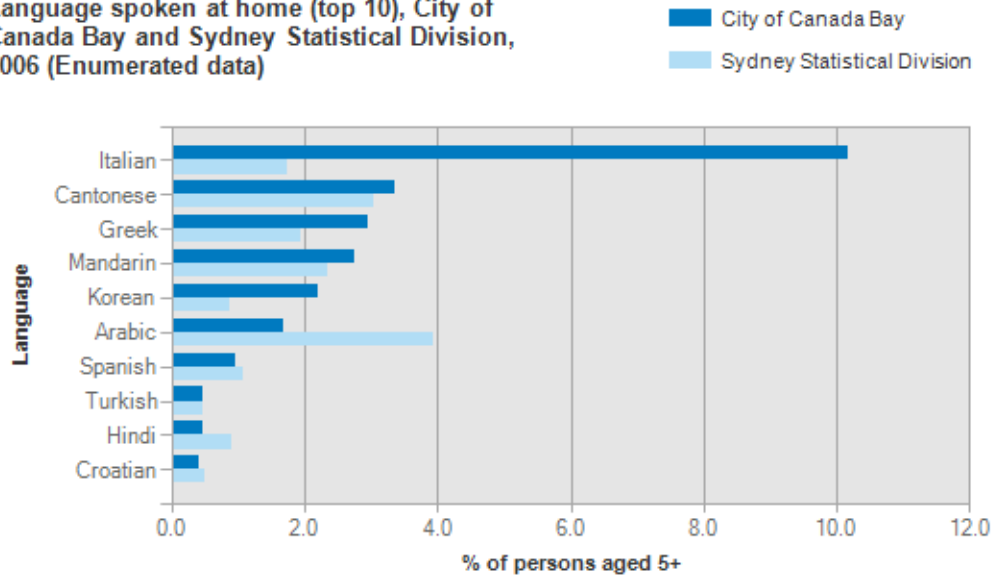
The major differences between the languages spoken at home for the population of City of Canada Bay and the Sydney Statistical Division were:

- A larger percentage speaking Italian at home (10.2% compared to 1.7%), and;
- A smaller percentage speaking Arabic at home (1.7% compared to 3.9%).

The largest changes in the spoken languages of the population in City of Canada Bay between 2001 and 2006 were for those speaking:

- Mandarin (+767 persons);
- Korean (+662 persons);
- Cantonese (+567 persons), and;
- Italian (-564 persons).

Language spoken at home (top 10), City of Canada Bay and Sydney Statistical Division, 2006 (Enumerated data)

■ City of Canada Bay
■ Sydney Statistical Division

Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)
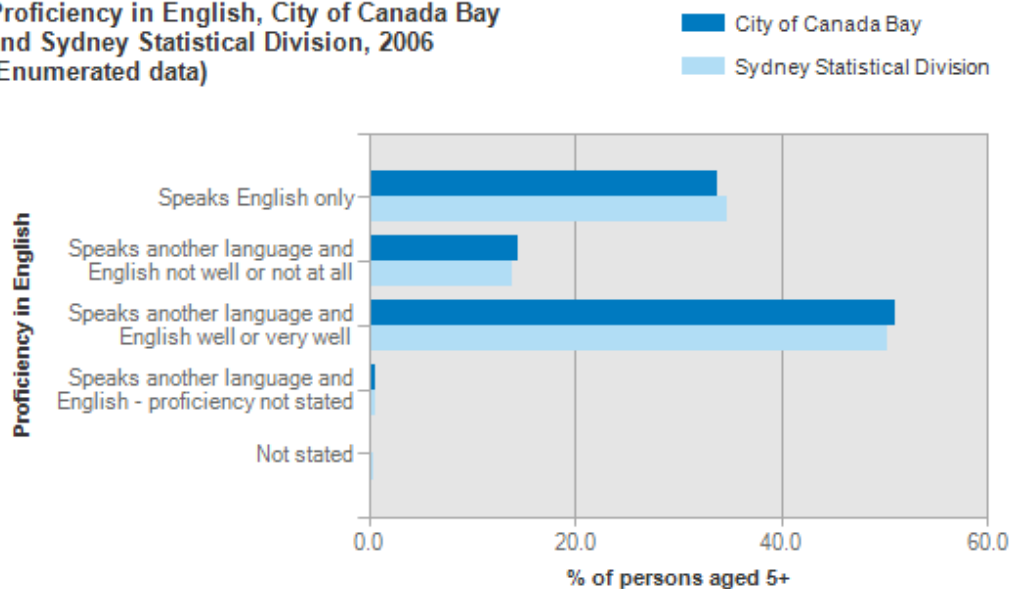
5.3 English Proficiency

Analysis of the proficiency in English data for City of Canada Bay in 2006 compared to the Sydney Statistical Division shows that there was a similar proportion of persons who spoke English only, as well as a similar proportion of persons who spoke another language and English not well or not at all.

Overall, 33.9% of persons spoke English only, and 14.4% spoke another language and English not well or not at all, compared with 34.6% and 14.0% respectively for the Sydney Statistical Division.

The most significant changes in the proficiency in English of the population in this area between 2001 and 2006 were in those speaking:

- Another language and English well or very well (+1,860 persons), and;
- English only (+574 persons).

Proficiency in English, City of Canada Bay and Sydney Statistical Division, 2006 (Enumerated data)
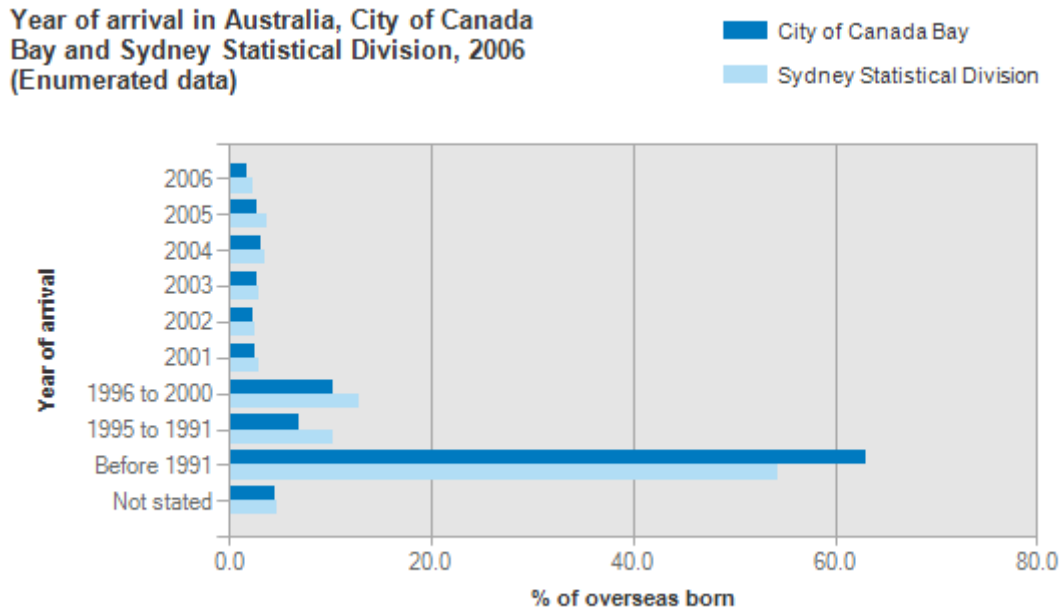
■ City of Canada Bay
■ Sydney Statistical Division

Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

5.4 How many recently arrived? (Year of arrival in Australia)

Analysis of the year of arrival for the overseas born population of City of Canada Bay in 2006 compared to the Sydney Statistical Division shows that there was a larger proportion of people who arrived before 1991 but a smaller proportion of recent arrivals (those who arrived between 2001 and 2006).

Overall, 63% of the overseas born population arrived before 1991, and 15.3% arrived during or after 2001, compared with 54.3% and 17.9% respectively for the Sydney Statistical Division.

Year of arrival in Australia, City of Canada Bay and Sydney Statistical Division, 2006 (Enumerated data)

Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

5.5 Summary

In summary, the statistical information provided above indicates that the community profile of the City of Canada Bay is changing as new groups settle into the area. For Council, this means that it will need to ensure current services and programs are tailored to meet the needs of the new individuals, in particular the CALD community groups. The Community Harmony Strategy outlines an action plan which identifies some activities that Council can implement to effectively address some of the diverse and varying needs of CALD communities.

6. The Framework

The framework for the Strategy and Action Plan is based on Local Councils Multicultural Planning Framework and Planning Guide (developed by Local Government Department and Community Relations Commission).

The Community Harmony Strategy Action Plan is based on four key result areas:

1. Access and Equity
2. Leadership
3. Community Harmony
4. Economic and cultural opportunities

The strategies have been developed following consultation with residents, local service providers and Council staff.

6.1 Strategies

To achieve these key result areas, Council will adopt the following strategic direction:

1. Undertake internal processes to achieve outcomes by integrating the Community Harmony Strategy with Council's FuturesPlan20;
2. Develop skills and knowledge of Council staff working with culturally diverse people;
3. Improve communication between people from culturally and linguistically backgrounds and Council staff;
4. Increase the awareness of available Councils services and facilities;
5. Develop and implement an Action Plan for Council and Community to work on issues raised from community consultations; and
6. Celebrate cultural diversity on an annual basis through events and activities such as Harmony Day.

6.2 Objectives

City of Canada Bay's Community Harmony Strategy aims to achieve the following objectives over the next 3 years:

1. Develop an understanding of the cultural diversity in the community;
2. Determine, consider, and act where possible on the needs and issues of the different CALD communities in the City of Canada Bay;
3. Recognise and celebrate cultural diversity in the local community;
4. Ensure that all residents of CALD backgrounds are informed of and have an understanding of Council's roles and responsibilities;
5. Ensure that information produced by Council is accessible to all members of the community; and
6. Provide opportunities for residents of culturally diverse backgrounds to communicate and engage with Council and its activities.

6.3 Reporting and Evaluation

This Action Plan will be reviewed annually and progress reported through the Annual Plan.

7. Action Plan

Key Result Area 1:   Access and Equity

Link to FuturesPlan20 Outcomes (What we want to achieve)	Strategies (How we will achieve this)	Actions (What we will do)	Responsibility (Who is responsible)	Timeframe (When will this be completed)	Key Outcomes
A Healthy City - 3.4.1. Advocate and promote equitable access and services and facilities that are relevant and responsive to health and well-being	Improve communication between culturally diverse residents and Council staff and increase awareness of Council's available services	Provide training in the use of interpreter services for Council staff Translator and Interpreter Service (TIS) are used by Council staff to communicate to people with low English proficiency Review Council's Language Aids Policy i.e review of current language aid usage with comparisons to community languages	Customer Services Human Resources	June 2010	Effective communication methods are in place for CALD communities Staff use of TIS Increase communication between residents and Council Up to date and current policy that is regularly monitored
A Healthy City - 3.4.1. Advocate and promote equitable access and services and facilities that are relevant and responsive to health and well-being	Develop skills and knowledge of Council staff in working with culturally diverse people	Provide relevant staff with cross cultural training	Community Services & Human Resources	December 2010	Council staff are equipped with skills and understanding for working with the CALD community
A Vibrant City - 7.1.2. Provide access to a range of services and facilities that improve quality of life in Canada Bay	Continue translating relevant Councils information on local services and facilities	Translate fact sheets in community languages including: - Directory of services - Fact sheets on Council services and programs - Translated information available on Council website, libraries and Council's community centres customer services desk	Customer Services Community Services Relevant Council departments	June 2010	Increase in the knowledge of Council services and facilities by CALD groups. Council services, facilities and programs are widely known and accessed by Canada Bay residents who come from CALD backgrounds
A Vibrant City - 7.1.2. Provide access to a range of services and facilities that improve quality of life in Canada Bay	Provide information and make referrals to appropriate services	Develop a community directory for Council staff to use to refer clients to agencies that can assist people from CALD backgrounds. Distribute list to Council's Customer Services and agencies	Community Services	June 2010	Referral list developed and distributed People from CALD backgrounds are better able to meet their own needs

Link to FuturesPlan20 Outcomes (What we want to achieve)	Strategies (How we will achieve this)	Actions (What we will do)	Responsibility (Who is responsible)	Timeframe (When will this be completed)	Key Outcomes
A Healthy City - 3.4.1. Advocate and promote equitable access and services and facilities that are relevant and responsive to health and well-being	Develop better access to culturally appropriate meals for Meals on Wheels clients(MOW)	Provide culturally appropriate meals to MOW clients from CALD backgrounds. A menu taster session targeted to CALD community will be held to gather feedback before the proposed menu is implemented	Community Services	December 2009	CALD Meals on Wheels clients have better access to wider selection of food choices from a menu which also consists of culturally appropriate meals
A Vibrant City - 7.1.2. Provide access to a range of services and facilities that improve quality of life in Canada Bay	CALD groups have equal access to Council services, programs and funding	Promote and advertise Council's structure, programs, services, facilities and funding opportunities through local and regional CALD groups, forums, networks and ethnic media	Relevant Council departments	Ongoing	Increase number of ethno-specific groups accessing Council services and programs. Increase number of ethno-specific groups receiving Council grants
A Vibrant City - 7.2.1. Address diverse community needs through a range of programs, services, advocacy and partnerships	Up to date Canada Bay community profile available to Council staff and to the community	Gather demographic data on CALD groups, new arrivals, and emerging groups in the Canada Bay area. Updated community profile information available on Council website	Relevant Council Departments	When latest ABS Census figures are available then ongoing	Country of birth and languages spoken statistics included in plans
A Vibrant City - 7.4.3. Enhance life-long learning opportunities through which people engage with their local community and the world more broadly through the learning and skills development for both leisure and employment purposes	Develop English language skills for residents from non English speaking backgrounds so that they can better communicate and help integrate into the community	Continue working with multicultural groups and relevant service providers to ensure that new arrivals are welcomed and integrated into the community. Continued funding for Drummoyne Community Centre to run English classes.	Community Services	Ongoing	Increase English language skills of people with non English speaking backgrounds

Link to FuturesPlan20 Outcomes (What we want to achieve)	Strategies (How we will achieve this)	Actions (What we will do)	Responsibility (Who is responsible)	Timeframe (When will this be completed)	Key Outcomes
A Vibrant City- 7.1.1. Create opportunities to meet and form community networks and connections	Allow new residents to create a sense of belonging by leaning about the history and places of interest of the area. This would also include learning about the history of the Aboriginal community and the unique place of the Aboriginal people as the original owners of the Canada Bay area.	Continue to support Drummoyne Community Centre to run the new residents tour of Canada Bay. Program promoted to CALD groups.	Community Services	Ongoing	New residents have a better knowledge of their local area
An Engaged City - 1.1.1. Engage with the community on local issues and planning	Develop and distribute Information Kits on Council's role/ functions, meetings and services in community languages	Information kit developed and distributed to residents and ratepayers from non-English speaking Backgrounds	Customer Services	December 2010	New migrants and CALD communities better understand the role of Council Increase in the number of CALD residents accessing Council resources Increase in participation in Council activities by CALD residents

Key Result Area 2: Leadership

Link to FuturesPlan20 Outcomes (What we want to achieve)	Strategies (How we will achieve this)	Actions (What we will do)	Responsibility (Who is responsible)	Completed by (When will this be completed)	Key outcomes
A Healthy City - 7.2.1. Address diverse community needs through a range of programs, services, advocacy and partnerships	Partnership work with settlement services, local Police and CALD community groups which will help improve settlement processes and access to mainstream services for residents from CALD backgrounds	Participate in relevant agency meetings and working groups that target CALD programs and projects	Community Services	Ongoing	Service provision increased to people from CALD backgrounds Local services are better able to meet the needs of the people from CALD backgrounds living in City of Canada Bay
A Vibrant City - 7.2.2. Support programs which enhance and celebrate diversity	Educate new Council staff about the rich cultural diversity in the city	Incorporate Community Harmony Strategy information in Council Induction training	Human Resources	Ongoing	New Council staff gain increased knowledge on how to work better in a multicultural environment and in providing better customer service
An Engaged City - 1.1.2. Communicate opportunities for consultation and engagement	Continue consulting with CALD communities. Involve CALD community in the decision making processes through strategic partnership with community leaders, service providers and other relevant networks	Attend relevant network meetings and events	Community Services	Ongoing	CALD communities are consulted and their feedback and opinions considered in the planning and delivery of Council services
A Vibrant City - 7.2.3. Improve connections between established and emerging communities	New and existing Council activities and programs to encourage participation by both new and established residents	Council events and activities such as community gardening, road safety, sustainable living, school holiday programs and sporting facilities and recreational activities to be promoted via networks and interagency supporting CALD groups	Relevant Council Departments	Ongoing	New CALD residents will feel less isolated and will be able to integrate successfully into the community
A Vibrant City - 7.2.2. Support programs which enhance and celebrate diversity	Continue employing staff from diverse background	Maintain and review policies: • EEO; • Harassment; and • Bullying Prevention Policy. Include criteria for EEO and cross cultural/diversity awareness in Council's Employment process	Human Resources	Ongoing	A rich and diverse work environment where Council staff can understand and communicate better with customers from diverse backgrounds Policies are regularly reviewed. Selection criteria for positions include EEO and diversity.

Key Result Area 3:   Community Harmony

Link to FuturesPlan20 Outcomes (What we want to achieve)	Strategies (How we will achieve this)	Actions (What we will do)	Responsibility (Who is responsible)	Completed by (When will this be completed)	Key outcomes
A Vibrant City - 7.3.1. Develop a range of community cultural development programs to encourage and develop cultural awareness	Develop a range of culturally diverse community development projects	Working in partnership with other CALD services to develop activities and events that have days of significance such as Asian Moon Festival, Chinese New Year, Diwali, etc Develop programs that will promote community harmony and tolerance such as Harmony Day, Refugee Week, Migrant Day, etc	Community Services	Ongoing	City of Canada Bay community values and respects the cultural diversity and similarities of its people
A Healthy City - 7.1.3. Deliver a vibrant calendar of community celebrations and events	Continue to promote the appreciation of cultural diversity within the City of Canada Bay	Council events incorporate cultural diversity themes as part of the programs.	Community Services Communication Public Relations	Ongoing	Increased awareness of Canada Bay's cultural diversity
Link to FuturesPlan20 Outcomes	Strategies	Actions	Responsibility	Completed by	Key outcomes

Key Result Area 4:   Economic and Cultural Opportunities

Link to FuturesPlan20 Outcomes (What we want to achieve)	Strategies (How we will achieve this)	Actions (What we will do)	Responsibility (Who is responsible)	Completed by (When will this be completed)	Key outcomes
A Vibrant City - 7.4.3. Enhance life-long learning opportunities through which people engage with their local community and the world more broadly through the learning and skills development for both leisure and employment purposes	Provide support and training to multilingual CALD Family Day Care carers	Provide translated carer training resources and information packages to assist carers to meet quality assurance standards	Community Services	June 2010	A better informed carer group are able to provide appropriate services
A Healthy City - 7.1.2. Provide access to a range of services and facilities that improve quality of life in Canada Bay	Continue to utilise Library facilities to promote programs targeting people from CALD backgrounds	Provide books, CDs, newspapers and other information materials in community languages Conduct story time in community languages Facilitate exhibitions from CALD artist and communities	Community Services	Ongoing	Increase in CALD community groups utilising Library facilities and resources
An Engaged City - 1.1.1. Engage with the community on local issues and planning	Improve opportunities for CALD communities to participate in Council activities and programs	CALD representation on Youth Committee, Access Committee, Children and Families programs, Ageing, Environmental Education programs, Ferragosto and other events and activities	Community Services Environmental Communications and Public Relations	Ongoing	Increase in the number of CALD communities participating in Council events and activities