

ATTACHMENT TO AGENDA ITEM

Ordinary Meeting

22 November 2016

Agenda Item 9.6	Review of the Cultural Diversity and Inclusion Strategy's Action Plan - July 2015 to June 2016	
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Cultural Diversity and Inclusion Strategy 2015-2018



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ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

We, the Greater Shepparton City Council, acknowledge the traditional owners of the land which now comprises Greater Shepparton. We pay respects to their tribal elders, we celebrate their continuing culture and we acknowledge the memory of their ancestors.

MESSAGE FROM THE MAYOR

Greater Shepparton City Council is very proud of our region's long migration history dating back to World War I with the migration of Southern Europeans predominately from Greece, Italy, Macedonia and Albania. Post World War II further migration occurred from Europe with a large number of Turkish immigrants and in the late 1980's Punjabi Indians and Pacific Islanders began to arrive. In the 1990's Greater Shepparton welcomed Afghani, Iraqi, Sudanese and Congolese populations.

This history has resulted in a rich and diverse community in Greater Shepparton today. Greater Shepparton's multicultural community is now made up of people from over 30 nationalities, who speak more than 50 different languages. Our community comes from different places around the world bringing with it many languages, faiths and cultures that enrich the fabric of our community.

Greater Shepparton is proud to offer a point of difference and strength in the diversity of our people. We demonstrate how a rich community with many differences can live together in harmony, with respect for our individual pasts and each other's identity. It's our diversity that brings Greater Shepparton to life.

Greater Shepparton City Council is proud of the achievements the community has made with the events, festivals, education and growth that has been achieved in recent years and is privileged to partner in these. We look forward to continuing our partnerships to build on our achievements, create new opportunities and increase the positive benefits of diversity to our whole community.

To inform this strategy Council has undertaken extensive consultation with the community, service providers, educational institutions and a host of other organisations. These consultations have been undertaken in group settings, through one on one conversations and via surveys. All feedback has been considered and discussed with the relevant parties with a commitment made to drive forward the actions within the strategy.

Greater Shepparton City Council thanks everyone that has contributed to the development of this strategy and who will be involved in its success. We encourage all of Greater Shepparton to be involved in the initiatives contained with this strategy and to continue enjoying the diversity of Greater Shepparton.

Cr Dennis Patterson
Mayor
Greater Shepparton City Council





OUR COMMUNITY

Greater Shepparton is located in Central Victoria and is a regional hub that enjoys significant Aboriginal cultural, spiritual and historical heritage accompanied by a long migration history and growing multicultural communities. Greater Shepparton has two main urban centres, Shepparton and Mooroopna, as well as surrounding rural areas including nine smaller townships. Of the 63,269 residents reported as living in Greater Shepparton in the 2011 census, 13.2% identified as being born in a country other than Australia.

Whilst the Australian Bureau of Statistics (ABS) is the only formal measure of population, anecdotal evidence from local sector organisations suggest these statistics under represent our real refugee population numbers. ABS figures show that the 'Total Overseas – Born' statistic for Greater Shepparton is 7,951 persons with the population of all four communities from Afghanistan, Congo, Iraq and Sudan in region as 1,137 persons. However, local anecdotal investigations have shown there are approximately 1,200 Afghani, 160 Congolese, 3,500 Iraqi and 284 Sudanese equating to a total of 5,144 persons from these four communities. Indicating that the overall numbers for people born overseas is likely to be under represented for Greater Shepparton across other cultural groups.

OUR VISION

Greater Shepparton City Council's vision is to promote and facilitate good multicultural practice and leadership within and across Victorian local government. This vision is aligned with the Municipal Association of Victoria's (MAV) Statement of Commitment to Cultural Diversity.

Greater Shepparton is one of Victoria's great multicultural areas and our diversity is fundamental to our identity and contributes to our economic, social, political and cultural life. Council shares the vision with our community of providing an embracing, and supportive environment, where everyone can celebrate and share their diverse cultures.

Council will continue to work towards creating a vibrant, cohesive society that celebrates and incorporates aspects of cultural diversity within daily life. It is essential that we continue to be a welcoming place for migrants and multiculturalism into the future and provide appropriate services specific to multicultural communities.

Key Strategic Links

Key Local Government Strategies

Greater Shepparton Council Plan 2013-2017

The Council Plan 2013-2017 is a requirement under the *Local Government Act 1989* and drives the strategic direction of Council. The themes outlined in the Council Plan are the vehicle for achieving our desired future and have been identified following extensive consultation with the Greater Shepparton community.

Goal 1 Active and Engaged Communities (Social) "Objective 1.5 Embrace and strengthen cultural harmony and diversity"

Greater Shepparton's Municipal Health and Wellbeing Action Plan

The Municipal Health & Wellbeing Action Plan for Greater Shepparton has been endorsed by the Department of Health as meeting Local Governments requirement to produce a Municipal Health Plan. The annual development of a Health and Wellbeing Action Plan plays an important role in



enabling community, local stakeholders and Council to set the strategic direction for positive health and wellbeing initiatives that address population health trends to maximise health outcomes. Many targets in the Health and Wellbeing Action Plan consider the provision of a diverse and inclusive community.

Greater Shepparton's Volunteer Strategy and Action Plan

The Volunteer strategy provides a framework for the promotion, recruitment/retention, recognition and celebration of Councils volunteers at a local level, encouraging a responsive and supportive environment for all volunteers. The four year Action Plan outlines measurable actions for the key strategic directions including the promotion and support to Culturally and Linguistically Diverse (CALD) community volunteering.

Greater Shepparton's Community Safety Strategy

The Community Safety Strategy has been developed to address the highest safety priorities identified within Greater Shepparton through community feedback and perception as well as local statistics. The four year Action Plan outlines measurable initiatives for an inclusive community and includes working with local agencies on projects and events which have cultural significance for Greater Shepparton.

Municipal Association Victoria (MAV) Statement of Commitment to Cultural Diversity

The MAV provides leadership and support in promoting a whole-of-council response to cultural diversity through its Statement of Commitment to Cultural Diversity. MAV, through the Statement of Commitment, aims to support and strengthen Councils; advocacy, knowledge base, partnerships, organisational capacity and identification promotion and celebration of cultural diversity.

Key State and Federal Government Legislation

- *Human Right and Equal Opportunity Act 1986*
- *Racial Discrimination Act 1975*
- *Victorian Multicultural Act 2011*
- *Racial and Religious Tolerance Act 2001*
- *Victorian Equal Opportunity Act 2010*

CULTURAL DIVERSITY AND INCLUSION STRATEGY 2012-2015 OUTCOMES

This strategy replaces the Cultural Diversity and Inclusion Strategy 2012-2015. Some of the key outcomes achieved in the delivery of the Cultural Diversity and Inclusion Strategy 2012-2015 included the following action by Greater Shepparton City Council:

- Joining and participating in the "Racism. It stops with me" campaign
- Signed commitment to be a Refugee Welcome Zone
- Adopted the Language Service CEO Directive – an internal document providing guidance on engaging with the community using interpreters, translators and Auslan services
- Worked in partnership with the Settlement Planning Committee and other organisations to deliver two Respecting Difference Forums
- Delivered a cultural leadership workshop
- Coordination of the inaugural St George's Rd Food Festival
- Development and distribution of annual Our Community, Our Culture calendars
- Embedded Localities Embracing and Accepting Diversity (LEAD) training in Council's compulsory inductions



- Supported a primary school visit to discuss what is multiculturalism and specifically in Greater Shepparton

THE NEW STRATEGY

This strategy is Council's second Cultural Diversity and Inclusion Strategy and is designed to build on the achievements already made by Council and the community through the actions of the inaugural strategy. The new Cultural Diversity and Inclusion Strategy strives to be inclusive of all members of the multicultural community regardless of age, socio economic status, sexuality and gender. The strategy is based on valuing our community's diversity, recognising contributions to our society and celebrating the many cultures and diversity in our community.

This strategy is not intended to apply to Aboriginal communities within Greater Shepparton. Council has an Aboriginal Partnership Six Point Plan to inform Council's work in this area.

Strategy Development Process

In developing this strategy and action plan Council considered data collected through the consultation period and available public information and policy. This data included official statistics and anecdotal evidence of the local demographics, the review of relevant legislation as well as extensive consultation with the community, service providers, government and local organisations.

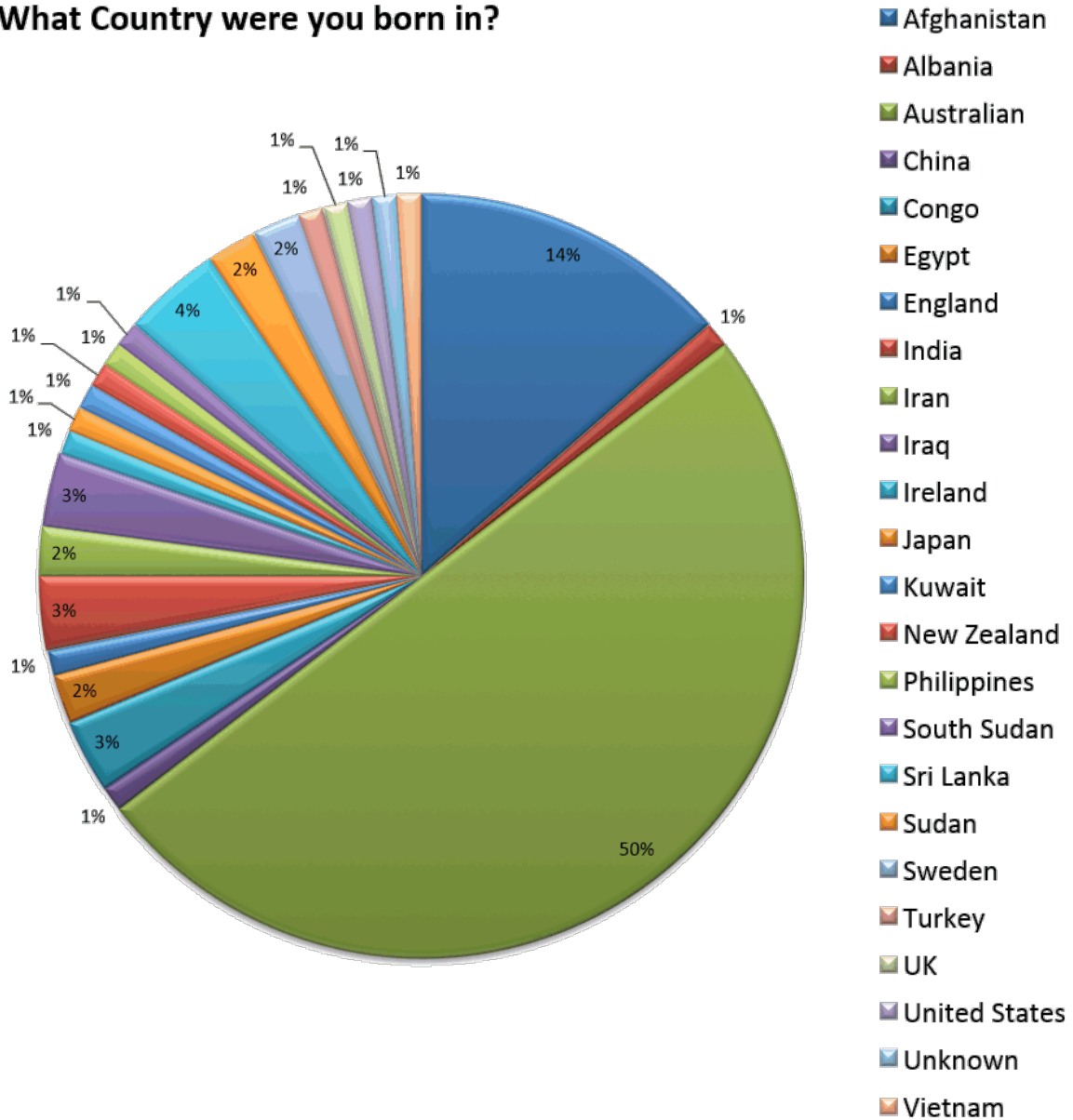
Consultation through community engagement is an essential part of informing Council's decision making and ensures a whole of community approach, towards the ultimate goal of meeting the needs, aspirations and expectations of the community. Consultation for this strategy included various methods of direct and indirect consultation. A survey was developed and made available online and in hard copy to the community, service providers, local organisations, education providers and different levels of government. A public notice inviting feedback was placed in the Shepparton News and advertised on Council's website. Council conducted group consultation sessions with service providers and collected participants responses in person.

The 2015-2018 Cultural Diversity and Inclusion Strategy and Action Plan outlines Council's commitment and actions over the next three years to support cultural diversity within the region and continue to develop a cohesive society. These actions will be monitored and reviewed annually to track their progress with an annual report provided to Council.



Highlights From 2015 Community Consultation Survey

What Country were you born in?

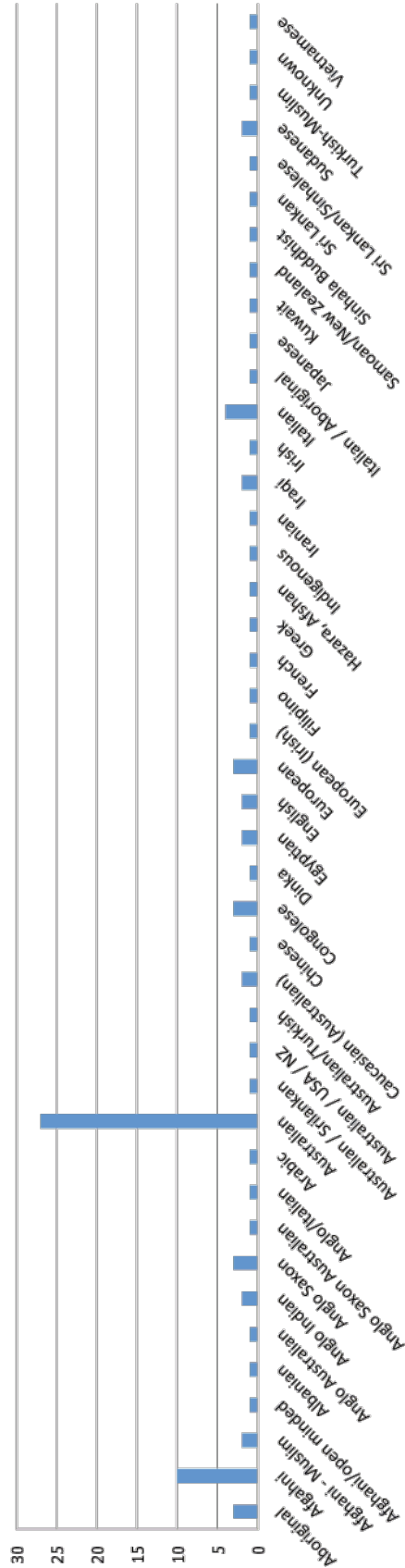


50% of respondents identified as being born in Australia





What is your ethnicity?

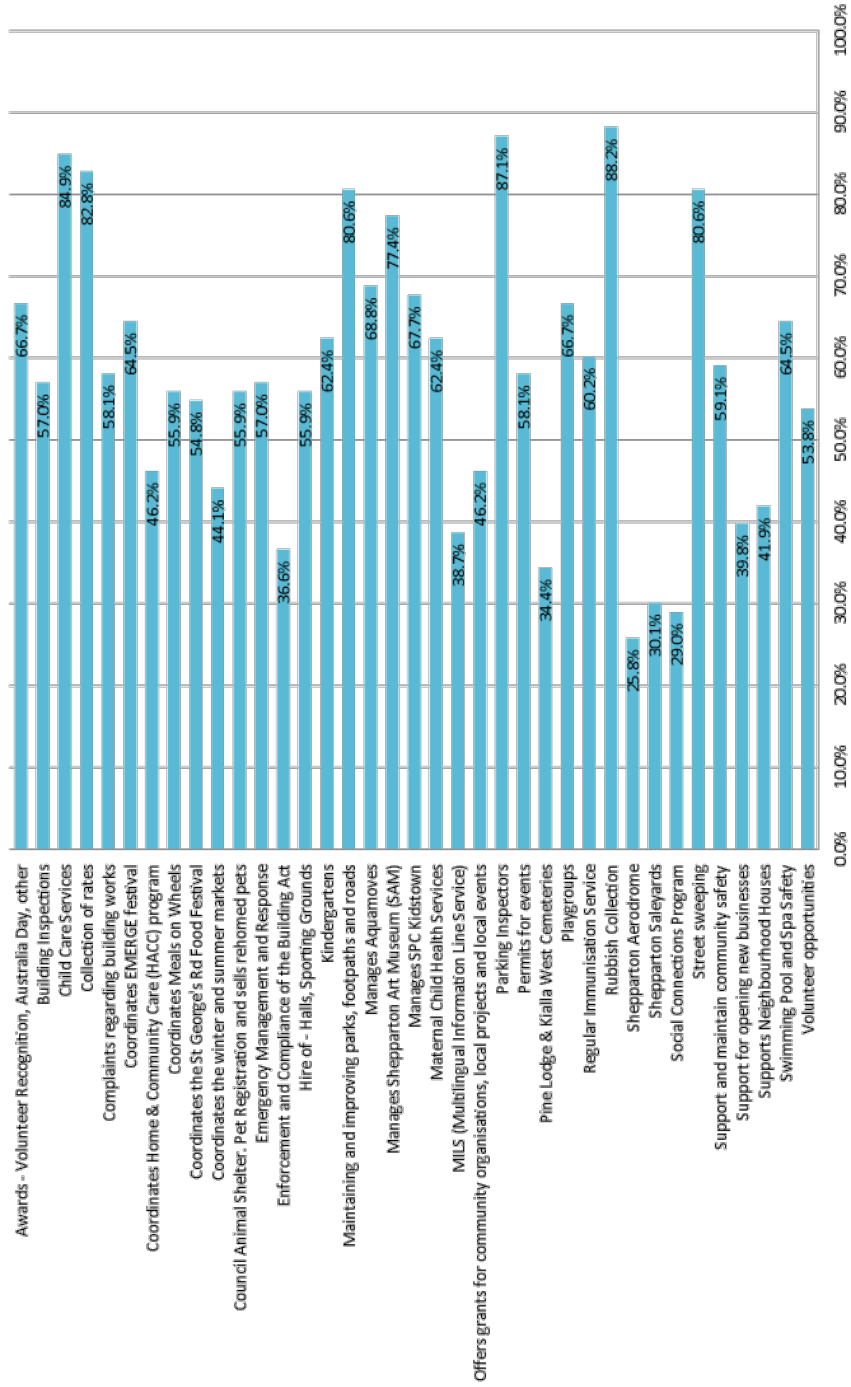


With 50% of respondents born in Australia, only 28% identified Australia as their ethnicity





Which of the below services are you aware that Council offers?



All of the services listed above are services Council offers. The above outlines what services respondents are aware of.



Strategic Direction

Cultural diversity and inclusion is respecting and living within a society with multiple communities and a variety of cultural ideas, customs and beliefs. It's about creating a socially cohesive community that celebrates multiculturalism. Council is proud of this region's migration history and the positive influence cultural diversity has within the community.

The Cultural Diversity and Inclusion Strategy and Action Plan aligns with the strategic objectives of various Council policies and reflects current state and national legislation.

Five strategic goals were identified through the community consultation for Greater Shepparton's Council Plan 2013-2017. This is the overarching strategic direction for all Council's strategies, business plans and individual work plans. In line with the Council Plan the new Cultural Diversity and Inclusion Strategy and Action Plan will adopt these goals to frame the future action Council will take to support cultural diversity within the region. The five strategic goals are:

1. **Active & Engaged Community (Social)**
2. **Enhancing the Environment (Natural)**
3. **Economic Prosperity (Economic)**
4. **Quality Infrastructure (Built)**
5. **High Performing Organisation (Leadership & Governance)**

This strategy and associated action plan is considered a living document and will be reviewed by the Cultural Development Officer on an annual basis.

Key Agencies and Definitions

Service Providers include:

- Ethnic Council Shepparton & District
- Primary Care Connect
- Kildonan Uniting Care
- Shepparton Interfaith Network
- GOTAFE
- Emergency Services Providers
- National Ethnic & Multicultural Broadcasters Council
- Goulburn Valley Business Rural and Industry Network (GVBRAIN)
- Other service providers within the municipality who have an interest in certain actions within the plan
- Victoria Police
- Valley Sports
- Department of Justice
- Department of Health & Human Services
- Rural Housing Network
- Goulburn Family Violence Prevention Network

Community

- People living or working within the municipality

Local Businesses

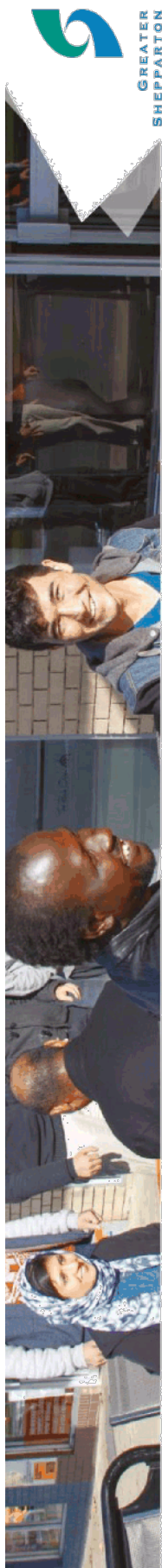
- Local businesses within the municipality who have an interest in certain actions within the plan

Volunteer Managers Network

- A network of volunteer managers and co-ordinators who meet bi-monthly and explore, evaluate and enhance the functions of volunteering

Local Organisation

- Local organisations within the municipality with an interest in certain actions within the plan



2015-2018 Greater Shepparton Cultural Diversity and Inclusion Strategy – Action Plan

1. Active & Engaged Community (Social)

We will improve liveability through social and recreational opportunities, a range of inclusive community services and activities valuing our diversity.

	ACTION	MEASURE	RESPONSIBILITY/PARTNERS	TIMEFRAME
AE 1.1	Support public events that educate the wider community on cultural and religiously significant days	Council support of four community lead events per annum	GSCC (Cultural Development Officer)	Annually
AE 1.2		Council to develop an Easy English 'how to' guide to support the community to lead their own events	GSCC (Cultural Development Officer) GSCC (Team Leader Tourism & Events)	1
AE 2.1	Continue to provide significant cultural festivals and events to support the community to showcase their many cultures	Council to continue to coordinate a multicultural festival and the St George's Rd Food Festival in partnership with community and funding bodies	GSCC (Cultural Development Officer) GSCC (Team Leader Tourism & Events) Shepparton Arts Festival Local Service Providers Community	Annually
AE 2.2		Review the sustainability of the Festivals and investigate long term funding options	GSCC (Cultural Development Officer) GSCC (Team Leader Tourism & Events) Shepparton Arts Festival	2
AE 2.3		Coordinate a committee of local service providers and organisations to deliver a collaborative event for Cultural Diversity Week and Refugee Week	GSCC (Cultural Development Officer) Local Service Providers Local Organisations Local Businesses Community	Annually
AE 2.4		Develop a Cultural Diversity Week and Refugee Week calendar of events	GSCC (Cultural Development Officer) Local Service Providers	Annually



		highlighting what is on offer for both weeks across the municipality	Local Organisations	
AE 3.1	Promote and support multicultural community volunteering to increase social connectedness	Support the Volunteer Managers Network to investigate and implement suitable education methods to increase the number of multicultural people volunteering	GSCC (Cultural Development Officer) Volunteer Managers Networks (Internal & External)	1
AE 3.2		Directly promote opportunities to volunteer with Council programs to the CALD community and service providers via Volunteer Managers Network	GSCC (Community Development Officer) Volunteer Managers Networks (Internal)	2
AE 4.1	Provide opportunities for culturally appropriate activities for women	Work with local sports facilities and organisation to identify, promote and engage multicultural women in active activities	GSCC (Cultural Development Officer) GSCC (Active Living) Valley Sports	2
AE 5.1	Provide opportunities for culturally appropriate activities for men	Work with local sports facilities and organisation to identify, promote and engage multicultural men in active activities	GSCC (Cultural Development Officer) GSCC (Active Living) Valley Sports	2
AE 6.1	Review and investigate cultural aged service provisions	Investigate and identify funding options to pilot language specific aged care social connections programs	GSCC (Cultural Development Officer) GSCC (Team Leader Positive Ageing) GSCC (Team Leader Client Services)	2
AE 6.2		Increase the promotion of Council's available aged and home care support programs to multicultural communities	GSCC (Cultural Development Officer) GSCC (Positive Ageing) GSCC (Client Services)	1



AE 7.1	Share cultural art at a local level	Investigate joint funding partnerships to provide a multicultural community art program.	GSCC (Cultural Development Officer) Shepparton Art Museum Kildonan Uniting Care Ethnic Council Primary Care Connect Community	2
AE 8.1	Promote Council events to multicultural communities	Promote Council events and activities through targeted multicultural media including the 'ENGAGE' radio program	GSCC (Cultural Development Officer) GSCC (Marketing and Communications) Ethnic Council Kildonan Uniting Care National Ethnic and Multicultural Broadcasters Council	Ongoing
AE 9.1	Raise awareness of Australian Laws within the multicultural communities including the justice system and road laws	Conduct a minimum of one multicultural community awareness session annually	GSCC (Cultural Development Officer) GSCC (Community Safety Officer) Department of Justice	Annually
AE 10.1	Create greater understanding of the important role of emergency services within multicultural communities	Provide opportunities for emergency services and the multicultural community to engage and mutually understand the roles of each group including, representation at events	GSCC (Cultural Development Officer) GSCC (Community Safety Officer) Emergency Service Providers Kildonan Uniting Care	Ongoing
AE 11.1	Continue to support initiatives that support reducing racism and discrimination	Evaluate the Victorian Equal Opportunity and Human Rights Commission third party racism reporting scheme in Greater Shepparton and its application to multicultural communities	GSCC (Cultural Development Officer)	2



AE 12.1	Encourage education programs and initiatives that prevent or reduce Family Violence, including the impact on individuals and community, promoting local services available, gender equity and respectful relationships	Work with and support Victoria Police and the Goulburn Family Violence Prevention Network in identifying opportunities to raise awareness of gender equity within multicultural communities	GSCC (Cultural Development Officer) GSCC (Community Safety Officer) Goulburn Family Violence Prevention Network Ethnic Council Victoria Police	2
AE 13.1	Provide public education on culture and religion to improve knowledge and understanding	Develop annual 'Our Community, Our Culture' calendars highlighting information on important cultural and religious dates and incorporating local images	GSCC (Cultural Development Officer) Service providers Local organisations	Annually
AE 13.2		Work with the GVBRAIN committee to engage a multicultural speaker at one of their events to raise the awareness of the wider community around the respect for difference and benefits of culturally diversity	GSCC (Cultural Development Officer) GSCC (Investment and Attraction) Goulburn Valley Business Rural and Industry Network (GVBRAIN)	1
AE 13.3		Work with service providers and organisations to facilitate a minimum of one community forum or workshop per year where cultures can be explored in a safe environment	GSCC (Cultural Development Officer) Service providers Local organisations	Annually
AE 14.1	Investigate transport initiatives and programs available to multicultural communities	Identify available community transport models that may meet multicultural transport needs and investigate opportunities to promote these	GSCC (Cultural Development Officer) Service providers Local organisations	2



AE 15.1	Undertake regular consultation and engagement with multicultural communities	Establish a community representative committee to meet on a minimum biannual basis to discuss emerging opportunities	GSCC (Cultural Development Officer) Community	1
AE 16.1	Support the education of the risks of alcohol and other drugs	Explore and apply for external funding opportunities to implement community education sessions for the multicultural community regarding alcohol and other drugs	GSCC (Cultural Development Officer) GSCC (Community Safety Officer) GSCC (Municipal Health Project Officer)	Ongoing



2. Enhancing the Environment (Natural)

We will continue to value our heritage, open spaces and natural environments, maintaining and enhancing them, and enabling greater access for people to connect with our environment.

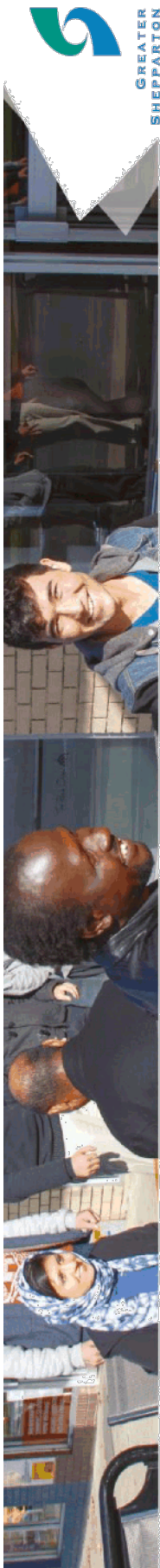
ACTION	MEASURE	RESPONSIBILITY/PARTNERS	TIMEFRAME
EE 1.1 Provide appropriate and safe spaces for community to meet socially	Engage multicultural communities in recreation master planning process to consider needs of our community	GSCC (Cultural Development Officer) GSCC (Team Leader Sports Development & Strategic Planning)	3
EE 1.2	Review community spaces within the municipality that are culturally appropriate and promote to the community	GSCC (Cultural Development Officer) GSCC (Team Leader Sports Development & Strategic Planning) GSCC (Team Leader Citizen Services)	1
EE 1.3	Review available information and create a list of public open spaces outlining the amenities and facilities and distribute to multicultural communities	GSCC (Cultural Development Officer) GSCC (Recreation Administration) GSCC (Team Leader Marketing and communications)	2



3. Economic Prosperity (Economic)

We will promote economic growth through working with existing businesses and industries, encouraging new business development and diversification, attracting supporting education within our city, and strengthening the agricultural industry.

	ACTION	MEASURE	RESPONSIBILITY/PARTNERS	TIMEFRAME
EP 1.1	Increase the diversity of staff in local business and organisations	Explore options to engage local businesses and organisations to create a meet and greet program that also incorporates organisation specific workshops of recruitment procedures	GSCC (Cultural Development Officer) GSCC (People and Performance) Service Providers Local business and organisations	3
EP 2.1	Explore opportunities for work experience and apprenticeship and traineeships for the Multicultural community	Facilitate opportunities for work places and education institutions to discuss the work experience needs relevant to the multicultural community	GSCC (Cultural Development Officer) GSCC (Team Leader Investment Attraction) Business and Industry Ethnic Council	3
EP 2.2		Facilitate opportunities for work places and education institutes to discuss apprenticeships and traineeships needs relevant to the multicultural community	GSCC (Cultural Development Officer) GSCC (Team Leader Investment Attraction) Business and Industry GOTAFE	3
EP 3.1	Explore opportunities to assist communities in the establishment of business and social enterprises	Work in collaboration with business industry support agencies to provide opportunities to educate and support the multicultural communities to promote entrepreneurship	GSCC (Team Leader Investment Attraction) GSCC (Cultural Development Officer)	2



EP 4.1		Provide support to the development of new business and social enterprise by the multicultural communities to navigate the requirements facilitated by local government	GSCC (Team Leader Investment Attraction) GSCC (Team Leader Environmental Health) GSCC (Team Leader Statutory Planning)	Ongoing
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4. Quality Infrastructure (Built)

We will provide and maintain urban and rural infrastructure to support development and liveability of our communities.

	ACTION	MEASURE	RESPONSIBILITY/PARTNERS	TIMEFRAME
QF 1.1	Increase access through design consideration in new and renewed buildings	Provide input to design guidelines and planning submissions that consider our diverse communities needs	GSCC (Planning)	Ongoing
QF 1.2		Facilitate and educate the multicultural community on planning submission process and how feedback can be provided	GSCC (Cultural Development Officer) GSCC (Planning)	3
QF 2.1	Utilise existing Council assets to provide culturally appropriate meeting spaces	Promotion of community rate Council venues to multicultural communities	GSCC (Cultural Development Officer) GSCC (Recreation Administration) Ethnic Council Primary Care Connect Kildonan Uniting Care	1
QF 3.1	Promote culturally significant infrastructure to ensure the community is aware of the quality facilities available in the municipality	Identify and promote, publically and privately available, culturally significant community spaces	GSCC (Cultural Development Officer) Service Providers Local Organisations Community	2
QF 3.2		Collaborate with community partners to provide education and opportunities to explore these culturally significant buildings	GSCC (Cultural Development Officer) Local Organisations Community	1



QF 4.1	Promote the need for suitable and affordable accommodation options in Greater Shepparton	Advocate for greater availability of housing options in Greater Shepparton available to our diverse community	GSCC (Cultural Development Officer) Department of Health & Human Services Rural Housing Network	Ongoing
QF 4.2		Work in collaboration with local housing providers and networks to make available information on resources to assist individuals to investigate housing options including crisis & emergency accommodation	GSCC (Cultural Development Officer) Department of Health & Human Services Rural Housing Network	2
QF 4.3		Support local service providers to provide access to 'Know Your Rights' housing information sessions	GSCC (Cultural Development Officer) Department of Health & Human Services Rural Housing Network Department Of Justice – Consumer Affairs	1
QF 5.1	Promote our multicultural precincts	Investigate opportunities and funding to create an App that can identify places of cultural foods and materials to new multicultural residents and the wider community in Greater Shepparton	GSCC (Cultural Development Officer) GSCC (Team Leader Investment Attraction) GSCC (Team Leader Marketing and Communications)	2
QF 5.2		Coordinate St George's Rd Food Festival	GSCC (Cultural Development Officer) GSCC (Team Leader Tourism & Events) Shepparton Arts Festival Service Providers Community	Annually



5. High Performing Organisation (Leadership & Governance)

We will deliver council services to the community efficiently, and provide leadership and governance that is future thinking, transparent and accountable.

ACTION	MEASURE	RESPONSIBILITY/PARTNERS	TIMEFRAME
HP 1.1 Support leadership within multicultural communities	Engage with and support the multicultural community to participate in the GSCC Community Leadership Program	GSCC (Cultural Development Officer) GSCC (Community Development Officer)	Ongoing
HP 2.1 Continue to increase Council staff knowledge skills in liaising with multicultural clients	Review of Council's induction material to ensure the currency of information around Equal Employment Opportunities and diversity	GSCC (Cultural Development Officer) GSCC (People & Performance)	2
HP 2.2	Review and support the Council induction process relevant to new employees cultural diverse needs	GSCC (Cultural Development Officer) GSCC (People & Performance)	3
HP 2.3	Make available cultural awareness training to employees on an annual basis	GSCC (Cultural Development Officer) GSCC (People & Performance) Kildonan Uniting Care	1
HP 2.4	Review of Language Service CEO Directive four yearly	GSCC (Cultural Development Officer) GSCC (Access & Inclusion Officer)	3
HP 3.1 Develop multicultural communities capacity to apply for funding	Facilitate at minimum of one grants workshops for multicultural communities per annum	GSCC (Cultural Development Officer) GSCC (Community Development Officer)	Annually



HP 4.1	Continue to improve information of Council services	Undertake regular promotions of the MILS to the community	GSCC (Cultural Development Officer) GSCC (Marketing and Communications)	Annually
HP 4.2		Undertake annual review of information available on the MILS for currency	GSCC (Cultural Development Officer) VITS GSCC (All departments)	Annually
HP 4.3		Identify appropriate Council staff to participate in Easy English training and provide access to this training	GSCC (Cultural Development Officer) GSCC (People & Performance)	2
HP 4.4		Review of Council webpage to incorporate promotion of the MILS in an easy to identify and engage with format	GSCC (Cultural Development Officer) GSCC (Marketing & Communications)	1
HP 5.1	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Attend a minimum of 6 Municipal Association Victoria's Victorian Local Government Multicultural Issues Network (VLGMIN) meetings per annum	GSCC (Cultural Development Officer)	Ongoing
HP 5.2		Maintain representation on Municipal Association Victoria's Multicultural Committee	GSCC (Manager, Neighbourhoods)	Ongoing
HP 5.3		Attend quarterly Victorian Multicultural Commission's Hume Regional Advisory Council as per appointment	GSCC (Cultural Development Officer)	1 & 2
HP 5.4		Attend local Settlement Planning Committee	GSCC (Cultural Development Officer)	Ongoing



HP 5.5	Attend Department of Justice Hume Region CALD Advisory quarterly meetings	GSSC (Cultural Development Officer)	Ongoing
HP 5.6	Advocate to State and Federal departments to raise awareness of opportunities and issues presenting to Greater Shepparton's multicultural communities	GSSC (Cultural Development Officer)	Ongoing
HP 6.1	Increase the diversity of Council staff	GSSC (Cultural Development Officer) GSSC (People and Performance) GOTAFE (Multicultural Centre of Education) Ethnic Council Primary Care Connect Kildonan uniting Care	2
HP 7.1	Increase applications to Council awards programs from multicultural communities	GSSC (All departments)	Ongoing
HP 8.1	Identify and promote work experience and professional placement programs within Council to the Multicultural community	GSSC (Cultural Development Officer) GSSC (People and Performance) GSSC (Marketing and Communications)	2



Notes

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RACISM. IT STOPS WITH ME

<p>Key Strategic Direction 1: Active & Engagement (Social) We will improve liveability through social and recreational opportunities, a range of inclusive community services and activities valuing our diversity.</p>			
AE 1.1	Support public events that educate the wider community on cultural and religiously significant days	Council support of four community lead events per annum	<p>Council has supported a number of community lead events this year, some examples include:</p> <p>* Picnic for Peace - This event was a community response for the worldwide inhuman incidents that were occurring. It was the inaugural community lead event that brought the community together to promote positivity, hope and unity. Hundreds more people than expected headed down to the Victorian Park Lake to show their support for peace. The event included entertainment and activities as well as people having a picnic.</p> <p>* Wesak - This event was for a Buddhist celebration that commemorates the birth, enlightenment and death of Gautama Buddha the founder of Buddhism. Wesak is held on the full moon of the ancient lunar month. Members of the Buddhist community and the wider community made colourful Wesak lanterns that were hung in the Queens Gardens along with lights and Buddhist flags to celebrate this day.</p> <p>* A taste of African Culture - This event was an entertaining format to showcase the differences between African Countries. Greater Shepparton has many different African cultures and although they all come from Africa there a many cultural differences between the countries. The community displayed the difference in clothing, food, music, dance, swaddling of their babies and much more.</p>
AE 1.2	Support public events that educate the wider community on cultural and religiously significant days	Council to develop an Easy English 'how to' guide to support the community to lead their own events	Council's Cultural Development Officer spent time researching other municipality's and in-house event guides to see what was available for community and if the language and set out would fit with our diverse community. The Cultural Development Officer has now collated all the information and is currently finalising a draft 'How To' guide that will allow communities to work through planning an event step by step.
AE 2.1	Continue to provide significant cultural festivals and events to support the community to showcase their many cultures	Council to continue to coordinate a multicultural festival and St George's Rd Food Festival in partnership with community and funding	October 27 2015 saw a guesstimation of 3500 people head to St George's shopping precinct for the St George's Rd Food Festival. Council coordinated the festival with support from Kildonan, Headspace, Word & Mouth, The Bridge, Al Kasem, Victoria Police and Shepparton Show Me. Festival included 11 food and/or beverage stalls from an array of cultures, Arts and Crafts tent, Information tents for community Council and community groups. Saturday

		bodies	<p>19 March 2016 was the closing celebration of the Shepparton Festival 'Converge on the Goulburn'. An interactive activity that comprised of three important components food, culture and music & dance, that showcased Greater Shepparton's culturally diverse community. The event had representation from 13 cultures for food, 15 community groups showcasing their culture through arts and craft, clothing, accessories, sport and traditional and contemporary music and dance from the local Aboriginal community and an array of multicultural communities.</p> <p>Both of these events are events that the community can be proud of and is an opportunity to create a supportive and inclusive space with a sense of belonging and pride for all.</p>
AE 2.3	Continue to provide significant cultural festivals and events to support the community to showcase their many cultures	Coordinate a committee of local service providers and organisations to deliver a collaborative event for Cultural Diversity Week and Refugee Week	<p>Cultural Diversity Week was celebrated by a number of activities throughout the week. Council in partnership with 12 organisations kicked the week off with a launch at Kidstown that had activities, performances and food. The event included students from Shepparton English Language Centre singing the National Anthem, performances from the Dongala Aboriginal Dance group and students from Sirius College also entertained the audience until the activities started and morning tea arrived. Activities included free train rides, football skills, weaving loom representing harmony through working together and creating nameplates for bedroom doors. Morning tea showcased some of our local cultural cuisines including Aboriginal, Pacific Islanders and Turkish.</p> <p>Refugee Week is a week to celebrate and embrace the contributions refugees make to Australian Society and for Greater Shepparton especially to our community. The week was full of activities but was kicked off in the Mall with a launch event. The event included a speech from the Mayor Cr Adem and followed by an engaging and up beat performance from the McGuire College Marimba Mojo band. There was plenty of activities to see and do on the day that showcased different cultures. A free lunch supplied by the local Turkish community and tea tasting from Kildonan was provided.</p>

AE 2.4		Develop a Cultural Diversity Week and Refugee Week calendar of events highlighting what is on offer for both weeks across the municipality	<p>Council's Cultural Development Officer created a calendar of events for Cultural Diversity Week outlining the activities throughout the week that were being held. The Calendar showcased six of the events throughout the week including a soccer and cricket match organised by Victorian Police, free lunch from GOTAFE students, a multicultural bus tour highlighting culturally significant sites in Greater Shepparton, Harmony Day Meditation & Wellness</p> <p>Refugee Week events calendar created by the Council's Cultural Development Officer highlighted the Refugee Week launch event and six events throughout the week including Rhyme and Story Time at the Library, a seminar conducted by Shepparton Interfaith Network 'Australia's Migration and Australia's Welcome', Cultural Dress Exhibition from GOTAFE, a movie night showing 'Desert Flower' with guest speaker and an event to showcase the diversity throughout African Cultures.</p>
AE 3.1	Promote and support multicultural community volunteering to increase social connectedness	Support the Volunteer Managers Network to investigate and implement suitable education methods to increase the number of multicultural people volunteering	<p>Council's Cultural Development Officer and Council's Community Development Officer covering the volunteer portfolio have been liaising within the past twelve months to look at suitable methods to help increase the understanding of what volunteering is and how to support multicultural communities to volunteer.</p> <p>Both Council officers will attend a conference in August 'Multicultural Volunteering: Empowering People, Connecting Communities' covering the methods to increase the number of volunteers.</p>
AE 6.2	Review and investigate cultural aged service provisions	Increase the promotion of Council's available aged and home care support programs to multicultural communities	<p>Council's Cultural Development Officer has been working with Council's Team Leaders for Client Services and Positive Ageing and Wellbeing around increasing the promotion of Council services. This will include looking at session's throughout the Senior's Festival that will encourage greater diversity of communities to attend and also educate the community of some of the diversity within the community.</p> <p>Council has also recently appointed two people in the client services team after receiving funding from the Department of Health and Human Services to provide HACC Access and Support services across Shepparton, Moira and Strathbogie Shires. The role of the Access and Support worker is to assist individuals who experience a barrier to accessing HACC and community based support services due to their diversity characteristics. These positions are funded until 30 June 2019.</p>

AE 8.1	Promote Council events to multicultural communities	Promote Council events and activities through targeted multicultural media including the 'ENGAGE' radio program	<p>The Cultural Development Officer continually emails Council events through to community contacts, service providers and local business</p> <p>The producer for One FM meet with Council's Cultural Development Officer to discuss how the multicultural radio 'ENGAGE' program could be promoted to communities and how communities could become involved in the program. Discussions also included how the radio programs could further promote events to the communities. The producer is now part of the Cultural Developments Officer's Distribution List and the radio hosts have picked up events, position vacant and advertised on the multicultural programs.</p> <p>Council Cultural Development Officer now managers a Facebook page called Culture Chat, this page is used to promote the One FM radio programs, events, surveys and distribute information out to communities. Communities are also able to post events and information on the site for others to be aware of what is happening within other communities.</p>
AE 9.1	Raise awareness of Australian Laws within the multicultural communities including the justice system and road laws	Conduct a minimum of one multicultural community awareness session annually to raise awareness of Australian Laws	Council has entered into a Memorandum of Understanding with St Paul's African House to undertake an awareness session for the regions African Communities. St Paul's African House Manager liaised with the community so they could advise what the community was interested in receiving more information on. It was agreed by the community that were most interested in information around Australian road laws, buying a car, registrations and roadworthy. The Session will be held on 23 July 2016 and representation from the Victoria Police, Consumer Affairs,
AE 10.1	Create greater understanding of the important role of emergency services within multicultural communities	Provide opportunities for emergency services and the multicultural community to engage and mutually understand the roles of each group including, representation at events	<p>Victorian Police and Shepparton CFA attended the St George's Rd Food Festival. Victoria Police interacted with the crowd through sports activities as well as mingling with the crowd throughout the day. Shepparton CFA gave attendees the opportunity to have a go using the fire hoses as well as tour the fire truck. Attending events like these is a good opportunity for emergency services to break down barriers and explain what they do in an environment where multicultural communities feel safe.</p> <p>Victoria Police have a presence of at least 95% of the events run by the Council and other multicultural events organised by organisations and community.</p>

AE 13.1	Provide public education on culture and religion to improve knowledge and understanding	Develop annual 'Our Community, Our Culture' calendars highlighting information on important cultural and religious dates and incorporating local images	<p>For the past four year's Council's Cultural Development Officer has put together a calendar that includes religious, culturally and spiritually significant days. The 2016 Our Community, Our Culture Calendar included significant cultural and religious days from over 25 religions or cultures. The content was sent to for print late November 2015 and distributed in December 2015 to Council staff, service providers, organisations and the community.</p> <p>For each month one of these days is highlighted and includes a short description of the significant day and a picture to accompany the wording. This year highlighted days Epiphany, Lantern Festival, Easter Sunday, ANZAC Day, National Sorry Day, Queen's Birthday, American Independence Day, National Aboriginal & Torres Strait Islander Children's Day, Birthday of Confucius, St Luke, Albania Independence Day and Mawlid an-Nabi – Prophet Muhammed Birthday. Local photos were sourced for inclusion in the calendar.</p>
AE 13.2	Provide public education on culture and religion to improve knowledge and understanding	Work with the GVBRaIN committee to engage a multicultural speaker at one of their events to raise the awareness of the wider community around the respect for difference and benefits of culturally diversity	Ahn Do was engaged to be the keynote speaker for the August 19 2015 GV BRaIN networking dinner. Ahn Do is a Vietnamese born Australian author, actor and comedian whose family fled to Australia as a refugee in 1980. Ahn Do spoke about his journey as a refugee to Australia and the struggles and successes when in Australia. Local man Gurpreet Singh had a colleague speak about his journey from India and his triumphs with his businesses in Greater Shepparton. His current business 'Singh's Sweet' distributes its traditional vegetarian Indian sweets to Melbourne Canberra, Sydney and Adelaide.
AE 13.3	Provide public education on culture and religion to improve knowledge and understanding	Work with service providers and organisations to facilitate a minimum of one community forum or workshop per year where cultures can be explored in a safe environment	Council partnered with Kildonan Uniting Care, Ethnic Council, Primary Care Connect and Shepparton Interfaith Network to organise a community session 'Understanding Islam'. This session was facilitated by the Australian Muslim Women's Centre for Human Rights who spoke about the five pillars of Islam, values, festivals, customs and women and Islam. The local GV Turkish Islamic Cultural Centre & Mosque catered for the event.
AE 15.1	Undertake regular consultation and engagement with multicultural communities	Establish a community representative committee to meet on a biannual basis to discuss emerging opportunities	<p>Councils Cultural Development Officer organised a meeting with community members and service providers to discuss how the community would like to see the group structured. The feedback received was that the community would like something informal where everyone is welcome to attend including service providers, businesses and Council. A more informal arrangement would encourage participation and an opportunity to share information between communities and service providers and Council and build strong relationships.</p> <p>The group decided to be referred to as 'Culture Chat' and they have a monthly gathering</p>

			<p>the last Tuesday of every month, where everyone brings a plate of food to share and we are able to discuss what is happening in the community. Council's Cultural Development Officer is also able to provide information on highlights, events, issues and opportunity where community can be involved.</p> <p>The facebook group 'Culture Chat – Greater Shepparton' is an opportunity to share information between gatherings but also allows Council to distribute information quickly. The facebook format has grown with over 50 members.</p>
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<p>Key Strategic Direction 2: Enhancing the Environment (Natural) We will continue to value our heritage, open spaces and natural environments, maintaining and enhancing them, and enabling greater access for people to connect with our environment.</p>			
EE 1.2	Provide culturally appropriate spaces for community to meet socially	Review community spaces within the municipality that are culturally appropriate and promote to the community	Cultural Development Officer is currently working with other departments to collate all the information for the community spaces within the municipality. Once this has been done Officer's will work with the community to put the information together in the most appropriate format for the community.

<p>Key Strategic Direction 3: Economic Prosperity (Economic) We will promote economic growth through working with existing businesses and industries, encouraging new business development and diversification, attracting supporting education within our city, and strengthening the agricultural industry.</p>			
EP 4.1	Explore opportunities to assist communities in the establishment of business and social enterprises	Provide support to the development of new business and social enterprise by the multicultural communities to navigate the requirements facilitated by local government	<p>Greater Shepparton City Council in partnership with Greater Shepparton Business Centre and Victoria State Government - Small Business Victoria hosted a free 'Starting Your Business Right' workshop. The session involved discussing an idea that individuals or communities had as to work out if it could be successful, decide on the right structure, identifying the risks and the development of a business plan.</p> <p>Council's Cultural Development Officer attended the Social Enterprise Academy 2 day training 'Understanding Social Enterprise'. This training enabled the Cultural Development Officer to gain an understanding of Social Enterprise and how it can benefit communities in Greater Shepparton. This will help with moving forward to research and get an idea of what could work in our region.</p>

<p>Key Strategic Direction 4: Quality Infrastructure (Built) We will promote economic growth through working with existing businesses and industries, encouraging new business development and diversification, attracting supporting education within our city, and strengthening the agricultural industry.</p>			
QF 1.1	Increase access through design consideration in new and renewed buildings	Provide input to design guidelines and planning submissions that consider our diverse communities needs	The Cultural Development Officer has liaised with the community when master plans and strategies have been open for consultation. This has been an open discussion to allow members to put their ideas via written submission or face to face sessions.
QF 2.1	Utilise existing Council assets to provide culturally appropriate meeting spaces	Promotion of community rate Council venues to multicultural communities	The Cultural Development Officer regularly liaises with communities about Council venues available in Greater Shepparton. Officers are currently working together to collate all venues from all bookings officers and display a community friendly format.
QF 3.2	Promote culturally significant infrastructure to ensure the community is aware of the quality facilities available in the municipality	Collaborate with community partners to provide education and opportunities to explore these culturally significant buildings	Ethnic Council Shepparton & District regularly organises cultural bus tours. These tours are free and allow the public to visit Rumbalara Aboriginal Cooperative, Turkish Mosque, Afghani Mosque, Iraqi Mosque and the Gurdwara Sahab (The Sikh Temple) and receive information on the different spiritual, cultural and/or religious attributes of each community. A lunch, morning tea and afternoon tea is usually provided by the different communities which also allows attendees to taste food they may not have tried before.
QF 4.1	Promote the need for suitable and affordable accommodation options in Greater Shepparton	Advocate for greater availability of housing options in Greater Shepparton available to our diverse community	<p>Council's Cultural Development Officer continues to represent Council at the Department of Justice Hume Region CALD Advisory meetings. This committee has advocated at a local level through real estate institutes and agencies for housing issues within multicultural communities.</p> <p>Council's Cultural Development Officer continues to represent Council at the Victorian Multicultural Commission's Regional Advisory Committee meetings. Council has been able to advocate for the housing issues within multicultural communities through this format.</p>
QF 4.3	Promote the need for suitable and affordable accommodation options in Greater Shepparton	Support local service providers to provide access to 'Know Your Rights' housing information sessions	The Cultural Development Officer linked Consumer Affairs with GOTAFE in order for a 'Know Your Rights' session to be delivered to the students in the English Classes.

QF 5.2	Promote our multicultural precincts	Coordinate St George's Rd Food Festival	October 27 2015 saw a guestimation of 3500 people head to St George's shopping precinct for the St George's Rd Food Festival. Local shop owners were able to showcase their food sand explain what they use and how to cook so customers are able to come and buy from their shops and then cook restaurant quality food at home. This has encouraged repeat and ongoing shoppers to the area.
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<p>Key Strategic Direction 5: High Performing Organisation (Leadership & Governance) We will deliver council services to the community efficiently, and provide leadership and governance that is future thinking, transparent and accountable.</p>			
HP 1.1	Support leadership within multicultural communities	Engage and support multicultural community to participate in the Council's Community Leadership Program	<p>Greater Shepparton City Council Community Leadership program is currently in its third year. The program runs from May to November and aims to develop active and engaged community members within Greater Shepparton developing leadership potential skills at a grass roots level.</p> <p>Council's Cultural Development Officer distributed the material throughout network's and for both the 2015 and 2016 program and the diversity in the applicants and participants has been reflected of the municipality's demographics.</p>
HP 2.3	Continue to increase Council staff knowledge skills in liaising with multicultural clients	Make available cultural awareness training to employees on an annual basis	Council's Cultural Development Officer has been researching other Council's cultural awareness training that is being offered. Internal discussions have been taken place discussing what is already offered and what might fit best with Greater Shepparton City Council's employees.
HP 3.1	Develop multicultural communities capacity to apply for funding	Facilitate at minimum of one grants workshops for multicultural communities per annum	<p>Council's Cultural Development Officer and Community Development Officer with the grants portfolio have worked closely in upskilling communities to apply for Council grants. Council ran two grants session one through the day and one in the evening to be able to cater for all audiences. These sessions covered how to apply for grants, how local service clubs support projects and a Q&A session. Although these were not specifically targeted to multicultural communities, representation from a number of communities participated in the training. One-on-one training has also been provided and it is evident that the applications for Council's grants have improved significantly.</p> <p>Council's Cultural Development Officer, Community Development Officer with the grants portfolio and Council's Grant's Officer have also been working together with the Ethnic Council Shepparton & District to identify the best delivery method for grants sessions to multicultural communities. This work will continue over the next twelve months.</p>
HP 4.1	Continue to improve information of Council services	Undertake regular promotions of the MILS to the community	Council Officers continue to provide information about the MILS line through events, email and face to face. Council's Cultural Development Officer regularly meets with new communities and individuals and always provides information on MILS as to allow communication about Council's services in the future.

HP 4.2	Continue to improve information of Council services	Undertake annual review of information available on the MILS for currency	Council's Cultural Development Officer undertook a review this year and immunisation information has now been added to the list of pre-recorded messages. This information was launched throughout Immunisation Week in April 2016.
HP 4.4	Continue to improve information of Council services	Review of Council webpage to incorporate promotion of the MILS in an easy to identify and engage with format	Council's website now has a dedicated page to MILS that outlines the purpose of the line, what pre-recorded information is available and the numbers to call for different services.
HP 5.1	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Attend a minimum of 6 Municipal Association Victoria's Victorian Local Government Multicultural Issues Network (VLGMIN) meetings per annum	<p>The Cultural Development Officer has attended VGLMIN meetings throughout the year. This has been a good opportunity to knowledge share between LGAs and work together on issues.</p> <p>The VLGMIN committee organised the 'Preventing Family Violence in Multicultural Communities' Forum in September 2015. Participants were informed of the perspectives of federal and state governments, workshop the difference between prevention, intervention and response approaches to family violence and were presented with a showcase of the initiatives being undertaken at a local government level addressing violence against women in multicultural communities.</p>
HP 5.2	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Maintain representation on Municipal Association Victoria's Multicultural Committee	Council's Manager of Neighbourhoods has continued to provide representation on this committee. Greater Shepparton Mayor Cr Dinny Adem has also recently joined the committee. This committee receives regular updates from the Victorian Multicultural Commission, Office of Multicultural Affairs and Citizenship and Department of Immigration and Citizenship. The committee has also formed a sub group to plan the 2016 MAV Multicultural Policy Development Conference to be held in September.
HP 5.3	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Attend quarterly Victorian Multicultural Commission's Hume Regional Advisory Council as per appointment	Council's Cultural Development Officer for a second time was appointed to the Regional Advisory Council in March 2015 for a two year period and is able to relay information from Council, community organisations and service providers at meetings. Within the past 12 months topics for discussions included, but not limited to employment, family violence, accessible and inclusive services, transport and education.

HP 5.4	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Attend local Settlement Planning Committee	Council's Cultural Development Officer continues to represent Council at the local Settlement Planning Committee. This committee is a holistic local approach to settlement services and is good form of information sharing for service providers, organisations and government. Regular guest speakers are invited from government departments and organisations that work with settlement services so this is a forum that issues can be reported back to policy makers and organisations.
HP 5.5	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Attend Department of Justice Hume Region CALD Advisory quarterly meetings	Council's Cultural Development Officer continues to represent Council at the Department of Justice Hume Region CALD Advisory meetings. The meeting is chaired by Department of Justice and ties in with their Hume CALD Plan which has actions around Building Partnerships, Building Knowledge and Implementing Solutions.
HP 5.6	Continue advocacy and partnerships on key networks and working groups to support multicultural communities in Greater Shepparton	Advocate to State and Federal departments to raise awareness of opportunities and issues presenting to Greater Shepparton's multicultural communities	<p>Council's Cultural Development Officer is able to relay issues affecting multicultural communities informed by community and service providers directly to the state government through the Regional Advisory Committee. The Victorian Multicultural Commission established eight Councils to provide advice on settlement, multicultural affairs, service delivery, citizenship issues, advocacy on behalf of Culturally and Linguistically Diverse communities and promotes the benefits of cultural and religious diversity at the local level. The Victorian Multicultural Commission was established to provide independent advice to the Victorian Government and the information received from the Regional Advisory Committee's provides state-wide consultation to determine the needs of our diverse communities.</p> <p>Council has also advocated to the Federal Government through the Municipal Association of Victoria with our response to the Safe Haven Enterprise Visa. Council saw the benefits of the Safe Haven Enterprise Visa Scheme but also raised concerns around our regions unemployment rates, housing stress rates, lack of public transport and already stretched support and settlement services.</p>