

Cultural and Linguistic Diversity Action Plan 2010 - 2013



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Why a Cultural and Linguistic Diversity Action Plan

Introduction

Latrobe City has a vibrant socially and culturally diverse community comprised of people from many different nations across the world. There are over 9,000 Latrobe City residents who were born overseas and more than 4,000 residents speak a language other than English at home.¹

Latrobe City recognises the Gunnai Kurnai indigenous people as the traditional custodians of the land, and Council values their ongoing cultural and community contribution. The City also celebrates and recognises the considerable contributions made by successive generations of migrants and refugees that have chosen to call Latrobe City home. These migrants and refugees have brought a broad range of skills, experiences, language and cultures to our municipality.

Council has a strong commitment to building an inclusive, harmonious community that acknowledges diversity, engages and communicates with citizens and nurtures neighbourhoods.

Recognising and valuing cultural and linguistic diversity within the context of a harmonious community has major social and economic benefits. It creates an environment where all individuals, regardless of their cultural background, can positively contribute to society and play a key constructive role in building a strong and vibrant community.

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

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

The Monash University campus in Churchill attracts a large number of international students to Latrobe City, many of whom elect to make Australia their home after completing their studies.

As part of Council's commitment to the cultural and linguistic diverse population in Latrobe City, this comprehensive Action Plan has been prepared.

The Action Plan outlines a strategic approach to meeting the needs of a culturally diverse community. It is important that culturally and linguistically diverse members of the community have access to culturally relevant and sensitive services provided by Latrobe City in accordance with the Accessible Government Services for All, a revised framework for access and equity reporting.

This revised Action Plan is the result of significant Council, agency and community discussion and input. Following the initial implementation of this Action Plan in 2004, Council established a Cultural Diversity Reference Committee with broader community, Councillor and agency input. This Action Plan will be reviewed annually as an indicator of Council's commitment to continuous improvement in meeting the needs of a cultural and linguistically diverse population.

¹ Australian Bureau of Statistics 2006 Census results

Scope and Purpose

This Action Plan describes Council's commitment to recognising, valuing and supporting cultural and linguistic diversity within Latrobe City. The document is intended to be a long-term internal Action Plan that guides Council's response to cultural and linguistic diversity. It must also be acknowledged that this Action Plan is likely to evolve over time to better align with socio-demographic changes and community priorities.

Role of Local Government

All levels of government have the responsibility of engaging with and responding to needs of cultural and linguistic diverse communities. Responding to community diversity is a "whole-of-Government" and "whole-of community" responsibility.

The Federal Government is responsible for providing settlement and support services, income support, and employment advice to meet the needs of new and emerging communities.

The State Government is responsible for the provision of public housing, public transport, and funding community agencies to provide services.

The role of Local Government authorities is to address cultural and linguistic diversity issues according to local needs and directives. Latrobe City Council is not a direct provider of settlement services, yet it does support our diverse community by providing responsive and appropriate Council services, advocating on behalf of the community and working closely with settlement service providers.

Council strives to work in partnership with other levels of government, agencies and the broader community to ensure that Latrobe City is an inclusive and welcoming municipality that celebrates cultural and linguistic diversity.

Culture and Cultural Diversity

Article 1 of the UNESCO Universal Declaration of Cultural Diversity describes 'culture' as:

*"..taking diverse forms across time and space. This diversity is embodied in the uniqueness and plurality of the identities of the groups and societies making up humankind. As a source of exchange, innovation and creativity, cultural diversity is as necessary for humankind as biodiversity is for nature. In this sense, it is the common heritage of humanity and should be recognised and affirmed for the benefit of present and future generations."*²

Article 3 of this declaration describes cultural diversity as

*"..broadens the range of options open to everyone; it is one of the roots of development, understood not simply in terms of economic growth, but also as a means to achieve a more satisfactory intellectual, emotional, moral and spiritual existence."*³

It is upon these broad internationally accepted definitions of culture and cultural diversity that this Action Plan is founded.

² UNESCO Universal Declaration on Cultural Diversity, November 2001

³ UNESCO Universal Declaration on Cultural Diversity, November 2001

Principles

The Latrobe City Council Cultural and Linguistic Diversity Action Plan 2010-2013 is founded on the four principles within the Victorian Multicultural Commission Community Accord and the five Latrobe City Council values.

The Community Accord

In early 2006, Council resolved to be a signatory to, and affirm the principles, spirit and intent of the Victorian Multicultural Commission Community Accord. The Community Accord reaffirms "... faith in fundamental human rights, in the dignity and worth of the human person, and in the equal rights of men and women." It proclaims Victoria as a vibrant, diverse and progressive State in which all people live, work and prosper.

The Accord emphasises respect for all ethnic, cultural, religious and linguistic communities and the need to promote respect for diversity across the community.

Latrobe City through its leadership in signing the Accord continues to demonstrate its commitment to the community and understanding and respect for diversity. It also reaffirmed the importance of recognising the beliefs of others.

The Principles of the Accord that underpin this Action Plan are:

- Respect all ethnic, cultural, religious and linguistic communities.
- Seek opportunities to work together to re-affirm our similarities as human beings and the fundamental principals which unite us as Victorians.
- Advocate for the elimination of racial and religious intolerance.
- Reject all forms of racial and religious vilification, violence, harassment and unlawful discrimination.

Council's Values

In working with and for the Latrobe City community, Council is committed to:

- Planning strategically and acting responsibly.
- Providing responsive, sustainable and community focussed services.
- Accountability, transparency and honesty.
- Listening to and working with the community.
- Respect, fairness and equity.

Objectives

In order for these principles to be placed into practice, and to continuously measure our progress, the Cultural and Linguistic Diversity Action Plan has five objectives:

1. Equal access to services, resources and facilities for all our residents
2. Active community consultation and participation
3. Celebrating and valuing community diversity and cultural expression
4. Leadership and advocacy
5. Sustaining the Global City

Further details on these objectives can be found on page 14.

Latrobe City in Profile

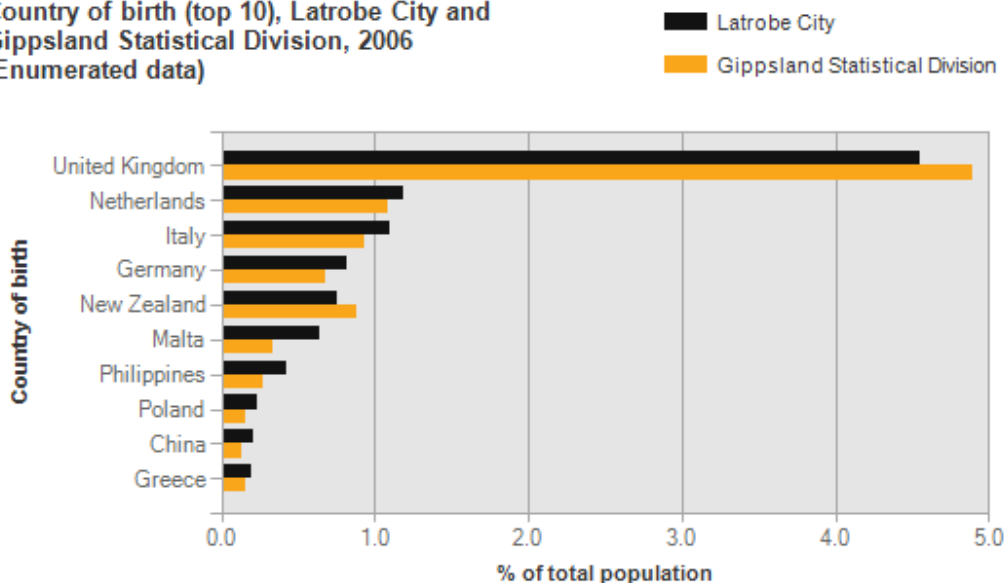
Latrobe City has a culturally diverse community comprised of people from many different nations across the world. The profile data in this section will relate to the 2006 Census unless otherwise indicated. Usual Residence data will be used and is sourced from the Australian Bureau of Statistics. The next Census of Population and Housing in 2011 will permit a comprehensive review of this data.

In August 2006, there were 9,161 Latrobe City residents who were reported as born overseas, accounting for 13.2% of the total population. This proportion had decreased marginally since 2001 when 14.2% of the Latrobe City population was reported as born overseas. Data from the 2006 Census indicated that more than 4,000 Latrobe City residents speak a language other than English at home, accounting for 5.9% of the total population.

Birthplaces and Ancestry

The most common overseas birthplace for overseas born Latrobe City residents is the United Kingdom with 3,195 persons, followed by the Netherlands with 846 persons, Italy with 753 persons, Germany with 572 persons and New Zealand with 520 persons. Other common birthplaces for Latrobe City residents include Malta, Philippines, Poland, Ireland and Greece.

Country of birth (top 10), Latrobe City and Gippsland Statistical Division, 2006 (Enumerated data)



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

A total of 13,452 persons living in Latrobe City, 19.4% of the total population, had both biological parents born in a country other than Australia. A further 7,735 persons have one parent who was born overseas accounting for 11.2% of the total population. The United Kingdom was the most common country for overseas-born parents. This is followed by: (in order): Italy, Netherlands, Germany, Malta, Poland, Greece, China and Philippines.

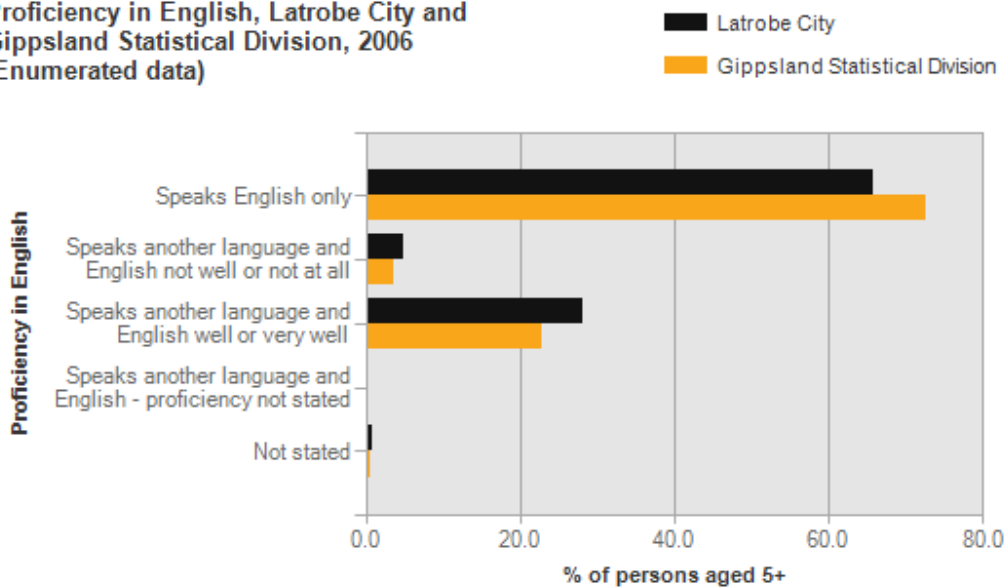
Languages spoken

A total of 4,107 Latrobe City residents speak a language other than English at home, accounting for 5.9% of the total population.

Of the 9,158 Latrobe City residents born overseas and aged over five years of age, 66% of them only speak English. Almost 28% speak English and another language well or very well. Fewer than 5% of these residents speak another language but either do not speak English well or do not speak English at all. This last category accounts for approximately 440 persons and is the key group with an English speaking language barrier living in Latrobe City.

Morwell has the highest concentration of residents in Latrobe City who do not speak English well or at all. Churchill also appears to have quite a number of residents within this category. Please see Appendix 1 for further details.

**Proficiency in English, Latrobe City and Gippsland Statistical Division, 2006
(Enumerated data)**

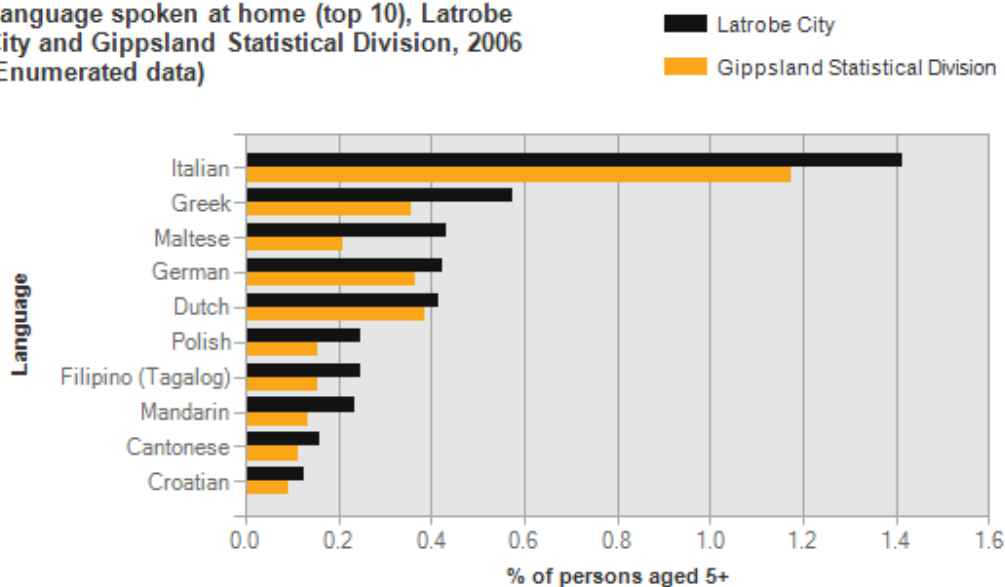


Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

The most common language other than English spoken at home in Latrobe City is Italian spoken by 964 persons (1.4% of the total population), followed by Greek (393 persons), Dutch (306 persons), Maltese (303 persons) and German (293 persons). Polish, Filipino/Tagalog and Mandarin are other common languages spoken in the municipality.

The greatest increases in the spoken languages of the Latrobe City population between 2001 and 2006 were those speaking Mandarin and Filipino. The greatest decreases in spoken languages during this timeframe were those speaking Italian and Maltese.

**Language spoken at home (top 10), Latrobe City and Gippsland Statistical Division, 2006
(Enumerated data)**



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

It is important to note that there were a total of 73 persons living in Latrobe City during 2006 who described the language spoken at home as non-verbal. A further 29 persons described the language spoken at home as AUSLAN or a Sign Language. It is important that the needs of these language groups are considered in the context of this Action Plan.

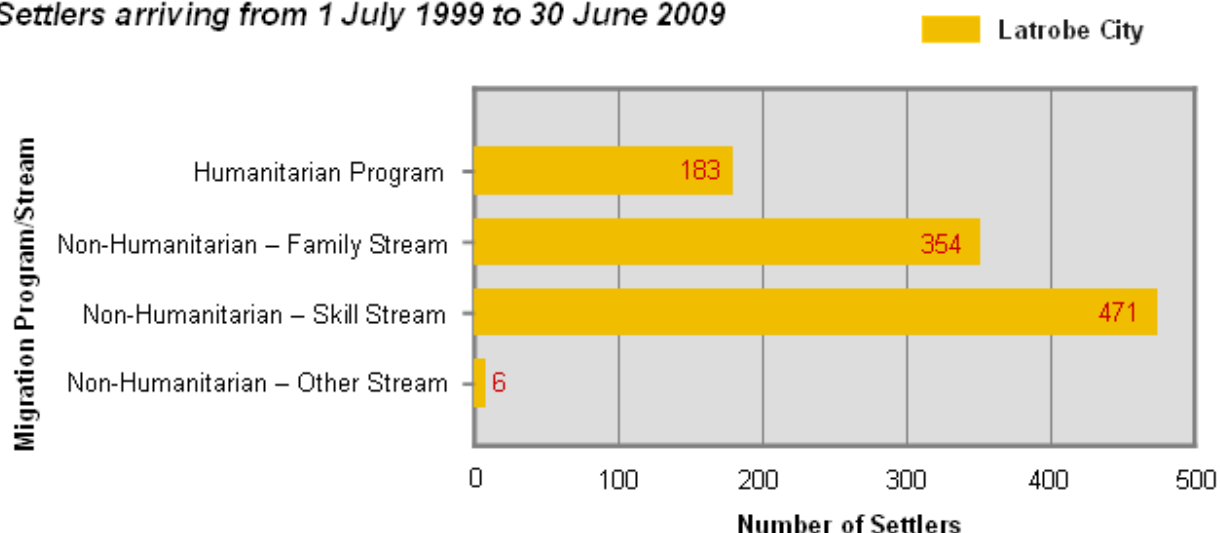
Settlers

The Department of Immigration and Citizenship settlement database contains a high level of information on migrants and refugees that have entered Australia and made Latrobe City their home. The information in this particular section is sourced from this database with a focus on settlement data from 1 July 1999 to 30 June 2009.

Over the past ten years, a total of 1,014 migrants and refugees have settled directly in the Latrobe City municipality. Of these settlers, 183 have settled in Latrobe City through the Humanitarian program, 354 through the non-humanitarian family stream and 471 through the non-humanitarian skill stream.

Number of Settlers by Migration Stream

Settlers arriving from 1 July 1999 to 30 June 2009

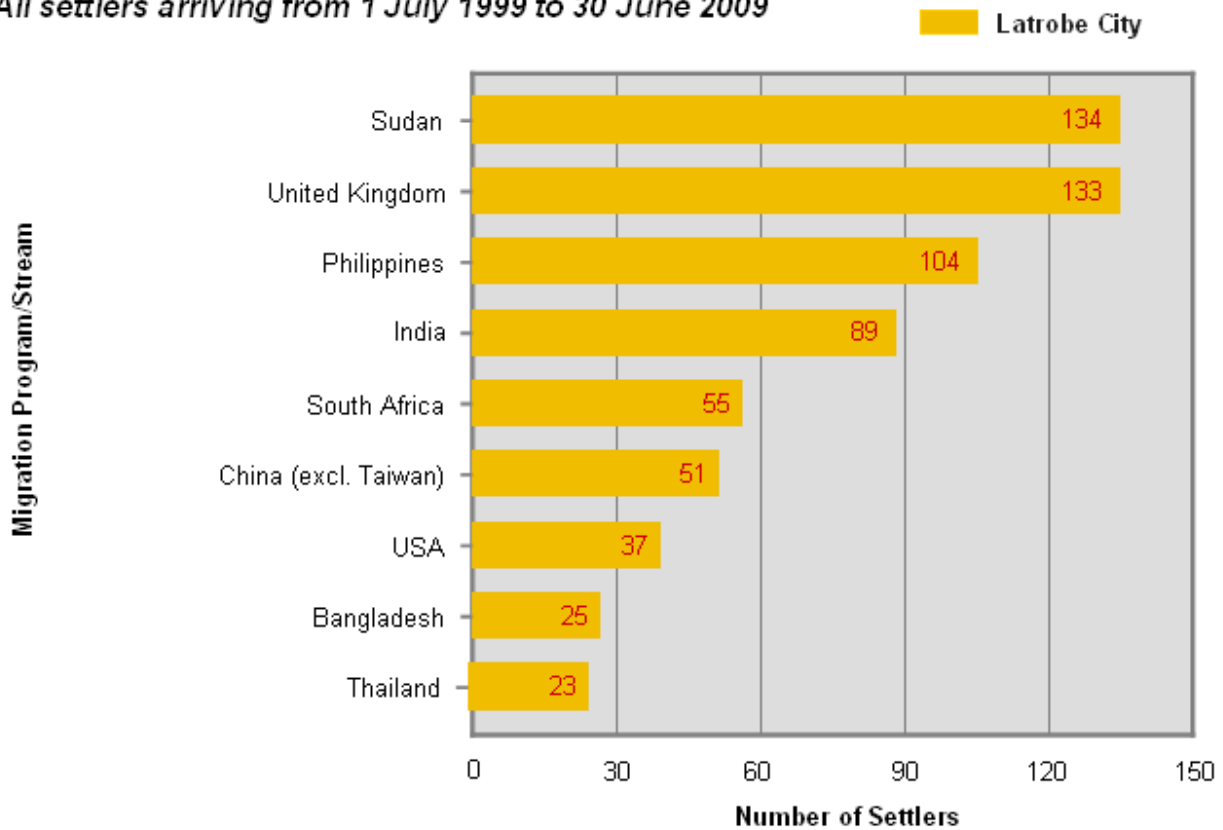


Source: Department of Immigration and Citizenship Settlement Database. Data extracted on 11 August 2009

The most common countries of origin for new settlers over the past ten years are Sudan with 134 arrivals, virtually all through the humanitarian stream; followed by the United Kingdom (133 arrivals), Philippines (104 arrivals), India (89 arrivals) and South Africa (55 arrivals) with all arrivals from these countries resulting from non-humanitarian family and skilled streams. After Sudan, the most common countries of origin for humanitarian arrivals over this period are Kenya (16 arrivals) and Ethiopia (12 arrivals). Over the past five years, there have been an increased number of humanitarian arrivals from Egypt.

Number of Settlers by Country of Birth

All settlers arriving from 1 July 1999 to 30 June 2009



Source: Department of Immigration and Citizenship Settlement Database. Data extracted on 11 August 2009

The most common languages other than English spoken by new arrivals are Arabic (10.2% of settlers), African languages (4.9%), Tagalog (4.9%), Dinka (2.9%) and Nuer (2.7%).

Geographically, the highest concentrations of migrant and refugee arrivals within Latrobe City in the five years between 2001 and 2006 were in Churchill and Traralgon. The high proportion of settlers in Churchill is likely to be linked to the number of International students studying at Monash University from the non-humanitarian skilled stream. Please see Appendix 2 for more details.

It is important to note that a limitation of the Department of Immigration and Citizenship settlement database is that it does not account for recent migrants and refugees who first moved to another municipality within Australia and then to Latrobe City. Qualitative feedback sourced from community stakeholders would indicate that settlement numbers of particular cohorts are higher than represented by this database, but unfortunately no further accurate statistical information is currently available. It is hoped that data collected by the 2011 Census of Population and Housing will further inform the profile of settlers in Latrobe City.

Contextual Background

Development of a Cultural and Linguistic Diversity Action Plan

Latrobe City has a strong commitment to building an inclusive and cohesive community. A harmonious community that acknowledges the assets of diversity, engages and communicates with its citizens, and nurtures its neighbourhoods.

As part of Council's commitment to working with the community, a Diversity Policy Development Project was requested by Council in 2003 to address the cultural barriers to access and equity within Latrobe City across all areas and aspects of operation.

This project was led by a Reference Group comprising representatives from Council, the community and local service providers – including the Gippsland Multicultural Services, Anglicare Gippsland and The Gippsland Ethnic Communities Council. Development of a Cultural and Linguistic Diversity Action Plan resulted with the document reviewed by key community groups and the general public for comment before being adopted by Council in 2004.

The development of an Action Plan demonstrated Council's commitment to address the cultural and linguistic barriers facing many of its citizens. Council recognised the need to ensure strategies were in place to capitalise on our proud and diverse multicultural history, while setting the scene for future economic, social and cultural development.

The Action Plan that emerged was the result of significant Council, agency and community discussion. As part of the implementation of this plan, Council established a Cultural Diversity Reference Committee with broader community, Council and agency participation. This Committee reviewed and updated the document with a revised Action Plan adopted by Council in June 2006.

This document is the third revision of the Cultural and Linguistic Diversity Action Plan and was adopted by Council after considerable input from Council, relevant agencies and community members.

Cultural Diversity Reference Committee

Following adoption of the initial Cultural and Linguistic Diversity Action Plan in 2004, Council convened a Cultural Diversity Reference Committee with broad community membership.

The key roles of the Committee are to:

- Provide advice to Council on issues related to the access of people from cultural and linguistic diverse backgrounds to inform Council decisions, services and facilities.
- Inform Council on matters related to the needs of people from cultural and linguistic diverse backgrounds that may affect their participation in community life within Latrobe City.
- Advocate on areas related to the needs of people from cultural and linguistic diverse backgrounds to support the continued economic, social and cultural development of the City.
- Monitor and update the Cultural and Linguistic Diversity Action Plan as required.
- Promote the Cultural and Linguistic Diversity Action Plan within the Latrobe City community.

The committee is currently comprised of the following representatives:

- Two Latrobe City Councillors (including a chair)).
- Five community members from cultural and linguistic diverse backgrounds.
- Four agency members.
- One co-opted member.
- Two Latrobe City Council officers as ex-officio non-voting members.

The Cultural Diversity Reference Committee may be contacted via the Latrobe City Council ex-officio members on 1300 367 700.

Cultural Diversity Reference Committee

as at September 2009

Councillors

- Cr Lisa Price (chair)
- Cr Sandy Kam

Community Members

- Ankica Stojkovic
- Soula Kanellopoulos
- Abdel Halabi
- Rosa Schirato
- Vacant

Agency Representatives

- Lisa Sinha - Gippsland Multicultural Services
- Graham Dettrick - Gippsland Ethnic Communities Council
- Bidet Kulang - Gippsland Ethnic Communities Council (proxy)
- Fei Su – Anglicare

Co-opted Member

- Christine Lee - Monash University

Latrobe City ex-officio non-voting members

- Jody O'Kane - Acting Manager Community Capacity Building
- John Smethurst – Community Development Officer

Relationship to Legislation

There are a range of legislation that underpin Latrobe City's Cultural and Linguistic Diversity Action Plan. These include:

Racial Discrimination Act 1975 (Commonwealth)

Under the Act, it is against the law to treat someone unfairly or harass them because of their race, colour, descent or national or ethnic background.

Equal Opportunity Act 1995 (Victoria)

Objectives under the Act include promotion, recognition and acceptance of everyone's right to equal opportunity and elimination of discrimination on the basis of various attributes.

Racial and Religious Tolerance Act 2001 (Victoria)

The purpose of the Act is to promote racial and religious acceptance by prohibiting certain conduct involving the vilification of persons on the grounds of race or religious belief or activity.

Multicultural Victoria Act 2004 (Commonwealth)

The Act enshrines the following principles of multiculturalism that underpin multiculturalism:

- an entitlement to mutual respect and understanding regardless of background;
- a duty on all Victorians to promote and preserve diversity within the context of shared laws, values, aspirations and responsibilities;
- a demonstrated ability of all Victorians to work together to build a positive and progressive future; and
- a responsibility for all Victorians to abide by the state's laws and respect democratic processes.

The Act also legislated that strengthening multiculturalism was to be a core goal for every Victorian Government department.

The Charter of Human Rights & Responsibilities Act 2006 (Victoria)

The Charter of Human Rights and Responsibilities Act 2006 protects twenty key civil and social rights of all Victorians, strengthening multiculturalism by providing a broader human rights agenda. The Charter reflects four basic principles – freedom, respect, equality and dignity. This aims to ensure that many basic and important human rights have clear legal protection. It also introduces standards to ensure that human rights are a priority for government when making laws and decisions and providing service. The Charter aims to ensure human rights are valued and protected within government and the community.

The most recent Victorian Government multicultural policy, All of Us, was released in 2008 to build upon the principles of the Multicultural Victoria Act 2004. This policy affirms that multiculturalism:

- Advances equality by supporting the human rights of all Victorians, irrespective of their cultural, linguistic or religious background, and by ensuring equitable access to better and more responsive services throughout the state.
- Supports our cultural, linguistic and religious diversity by recognising the value of our cultural heritage and protecting and supporting the diversity of our people and their communities.
- Fosters unity and promotes community harmony by promoting the benefits of diversity to all Victorians, and sustaining Victoria as a united, cohesive community with shared laws, values, aspirations and responsibilities, within which people from a diversity of backgrounds have the freedom and opportunity to preserve, express, celebrate and practice their cultural heritage, as well as sharing their cultural heritage with the broader community.
- Boosts our economic advantage by providing the state with a competitive edge through our diverse, innovative, highly skilled and internationally connected workforce, in areas such as tourism, small business and industry, research and development, employment and education.

Relationship to Strategy

The Cultural and Linguistic Diversity Action Plan 2010-2013 is linked to *Latrobe 2021, The Vision for Latrobe Valley* and reflects the corporate values of Latrobe City Council. *Latrobe 2021, The Vision for Latrobe Valley* provides a key guide for Council activities including programs, services and resource allocations. This is designed to assist the economic and social development of Latrobe City, as well as environmental initiatives taking into account the need to balance Council's ongoing commitments with new priorities that will shape the future of our community.

The vision for Latrobe Valley outlined in *Latrobe 2021, The Vision for Latrobe Valley* is:

- A vibrant region
- A caring and enterprising community
- A harmonious community
- A sustainable, safe, secure region

Latrobe 2021 outlines a series of strategic objectives that will help to ensure that Council and the broader community remain focussed on the actions that need to be delivered to make the Latrobe 2021 Vision a reality. These objectives are broken down into a range of community outcomes. Strategic actions then describe the detailed road-map of how the overarching community outcomes, strategic objectives, and ultimately the Latrobe 2021 vision will be achieved.



STRATEGIC OBJECTIVE	COMMUNITY OUTCOME	STRATEGIC ACTION
<p>4 Community Capacity Building</p> <p>“To empower the community through enhancing community advocacy, leadership, partnerships, inclusiveness and participation.”</p>	<p>4.2 Partnerships and Inclusiveness</p> <p>“By encouraging a diversity of social, cultural and community activities that promote inclusiveness and connectedness.”</p>	<p>4.2.1 Ensure the Latrobe Valley supports social and family life by promoting rights and respecting diversity.</p> <p>4.2.2 Promote and support an increase in the level of inclusion for older people, young people, the Koorie community, people from culturally and linguistically diverse backgrounds and people with a disability or mental illness.</p>

The Cultural and Linguistic Diversity Action Plan 2010-2013 sits within the ‘Partnerships and Inclusiveness’ community outcome under the Community Capacity Building strategic objective. There is a particular link between this Plan and the two strategic actions outlined above.

Latrobe 2021, The Vision for Latrobe Valley is currently under review and the relationship of this Plan to the reviewed Latrobe City strategy - *Latrobe 2026, The Vision for Latrobe Valley* - will be included in the annual review of this Plan in 2011.

Relationship to Council Operations

The successful implementation of the Cultural and Linguistic Diversity Action Plan 2010-2013 requires a collaborative approach involving a number of council staff in a range of departments. The Action Plan is broad and highlights activities from planning, to advocacy, to service delivery which will bring together stakeholders from the community, council, business, industry, developers and investors.

While all Council business units contribute to delivering the objectives of this Action Plan, the following units within Council are key contributors in delivering the specific actions.

- Cultural Liveability
- Community Capacity Building
- Economic Development
- Community Relations
- Community Health and Wellbeing
- Corporate Strategy
- People and Development

Links to other strategies and plans

There are a number of corporate strategies and action plans linked closely to this Cultural and Linguistic Diversity Action Plan. These include:

- Latrobe 2021, The Vision for Latrobe Valley
- Council Plan 2009-2013
- Business Plans 2009-2013
- Municipal Public Health Plan
- Municipal Strategic Statement
- Community Engagement Strategy
- International Relations Plan
- Positive Ageing Plan

A Community Liveability Strategy has been earmarked for future development. Once developed, this document will sit as the overarching strategy for this Action Plan.

Objectives and Initiatives

To deliver this action plan and to continuously measure our progress, the Cultural and Linguistic Diversity Action Plan has five objectives. These objectives and the associated initiatives to be undertaken within the action plan are described in this section.

1 Equal access to services, resources and facilities for all our residents

Latrobe City Council aims to ensure that all services, resources and facilities for residents are non-discriminatory and accessible to all members of the community. Council is committed to ensuring that access and equity principles are clearly demonstrated through our service delivery and the provision of facilities for the general community. To ensure all members of the community are provided with the opportunities to access culturally relevant and sensitive services, facilities and resources, Council is committed to the following initiatives in 2010-11:

- 1.1 Enhance the inclusiveness of core services
- 1.2 Provide grants and sponsorships that are inclusive of diverse communities
- 1.3 Undertake social planning to identify the needs of diverse communities
- 1.4 Commit to continuous improvement in the delivery of inclusive services

2 Active community consultation and participation

Latrobe City Council believes that every person living, working, studying or visiting the municipality can contribute to the life of the broader community. The range of skills, abilities and experiences provided by community members contribute to the rich diversity and vibrancy of the Latrobe City municipality. Council believes that all residents of the municipality should be provided with the opportunity to play an active role in decision making processes. Through community development activities, Council aims to ensure that all community members, regardless of their cultural or linguistic background, are consulted and engaged on key issues, policies, strategies and actions. To ensure that all members of the community are provided with appropriate citizen participation, engagement and consultation opportunities, Council is committed to the following initiatives in 2010-11:

- 2.1 Ensure accessible communications
- 2.2 Provide easy access to interpreter services
- 2.3 Encourage strategic use of bilingual staff
- 2.4 Undertake inclusive community engagement
- 2.5 Provide accessible venues and facilities

3 Celebrating and valuing community diversity and cultural expression

Latrobe City Council recognises, supports, values and celebrates the rich cultural diversity of its residents, workers and visitors. Council values the vibrancy and vitality that is drawn from having a large number of residents who were born outside Australia and bring a diverse mix of skills, cultures, languages and religions to the area. Council also values harmony resulting from a multicultural society where there is acceptance and celebration of diversity. To recognise and celebrate cultural diversity in Latrobe City during 2010-11, Council is committed to the following initiatives:

- 3.1 Contribute to major events celebrating diversity
- 3.2 Support community celebrations of diversity
- 3.3 Showcase diversity in Latrobe City programs

4 Leadership and advocacy

Community development and capacity building requires a conscious intent to look beyond the physical borders of the municipality. Council delivers a broad range of services and facilities but many issues facing local communities are the responsibility of State or Federal Governments. Council plays a key role in advocating to State and Federal Government on behalf of the Latrobe Valley community to better inform policy-makers and ensure community needs are considered across all levels of Government. Council also aims to improve community leadership by seeking to build the capacity of community members to advocate for themselves and seek to effect change through community-based programs. To ensure that Council advocates and demonstrates leadership regarding the cultural and linguistic diverse needs of the Latrobe City community, Council is committed to the following initiatives in 2010-11:

- 4.1 Promote the benefits of cultural diversity
- 4.2 Support and address the needs of emerging communities
- 4.3 Partner with agencies and different levels of government
- 4.4 Effectively engage with diverse communities
- 4.5 Develop leadership capacity in diverse communities
- 4.6 Promote the Cultural and Linguistic Diversity Action Plan

5 Sustaining the Global City

Latrobe City is part of the global communities and plays a key role in the economic sustainability of Australian society. The role of the municipality in the local and global economy provides Latrobe City with a unique opportunity to capitalise on the rich cultural and linguistic diversity of its residents, students, workforce and commercial operations. Council aims to further consolidate its key role in the local, regional and global economy by assisting and encouraging small business and large commercial operations with strong links to culturally and linguistically diverse workers and owners. Council also aims to further promote Latrobe City as a destination for cultural and linguistic diverse international students to fulfill their educational objectives. To build on Latrobe City's culturally and linguistic diverse economic status in 2010-11, Council is committed to the following initiatives:

- 5.1 Encourage culturally diverse business communities
- 5.2 Encourage and support international students
- 5.3 Attract international visitors to Latrobe City
- 5.4 Advocate for the economic benefits of cultural diversity

Putting the Plan into Action

Following Council's endorsement of the Cultural and Linguistic Diversity Action Plan 2010-2013, a number of steps will be taken to ensure that the initiatives and actions are implemented and reviewed. These steps include:

Implementation Plan

A detailed action plan implementation matrix has been developed to accompany this document that itemises individual actions and responsibilities. Upon Council adoption of this Action Plan, this matrix forms the internal working document for the implementation of this plan.

Cultural Diversity Reference Committee

As noted in the Plan, The Cultural Diversity Reference Committee meets quarterly to provide input to Council on cultural diversity issues. Their role will be expanded to include the annual review and monitoring of this action plan. The Committee will also provide advice to Council on possible new items to be considered in future action plans.

Monitoring and Reporting

Actions listed in this Plan are to be included where relevant within business plans and workplans of units across the organisation and reported upon by Council officers. An annual report on progress made against each of the objectives and initiatives within this Action Plan will be presented to Council and the Cultural Diversity Reference Committee each year.

Annual Review

The Action Plan will be subject to annual review and actions will be revised as part of Council's commitment to cultural and linguistic diverse communities. The action plan will be revised in consultation with the community, including input and advice from the Cultural Diversity Reference Committee and relevant Council staff.

Three Year Evaluation and Review

At the end of the three-year term of this Action Plan, Council will conduct a comprehensive evaluation and review of this Plan. The review will help shape the objectives, initiatives and action to be included in the next version of this Cultural and Linguistic Diversity Action Plan.

Action Plan

The following actions have been identified as part of the Latrobe City Council Cultural and Linguistic Diversity Action Plan 2010-2013. Items included within this Action Plan are those to be implemented during 2010-11. Further Action Plans will be developed for subsequent years.

Please note that the symbol (H) indicates that an action is part the Home and Community Care Cultural and Linguistic Diversity Action Plan as required by the Department of Human Services.

1 Equal access to services, resources and facilities for all our residents

1.1 Enhance the inclusiveness of core services

Ensure the diversity of the Latrobe City community is reflected in the Library Services Collection Development Operational Framework	Community Information Centres
Ensure the diversity of the Latrobe City community and our International visitors are reflected in the selection of Library Services marketing media	Community Information Centres
Develop and implement a cross-cultural awareness training session to Council staff to ensure that Council services meet the needs of cultural and linguistic diverse communities	Community Capacity Building
Actively seek out and where possible provide information about child development, care, services and authorities to families in relevant home languages	Child and Family Services
Implement education programs in consultation with families from cultural and linguistic diverse communities to ensure cultural and religious practices are considered	Child and Family Services
Provide free flu vaccinations to eligible senior citizens across the municipality including those from cultural and linguistic diverse communities	Community Health and Wellbeing
Conduct a survey of clients from cultural and linguistic diverse communities to ensure that the Meals on Wheels service is meeting user requirements	Community Health and Wellbeing (H)
Trial culturally appropriate Meals on Wheels services to three different senior groups in consultation with user groups	Community Health and Wellbeing (H)
Deliver cultural awareness training to all Home and Community Care staff	Community Health and Wellbeing (H)

1.2 Provide grants and sponsorships that are inclusive of diverse communities

Provide support and advice to cultural and linguistic diverse communities in assisting them to apply for the Latrobe City Community Grants Program	Cultural Liveability
Continue to support community groups and associations to develop Community Grant applications that: <ul style="list-style-type: none"> • promote understanding and acceptance of cultural and linguistic diversity • improve communication to cultural and linguistic diverse communities • increase civic participation of cultural and linguistic diverse communities • build leadership capacity of cultural and linguistic diverse communities 	Cultural Liveability
Actively promote the Latrobe City Community Grants Program in ethnic media and to appropriate networks	Cultural Liveability

1.3 Undertake social planning to identify the needs of diverse communities

Continue to provide access to Profile.id to promote understanding of local demographics by Council staff and the broader community	Corporate Strategy
Continue to provide access to Forecast.id to inform long-term planning based on projected demographic changes	Corporate Strategy
Make Census information available on the Council website to inform service planning and community profiling	Corporate Strategy

1.4 Commit to continuous improvement in the delivery of inclusive services

Develop and implement a cross-cultural awareness training session to Council staff to ensure that Council services meet the needs of cultural and linguistic diverse communities	Community Capacity Building
Actively seek out and where possible provide information about child development, care, services and authorities to families in relevant home languages	Child and Family Services

2 Active community consultation and participation

2.1 Ensure accessible communications

Develop resources and information in Child Services to assist positive communication with clients from cultural and linguistic diverse backgrounds	Child and Family Services
Promote education and care services to families from cultural and linguistic diverse communities	Child and Family Services
Promote major events and significant Council decisions to culturally and linguistically diverse communities via promotion in ethnic media and through relevant networks	Cultural Liveability
Ensure cultural specific groups are included on the Community Groups database	Community Capacity Building
Print Home and Community Care service pamphlets in two community languages	Community Health and Wellbeing (H)
Promote and provide education on Home and Community Care services to three ethnic groups	Community Health and Wellbeing (H)
Increase awareness of access to Home and Community Care services by translating the access policy into three languages	Community Health and Wellbeing (H)

2.2 Provide easy access to interpreter services

Display the availability of interpretation and translation services at Latrobe City Service Centres	Community Information Centres
Educate Community Information officers in the use of available interpretation and translation services	Community Information Centres
Increase utilisation of the interpreter service by Home and Community Care assessment staff, via the promotion and education on the availability of translators and interpreter services	Community Health and Wellbeing (H)
Include a contact number for Translating and Interpreting Services on formal Latrobe City correspondence and advertising material	Community Relations

2.3 Encourage strategic use of bi-lingual staff

Encourage suitably qualified and experienced persons from cultural and linguistic diverse backgrounds to apply for Latrobe City Council roles	People and Development
Consider the recruitment of appropriately skilled bilingual individuals in key Council roles where second language expertise is desirable	People and Development
Incorporate cultural diversity awareness into Corporate Induction process	People and Development
Provide external organisations with opportunities for placement of students from cultural and linguistic diverse backgrounds within the Home and Community Services field	Community Health and Wellbeing (H)
Develop a directory of Home and Community Care staff with a second language	Community Health and Wellbeing (H)

2.4 Undertake inclusive community engagement

Identify key upcoming Council strategies and developments that will require engagement with specific culturally and linguistically diverse communities	Community Capacity Building Steering Group
Work with community groups and associations to enhance the level of participation by members of cultural and linguistic diverse communities	Community Capacity Building
Continue to facilitate the International Relations Committee	Cultural Liveability
Continue to facilitate the Cultural Diversity Reference Committee	Community Capacity Building
Network with relevant agencies and groups to ensure clients from cultural and linguistic diverse backgrounds can provide input on Council decisions regarding Home and Community Care services	Community Health and Wellbeing (H)
Develop a working group with representatives from the four highest ethnic cultural and linguistic diverse Home and Community Care communities to identify gaps in service delivery	Community Health and Wellbeing (H)

2.5 Provide accessible venues and facilities

Promote the use and hiring of Council facilities by cultural and linguistic diverse community groups and associations	Cultural Liveability
Manage and maintain Latrobe City halls and venues for the social and cultural use of the community	Cultural Liveability
Maintain safe and accessible Senior Citizens Centres that meet the needs of Latrobe City residents, encouraging utilisation by varied community groups	Community Health and Wellbeing
Conduct regular user group meetings in relation to Latrobe City cultural facilities to identify operational and development opportunities	Cultural Liveability

3 Celebrating and valuing community diversity and cultural expression

3.1 Contribute to major events celebrating diversity

Continue to organise and promote the City's major annual cultural diversity events including: Japanese Day, Multicultural Day and Chinese Festival	Cultural Liveability
Support and encourage communities from diverse cultural backgrounds to participate in and contribute to Latrobe City cultural events including: Japanese Day, Multicultural Day and Chinese Festival	Cultural Liveability
Promote major Latrobe City cultural events to diverse communities using ethnic media and community relations	Cultural Liveability
Conduct an annual flag raising ceremony to celebrate the diversity of the communities at Monash University Gippsland Campus	Cultural Liveability
Conduct a Sister Cities Month each July through activities and displays at libraries, council service centres and schools	Cultural Liveability
Plan an event during Harmony Week in consultation with relevant cultural and linguistic diverse communities	Community Health and Wellbeing (H)
Plan and hold a Home and Community Care eligible event during Senior Citizens Week to integrate clients from cultural and linguistic diverse backgrounds with the mainstream community	Community Health and Wellbeing (H)

3.2 Support community celebrations of diversity

Actively support culturally diverse communities to celebrate their cultural heritage through the Latrobe City Community Grants Program	Cultural Liveability
Facilitate provision of advice and support to community organizations and groups on designing and hosting community events that promote cultural diversity and community harmony	Cultural Liveability
Continue to incorporate messages of respect and harmony in communication delivered on behalf of Latrobe City	Executive Office
Coordinate and conduct citizenship ceremonies	Executive Office
Support Polish Club with a venue and funding to supply appropriate and cultural specific meals at their monthly community lunch	Community Health and Wellbeing (H)

3.3 Showcase diversity in Latrobe City programs

Engage the broader Latrobe City community through culturally diverse programming and activities delivered through the Latrobe Regional Gallery, Latrobe Performing Arts Centre and the Arts Innovation Program	Cultural Liveability
Early childhood education programs incorporate creative materials, displays and experiences that reflect the diverse cultural and linguistic backgrounds of the broader community	Child and Family Services
Early childhood education programs incorporate curriculum elements and behaviour guidance that encourages understanding and respect for the diverse cultural and linguistic backgrounds of the broader community	Child and Family Services
Continue to use images and language in communications that are inclusive of the culturally diverse Latrobe City population	Community Relations
Develop a section on diversity within LINK to promote stories and experiences of cultural and linguistic diverse communities	Community Relations

4 Leadership and advocacy

4.1 Promote the benefits of cultural diversity

Encourage Councillors and Council staff to use available opportunities to promote the benefits of cultural and linguistic diversity in communicating to the broader community	Executive Office
Advocate for access and equity for people from cultural and linguistic diverse backgrounds where appropriate	Community Capacity Building

4.2 Support and address the needs of emerging communities

Coordinate the Latrobe Settlement Committee to support and address the needs of emerging migrant and refugee communities	Community Capacity Building
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4.3 Partner with agencies and different levels of government

Collaborate and partner with other Gippsland Councils, levels of Government and local agencies to improve the quantity and quality of essential information available for cultural and linguistic diverse communities	Community Capacity Building
Investigate opportunities to partner with government departments and service agencies to promote community harmony and cross-cultural awareness	Community Capacity Building
In partnership with Gippsland Multicultural Services, investigate options for cooperation when planning services for older people from cultural and linguistic diverse communities	Community Health and Wellbeing
Cooperate with the Department of Education and Early Childhood Development in celebrating International Education Week	Cultural Liveability
Work with education providers to lobby for improved public transport for international students	Cultural Liveability

4.4 Effectively engage with diverse communities

Actively participate in key community forums with a focus on cultural and linguistic diverse issues	Community Capacity Building
Encourage persons from cultural and linguistic diverse backgrounds to become involved in management and advisory committees	Child and Family Services

4.5 Develop leadership capacity in diverse communities

Encourage young people from diverse backgrounds to participate in Latrobe City youth development programs	Community Capacity Building
Provide five training and development sessions for community groups and township associations across the municipality	Community Capacity Building
Support and actively participate in meetings of the Latrobe Valley Neighbourhood Alliance Advisory Board	Community Capacity Building
Support and actively participate in meetings of the Latrobe City Neighbourhood Houses Network	Community Capacity Building

4.6 Promote the Cultural Diversity Action Plan

Deliver a Council staff briefing on the Cultural and Linguistic Diversity Action Plan to inform and engage staff on the principles and objectives of the Plan	Community Capacity Building
Undertake a promotion of the Cultural and Linguistic Diversity Action Plan to the community via LINK, the Latrobe City website and Community Groups newsletter	Community Capacity Building

5 Sustaining a Global City

5.1 Encourage culturally diverse business communities

Continue to build strategic international partnerships through the Latrobe City Sister Cities program	Cultural Liveability
Continue to work with the local business community to promote economic opportunities and the marketing potential of businesses	Economic Development
Facilitate the attraction of large investments in conjunction with the Victorian and Australian Governments	Economic Development
Strengthen the relationship between Invest Victoria and Invest Australia to promote Latrobe City's strengths and capabilities as an international investment location	Economic Development
Continue to host business delegations through the Latrobe City Sister Cities program as requested	Cultural Liveability

5.2 Encourage and support international students

Work with educational institutions to communicate the region as a desirable destination for International students	Economic Development
Continue to participate in Monash University Gippsland International Student Association international activities and events	Cultural Liveability
Where appropriate, provide new international residents to Latrobe City with settlement advice	Cultural Liveability
Advocate for increased cooperation between schools to host international students on a long and short term basis	Cultural Liveability
Encourage international students to become involved in local community groups	Cultural Liveability

5.3 Attract international visitors to Latrobe City

Enhance and maintain the tourism website www.visitlatrobecity.com	Economic Development
Continue to build relationships with key regional and government agencies to increase the profile of Latrobe City as a tourism destination	Economic Development

5.4 Advocate for the economic benefits of cultural diversity

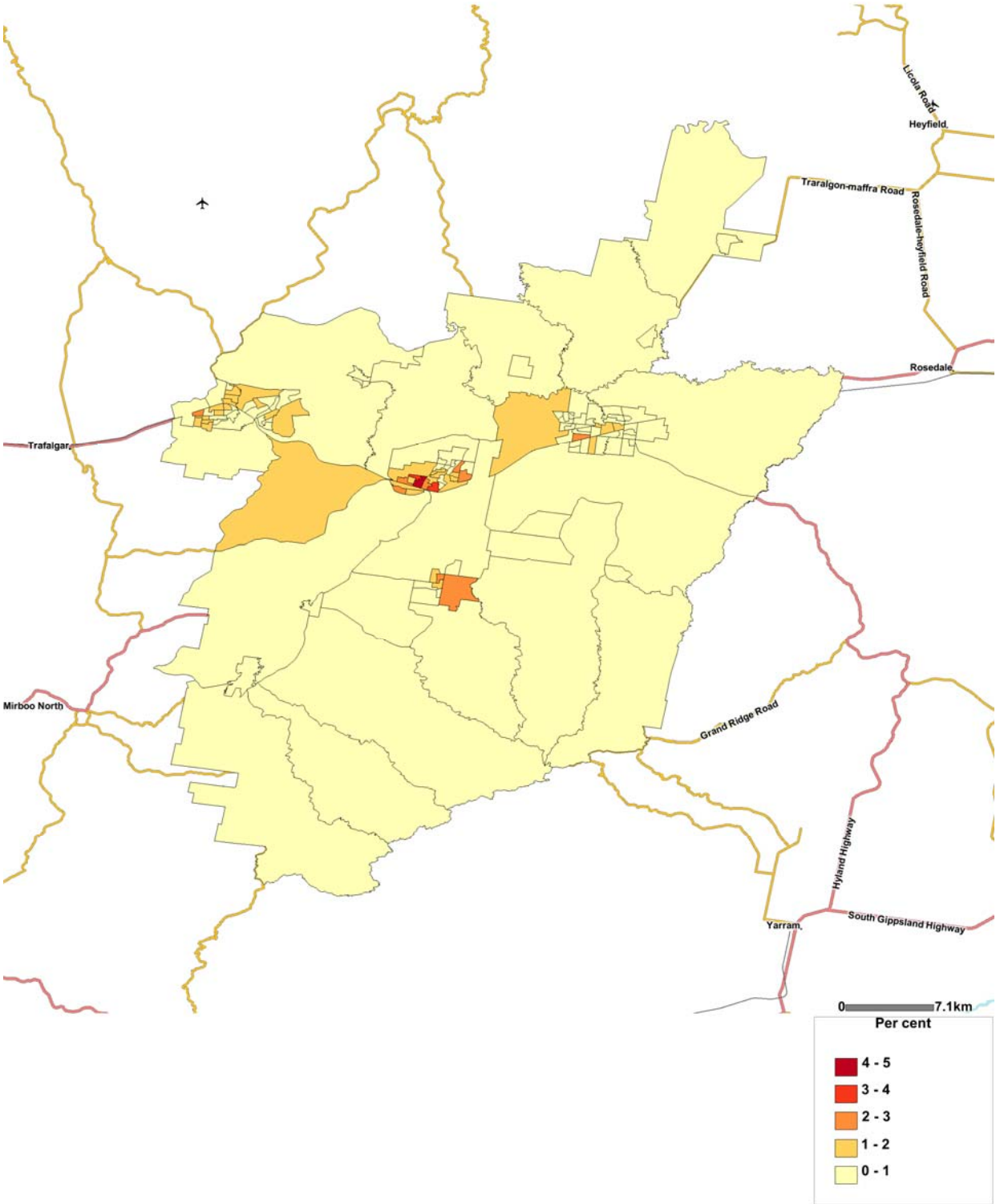
Encourage Councillors and Council staff to use available opportunities to promote the social and economic benefits of investment by cultural and linguistic diverse businesses	Executive Office & Economic Development
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Showcase the local economy through promotional activities and representation at relevant events	Economic Development
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Appendix 1 - Distribution of people not fluent in English



People aged 5 years and over who did not speak English well or at all
 As a percentage of the total population aged 5 years and over
 Based on Place of Usual Residence, 2006
 Latrobe (C) (Local Government Area) by Census Collection District

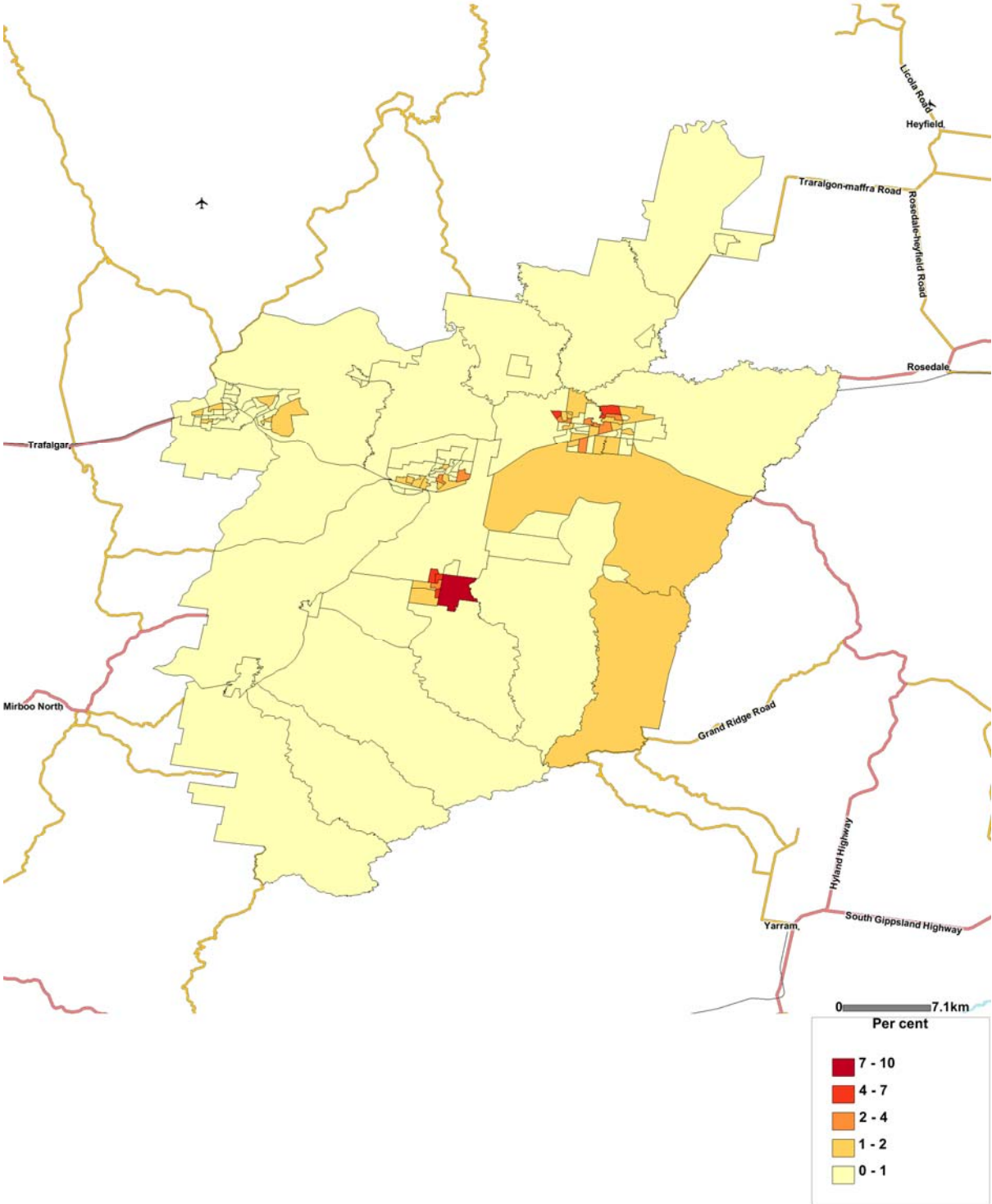


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Appendix 2 – Distribution of recent arrivals



Overseas born people arriving in Australia on, or after, 1 January 2001
 As a percentage of the total population
 Based on Place of Usual Residence, 2006
 Latrobe (C) (Local Government Area) by Census Collection District



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