

Cultural Diversity Action Plan 2014 - 2018

YEAR THREE REPORT - 2016 TO 2017



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Why a Cultural Diversity Action Plan

Introduction

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

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

Latrobe City has a vibrant social and culturally diverse community comprised of people from many different nations across the world. A total of 9,930 or 13.7% of Latrobe City residents were born overseas and 6.9% of people in Latrobe City speak a language other than English at home. ¹

Council has a strong commitment to building an inclusive, harmonious community that acknowledges diversity, engages and communicates with citizens and nurtures neighbourhoods. The development of the Cultural Diversity Action Plan demonstrates Council's commitment to address the cultural and linguistic barriers facing many of its citizens. Council recognises the need to ensure strategies are in place to capitalise on our proud and diverse multicultural history, while setting the scene for future economic, social and cultural development.

Recognising and valuing cultural 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 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 and highly 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 our Sister Cities Festival which replaced both the Japanese Day and the Chinese Festival celebrations.

Federation University Australia's Gippsland Campus attracts a small but growing number of international students, as well as a larger number of students recently arrived as migrants, from a diverse range of countries. Many international students are successful in applying to make Australia their home after completing their studies.

The Latrobe City Cultural Diversity Action Plan (the Plan) has been prepared as part of Council's ongoing commitment to the cultural and linguistic diverse population in Latrobe City and outlines a strategic approach to meet the needs of our culturally diverse community. It is important that culturally 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.

¹ Australian Bureau of Statistics 2011 Census results

Scope and Purpose

This Plan describes Council's commitment to recognising, valuing and supporting cultural diversity within Latrobe City. It is intended to be a long-term Plan that guides and strengthens Council's ability to embrace cultural and linguistic diversity. It is anticipated that this Plan is likely to evolve over time to better align with socio-demographic changes and community priorities.

Objectives in Detail

In order for this commitment to be put into practice, and to continuously measure our progress, the Plan has four Objectives:

1. **Equal access to services, resources and facilities for all our residents**
All services, resources and facilities for residents will be 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 and ensure all members of the community are provided with the opportunities to access culturally relevant and sensitive services, facilities and resources.
2. **Active community consultation and participation**
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.
All residents of the municipality will be provided with the opportunity to play an active role in decision making processes. Through community development activities, all community members, regardless of their cultural or linguistic background, will be consulted and engaged on key issues, policies, strategies and actions.
3. **Celebrating and valuing community diversity and cultural expression**
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 is valued and celebrated. The harmony resulting from a multicultural society where there is acceptance and celebration of diversity is also valued.
4. **Leadership and advocacy**
Council must strengthen its capacity as a culturally competent organisation by embedding the philosophy of each Plan Objective into relevant Council Plans and Strategies.

There are a number of Latrobe City corporate strategies and action plans linked closely to this Plan. These include:

- Latrobe 2026, The Vision for Latrobe Valley.
- Council Plan 2013 – 2017.
- Municipal Strategic Statement.
- Municipal Public Health and Wellbeing Plan, 2013 – 2017.
- Community Engagement Plan, 2010 – 2014.
- International Relations Plan, 2011 – 2014.

- Disability Action Plan.
- Positive Ageing Plan, 2009 – 2012.
- Events Strategy and Action Plan, 2013 -2017.
- Municipal Early Years Plan, 2011 – 2015.
- Library Plan, 2011-2017.

Community development and capacity building also 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 City 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.

Council Plan 2013 - 2017

The Council Plan 2013 – 2017 outlines Latrobe City Council’s vision and direction for the community. It guides Council’s decisions making and resource allocation to deliver outcomes and services to the community. The Council Plan is reviewed annually and is a requirement of the Local Government Act 1989.

The Council Plan focuses on five key themes with supporting Objectives, Strategic Directions and Strategies and Plans. Performance Indicators are listed which align to each Strategic Direction to monitor achievements, changes and trends.

The Cultural Diversity Action Plan forms part of the supporting Strategies and Plans and is aligned to theme four:

- **Theme 4**
Advocacy for & consultation with our community.
- **Objective**
To ensure effective two-way communication and consultation processes with the community in all that we do.
- **Strategic Direction**
Actively encourage and support initiatives that promote social inclusion and diversity within our community.

Latrobe City Municipal Public Health and Wellbeing Plan 2013 - 2017

The Plan is closely linked to the Latrobe City Municipal Public Health and Wellbeing Plan 2013 – 2017 (MPHWP) through the key strategic direction of ‘Staying Connected’.

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

The strategies and actions within the Plan contribute to achieving this key strategic direction of the MPHWP and supporting our community to live healthy, active and connected lives.

Latrobe City Cultural Diversity Action Plan 2014 - 2018 Actions

The following actions have been identified as integral to the success of the Latrobe City Council Cultural Diversity Action Plan 2014 - 2018.

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

Actions

1.1 Feature cultural diversity in Latrobe City LINK.

Responsibility: Office of the Chief Executive - Community Relations

Measure: One article per year.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action update: The Community Relations Department is currently reviewing the Latrobe City LINK publication; there has been a hold up for its release.

Action Status: **NOT STARTED**

1.2 Investigate and implement programs to targeted groups such as Culturally and Linguistically Diverse community members to support their needs.

Responsibility: Community Liveability - Libraries

Measure: One targeted program delivered per year.

Outcome: Increased usage of library services by culturally diverse communities groups.

When: Annually

Action update:

The possibility of hosting a living libraries event was investigated. The United Muslim Sisters of Latrobe Valley and Gippsland Multicultural Services were contacted regarding MY Story (Multicultural Youth Story) that uses the living library concept, to be delivered in 2017.

Discussions took place with Latrobe Community Health Service and the Centre for Multicultural Youth about establishing a partnership around literacy. A joint application by Latrobe City, Gippsland Employment Skills Training and Latrobe Community Health Service was submitted to the State Library of Victoria for funding to run an adult literacy based program for CALD and disadvantaged community members. The funding application was unsuccessful.

Other programs and opportunities investigated include the 'Exploring Being Your Own Boss' program, a program that could be delivered in the Library environment.

A successful open day was held at the Morwell Library for culturally diverse communities.

Action Status: **COMPLETED FOR 2016 - 2017**

1.3 Ensure the Latrobe City website has the line: "If you require this information in languages other than English, or in other formats, please contact Latrobe City on 1300 367 700".

Responsibility: Office of the Chief Executive - Community Relations
 Measure: Presence of information on Latrobe City website.
 Outcome: Latrobe City publications are more accessible to culturally diverse residents.
 When: Annually

Action Update: The Latrobe City website provides a call to action: 'If you require this information in languages other than English, or in other formats, please contact Latrobe City on 1300 367 700'. The statement remains in place.

Action Status: **COMPLETED FOR 2016 - 2017**

1.4 Review Departmental email and mail out lists to identify and include culturally diverse interests.

Responsibility: All Divisions
 Measure: Two intranet notices per year requesting that Departments update email and mail out lists.
 Outcome: Greater communication with culturally diverse communities.
 When: Bi-annually

Action Update: Gippsland Multicultural Service provided an updated ethnic community groups list to Latrobe City in November 2016. This list was distributed to Community Development Department team members to update their mailing lists/email distribution lists and was included on the Latrobe City intranet as an announcement for all staff to also update their mailing/distribution lists.

Action Status: **COMPLETED FOR 2016 - 2017**

1.5 Promote the Latrobe City Community Directory to service providers through Community Development networks.

Responsibility: Community Liveability - Community Strengthening
 Measure: Promotion of Community Directory at Community Groups Forums.
 Outcome: Greater communication with culturally diverse communities.
 When: Quarterly

Action Update:

The Community Directory was promoted at the following community developments forums.

- Recruiting Active Members and Volunteers in Community Groups Workshop on 19 October 2016.
- Managing and Resolving Conflict in Community Groups Workshop on 15 November 2016
- Community Safety Forum: Gambling Awareness on 22 November 2016
- Annual Small Townships Forum on 24 November 2016
- A Practical Introduction to Community Engagement Workshops, two workshops held on 27 February 2017
- Latrobe Police Community Safety Forum on 23 May 2017
- Traralgon Community Groups Forum on 24 May 2017 and
- Media Matters for Community Groups Workshop on 31 May 2017.

As at October 2016, 146 community groups were listed in the Community Group Directory.
As at July 2017, 159 community groups were listed in the Community Group Directory.

Action Status: **COMPLETED FOR 2016 – 2017**

1.6 Promote the Latrobe City Community Grants program and individual assistance available to culturally diverse communities.

Responsibility: Community Liveability - Community Strengthening

Measure: Promote the annual Community Grants to culturally diverse communities.

Outcome: Strengthen the ability of culturally diverse communities to access Community Grants.

When: Annually

Action Update: Information about the Latrobe City Community Grants Program for 2017/ 2018 was distributed amongst culturally diverse community networks, groups and the wider community, with submissions received from culturally diverse community groups.

Action Status: **COMPLETED FOR 2016 - 2017**

1.7 Include information for culturally diverse communities in Latrobe City New Residents Packs for distribution through Gippsland Multicultural Services and other appropriate Agencies

Responsibility: Planning and Economic Sustainability – Tourism

Measure: Information is included in New Residents packs and provided to Gippsland Multicultural Services and other appropriate agencies for distribution.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Quarterly

Action Update: Information for culturally diverse community members was included in all New Resident Packs. Packs were available on request to the Gippsland Multicultural Services and other appropriate agencies as follows:

- September 2016 – 11 new resident packs distributed
- October 2016 - 16 new resident packs distributed
- November 2016 – 16 new resident packs distributed
- December 2016 - 12 new resident packs distributed
- January 2017 – 22 new resident packs distributed
- February 2017 – 10 new resident packs distributed
- March 2017 – 9 new resident packs distributed
- April 2017 – 29 new resident packs distributed
- May 2017 – 15 new resident packs distributed

140 New Resident Packs were distributed for the financial year.

Action Status: **COMPLETED FOR 2016 - 2017**

Objective 2: Active community consultation and participation

Actions

- 2.1 Identify community safety issues relevant to people from culturally diverse backgrounds (evidence based) and consider how these could be incorporated into Latrobe City community safety activities.

Responsibility: Community Liveability - Community Strengthening

Measure: Number of issues identified and incorporated in community safety activities.

Outcome: Positive perceptions of safety for people from culturally diverse backgrounds.

When: Annually

Action Update: The Cultural Diversity Advisory Committee was consulted. The Committee recommended that the Community Strengthening team speak with the Victoria Police Multi-Faith Advisory Group (MAG). The MAG identified Scams and Emergency Management as issues to be addressed. A Multicultural Emergency Management Forum is planned for 6 July 2017.

Action Status: **COMPLETED FOR 2016 - 2017**

- 2.2 Invite representatives from service providers to a Cultural Diversity Advisory Committee meeting to discuss service needs of culturally diverse communities.

Responsibility: Community Liveability - Community Strengthening

Measure: Services providers identified and invited to attend a Cultural Diversity Advisory Committee Meeting.

Outcome: Increased awareness of service issues for people from culturally diverse backgrounds.

When: Annually

Action Update: The following service providers were invited to attend Cultural Diversity Advisory Committee meetings:

- Centre for Multicultural Youth, Youth Advisory Group on 9 November 2016.
- Family Mediation and Counselling Victoria and the Gippsland Family Law Pathways Network attended on 8 February 2017.

Action Status: **COMPLETED FOR 2016 - 2017**

- 2.3 Identify culturally specific services and invite participation on the Latrobe City Service Providers Network.

Responsibility: Community Liveability - Community Strengthening

Measure: Culturally specific services identified and invited to attend the Latrobe City Service Providers Network.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action Status: **This action does not require reporting for 2016-2017 as all service providers who are interested in the Network receive regular updates and meeting invitations.**

2.4 Promote community consultations offered by the Victorian Multicultural Commission to gain an understanding of issues facing culturally diverse communities.

Responsibility: Community Liveability - Community Strengthening

Measure: Community consultation sessions promoted.

Outcome: Increased awareness of community consultations and provide a voice to State Government.

When: As they occur.

Action Update: The Community Strengthening Team was not advised of any consultations offered by the Victorian Multicultural Commission during the year.

Action Status: **COMPLETED FOR 2016 - 2017**

Objective 3: Celebrating and valuing community diversity and cultural expression

Actions

- 3.1 Ensure images in the Latrobe City Council photo library are representative of the diverse nature of residents in Latrobe City and are regularly published.

Responsibility: Office of the Chief Executive - Community Relations

Measure: Publications reflect the diverse nature of our community.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action Update: The Community Relations Department is in the process of engaging another photographer to take updated images to be used as stock/photo library photos.

Action Status: **COMPLETED FOR 2016 – 2017**

- 3.2 Develop a list of significant cultural days for culturally diverse communities and place on the Latrobe City website.

Responsibility: Community Liveability - Community Development

Measure: List of significant cultural days for culturally diverse communities is published on the Latrobe City website.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action Status: **This action does not require reporting for 2016-2017. A web link to the Calendar of Cultural and Religious Dates available via the Australian Government Department of Social Services webpage has been located on the Latrobe City webpage since May 2016.**

- 3.3 Support National/Cultural days activities at Immigration Park by supplying National Flags when requested.

Responsibility: Planning and Economic Sustainability – Events & International Relations

Measure: National flags displayed on days of cultural significance.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action Update: The following flags were installed at Immigration Park during the financial year:

- July 2016 - American, French and South African.
- November 2016 – Philippines.
- February 2017 – Estonia.
- March 2017 – Bangladesh.
- June 2017 – Italian and the United Nations.

Action Status: **COMPLETED FOR 2016 – 2017**

3.4 Support the promotion of Immigration Park to the community and visitors.

Responsibility: Planning and Economic Sustainability - Tourism

Measure: Immigration Park is actively promoted to the community and visitors.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action Update: Immigration Park was promoted on the tourism website, *What to See and Do*, in brochures, in the Central Gippsland Official Visitor Guide, in the Victorian Retirement Guide 2016 and included in the new map designed for the back of the Rema town maps for Moe, Morwell and Traralgon and when appropriate, by staff and volunteers at the visitor information centre.

Additional avenues for promotion were utilised which created greater awareness and appreciation of the multiculturalism and heritage of our community.

Action Status: COMPLETED FOR 2016 - 2017

3.5 Promotion of Citizenship Ceremonies via Latrobe City Council's Twitter and Facebook accounts to build greater community awareness of our cultural diversity.

Responsibility: Office of the Chief Executive - Community Relations

Measure: Citizenship Ceremonies promoted on Latrobe City social media channels.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: Annually

Action Update: Dates of Citizenship Ceremonies were scheduled on the Social Media Planner. Citizenship Ceremonies were promoted through Facebook and an album of images was posted following each ceremony. Facebook is used more than Twitter.

Action Status: COMPLETED FOR 2016 – 2017

3.6 Utilise networks to promote Australia Day celebrations.

Responsibility: Planning and Economic Sustainability – Events & International Relations

Measure: Australia Day celebrations promoted to networks.

Outcome: Greater community awareness of our cultural diversity.

When: Annually

Action Update:

The Australia Day nomination poster was emailed to the Community Development Department in July 2016 to be distributed through their CALD Networks. Additional Facebook boosts were initiated prior to the closing date for Australia Day Nominations on 9 September 2016.

Nominations received for the 2017 Australia Day Awards were processed. In January 2017 the final Australia Day Program was provided to the Community Development Department for distribution through their CALD networks to advise of Australia Day Activities being held in Latrobe City.

On 20 April 2017 the Australia Day Advisory Committee met to debrief regarding the 2017 event and to start to organise the 2018 Australia Day program.

Action Status: **COMPLETED FOR 2016 – 2017**

3.7 Cultural Diversity Advisory Committee members are invited to attend Latrobe City Citizenship Ceremonies.

Responsibility: Community Liveability - Community Strengthening

Measure: Develop roster for Cultural Diversity Advisory Committee members' attendance at Citizenship Ceremonies.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: As they occur.

Action Update: Latrobe City Cultural Diversity Advisory Committee members were invited to all Latrobe City Citizenship Ceremonies during the financial year. Citizenship Ceremonies dates were promoted to Committee members at Committee meetings and through the Committee meeting agenda.

Action Status: **COMPLETED FOR 2016 - 2017**

3.8 Investigate options for individuals to wear their National costumes at Citizenship Ceremonies.

Responsibility: Office of the Chief Executive - Mayoral and Council Support

Measure: Candidates are encouraged to wear National costumes at Citizenship Ceremonies.

Outcome: Increased awareness of the diverse cultural nature of the residents of Latrobe City.

When: As they occur

Action Status: **This action does not require reporting for 2016-2017 as it is standard practice to encourage individuals to wear their National costumes at Citizenship Ceremonies.**

3.9 Provide information regarding Australia Day awards to the Cultural Diversity Advisory Committee for distribution to networks.

Responsibility: Community Liveability - Community Strengthening

Measure: Information provided to Cultural Diversity Advisory Committee members to promote to their networks.

Outcome: Increased awareness of Australia Day Awards and encourage nominations from our culturally diverse communities and residents.

When: Annually

Action Update: The promotional flyer was circulated to the Cultural Diversity Advisory Committee members in July 2016.

Action Status: **COMPLETED FOR 2016 – 2017**

Objective 4: Leadership and advocacy

Actions

- 4.1 Promote Latrobe City Social Support volunteer programs to culturally diverse communities.

Responsibility: Community Liveability – Social Support

Measure: Social Support volunteer programs promoted to culturally diverse communities.

Outcome: Increased participation and access by residents from culturally diverse backgrounds in Latrobe City Social Support volunteer programs.

When: Annually

Action Update: The Direct Care Team continued to offer and promote volunteering opportunities within its programs to the community including those from culturally diverse backgrounds. Volunteer opportunities were promoted using a multitude of methods and were inclusive of people's diverse backgrounds. Staff awareness of the vast array of diverse backgrounds within Gippsland has increased and sensitive practises are maintained by all staff. Cultural diversity remains a high priority as an ongoing 'business as usual' item for the Direct Care Programs.

Action Status: COMPLETED FOR 2016 -2017

- 4.2 Gather information about how other Local Government Authorities in Gippsland are working with culturally diverse communities.

Responsibility: Community Liveability - Community Strengthening

Measure: Information gathered and presented to Cultural Diversity Advisory Committee.

Outcome: The Cultural Diversity Advisory Committee is informed of activities.

When: Annually

Action Update: A report has been developed with responses from each of the five Gippsland local governments. The report will be presented to the Cultural Diversity Advisory Committee members at a future meeting.

Action Status: COMPLETED FOR 2016 – 2017

- 4.3 Identify opportunities to promote activities of the Latrobe City Cultural Diversity Advisory Committee in the local media.

Responsibility: Community Liveability - Community Strengthening

Measure: Activities promoted through local media.

Outcome: Increased awareness of the activities of the Cultural Diversity Advisory Committee.

When: As appropriate.

Action Update: The Cultural Diversity Action Plan Year Two Annual Report was published on the Latrobe City webpage.

Recruitment of the 2017 to 2020 Cultural Diversity Advisory Committee was completed. The recruitment of the Committee was promoted through the Latrobe Valley Express, by direct mail to social and ethnic groups in the municipality and information was included on the Latrobe City webpage and Facebook page. The Expression of Interest Information Pack developed for the recruitment of the Committee was displayed at Latrobe City Service Centres.

Action Status: **COMPLETED FOR 2016 - 2017**

4.4 Develop and deliver a cultural competency training program for Latrobe City staff.

Responsibility: Corporate Strategy - Learning and Development

Measure: Cultural competency training program developed and delivered.

Outcome: Council Officers have increased skills in working with culturally diverse clients. Latrobe City has increased skills in understanding and working with diversity. Council officers have the skills and knowledge to embed cultural diversity into plans, strategies and projects.

When: Annually.

Action Update: A Cultural Diversity Training session was offered to staff in late May 2016. This was following two previously cancelled sessions (due to low registrations). The May 2016 session was not well attended; because of this, it was decided to rest the training and look at alternative ways to encourage awareness of cultural diversity in the workplace.

With the implementation of the new Latrobe City e-recruit system (for staff recruitment), the Human Resources area will be able to gather and report on diversity in recruitment and with the employee induction system Latrobe City will be able to collect data at the point of employment related to equal opportunity and cultural diversity.

Unconscious Bias Training is scheduled for 2017- 2018. Cultural Awareness training will be reintroduced with the introduction of the new Learning Management System.

Action Status: **INCOMPLETE FOR 2016-2017**

4.5 Encourage stronger links between culturally diverse communities and Neighbourhood Houses and Universities of the Third Age.

Responsibility: Community Liveability - Community Strengthening

Measure: Neighbourhood Houses Coordinators and University of the Third Age representatives invited to a Cultural Diversity Advisory Committee Meeting.

Outcome: Increased awareness of educational opportunities and mutual support programs for culturally diverse communities.

When: 2016 – 2017

Action Update: Neighbourhood Houses and the University of the Third Age were scheduled as guest speakers for the 24 May 2017 Cultural Diversity Advisory Committee meeting. This meeting was cancelled.

Action Status: **INCOMPLETE FOR 2016-2017**