

# Multicultural Action Plan 2019–23

Responsible Directorate: Community Development

Authorised by: City of Boroondara

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# 1. Introduction

The City of Boroondara Multicultural Action Plan (MAP) 2019–23 is Council's overarching commitment to supporting, promoting and celebrating our increasingly culturally diverse population. With almost a third of the City's residents born overseas in over 150 different countries, the community is underpinned by a rich cultural diversity.

The Plan is Council's third cultural diversity plan. It builds on the achievements of the previous plans and takes into account the areas for action identified through the consultation and research that informed the development of the Boroondara Community Plan and this Plan.

The Plan acknowledges the important role that local government plays in creating a welcoming community where all people feel a sense of connection and belonging. The MAP provides Council with a framework for achieving this so that everyone has the opportunity to participate fully in community life. Rather than prioritising separate services for people from culturally diverse backgrounds, the MAP enables Council to effectively incorporate cultural diversity considerations into the design and delivery of equitable services, programs and facilities for the wellbeing of the whole community.

## 1.1 Vision and purpose

The MAP supports the vision of Council's key strategic document, the Boroondara Community Plan, for '*A vibrant and inclusive city, meeting the needs and aspirations of its community*'.

The goal of the MAP is to create a welcoming community where cultural diversity is celebrated and promoted and where people of all cultural, linguistic and religious backgrounds are able to participate in all aspects of life in Boroondara. The Plan recognises that Council can play a number of roles to achieve this through advocacy, partnerships, capacity building, service delivery, planning, facilitating connections, and providing grants and facilities.

The MAP adopts a holistic approach to promoting the City's cultural diversity as an asset to be valued. To achieve this, Council will develop its understanding of the opportunities and challenges that come with meeting the diverse needs of the community. Council will also collaborate where relevant across all levels of government, as well as the community and business sectors.

## 1.2 Our community

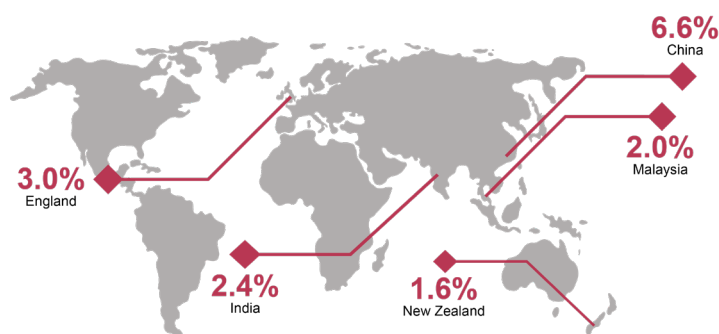
Cultural diversity promotes the shared values and benefits of our diverse backgrounds and cultural heritage. It provides all individuals with a legitimate right to be included and participate fully in community life without distinction of any kind. Fundamental to the concept of cultural diversity is that it applies to all of us. Our different cultural identities are intrinsic to the cosmopolitan society we live in - one made up of diverse peoples from diverse

backgrounds. Owing to the City's long history of migration and cultural heritage, diversity is embedded in the social fabric that constitutes the Boroondara community today.

Boroondara's overseas born population has steadily increased over time from 23.6% of the total population in 1991 to almost a third of our total population in 2016 (30.9%). Our residents originate from more than 150 different countries and speak 119 languages. In total, Boroondara has the fourth highest rate of overseas born residents in the Eastern Metropolitan Region. Outlined below is a snapshot of Boroondara's culturally diverse community based on 2016 Census data.

### Top 5 countries of birth

other than Australia



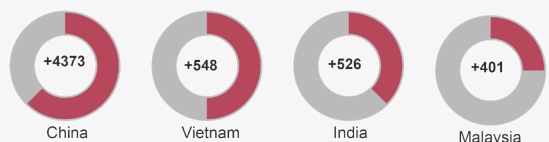
## 30.9%

of residents born overseas



### Largest increase in place of birth

between 2011-2016



# 181,289

Population of the City of Boroondara in 2018

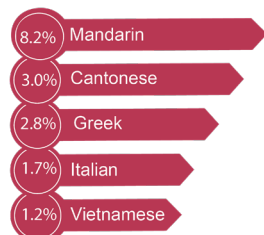
### Top 5 ancestries

English	22.7%
Australian	18.9%
Chinese	11.5%
Irish	9.7%
Scottish	7.6%



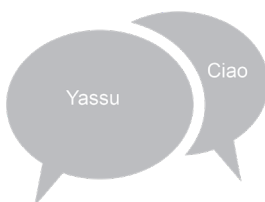
### Top 5 languages

spoken at home other than English



## 4.1%

of residents don't speak English well, or at all



# 119

languages are spoken in the City of Boroondara

## 24.6%

of the population was born in a country where English is not the main language spoken

# 73.0%

of residents agree that multiculturalism makes life in the area better



## 27.2%

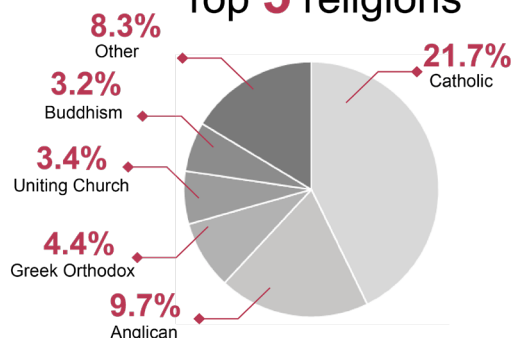
of residents speak a language other than English at home



## 45.9%

of residents have a religious affiliation

### Top 5 religions



## 1.3 Corporate framework

As shown in Figure 1, the Boroondara Community Plan 2017-27 (BCP), which incorporates the Municipal Public Health and Wellbeing Plan, is Council's key strategic document and describes the 10-year vision and priorities. It guides Council's decision making, and directly informs the Council Plan including the Strategic Resource Plan, annual commitments and strategic indicators, the Municipal Strategic Statement and Council's strategies, plans and policies.



**Figure 1: City of Boroondara Corporate Framework**

The vision, wellbeing commitment and priority themes of the BCP provide the foundation for the MAP. The Plan will address the relevant strategies under the following BCP themes and strategic objectives:

- Your Community, Services and Facilities  
Strategic Objective 1: Community services and facilities are high quality, inclusive and meet a variety of needs now and into the future.
- Your Local Shops and Businesses  
Strategic Objective 6: A vibrant local economy and shops that are accessible, attractive and a centre of community life.
- Civic Leadership and Governance

Strategic Objective 7: Ensure that ethical, financial and socially responsible decision making reflect community needs and are based on principles of accountability, transparency, responsiveness and consultation.

Additionally the Plan will address the following strategy from the Boroondara Council Plan 2017-21.

- Strategy 7.8 - Develop and implement a program of actions that will progressively move the organisation towards a customer-centric, high performing, engaged and collaborative culture that supports the successful delivery of customer experience and the Boroondara Community Plan.

The MAP will also contribute toward the following health priorities of the BCP:

- promoting mental health and social connection
- preventing injury and violence
- promoting active living.

The MAP plays an important role in guiding Council to ensure the interests and needs of the culturally diverse communities are considered in the planning, design and delivery of Council facilities, services and programs.

## **1.4 Policy context**

The MAP is informed by key legislation and policies at the International, Australian, Victorian and Local Government levels. This policy context has provided a framework for developing the actions for the Plan.

### **International**

- The Universal Declaration of Human Rights
- UNESCO Universal Declaration on Cultural Diversity

### **Australian**

- Multicultural Australia: United, Strong, Successful

### **Victorian**

- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities 2006
- Equal Opportunity Act 2010
- Multicultural Victoria Act 2011
- Multicultural Policy Statement, 'Victorian. And Proud of it'.

## **Local Government**

- Local Government Act 1989
- Municipal Association of Victoria (MAV) Statement of Commitment to Cultural Diversity 2012

## **1.5 Methodology**

The development of the MAP was informed by a number of research and consultation steps, including:

- a review of Council's achievements of the Cultural Diversity Plan 2014-18
- analysis of International, Australian, Victorian and municipal level policies, plans and legislation
- benchmarking against other local government plans
- a review of the demographic data related to Boroondara's culturally diverse community
- analysis of the findings from the community consultations for the development of the Boroondara Community Plan related to cultural diversity
- targeted consultations in 2018 and 2019 with Council staff and representatives from five culturally diverse community groups.

## **1.6 Key areas for action**

The information gathered during the community consultation for the BCP and the further targeted consultations for this Plan were analysed along with the findings from the research, benchmarking and demographic profile to identify key areas for action in the MAP. These areas for actions were then grouped under the relevant BCP priority theme, as shown below.

### **Boroondara Community Plan Priority Theme 1: Your Community, Services and Facilities**

Key areas for action:

- Acknowledge and celebrate the City's cultural diversity through programs and activities to create a welcoming and inclusive community.
- Ensure the diverse needs of the community are considered when planning Council's services, programs and facilities so that all community members can participate.
- Work with our community and partners to develop community safety initiatives to enhance perceptions of safety among culturally diverse communities.
- Support opportunities for intercultural engagement to build social connections between and within groups.

- Encourage participation by culturally diverse communities in volunteering, sport and recreation activities, the libraries, and arts and cultural programs to improve health and wellbeing.
- Provide support to enhance the capacity of culturally diverse residents and groups to apply for grants and lead projects.
- Encourage and facilitate partnership opportunities to enhance social connections and participation in the community life.
- Increase engagement with culturally diverse communities to build greater connections with Council and the community.

## **Boroondara Community Plan Priority Theme 6: Your Local Shops and Businesses**

Key areas for action:

- Provide support to small business owners who speak English as a second language to assist them to participate in local business networks, mentoring programs and trader's associations.

## **Boroondara Community Plan Priority Theme 7: Civic Leadership and Governance**

Key areas for action:

- Increase awareness of Council services, programs and facilities among culturally diverse communities in Boroondara so that they are able to participate.
- Review how Council communicates and engages with culturally diverse communities and develop protocols.
- Provide relevant information in languages other than English to encourage participate.
- Advocate to the State and Federal Government on behalf of culturally diverse communities and ensure the diverse needs of the community are reflected in Council's advocacy.
- Increase the cultural competency of the workforce so that they can create a welcoming environment.
- Promote opportunities to participate in Council's advisory committees and in community consultations.
- Support the development of a workforce profile that is reflective of the community.

These key areas have informed the development of the action plan in Section 2 on the following page.



## 2. Implementation

The MAP action plan is informed by the areas for action identified in Section 1.6 and aligns with the three relevant themes of the Boroondara Community Plan. All actions, which require funds not included in Council's Strategic Resource Plan, will be referred to future budget deliberations and subject to further Council consideration prior to implementation.

### Priority Theme: Your Community, Services and Facilities

Strategic Objective 1: Community services and facilities are high quality, inclusive and meet a variety of needs now and into the future.

Action no.	Action	Objective	Measures	Budget and priority
1.	Deliver information about Council and its services to culturally diverse community groups through face-to-face engagement at community meetings and events.	Increased awareness in the culturally diverse community of Council's services and facilities.	Number of face-to-face information sessions provided per year.	Operational budget  Year 1 - 2
2.	Work with Victoria Police and other relevant agencies to strengthen outreach and the messaging to culturally diverse communities about safety issues.	Increased perceptions of safety among culturally diverse residents.	Number of projects undertaken.	Operational budget  Year 1 - 2

Action no.	Action	Objective	Measures	Budget and priority
3.	Convene the Boroondara Interfaith Network (BIN) and work with its members to hold events for all the community to promote harmony and social cohesion.	Greater community awareness and understanding of different faiths and cultural groups.	Number of events.	Operational budget  Annual
4.	Celebrate cultural diversity through Council's Arts & Culture programming.	Promote diversity within the community through Arts and Culture programming	Annual collaborative project with Community Planning and Development.	Operational budget  Annual
5.	Undertake qualitative research on the inclusion and wellbeing of young people from culturally diverse backgrounds in the community to identify future actions and activities.	Greater understanding of inclusion and wellbeing for young people.	Research undertaken and shared with the community to inform service delivery.	Operational budget  Year 3 - 4
6.	Acknowledge and celebrate culturally significant days through displays and story time sessions at the libraries.	Key dates of cultural significance are celebrated.	Number of dates celebrated through book displays or story time sessions.	Operational budget  Annual

Action no.	Action	Objective	Measures	Budget and priority
7.	Provide English conversation clubs at the libraries and enhance awareness of the library service amongst culturally diverse communities.	Improved English skills of culturally diverse members of the community.	Number of English conversation classes provided.	Operational budget  Annual
8	Explore opportunities for storytelling and reading groups in languages other than English to be held in library.	Greater inclusion in library services.	Trial undertaken and the number of sessions provided.	Operational budget  Year 1 - 2
9.	Review the culturally diverse collection at library services in consultation with local culturally diverse communities.	Council library collections meet the needs of culturally diverse communities.	Percentage of culturally diverse collection reviewed.	Operational budget  Year 1 - 2
10.	Support and build the capacity of culturally diverse community groups to apply for grants and other funding to improve health and wellbeing and community understanding.	Greater understanding of available grants.	Number of funded grant applications from culturally diverse community groups.	Operational budget  Annual

Action no.	Action	Objective	Measures	Budget and priority
11.	Support culturally diverse residents to access opportunities to volunteer.	Increase the number of volunteers from culturally diverse backgrounds.	Number of registered volunteers from culturally diverse backgrounds.	Operational budget  Annual
12.	Trial a cultural champions program where culturally diverse residents would be engaged to provide advice on the needs and issues important to them.	Improve awareness of issues affecting culturally diverse communities.	Bi-annual meetings held.	Operational budget  Year 1 - 2
13.	Develop a publicly accessible directory of culturally diverse community services, organisations and faith groups.	Greater awareness of culturally diverse groups in the community.	Development of the directory, which would be available on Council's website and updated every two years and link to relevant digital hubs, including 'Add Life to your Years'.	Operational budget  Year 1 - 2
14.	Develop a project that aims to connect members of the community in their local neighbourhoods (for example, Neighbour Day events)	Improved sense of community.	Project trial undertaken.	Operational budget  Year 3 - 4

Action no.	Action	Objective	Measures	Budget and priority
15.	Encourage culturally diverse communities to participate in sport and recreation activities by linking culturally diverse groups with sports clubs and leisure centres.	Increased participation by culturally diverse residents in sport and recreation activities.	Number of connections made between sports clubs and culturally diverse groups.	Operational budget  Annual
16.	Build awareness of Council's Maternal and Child Health (MCH) services among newly arrived culturally diverse communities.	Increased use of MCH services including playgroups by newly arrived culturally diverse residents.	Number of participants from culturally diverse communities.	Operational budget  Annual
17.	Build the capacity of culturally diverse groups to support their sustainability and capacity to lead local projects.	Increased sustainability of culturally diverse groups.	Number of information sessions with multicultural groups to provide support and advice.  Number of partnerships formed.	Operational budget  Annual

## Priority Theme: Your Local Shops & Businesses

Strategic Objective 6: A vibrant local economy and shops that are accessible, attractive and a centre of community life.

Action no.	Action	Objective	Measures	Budget and priority
18.	Promote the multi-lingual videos available on Council's website for businesses.	Information available to small business owners from culturally diverse backgrounds.	Number of downloads of videos from Council's website.	Operational budget  Annual
19.	Connect small business owners from culturally diverse backgrounds with mentors through Council's business mentoring sessions.	Business owners from culturally diverse backgrounds are provided with mentoring support.	Number of business owners from culturally diverse backgrounds participating in Council's mentoring program.	Operational budget  Annual

## Priority Theme: Civic Leadership and Governance

Strategic Objective 7: Ensure that ethical, financial and socially responsible decision making reflects community needs and is based on principles of accountability, transparency, responsiveness and consultation.

Action no.	Action	Objective	Measures	Budget and priority
20.	Increase the content of the photo library with images depicting cultural diversity for use in Council publications and ensure that all Council publications (images) continue to reflect the cultural diversity of the community.	Publications show images depicting the city's cultural diversity.	Increased number of images in the database reflecting the culturally diverse community.	Operational budget  Year 1 - 2
21.	Develop a workforce inclusion strategy that recognises and celebrates cultural diversity.	Staff feel supported and valued.  The benefits of a diverse workforce are recognised, celebrated and promoted.	Strategy developed and implemented.	Operational budget  Year 1 - 2
22.	Incorporate components on cultural awareness in Council's wellbeing calendar.	Awareness of the cultural diversity of our staff and community.	Activity held to recognise cultural diversity of staff.	Operational budget  Annual

Action no.	Action	Objective	Measures	Budget and priority
23.	Deliver annual cross-cultural awareness training for staff across Council including working with interpreters.	Increased confidence of staff to interact with culturally diverse customers.  Increased staff awareness of the culturally diverse community.	Number of training sessions provided.  Number of staff participating in the training.	Operational budget  Annual
24.	Undertake a review of Council's communication and engagement practices and develop a set of organisation wide protocols to inform how we engage and communicate with the culturally diverse community. This would include protocols about translating information, ethno specific communication channels and other communications methods such as audio-visual format.	Greater awareness among staff and consistency of communication protocols.	Communications practices reviewed and protocols developed.	Budget bid and/or grant funding required  Year 1 - 2



Action no.	Action	Objective	Measures	Budget and priority
25.	Include the needs of culturally diverse women in advocacy on family violence including elder abuse where appropriate.	The needs of culturally diverse women are advocated for.	Number of advocacy submissions made.	Operational budget  Annual
26.	Advocate to the Victorian Government to translate its key health and safety information and forms.	Victorian Government health and safety information and forms available in a number of languages.	Number of advocacy submissions made.	Operational budget  Year 1 - 2
27.	Targeted promotion through existing multicultural networks of opportunities to participate in Council's advisory committees and community consultations.	Greater participation of people from a culturally diverse background.	Number of promotions to multicultural networks.	Operational budget  Annual
28.	Establish an internal reference group of Council staff to assist with implementation of the Plan.	Actions in the plan are completed within the allocated timeframe.	Internal reference group established.  Quarterly meetings held to progress actions in the plan.	Operational budget  Annual

### 3. Evaluation and Monitoring

The Community Planning and Development Department has overall responsibility for the management and evaluation of the Plan.

The implementation of actions will be shared across Council departments and progress will be monitored annually through Council's internal corporate reporting system. In addition, progress will be monitored by the internal reference group of staff. Council will also obtain advice from culturally diverse community members on the implementation of relevant actions in the Plan.

The MAP will be refreshed and updated in 2023 following the review in 2021 of the Boroondara Community Plan. Council will ensure that feedback received from the community in the review of the Boroondara Community Plan, which is relevant to this Plan, is captured and informs the development of the next MAP.

### 4. Accountabilities

For all queries or feedback regarding this plan, please use the contact details below.

Department Contact	Contact number	Contact email
Community Planning and Development	(03) 9278 4938	<a href="mailto:communityplanning@boroondara.vic.gov.au">communityplanning@boroondara.vic.gov.au</a>

### 5. Related documents and online resources

[City of Boroondara Community Profile](#)

[City of Boroondara diversity statistics](#)