

CITY OF BOROONDARA  
**CULTURAL  
DIVERSITY  
PLAN**

**2014-18**



**BOROONDARA**  
*City of Harmony*



# Foreword

## **Council is pleased to present the City of Boroondara's Cultural Diversity Plan 2014-18.**

With early settlement and migration forging a long history of cultural, linguistic and religious diversity in Boroondara, our City has benefited from the knowledge, skills, and traditions of the diverse people that contribute to our community. Cultural diversity is therefore at the heart of Boroondara's identity as we continue to welcome people from around the world.

To develop the plan, Council adopted a community-driven approach that focused on better understanding the lived experience and perspectives of our community. Council involved representatives from the major cultural and linguistic groups now settled in Boroondara in its development by training them to help facilitate a series of community conversations about diversity in Boroondara. Through these, Council captured a strong sense of support for the City's diversity and heard of the community's aspirations to become better connected with one another.

Council recognises the importance of promoting a community where everyone has the opportunity to participate and contribute. The plan's four priority themes promote a Boroondara built on respect, inclusion, partnership and access for all. These themes aim to enhance Council's capacity to provide effective services and opportunities that respond to the changing needs of our City.

Thank you to everyone who contributed to the development of this plan. Council is confident that it will help to continue building a harmonious and inclusive City for all.

The City of Boroondara Cultural Diversity Plan was adopted by Council on 13 October 2014.

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## Executive Summary

The City of Boroondara's Cultural Diversity Plan 2014-18 (CDP) is a four-year plan developed to address the changing needs of Boroondara's diverse communities.

The Plan articulates Council's approach to supporting and responding to the increasing growth of the City's culturally and linguistically diverse (CALD) population. The Plan provides Council with a framework for sustaining a strong and engaged community through a number of key priority themes and objectives developed in consultation with the local community.

To inform the development of the Plan, Council consulted the local community through a community facilitated approach. The aim of this approach was to ensure the community was actively involved in the development of the Plan. To achieve this, Council recruited 18 volunteer community members from different cultural backgrounds to help facilitate the consultative process. The group was then provided with training to co-facilitate a series of consultations known as 'Community Conversations' - consisting of three bilingual focus groups and two community-wide forums. By working in collaboration with the community and other stakeholders to achieve its vision for our culturally diverse City, the CDP is a shared commitment to maximising the benefits of our diversity and addressing barriers to service delivery.

The CDP will achieve its vision for a socially inclusive and resilient community by addressing four priority themes:



### 1. Promoting and celebrating diversity



### 2. Building inclusive and resilient communities



### 3. Culturally responsive and accessible services



### 4. Fostering partnership and collaboration

The following objectives have been developed to guide the implementation of the CDP action plan:

### Objective 1

To support the meaningful expression and cross cultural exchange of cultural, linguistic and faith identities and enhance our sense of community.

### Objective 2

To increase awareness of the social and economic contribution of Boroondara's CALD communities.

### Objective 3

To increase opportunities for CALD networks and communities to actively contribute to social, economic and civic life.

### Objective 4

To facilitate greater links both within and across communities to build a socially inclusive and resilient society.

### Objective 5

To enhance access to culturally responsive services and activities.

### Objective 6

To develop innovative information and communications strategies that adapt to the changing needs of Boroondara's diverse communities.

### Objective 7

To facilitate whole of community partnerships to achieve common goals.

### Objective 8

To consult and collaborate with CALD and local service providers and other local governments to respond effectively to emerging needs and issues in the community.



# Action Plan

To achieve its vision for a socially inclusive and resilient City, Council is committed to delivering actions under each of the following eight objectives:

Objective	Action
<b>1. To support the meaningful expression and cross cultural exchange of cultural, linguistic and faith identities and enhance our sense of community.</b>	1.1 Develop opportunities for community groups to establish links and collaborate on cross cultural community events through the annual grants program, the Boroondara Interfaith Network and community networking events.
	1.2 Celebrate Boroondara's diversity by organising a community exhibition capturing the stories of the City's CALD communities.
<b>2. To increase awareness of the social and economic contribution of Boroondara's CALD communities.</b>	2.1 Include a monthly 'Celebrating Diversity' feature in the Boroondara Bulletin and Boroondara staff magazine to highlight achievements and events across Boroondara's CALD communities.
	2.2 Work with local faith groups to organise a 'Places of Worship Tour' around Boroondara.
<b>3. To increase opportunities for CALD networks and communities to actively contribute to social, economic and civic life.</b>	3.1 Provide opportunities to encourage CALD communities to participate in arts and cultural activities within the City.
	3.2 Promote programs run by Youth Services to newly arrived CALD young people to encourage participation.
	3.3 Consult with CALD groups as part of the redevelopment of the Balwyn Library.
<b>4. To facilitate greater links both within and across communities to build a socially inclusive and resilient society.</b>	4.1 Seek external funding for projects that increase social inclusion and intercultural awareness about community life in Boroondara for international students.
	4.2 Implement a volunteer buddy program, as part of the English Conversation Club to provide students with social networking opportunities.
	4.3 Develop a garden care workshop for CALD residents, particularly the elderly, to provide an opportunity to educate and connect up CALD community members.
	4.4 Develop a project that aims to connect members of the community in their local neighbourhoods eg Neighbour Day events.
	4.5 Develop a project that aims to connect members of the community in their local neighbourhoods eg Neighbour Day events.



Objective	Action
<b>5. To enhance access to culturally responsive services and activities.</b>	5.1 Investigate a mobile Council service to connect with a larger number of residents and remove barriers to customer service.
	5.2 Explore funding opportunities to support an ongoing Parent Infant Mother Goose group with a trained Chinese-speaking facilitator.
	5.3 Organise 'Welcome to Boroondara' events where newly arrived residents and international students can link in with Council services and connect with community representatives.
	5.4 Investigate opportunities to facilitate culturally relevant sport and recreation activities and programs through the development of the Sport and Recreation Strategy 2014-19.
	5.5 Conduct a research project into the needs of minority and emerging CALD communities settling in Boroondara.
	5.6 Investigate options to include a cultural responsiveness module/toolkit for Council staff.
	5.7 Document health and wellbeing issues relevant to Boroondara's CALD population to inform Council's health planning.

**6. To develop innovative information and communications strategies that adapt to the changing needs of Boroondara's diverse communities.**

- 6.1 Expand the range of Council information provided in multilingual audiovisual format for CALD communities, including a 'Welcome to Boroondara' video.
- 6.2 Assist the local CALD business community by exploring the development of an online video resource outlining trader information in Mandarin.
- 6.3 Investigate ways to further utilise the popularity of libraries to disseminate information about activities and services relevant to CALD communities.
- 6.4 Develop a personalised model for communicating and engaging with people from CALD backgrounds.
- 6.5 Update and expand the information provided in the Residents' Kits for the top four language groups in Boroondara, including a Plan for how the Kits will be promoted and distributed.

Objective	Action
<b>7. To facilitate whole of community partnerships to achieve common goals.</b>	7.1 Work with member agencies to identify and provide volunteer opportunities that increase the number of CALD people volunteering in non-CALD specific organisations.
	7.2 Use the 'Community Conversations' approach, where community members are trained in facilitating consultations, to conduct sessions with the community and across Council where applicable.
	7.3 Investigate opportunities for a social enterprise project involving CALD community members, particularly young people.
<b>8. To consult and collaborate with CALD and local service providers and other local governments to respond effectively to emerging needs and issues in the community.</b>	8.1 Collaborate with other Eastern Metropolitan Region (EMR) Councils to share information and benchmark cross cultural initiatives.
	8.2 Organise an annual meeting with local agencies and CALD community representatives to review emerging needs and issues for both existing and newly arrived CALD communities.
	8.3 Work with local partners to raise community awareness and minimise the harm of problem gambling.





# Introduction

The City of Boroondara's Cultural Diversity Plan 2014-18 (CDP) is Council's overarching commitment to servicing the needs of our increasingly diverse population. With over a quarter of the City's residents born overseas in 150 different countries, our community is underpinned by a rich cultural diversity.

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.<sup>1</sup> 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.

## Vision and purpose

The Plan is Council's commitment to harnessing the benefits of Boroondara's diversity to enhance our health and wellbeing both now and into the future. The overarching vision of the Plan therefore promotes a community built on harmony and mutual respect for one another, underpinned by the principles of multiculturalism outlined in the *Multicultural Victoria Act 2011* (MVA).<sup>3</sup> In addition to promoting and advancing the State's cultural diversity, the MVA also enshrines the importance of civic responsibility.

**All Victorians are entitled to enjoy a harmonious and cohesive society, and accordingly, all Victorians are responsible for helping maintain this right.<sup>4</sup>**

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***To foster a socially inclusive and resilient community where cultural, linguistic and religious diversity is respected and valued.***

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Council recognises local government's role in promoting a socially inclusive community, as well as responding effectively to the community's complex and changing needs. The CDP is therefore a guiding framework for delivering programs and services that are responsive to our diverse demographics. The CDP adopts an access and equity approach to servicing cultural diversity,<sup>2</sup> ensuring that everyone has the opportunity to access services and participate at the municipal level regardless of their background or language proficiency. Rather than prioritising separate services for people from CALD backgrounds, the CDP enables Council to effectively incorporate cultural diversity considerations into the design and delivery of services for the wellbeing of the whole community.

**The CDP's scope extends to all of us. It adopts a holistic approach to promoting the City's diversity, as an asset to be valued and embraced by all members of the community.**

To achieve this, Council will collaborate where relevant across all levels of government, as well as the community and business sectors.



# Our Diversity

**Victoria is home to one of the most culturally diverse societies in the world.<sup>5</sup>**

Over a quarter of Boroondara's residents (approximately 44,951) were born overseas in 150 countries, and 116 languages are spoken in the City. The changes observed in Boroondara's population reflect overall trends occurring across Melbourne, including an increase in residents born overseas, residents arriving from Asia and residents from places where English is not the first language.

## Countries of origin

In total, Boroondara has the fourth highest rate of overseas born residents of the seven EMR Councils. According to the 2011 Census, Boroondara's largest overseas born community comes from China (see Table 1), compared to 2006 when the largest population came from the United Kingdom (UK). Boroondara's overseas born population has settled across different parts of the municipality, with the highest concentration in Balwyn (35.1%) followed by Balwyn North (34.2%) and Hawthorn (30.8%).

Birthplace	Number	% of Boroondara population	Median age
China	6,690	4.2	37
United Kingdom	6,127	3.8	50
India	3,524	2.2	29
Malaysia	2,932	1.8	46
New Zealand	2,762	1.7	40
Greece	1,821	1.1	70
Italy	1,762	1.1	70
Hong Kong	1,566	1.0	42
Vietnam	1,428	0.9	43
Sri Lanka	1,120	0.7	42

Table 1: Top 10 overseas countries of birth, Boroondara residents, 2011 Census

## Language

Of the 37,450 residents who speak a language other than English at home, Mandarin is the most common, followed by Greek and Cantonese (see Table 2). Mandarin had the largest increase in speakers between 2006 and 2011, with an increase of 2,744 residents. In terms of English language proficiency, 3.1% of Boroondara residents (4,870) speak English not well or not at all.

Language	Number	% of Boroondara population
Mandarin	6,690	4.2
Greek	6,127	3.8
Cantonese	3,524	2.2
Italian	2,932	1.8
Vietnamese	2,762	1.7
Hindi	1,821	1.1
Gujarati	1,762	1.1
French	1,566	1.0
Korean	1,428	0.9
Spanish	1,120	0.7

Table 2: Top 10 languages other than English, Boroondara residents, 2011 Census

## Migration streams

Most people migrating to Australia arrive through family, humanitarian and skilled migration streams. From 1991 to 2013, 26,869 settler arrivals to Boroondara were recorded by the Department of Immigration and Citizenship. See Table 3 for arrivals by migration stream from the top five countries of origin.<sup>6</sup>

Between 1991 and 2012, migration through the humanitarian stream fell from 180 settlers in 1991 to an annual average of 17 since 2000. Humanitarian entrants settling in Boroondara since 2007 are mainly from Afghanistan (19), Iran (17), and China (12).

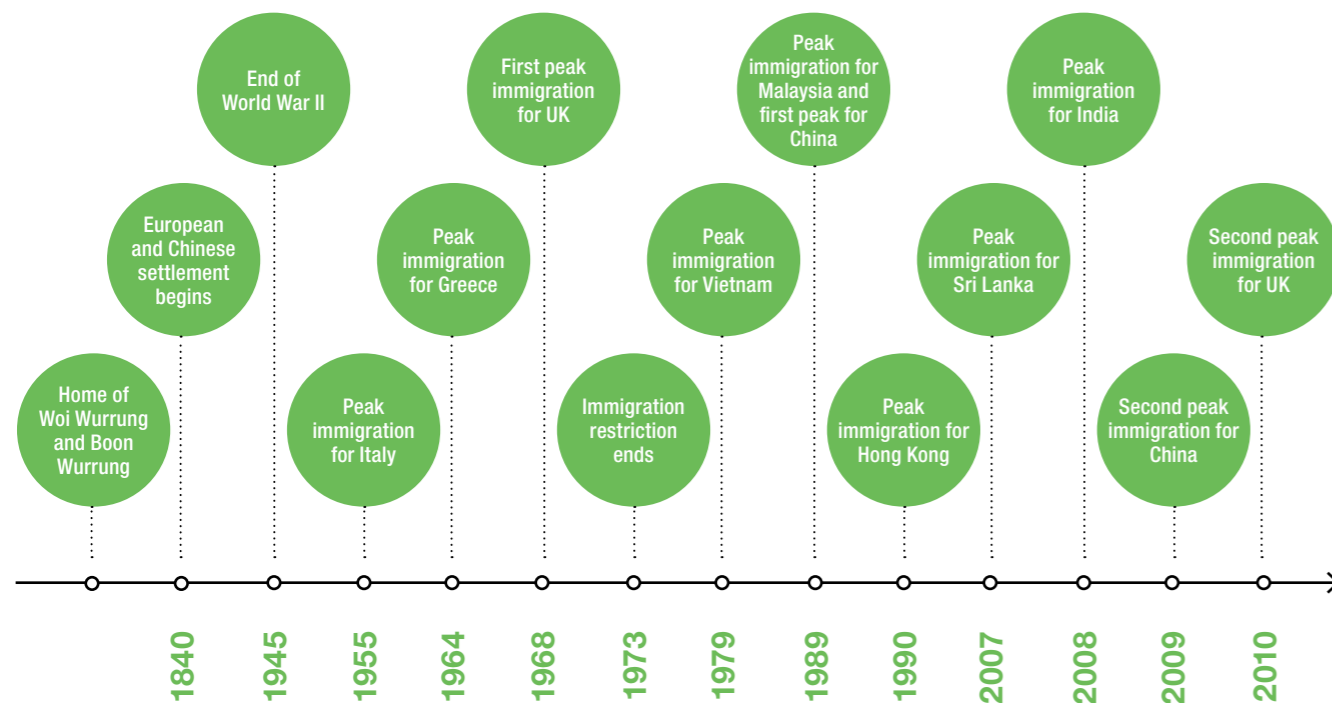
Migration stream	Country of origin				
	China	India	Malaysia	United Kingdom	Hong Kong
Family	25%	14%	21%	42%	20%
Humanitarian	6%	0%	0%	0%	1%
Skilled	68%	81%	75%	53%	68%
Other/Unknown	2%	5%	4%	4%	11%
Total	100%	100%	100%	100%	100%

Table 3: Migration streams for Top 5 countries of origin, Boroondara residents who first arrived in Australia 1 January 1991 to 30 June 2013

## Waves of settlement and migration

To understand how cultural diversity has come to underpin our identity, the City's history provides us with insight into the community we are today.

Figure 1: Key events and immigration peaks for Boroondara (based on 2011 Census)



Boroondara's multicultural identity stems from the earliest era of its Indigenous heritage, with the existence of the people of Kulin Nation (including the Woi Wurrung and Boon Wurrung tribes) preceding European settlement.<sup>7</sup> Early European settlement in the Boroondara area began from 1840, with the first settlers arriving from England, Scotland, Wales and Ireland.

Although large scale immigration commenced in the late 1940s, its initial impact on Boroondara was relatively less than in other areas of Melbourne, with the population remaining predominantly British. By 1976, however, the post-war immigration boom resulted in around one in five of the 91,000 people living in the City of Camberwell being born overseas.

Immigration to Australia from Italy and Greece increased dramatically after World War II, with 89% of Boroondara's Italian and Greek communities arriving prior to 1975. Boroondara's Malaysian born community first arrived in Australia after 1974, with the number of people from Malaysia peaking between 1986 and 1990. Around the same time, the end of the immigration restrictions in 1973 saw increasing numbers of Sinhalese and Tamil settlers from Sri Lanka.

The majority of Boroondara's Vietnamese residents arrived to settle in the area after the end of the Vietnam War in 1975. One in three of the City's Vietnamese born residents first arrived in Australia between 1978 and 1981.

## Newer communities

Boroondara's Chinese community is the largest overseas born population group in the City, as well as the fastest growing. In 2011, the population of people with Chinese ancestry was 17,893, with 6,690 of these being born in China. Mandarin is the most commonly spoken Chinese language among residents (58.3%) followed by Cantonese (34.9%). The City's Chinese population is mainly from China and Hong Kong, and this growth has taken place largely since 2006. Since 2006, there has been an increase of nearly 4,000 residents with Chinese ancestry<sup>8</sup>, and an additional 2,548 residents who were born in China. Boroondara has the fourth highest population of residents in Victoria who were born in China after the City of Monash, City of Whitehorse and City of Melbourne, as well as double the rate of Melbourne overall (4.2% compared to 2.3%).

The Indian born population in Boroondara is the third largest overseas born group in the City after Chinese and UK residents. According to the 2011 Census, 3,254 residents were born in India and 4,209 residents indicated they had Indian ancestry.<sup>9</sup> Indian born residents are also the second fastest growing overseas born group in Boroondara after residents born in China. Between 2006 and 2011, there was an increase of 1,088 residents with Indian ancestry, including 903 that were born in India.







# Policy Context

The CDP is informed by key legislation, policies and plans at the federal, state and municipal levels. This policy context has therefore provided a framework for developing the CDP's priority themes and objectives.

## International

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

## Australia

- The People of Australia

## Victoria

- Multicultural Victoria Act 2011
- Victoria's Advantage - Unity, Diversity, Opportunity
- Charter of Human Rights and Responsibilities 2006
- Racial and Religious Tolerance Act 2001
- Equal Opportunity Act 2010

## Local Government

- Local Government Act 1989
- MAV Statement of Commitment to Cultural Diversity

## City of Boroondara



Figure 2: Council's corporate framework for the Cultural Diversity Plan

## Vision statement Our Boroondara - Our City Our Future

Our Boroondara - Our City Our Future is Council's 20-year vision for the City to 2028. The vision statement seeks to ensure that Council planning is responsive to community needs now and into the future. This approach focuses on maintaining and enhancing the current level of community wellbeing and community assets and ensuring an inclusive local community where everyone has the opportunity to participate.

## Council Plan 2013-17

The Council Plan 2013-17 outlines Council's strategic direction and long-term commitment to the Boroondara community. Through its objectives and priority themes, the CDP is aligned to achieving Council's desired outcomes under the theme of 'strong and engaged communities'.

## Boroondara Public Health and Wellbeing Plan 2013-17

The Boroondara Public Health and Wellbeing Plan 2013-17 (BPHWP) is Council's commitment to enhancing the health, wellbeing and safety of Boroondara residents.

The CDP sits under the BPHWP, which is the overarching Council strategy relevant to the health and wellbeing of Boroondara's culturally diverse population. The objectives of the CDP specifically align with Theme 1: Creating a resilient and inclusive community; Strategy 1.1: to promote community harmony by recognising and supporting our diverse communities.



## Achievements and Outputs from the Previous Plan

The CDP 2014-18 builds on the achievements and outputs delivered over the past four years through Council's first Plan in 2009.

The CDP 2009-13 established Council's commitment to celebrating and acknowledging the valuable contribution made by a growing culturally diverse population. Through a vision to strengthen community in a culturally diverse municipality, the first Plan set out a series of actions to address the opportunities and challenges inherent to our growing diversity.

### Some of the outputs achieved by the CDP 2009-13 include:

- the redevelopment of Council communications materials, which now include multilingual information and interpreter service details
- the development of a 'Chinese Residents' Kit' that served as a successful pilot for multilingual information kits for residents who speak a language other than English
- the development of a series of multilingual audiovisual resources providing CALD communities with translated information about key Council services
- the inclusion of culturally appropriate food choices, including Kosher and Halal meals through Council's delivered meals service
- the ongoing operation of the Boroondara Interfaith Network, and delivery of four annual interfaith events in partnership with local community and faith-based organisations
- the development of a database of health and allied health practitioners in Boroondara who speak languages other than English (LOTE) for use by the relevant Council departments.
- the facilitation of a round table forum with EMR Councils, the Victorian Multicultural Commission (VMC) and other stakeholders to identify common issues and opportunities to collaborate
- the completion of a CALD Outreach Project to support the successful implementation of the strategies and actions resulting from the round table



# Methodology

**The CDP is informed by a number of research and consultation steps, including:**

## Benchmarking exercise

Eleven cultural diversity plans and strategies of councils across various municipalities were benchmarked and analysed.

## Analysis of policies

The relevant policies and legislation across all tiers of government were researched and analysed, as part of the CDP's policy context.

## Internal staff interviews

Key Council officers across relevant departments were interviewed to evaluate the outcomes of the existing Plan as well as emerging issues and areas of need related to servicing CALD communities.

## Development of a demographic profile paper

The paper provides detailed demographic data about Boroondara's CALD communities, including information about the waves of migration throughout the City's history.

## External stakeholder consultation

Key service providers and CALD-specific organisations were consulted to discuss Council's current work and areas of need in regard to servicing CALD communities.

## Community facilitated consultations

Bilingual focus groups with the Chinese and Hindi-speaking communities, as well as community-wide forums were held to consult the local community about issues and needs. The qualitative data captured through these consultations was used to inform the CDP priority themes.

“

*We feel safe and welcome in Boroondara. We see cultural diversity all around us and that's something we value. - World Café forum*

”

Council consulted the local community through a community facilitated approach. The aim of the first stage of consultation was to ensure the community was actively involved in the development of the Plan. As a result, individually appointed members of both Boroondara's CALD communities and the broader community were able to participate by facilitating a series of 'Community Conversations' and provide input into the priority themes to be addressed over the next four years.

The second stage sought the community's feedback regarding the CDP's vision, objectives and implementation plan. Consultations were conducted with specific stakeholder groups as well as the community facilitators from stage one. Public exhibition of the CDP was also promoted to residents through an online video press release featuring community facilitators speaking in their community language as well as opportunities to visit interactive displays at local library branches. Feedback and submissions received from the community were then used to finalise the CDP and its implementation plan for the four-year period.

“

*When I first came here 40 years ago, it was not very diverse but now I have learnt things about my own cultural community because of all the people who have come here from Malaysia. They remind me of my own childhood traditions. - Hawthorn resident*

”

“ **We don’t want to just volunteer with Chinese people. It is good to help our community but it is good for us to meet Australians. This is how we can improve our English and learn about Australian customs and way of life. We live here now. - Mandarin focus group** ”

**‘Community Conversations’**

Council recruited 18 volunteer community members from different cultural backgrounds to help facilitate the consultative process. The group was then provided with training to co-facilitate a series of consultations known as ‘Community Conversations’ - consisting of three bilingual focus groups and two public forums (see Figure 3). This approach was instrumental in creating a conversational setting for consulting Boroondara residents. The end result was that people were able to participate in an engaging discussion with one another regarding their lived experience in Boroondara. Through this particular approach, Council was able to facilitate collaborative community dialogue and exchange of ideas.

Council recruited the facilitators by inviting interested individuals to submit their expression of interest in co-facilitating community conversations about cultural diversity in Boroondara. Individuals with English or bilingual skills in Mandarin, Cantonese and Hindi were then selected to attend the training and be allocated to either a CALD-specific focus group and/or community-wide forum. Community facilitators were provided with useful information and materials outlining tips for generating dialogue and capturing the experience of the City’s residents. The community facilitators were also encouraged to raise awareness about the Cultural Diversity Plan across the local community.

Figure 3 - ‘Community Conversations’ consultation model



“ **All community members have a story about how and why they came to Boroondara. Everyone should have the chance to tell their stories about their cultural heritage. - World Café forum** ”





# Priority Themes

**The consultations captured the City’s aspirations to continue fostering a vibrant and inclusive society, where everyone has the opportunity to contribute regardless of their background.**

Accordingly, the CDP’s approach to responding to and servicing its diverse community is built on four interrelated priority themes (see Figure 4). These themes comprise the guiding framework for the CDP, providing Council with the necessary outlook to achieve its vision for an evolving community over the next four years

Figure 4: Four priority themes



Priority Theme 1



# Promoting and celebrating diversity



Priority Theme 2



# Building inclusive and resilient communities



## **Council recognises the importance of expressing one's cultural identity and maintaining links to our individual cultural heritage.**

The benefits of our diversity extend beyond food and festivals, with the history of migration to Boroondara helping create the prosperous society we are today. The CDP will work to increase awareness of the traditions, knowledge and skills contributed by our CALD communities, ensuring that Boroondara's future is built on the strengths and mutual benefits of cultural diversity. Council will achieve this by working with the local community to support and encourage people to deliver their own initiatives. This is part of the CDP's commitment to ensuring that achieving our vision for a socially inclusive and resilient Boroondara is a community-wide responsibility.

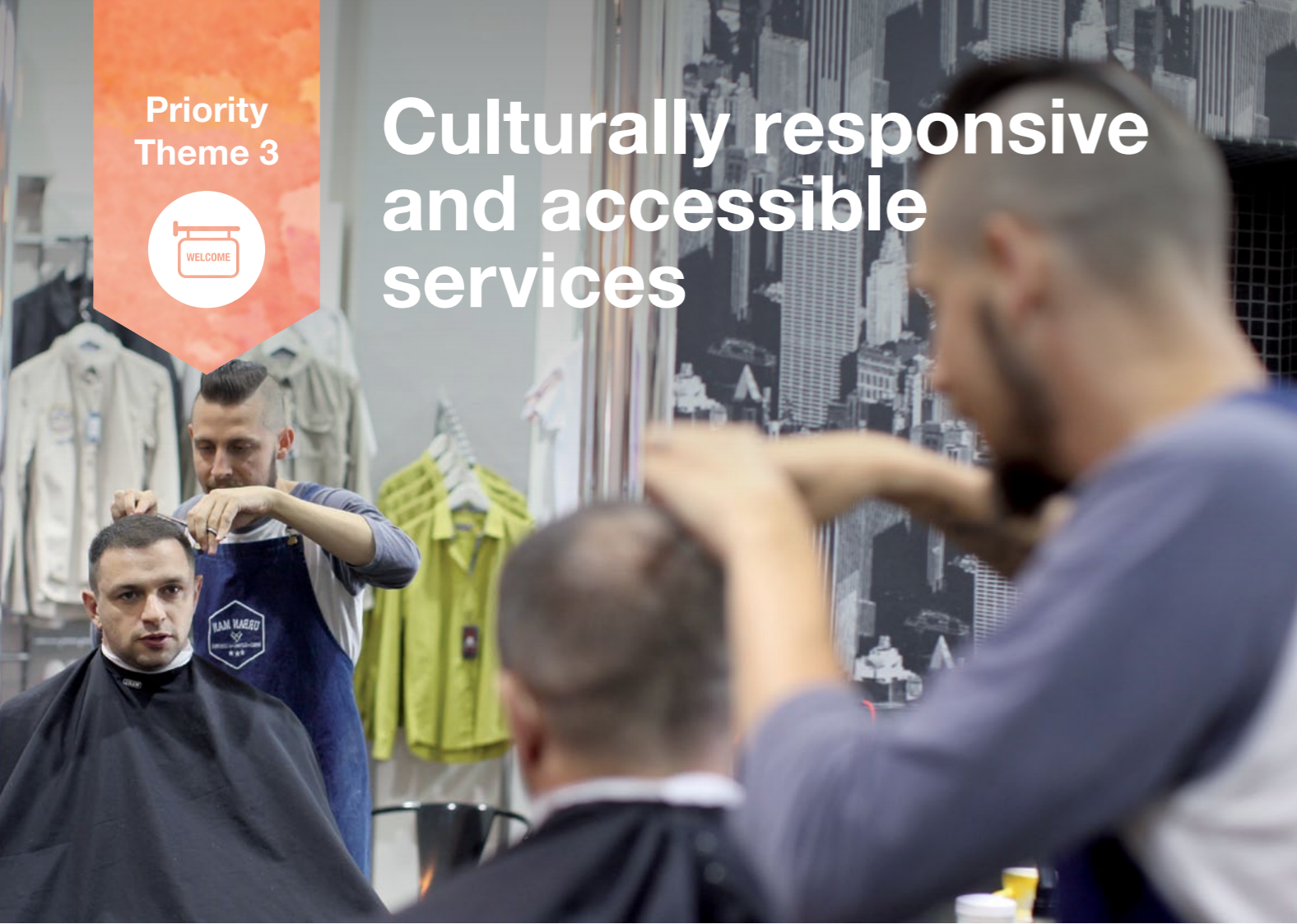
## **Council identified through the consultations that while people feel welcome in Boroondara, they looked toward developing a stronger sense of belonging and connection with the broader community.**

For new and emerging migrant communities in particular, ensuring that people have the necessary support networks and opportunity to feel valued is essential to their successful settlement.<sup>10</sup> These social connections contribute to a person's feeling of acceptance and social inclusion, and therefore their overall health and wellbeing.<sup>11</sup> In light of Boroondara's ageing population, Council is also committed to ensuring that older CALD community members remain connected in order to lead healthy and fulfilling lives.<sup>12</sup> The CDP aims to foster a society where people from culturally diverse backgrounds have meaningful opportunities to engage with and contribute to their social, economic and civic environments. Valuing and nurturing diversity can help forge a resilient society that adapts to challenges and opportunities.<sup>13</sup> By facilitating stronger cross-community connections, Council is committed to fostering a society based on shared rights and responsibilities, enabling community members to coexist in a harmonious and mutually respectful environment.

Priority Theme 3



# Culturally responsive and accessible services



Priority Theme 4



# Fostering partnership and collaboration



**As the City's diversity continues to evolve, relevant services must aim to be responsive and equally accessible to all.<sup>14</sup>**

The community consultations highlighted a number of barriers to service access, particularly by those who are vulnerable or isolated. Through the CDP, Council will aim to integrate cultural, linguistic and religious diversity as fundamental components of its service planning and delivery. The Plan also commits to understanding and responding to the different communications needs of CALD communities. Increased awareness of Council and its relevant services requires targeted yet adaptable information and communications strategies. Relying on mainstream communications channels only may exclude isolated community groups.

**Working together with CALD organisations and the broader community sector is integral to an effective service delivery system.<sup>15</sup>**

Such partnerships require proactive engagement and mutual commitment to enact real change for the community. Council recognises the role that local government can play in assisting with good settlement and community relations outcomes by engaging with other service providers and stakeholders.<sup>16</sup> The CDP seeks to promote productive partnerships and adopt a collaborative cross-sector approach to supporting cultural diversity. Council recognises the valuable knowledge base and grassroots connections contributed by the local community sector. By identifying common goals and therefore opportunities to work in consultation and partnership with one another, the CDP seeks to harness the benefits of these existing community capabilities.



## Implementation and Monitoring

### **Council will monitor and review the progress of the CDP through an annual assessment of the Action Plan.**

A 12 monthly internal reporting cycle will ensure that the achievements and outputs are systematically documented throughout the life of the Plan. The implementation of the actions is the responsibility of departments across Council, as specified in the Action Plan. The responsibility for the overall management and evaluation of the CDP lies with the Community Planning and Development Department.

Towards the CDP's conclusion in 2018, a full evaluation will be undertaken in partnership with the community to inform the next Plan. The evaluation will examine the success of the CDP's implementation according to its overarching vision and priority themes. As part of the evaluation process, relevant performance measures and associated targets will be developed to measure the long-term impacts and outcomes of the CDP's objectives.

## Further Information

For all queries or feedback regarding this plan, please contact Council's Community Planning and Development Department on 9278 4753 or [boroondara@boroondara.vic.gov.au](mailto:boroondara@boroondara.vic.gov.au)

## References

1. Department of Immigration and Citizenship 2011, The People of Australia - Australia's Multicultural Policy, p 2.
2. Federation of Ethnic Communities' Council of Australia (FECCA) 2013, Multicultural Access and Equity: Strengthening connections between communities and services.
3. Parliament of Victoria, Multicultural Victoria Act 2011, Section 4.
4. Department of Premier and Cabinet 2014, Victoria's Advantage – Unity, Diversity, Opportunity, p 30.
5. Ibid. p 12.
6. Figures may not sum to exactly 100% due to rounding.
7. Council's Recognising Indigenous Culture and Heritage Policy acknowledges the Traditional Owners, the people of the Kulin nation, as the original custodians of this land. Please refer to this document for Indigenous policy and the profile of the Indigenous community in Boroondara.
8. Ancestry is not necessarily related to a person's place of birth but is an indication of the cultural group they identify with most closely. It gives insight into the cultural background of both the Australia born and overseas born populations when ancestry differs from country of birth.
9. This includes those born in India.
10. Department of Premier and Cabinet 2014, Victoria's Advantage - Unity, Diversity, Opportunity, p 20.
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15. The Australian Multicultural Council (AMC) 2013, The Australian Community: The AMC's report on multiculturalism and social cohesion in Australian neighbourhoods, December 2013, p 22.
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**Free interpreting service:**

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