

Multicultural Policy Action Plan

Library and Community Services

Officer/s Responsible	Action	Timeframe
Director	Implement Council's policies taking Multicultural Policy into account.	Ongoing
	Consult regularly with Departmental Multicultural Policy Representative to ensure the implementation of the Multicultural Policy.	Bi-annual
Library Services Manager/Training Officer (Corporate and Technical Services)	Ensure that appropriate staff receive regular training in the use of the Translation and Interpreter Service and the role of Council Language Aides.	Annual
	Ensure that a functional dual handset phone is available for staff to access.	Ongoing
Library Services Manager/Information Services Manager (Corporate and Technical Services)	Ensure that library services are publicised to residents of non-English speaking background, through organised networks, newsletters and community radio.	Bi-annual
	Maintain an inviting approach to the library which reflects the cultural diversity of the region of the region through appropriate displays.	Ongoing
	Ensure that the community language section is well signed and informs each language group of their ability to ask for an inter-library loan.	
	Continue to develop the community languages collection and English language tuition resources in a way which reflects local language groups utilising grant funds where available.	Ongoing
	Utilise Census 2001 to assess relevance of existing collections to the emerging communities within Waverley local government area.	December 2002
	Develop a volunteer group from various language groups to advise on community language resources.	By June 2002
	Identify key material for effective dissemination to ethnic communities (this may include the use of ethnic media) in consultation with the Multicultural Worker.	Ongoing
	Utilise ethnic community networks to publicise community language publications, special collections and all relevant multilingual information.	Ongoing
	Continue to organise a range of cultural activities and exhibitions which promote multiculturalism.	Ongoing

Library Manager/Property Services Manager (Corporate and Technical Services)	Where possible ensure that universal signage is used to assist access in public areas.	Ongoing
Community Services Managers	Ensure that all staff have received training in the use of the Translation and Interpreter Service and are familiar with the role of Council Language Aides.	Annual
	Ensure that a functional dual handset phone is available for staff to access.	Ongoing
Community Workers	Publicise the services provided, by liaising through community organisations in contact with people of non-English speaking background.	Ongoing
	Identify key material for translations into the most appropriate languages in consultation with the Multicultural Worker and ensure regular updates.	Ongoing
	Conduct periodic consultations with people of non-English speaking background to maintain relevance of services in our culturally diverse local government area. For example, for the Community Profile and Social Plan.	Ongoing
	Assist community based projects in the area to make their services accessible and relevant to people of non-English speaking backgrounds.	Ongoing
Community Worker - Older People	Continue to promote access to the Waverley Community and Seniors Centre for people of non-English speaking background.	Ongoing
	Ensure Seniors Week activities are accessible and culturally appropriate to older people from non-English speaking background.	Annual
Community Worker - Children & Youth	Ensure Youth Week activities are accessible to young people from a non-English speaking background.	Ongoing
	Attend the NESB Youth Issues Network to maintain understanding of issues.	Bi-annual
	Work with Regional Community Information Officer (NESB) from DET to access students from non-English speaking backgrounds and assist them in accessing youth services.	Ongoing
Multicultural Community Worker	Continue to facilitate, resource and review Multicultural Policy implementation across Council departments.	Ongoing
	Reconvene and resource quarterly Departmental Multicultural Representatives meeting.	By March 2002
	Assist in departmental consultations with ethnic community organisations.	Ongoing

	Support the Ethnic Workers in Local Government Network to assist with multicultural policy implementation in Councils within the region and provide a forum for information and resource sharing.	Ongoing
Meals on Wheels Co-ordinator	Publicise the Meals on Wheels service to people of non-English speaking background.	Bi-annual
	Update and increase the range of translated community language leaflets which give information about the Meals on Wheels service to reflect the current multicultural community.	By June 2002
	Liaise with the Meals on Wheels Association about the development of culturally appropriate services.	Ongoing
	Continue the provision of multicultural meals, when required.	Ongoing
Waverley Works Manager	Promote employment services to people of non-English speaking background and ensure that services are culturally sensitive.	Ongoing
Child Care Support Team Manager	Ensure continued implementation of anti-bias curriculum in Council Children's services through seminars, workshops and articles in newsletters.	Ongoing
	Ensure continued visits to Day Care Centres on a regular basis promoting anti-bias curriculum and the maintenance of home language.	Ongoing
	Organise language assistance for children during settlement period when needed.	Ongoing
	Child Care Training Plan for service providers to include culture awareness training and the use of Council's Language Aides and TIS.	
Departmental Multicultural Policy Representative	Facilitate, resource and monitor implementation of Multicultural Policy strategies within the department and report on progress at quarterly Multicultural Policy Representatives Meetings.	Annual Quarterly
	Assist with the identification of key material for translation into the most appropriate languages, where needed.	Ongoing
	Maintain a register of multi-lingual leaflets & publications produced for the department and table copies at the Multicultural Policy Representatives quarterly meeting.	Ongoing
	Help maintain updated multilingual counter/display and other information resources and display at front desk.	Ongoing
	Promote cross-cultural training and the use of Council Language Aides within the department and the effective use of telephone and face to face interpreters throughout the department.	Ongoing

Re-establish collection of data sheets from Language Aides and Counter Staff.

By March 2002

Ensure that the Multicultural Policy document is distributed to key people within the department and that designated people are aware of their responsibilities as listed in the Action Plan.

Ongoing

Public Works and Services

Officer/s Responsible	Action	Timeframe
Director	Implement Council's policies taking Multicultural Policy into account	Ongoing
	Consult regularly with Departmental Multicultural Policy Representative to ensure the implementation of the Multicultural Policy.	Quarterly
Manager	Identify key material for effective dissemination to ethnic communities (this may include the use of ethnic media) in consultation with the Multicultural Worker.	Ongoing
	Where possible ensure that universal signage is used to assist access in public areas.	Ongoing
	Ensure that a functional dual handset phone is available for staff to access.	Ongoing
	Ensure that appropriate staff have received training in the use of the Translation and Interpreter Service and the role of Council Language Aides.	Annual
	Publicise the services provided by the Department by liaising with community organisations and through use of translated material and ethnic media.	Ongoing
	Maintain accessibility of services provided by the Department and encourage feedback from NESB customers.	Ongoing
	New Waste Management Plan to include information on waste reduction in relevant community languages.	As needed
	Recognition through awards or performance bonuses be given to bi-lingual workers who assist other workers overcome language barriers in the workplace.	Ongoing
Departmental Multicultural Policy Representative	Facilitate, resource and monitor implementation of Multicultural Policy strategies within the department and report on progress at quarterly Multicultural Policy Representatives meetings.	Quarterly
	Where needed, assist with the identification of key material for translation into the most appropriate languages.	Ongoing
	Maintain a register of multi-lingual leaflets & publications produced for the department and table copies at the Multicultural Policy quarterly meeting.	Ongoing
	Help maintain updated multi-lingual counter/display and other information resources.	Ongoing
	Promote the use of Council Language Aides within the	Ongoing

department and the effective use of telephone and face to face interpreters throughout the department.

Ensure collection of data sheets from Language Aides and Counter Staff.

Ongoing

Ensure that the Multicultural Policy document is distributed to key people within the department and that designated people are aware of their responsibilities as listed in the Action Plan.

Ongoing

Corporate and Technical Services

Officer/s Responsible	Action	Timeframe
Director	Implement Council's policies taking Multicultural Policy into account.	Ongoing
	Consult regularly with Departmental Multicultural Policy Representative to ensure the implementation of the Multicultural Policy.	Quarterly
Administrative and Information Services Manager	Identify key material for effective dissemination to ethnic communities in consultation with the Multicultural Worker.	Ongoing
	Ensure that appropriate staff have received training in the use of Translation and Interpreter Services and the role of the Council's Language Aides.	Ongoing
	Continue to provide information to Russian community through the <i>Horizon</i> once a month and extend this service to other groups when necessary.	Ongoing
	Periodically revise messages on the reverse side of the letterhead to ensure up-to-date messages are translated into relevant community languages.	Ongoing
	Where possible ensure that universal signage is used to assist access in public areas.	Ongoing
	Ensure that the conference room facility or a functional dual handset phone is available for staff to access during business hours.	Ongoing
	Develop and implement community education and consultation strategies for people of non-English speaking background regarding relevant sections of the Management Plan and make arrangements for interpreters, where necessary.	Ongoing
Information and Administration Manager and the Community Liaison Co-ordinator	Publicise the services provided, by liaising through community organisations in contact with people of NESB.	As needed
	Conduct periodic consultations with people of non-English speaking background to maintain relevance of services.	As needed
Community Liaison Co-ordinator	Publicise services provided by liaising with service providers and visiting community groups at their meeting places.	On going
	Use community bus and interpreters when appropriate to induct NESB people into the role and services of the Council.	On going
	Precinct committees' brochure to be translated into Russian.	By March 2002

Employee Services Manager, Information Services Manager and Directors of Departments	Identify positions vacant to be advertised in ethnic press and SBS Radio and monitor the response from such advertisements.	On going
	Ensure employment policies do not contain barriers in relation to selection, recruitment, training and advancement of people from non-English speaking backgrounds or Aboriginal backgrounds.	On going
Employee Services Manager	Ensure that training in the use of the Translation and Interpreter Service and the role of Council Language Aides, is included in customer service and induction training.	Annual
	Ensure that industrial strategies (including enterprise bargaining) take into account the diverse nature of the Council workforce	On going
	Enforce the guidelines of employment of contractors to ensure that they are aware and sensitive to cultural issues.	On going
	Ensure that all managers are informed that issues and articles included in the <i>Pipeline</i> need to be discussed at team meetings for the benefit of staff who have problems with the English language.	On going
	Monitor identification of needs through Performance Assessment process for all employees in order to ensure training is provided on an equitable basis.	On going
Training Officer	Provide Access and Equity and cross- cultural awareness training once a year.	On going
	Collect EEO data in CHRIS (in conjunction with EEO plan) for statistical analysis and identification of trends.	On going
	Ensure that training in the use of the Translation and Interpreter Service and the role of Council Language Aides is included in Customer Service and Induction Training.	On going
	Ensure Multicultural Policy information is included in staff induction training.	On going
	Ensure that trainers used by Council have an understanding and commitment to the principles behind Council's Multicultural Policy.	On going
	Organise training for Multicultural Policy Representatives as required.	
	Ensure accreditation and up-grading of the language skills of bi-lingual staff.	By April 2002
	Include cross-cultural awareness training into EEO training for targeted staff, depending on position and responsibilities (in conjunction with the Multicultural Worker).	Annual

	Ensure that all training takes into account the culturally diverse nature of the workforce and wider community.	On going
Departmental Multicultural Policy Representatives	Facilitate, resource and monitor implementation of Multicultural Policy strategies within the department and report on progress at quarterly Multicultural Policy meetings.	On going
	Where needed, assist with the identification of key material for translation into the most appropriate languages.	On going
	Maintain a register of multi-lingual leaflets & publications produced for the department and table copies at the quarterly Multicultural Policy Representatives meeting.	On going
	Help maintain updated multi-lingual counter/display and other information resources.	February 2002
	Promote the use of Council Language Aides within the department and the effective use of telephone and face to face interpreters throughout the department.	On going
	Monitor Collection of data sheets from Language Aides and Counter Staff.	On going
	Ensure that the Multicultural Policy document is distributed to key people within the department and that designated people are aware of their responsibilities as listed in the Action Plan.	On going

Planning and Environmental Services

Officer/s Responsible	Actions	Timeframe
Director	Implement Council's policies taking the Multicultural Policy into account	On going
	Consult regularly with Departmental Multicultural Policy Representative to ensure the implementation of the Multicultural Policy.	Quarterly
All Managers	Identify key material for effective dissemination to ethnic communities (this may include the use of ethnic media) in consultation with the Multicultural Worker. Where other agencies are involved (eg. RTA, EPA) ensure that translated material are held and displayed at Council.(eg. material on waste reduction, recycling, tree preservation orders, immunisation).	On going
	Where possible ensure that universal signage is used for access in public areas and inform other agencies involved in provision of services(EPA, RTA etc).	On going
	Ensure that conference facility or a functional dual handset phone is available for staff to access at all times.	On going
	Ensure that appropriate staff has received training in the use of the Translation and Interpreter Service and the role of Council Language Aides.	On going
	Recognition through awards or performance bonuses be given to bi-lingual workers who assist other workers overcome language barriers in the workplace.	On going
	Publicise the services provided, by liaising through community organisations in contact with people of non-English speaking background and ethnic media (eg. advertise the Environmental Fair in relevant community languages, through SBS Radio).	On going
Manager Strategic Planning	Effectively disseminate forward planning proposals using ethnic media, multilingual messages on correspondence.	On going
Manager Strategic Planning (Social)	Continue to take into account the special housing needs of people from NESB, particularly refugees, and assist Community Workers in identifying resources and promoting housing opportunities for these groups.	On going
Manager, Development Building Control	Develop a summary of Development applications in 3-4 relevant community languages	By June 2002
Manager Health and Regulatory Services	In conjunction with the Department of Health investigate the need for food handlers seminars utilising bilingual educators or interpreters whenever necessary as well as the need for translated information.	Annual

<p>Manager Environmental Services, Strategic Planning</p>	<p>Publicise and display information on planning and environmental issues in relevant community languages.</p>	<p>On going</p>
	<p>Organise visits of NESB people to the Council for site inspection</p>	<p>Annual</p>
<p>Departmental Multicultural Policy Representative</p>	<p>Facilitate, resource and monitor implementation of Multicultural Policy strategies within the department and report on progress at quarterly Multicultural Policy Representatives meetings.</p>	<p>Quarterly</p>
	<p>Where needed, assist with the identification of key material for translation into the most appropriate languages.</p>	<p>On going</p>
	<p>Maintain a register of multi-lingual leaflets & publications produced for the department and table copies at the Multicultural Policy Representatives quarterly meeting.</p>	<p>On going</p>
	<p>Help maintain updated multi-lingual counter/display and other information resources.</p>	<p>On going</p>
	<p>Promote the use of Council Language Aides within the Department and the effective use of telephone and face to face interpreters throughout the department.</p>	<p>On going</p>
	<p>Collect data sheets from Language Aides and Counter Staff on a quarterly basis and table them at Multicultural Policy quarterly meetings.</p>	<p>On going</p>
	<p>Ensure that the Multicultural Policy document is distributed to key people within the Department and that designated people are aware of their responsibilities as listed in the Action Plan.</p>	<p>On going</p>

Beach and Recreation Services

Officer/s Responsible	Action	Timeframe
Director	Implement Council's policies taking the Multicultural Policy into account	On going
	Consult regularly with Departmental Multicultural Policy Representative to ensure the implementation of the Multicultural Policy	Quarterly
Beach Services Manager	Ensure planning and improvement of reserves is consistent with the community's needs including the multicultural community and that consultations are organised with interpreters, when needed.	On going
	Explore opportunities for using ethnic media for community education and involvement in the use of facilities.	On going
	Ensure that universal signage is used to ensure access in public areas.	On going
	Ensure the installation and use of a functional dual handset phone at the Pavilion for staff to access.	By March 2002
	Ensure that appropriate staff have received training in the use of the Translation and Interpreter Service and the role of Council Language Aides	Annual
Bondi Pavilion Community Cultural Centre Manager	Promote the involvement of residents of non-English speaking background in lifeguard services. Publicise the service through ethnic media and encourage increased participation from ethnic communities by liaising with ethnic communities.	On going
	Continue to encourage and promote classes, workshops, festivals and celebrations, which reflect the cultural diversity of our society.	On going
Bondi Pavilion Community Cultural Centre – Manager	Continue to encourage the use of the Gallery and Theatre by performers and artists from diverse cultural and linguistic backgrounds.	
Departmental Multicultural Policy Representative	Facilitate, resource and monitor implementation of Multicultural Policy strategies within the department and report on progress at quarterly Multicultural Policy Representatives meetings.	Quarterly
	Where needed, assist with the identification of key material for translation into the most appropriate languages.	On going
	Maintain a register of multi-lingual leaflets & publications produced for the department and table copies at the Multicultural Policy Representatives quarterly meeting.	On going

Help maintain updated multi-lingual counter/display and other information resources.	On going
Promote the use of Council Language Aides within the department and the effective use of telephone and face to face interpreters throughout the department.	On going
Collect data sheets from Language Aides and Counter Staff on a quarterly basis and table them at Multicultural Policy Representatives quarterly meetings.	On going
Ensure that the Multicultural Policy document is distributed to key people within the department and that designated people are aware of their responsibilities as listed in the Action Plan.	On going

H:\DRAFT FOLDER MULTICULTURAL POLICY ACTION PLAN.doc\Multicultural Policy Action Plan 2002-03.doc