

# Supporting cultural diversity in the Waverley Community

## UPDATES & HIGHLIGHTS FROM

July 2009 – June 2010



Waverley Council Recreational & Community Planning and Partnerships News



***Welcome to the second edition of Waverley Council's cultural diversity newsletter! This newsletter aims to showcase and highlight some of the great activities, programs and work that Council does to promote and support multiculturalism in Waverley. Thanks to all staff, community members and services for the enthusiasm and creative ideas you have to make Council programs and facilities culturally appropriate, accessible and harmonious!***

## Our community's vision

**In 2009, Waverley Council in consultation with the community developed the Community's Strategic Plan 2010–22, *Waverley Together 2*. It sets the sights on what we want as a complete, fulfilled community, and is articulated in a community 'Vision'.**

We are united by a common passion for our beautiful home between the city and the sea.

Inspired by the magnificent landscape of Waverley and by the gifts we have inherited from those who have been here before us, we dream of a fulfilling life where...

- we are safe
- we are reconciled with and value our indigenous past
- connections within families and between generations can remain unbroken
- we are inspired and able to renew our physical and spiritual wellbeing
- everyone is welcome to participate positively in community life
- we can express our essential selves through our traditions, our arts, our cultures and our lifestyles
- we act together as a compassionate society
- the beauty of our beaches, cliffs and coastal lands endures
- the architectural landscape is cared for and developed at a human scale and design is sensitive to the natural, historical and social contexts
- vital services are fully accessible
- scarce resources are conserved and fairly shared
- local economic prosperity provides opportunities for all
- as a local community we have the courage to take a leading place in achieving
- the environmental aims of a global society
- we are confident our leaders will reflect thoughtfully on our views and best interests when making decisions for our future

These are the aspirations of our hopeful generation.

We recognise the need to commit to this vision of our future with energy so we can pass these gifts to our children and they to theirs.



## Waverley Council – a diverse workplace

With 564 full time equivalent staff, Waverley Council is one of the largest employers in the area. At the end of June 2010, 13% of Council's workforce were identified as being of a culturally and linguistically diverse (CALD) background.

Dealing with diversity requires many different skills. To be better equipped, Council runs a Working with Difference training workshop for Council staff. The session covers a large range of topics including information about people from a multicultural, Aboriginal and Torres Strait Islander background, people with a disability, people experiencing homelessness and people with a mental health issue.

Participants also walk away with many useful tips and resources to help them provide great customer services to everyone in the community. In 2010, 19 targeted staff members completed this course.

## Cultural Diversity Policy

### WAVERLEY COUNCIL'S COMMITMENT TO CULTURAL DIVERSITY 2010–14

Waverley is proud of its new cultural diversity policy and action plan to guide its service delivery and operations both within Council and the community. The policy describes Council's commitment to high quality customer service to culturally diverse communities under the following five key objectives:

- Leadership
- Community harmony
- Planning & engagement
- Access & equity
- Economic & cultural opportunities.

Written in 2010, the policy's action plan and annual report will be revised and updated every year to ensure the gradual implementation of the policy over five years. Thank you to all Council staff, Council's Multicultural Advisory Committee members, community groups and residents for their input in developing this policy.

## Freedom from Fear – Refugee Week



Council developed an interesting and educational program of events for Waverley's Refugee Week in June 2010. This included workshops run by the Salvation Army and the Refugee Action Coalition and a library display of books which were either written by a refugee or offered insights into the refugee experience. The library also hosted a photographic exhibition of people from a refugee background and their stories, created by the Adult Migrant Employment Service.

Council was proud to showcase the fourth annual Australian Refugee Film Festival (held at the Bondi Pavilion for the first time). The event was a great success, with around 60 people attending an evening filled with guest speakers, drinks, nibbles and quality films! We raised \$200 which was donated to the film festival organisers to use for the 2011 film festival.

## Communications

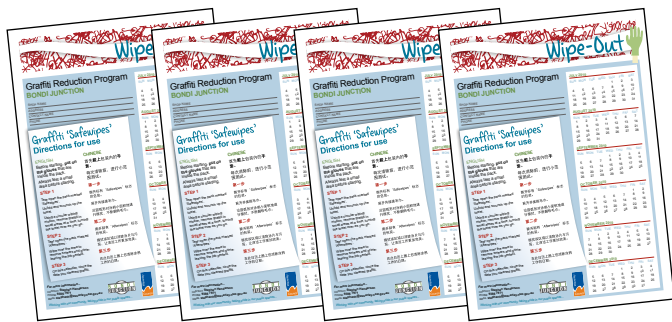
At regular intervals during the year, the Mayor's column was translated and placed in the *Horizon* (Russian) community newspaper. Media releases were also shared with Russian and Jewish newspapers. Key points from Waverley's community newsletter *Waverley in Focus*, were translated into Hungarian, Chinese, Spanish, Greek, and Russian.



## Engaging local CALD business owners

### GRAFFITI REMOVAL PROJECT

The Wipe Out graffiti removal project initiated by Council's Safety Officer was a response to the needs of business owners who were experiencing graffiti issues. We are lucky to have a vibrant and diverse business community and retail outlets in Waverley and to ensure widest possible inclusion, the project kit was translated into Chinese, Thai, Korean and Japanese. The success of offering this package in languages other than English was evident as one Korean-speaking shop owner has requested two extra batches of this resource. Translated information is often critical in engaging culturally and linguistically diverse (CALD) groups in Council activities and this exercise clearly demonstrated that effective communications contribute to positive outcomes.



## Language Aide Program

We currently have seven accredited Council staff language aides offering assistance in seven community languages: Spanish, Japanese, Mandarin, Cantonese, Russian, Polish, and Portuguese. It's great customer service to enlist the help of the language aides when we have difficulties communicating with customers whose first language is not English. Council pays the language aides an allowance but the service is free for anyone to use. With a changing community profile it's important to keep track of community languages. We'll be looking at this and other improvements to this important program in 2011 so if you have any comments or suggestions, please call Joanne Harney on **9386 7923**.

And remember, if you or someone you know needs assistance communicating with Council in another language and/or the language aide you require is not available please contact the Translating and Interpreting Service on **131 450**.

## Chanukah

Waverley Council in conjunction with the Yeshiva Centre hosted a Chanukah celebration in December 2009.

Chanukah, also known as the Festival of Lights is celebrated by the Jewish community to celebrate religious freedom and national independence.

The event was attended by local rabbis and members of Waverley's Jewish community. There were also religious leaders and community members from non-Jewish backgrounds, Councillors, Council staff and members of Council's Multicultural Advisory Committee. It was a lovely spiritual evening celebrating and showcasing the meaning of Chanukah.

## Harmony Week

Waverley Council enjoyed a number of events to celebrate Harmony Week in March 2010. 'Express Yourself' was this year's theme for Harmony week, and that is exactly what Waverley Council staff and the community did!

**Waverley Community Living Project (WCLP)** clients hosted an evening of cultural expression through food, dress, music and poetry.

For the first time Waverley Council created **Deliciously Diverse**, a campaign promoting culturally diverse food outlets in Bondi Junction, in conjunction with Harmony Week. Ten food outlets offering a special lunchtime meal deal during Harmony Week were selected for promotion through Deliciously Diverse. What better way to celebrate cultures than through food!

At the **Mill Hill Centre**, 20 staff members enjoyed a home-cooked Greek style lunch in the courtyard. This delicious lunch, organised in honor of Harmony Week, was catered by Stefan and his mother from Dee Jays Café.





## Events

### Celebrating people, culture and place!

#### OCEAN CARE DAY

This festival, held in November 2009, celebrated our oceans and attracted the community with great entertainment. Drawing on the natural link between the ocean and Pacific Island culture, the festival featured traditional and contemporary music, dance, performance, arts, crafts, cultural displays and children's workshops from a variety of Pacific nations including Australian Indigenous culture.

#### GLOBAL TABLE MULTICULTURAL STREET FESTIVAL

In its sixth year in 2010, the Global Table festival held in Oxford Street Mall Bondi Junction, continued to celebrate Waverley's cultural diversity with performances by Greek, Hungarian, Spanish, and Indian groups, as well as food, spices and sweets representing cultures from the four corners of the globe.



#### SOUTH AMERICAN FESTIVAL

This popular annual festival provided a showcase and celebration of culture of our Latin American communities in 2010, with over 2000 participants on the day. It featured music and dance with over 200 performers, arts, crafts and food. With a big emphasis on audience participation it was lots of fun.

#### GREEK

Εάν δεν καταλαβαίνετε τις πληροφορίες αυτές παρακαλούμε τηλεφωνήστε την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο **131 450** και ζητήστε να σας συνδέσουν με τη Διευρυμένη του Waverley στο **9369 8000**. Θα απαντήσουμε τις ερωτήσεις σας μέσω του διερμηνέα τους

#### SPANISH

Si no entiende esta información, póngase en contacto con el Servicio de Traducción e Interpretación (Translating and Interpreting Service/TIS), llamando al **131 450** y pídale que le conecten con el Consejo Municipal de Waverley (Waverley Council) teléfono **9369 8000**. De esa manera contestaremos su consulta por medio de un intérprete.

#### POLISH

Jeżeli ta informacja nie jest zrozumiała, proszę skontaktować się z agencją tłumaczy TIS (Translating and Interpreting Service) pod numerem **131 450** i poprosić o połączenie z Radą Miejską (Waverley Council) pod numerem **9369 8000**. Odpowiemy na wszystkie pytania poprzez polskiego tłumacza

### For more information

CONTACT **Joanne Harney**,  
Community Worker Multicultural

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FAX **9389 2612**

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EMAIL **joanneh@waverley.nsw.gov.au**

OFFICE HOURS **Mon, Thur, Fri, 9am–5pm**

## Library

The Library has an extensive collection of resources in the Russian language.

During the year 23,008 loans were registered from the over 2700 Russian book and audio visual resources.

Through the library's long association with the Polish Consulate in Sydney, we have co-hosted a number of events. In May 2010 this tradition was continued with an evening with artist and author Lidia Rozmus.

Visit the Waverley Library at:

32-48 Denison St, Bondi Junction

PHONE **9386 7777**

or visit **www.waverley.nsw.gov.au/library**

## Seniors

In 2010 Council's Waverley Housing for Older People (WHOP) was promoted through ethnic media. Multilingual information is really important in making our Italian and Greek residents aware of this program. Currently 52% of our WHOP clients identify as being from a culturally and linguistically diverse background.

Contact Chris Bath **9386 7922** for further information