Cultural Diversity Policy

Waverley Council’s Commitment to Cultural Diversity 2010–2014
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1. Introduction

Waverley Council acknowledges values and celebrates the social, economic, civic and educational value of cultural diversity. Our community is made up of people from many different parts of the globe, speaking different languages, adhering to many different religious views and maintaining various cultural practices. This makes Waverley a vibrant and interesting area to work, visit and live in.

A diverse and cohesive community is also a strong and sustainable community. The Waverley Cultural Diversity Policy 2010–2014 provides a framework for Council and shapes its support of our multicultural community in a changing environment. Strategies and actions flowing from this policy guide staff in their work with all our residents to provide the best possible service. Council has a strong history in supporting social justice initiatives and is well known for its commitment to social inclusion initiatives. This policy is just one of many aiming to support and enhance Waverley’s social and cultural mix. A separate policy focuses on Council’s commitment to Aboriginal and Torres Strait Islander communities.

1.1 Our Vision, Mission and Values

The Waverley local government area (LGA) is one of the most densely populated and highly-visited local government areas in Australia. Bondi Beach is arguably the most recognised beach in Australia and the area is a popular destination for both local, national and international tourists.

The vision we developed with the community and endorsed by Council in 2010 as part of its strategic planning process acknowledges the value of a diverse and compassionate community, one that is reconciled with and values our indigenous past.

Council envisages a leadership role for the organisation to ensure that everyone is safe, resources are shared equitably and that everyone can take part in community life:

“We dream of a fulfilling life where...

■ connections within families and between generations can remain unbroken
■ 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
■ vital services are fully accessible
■ scarce resources are conserved and fairly shared
■ local economic prosperity provides opportunity for all...”

The concept of equity, respect for all and excellence service delivery is also integral to Council’s mission and values (for details on Council’s vision, mission and values see Waverley’s Strategic Plan Waverley Together 2, pp 4-5)

One of the challenges for Council is to embrace and nurture diversity in a rapidly changing community. Gentrification and other social trends which also affect other Australian communities are changing Waverley’s age structure, household formation, social and cultural composition. Housing has long ceased to be affordable with many households experiencing housing stress. Our community is ageing and while a ‘mini boom’ of families with babies and toddlers has been noted in the last census, there are fewer families with children in their teens.
The Waverley area attracts a large number of temporary visitors and residents of many backgrounds which provides Waverley with global economic, cultural and social connections. Our retail strips comprise many different culturally diverse businesses, with workers and owners both living in Waverley, neighbouring suburbs or greater Sydney.

To achieve our vision, Council is guided by the recently introduced Integrated Planning Framework. The strategic plan Waverley Together 2 is based on a shared vision with the community and as a blueprint guides all of Council’s action over 12 years. It clearly demonstrates that we are still committed to achieving community cohesion and equitable access to services. This is being achieved by integrating a range of plans and policies, such as this one, with our strategic directions (see section 4 for more details).

1.2 Scope and Definitions

Waverley Council has a strong history of supporting social justice and social inclusion policies and initiatives. This policy is just one of many that acknowledge the diversity of the community and the need to ensure that actions are in place to meet residents’ needs.

We use the phrase multicultural or culturally diverse to encompass a range of residents from culturally and linguistically diverse (CALD) backgrounds including those who speak a language other than English (LOTE) - also referred to as people from non-English speaking backgrounds (NESB), migrants, refugees, and people with culturally and linguistically diverse ancestry.

In a changing community Waverley Council’s Cultural Diversity Policy reiterates the social, cultural and economic benefits of embracing and nurturing diversity to sustain the area in an increasingly global environment. It is informed by our vision and guided by the following principles, some of which are enshrined in legislation.
1.3 Legislation and Principles

This policy flows from both state and federal legislation developed over 30 years as an expression of Australia's commitment to multiculturalism and social justice. The most important Federal government legislation is the Racial Discrimination Act 1975 and the Australian Human Rights Commission Act 1986. The Australian Government Access and Equity Strategy, Charter of Public Services in a Culturally Diverse Society and the Social Inclusion Agenda are all important components of the Federal Government's commitment to promote cultural diversity and community harmony.

NSW State legislation governing this policy includes the Community Relations Commission and Principles of Multiculturalism Act 2000, the Local Government Act 1993 and the Local Government (General) Regulation 2005 (see section 6 for more details).

Waverley Council’s Cultural Diversity Policy is also informed by our vision and mission and is guided by the following principles:

- All residents and ratepayers are able to participate in the services and structures, activities and programs of Council regardless of their religious, cultural, or linguistic backgrounds. These levels of involvement may vary from one incidental contact through to elected representation on council.
- Council services and programs are equitable, accessible and responsive to the needs of our diverse community to ensure a socially inclusive society.
- Social justice principles of equity, rights, access and participation underpin this policy.

Observing these principles will ensure that we listen to people’s views, make services relevant to their needs and ensure that participation and input into decision making by our multicultural community can occur.

1.4 Keeping the Policy Alive

The Waverley Cultural Diversity Policy 2010-2014 is a dynamic document which is updated annually to reflect current needs and issues. Strategies and actions may be modified to reflect changes caused by factors like demographic trends, immigration policies, social planning activities, input from various Council divisions and feedback from the community.

Each year we will do the following:

1. Revise and update the list of strategies and actions in the Delivery Program (previously known as Management Plan) and Operational Plan
2. Prepare an annual report documenting the achievements of the previous year (Refer to schedule 1 pg 26 for the most recent annual report.)
2. Policy Objectives

Waverley Council's Cultural Diversity Policy has five objectives:

**LEADERSHIP**
We will work together with councils, government agencies, non-government agencies and the community to ensure the Waverley community is provided with the best services possible.

**COMMUNITY HARMONY**
We will value and build on the rich cultural diversity of our community members to ensure a respectful, socially cohesive and inclusive community, where community members have opportunities to participate in community life and express their cultural identities free from discrimination, racism and harassment.

**PLANNING AND ENGAGEMENT**
We will engage with the community, listen, plan and respond to the specific needs of our multicultural communities to ensure our processes are inclusive.

**ACCESS & EQUITY**
We are committed to providing equitable, accessible and culturally appropriate services, facilities, information, and opportunities to our culturally diverse communities.

**ECONOMIC AND CULTURAL OPPORTUNITIES**
We recognise that cultural and linguistic assets are a valuable resource both economically and socially to our community and we aim to build on these resources.
3. Strategies

We have developed a range of strategies and actions in order to achieve each of our five stated objectives over time. The following strategies are designed to build on and strengthen the achievements made to date by Waverley Council.

3.1 Leadership

Waverley Council aims to keep abreast of current affairs, policies, and initiatives relating to multiculturalism in order to apply innovative, best practice approaches to areas including service delivery, planning, and issues arising in the community. We are committed to the following strategies:

1. Advocate and participate in forums that support the inclusion of and build on opportunities for culturally diverse communities
2. Work in partnership with organisations providing services to CALD communities and culturally diverse community groups
3. Collaborate with other councils and government agencies to promote community harmony and services for culturally diverse communities
4. Remain an active representative on management committees of local funded services to provide leadership on servicing CALD communities
5. Liaise with local non government organisations (NGOs) and community groups who work with CALD communities to provide support in accessing funding opportunities including Council’s community grants scheme
6. Employ a multicultural community worker to provide advice to Council on multicultural issues, and foster and promote cultural diversity within the organisation and in the community
3.2 Community Harmony

Waverley Council recognises and values our culturally and linguistically diverse community and aims to promote respect and understanding to maximize our social capital. Waverley Council believes that a well connected and socially inclusive community is a harmonious, safe and healthy community. We will be ensuring this by:

1. Highlighting, promoting and celebrating cultural events organised by Council and external agencies
2. Highlighting and advocating on the needs and challenges faced by refugee and migrant communities such as Refugee Week
3. Providing and supporting programs specifically relating to migrant and refugee communities and assisting relevant community groups and organisations working with these target groups
4. Identifying and responding to community issues and needs in a respectful and timely manner
5. Maintaining compliance with Council’s EEO targets and Code of Conduct to combat racism and discrimination within council and the community
6. Promoting and supporting programs that connect communities, build respect and understanding of different cultures and help maintain people’s cultural heritage and identity
3.3 Planning and Engagement

Our integrated planning approach and the way we consult responds to our community diversity and ensure inclusivity. We will analyse and update census information and other data to ensure our planning information is current and relevant. We will consult with community members and give people a say on the services they need. We are committed to the following strategies:

1. Continue planning for a diverse, harmonious and tolerant community
2. Consider the needs of CALD residents in the planning and delivery of services & consultations
3. Consult with appropriate government, non-government agencies and community groups to inform planning relating to CALD communities
4. Review progress and report on the integration of relevant ‘satellite’ plans
5. Encourage residents of CALD backgrounds to participate in Council’s planning and review of services
6. Provide information in a culturally appropriate and sensitive manner using multilingual information where appropriate
7. Work with and support the Multicultural Advisory Committee and participate in any other consultation processes to receive community input and feedback on relevant Council activities
8. Improve data collection and analysis on language and cultural background of council service users to better inform planning and evaluation of council services and facilities
3.4 Access and Equity

Waverley Council recognises that people from refugee, migrant and non-English speaking backgrounds can be disadvantaged due to factors such as limited English skills, trauma experienced in their homeland or feeling isolated from the wider community. Settlement can be a life long process and specific services are needed at different points to support this process. Waverley is committed to providing equitable and accessible services, information and opportunities to all residents. In order to achieve this we will:

1. Provide targeted translated information and language services to ensure that our community members understand and can participate in Council services and processes.
   - Continue to provide communication in community languages through the Language Aide Scheme and Telephone Interpreter Service (TIS)
   - Encourage and support staff with multilingual skills to link into the language aide scheme
   - Implement programs to ensure inclusion of translated material in Council community information strategies
   - Utilise ethnic media to communicate important Council decisions and initiatives to the community
   - Review procedures on effective use of interpreters and Language Aides to inform better practice by council staff

2. Ensure community education campaigns in the Delivery Program will consider the need of audiences and report on CALD community targets

3. Provide universal signage to improve access and information in public areas, particularly on the beaches

4. Promote and provide accessible and culturally appropriate services, resources, venues and facilities to CALD communities

5. Continue to employ a multicultural worker to provide advice on communication strategies and cultural considerations across Council departments

6. Provide staff training to improve communication with residents from culturally diverse backgrounds

7. Promote the use of bi-lingual staff for direct service roles and provide support and relevant training for these roles
3.5 Economic and Cultural Opportunities

We recognise that cultural and linguistic diversity is a valuable economic and social resource in our community. The tourist industry is an integral part of Waverley’s economic and social life. We will build on people’s strengths and assets and support our vibrant community through a range of activities and events that value diversity. We are committed to the following strategies:

1. Continue our support of classes, workshops, events and festivals which reflect and celebrate cultural diversity
2. Provide a coordinated program of social, recreational and cultural events targeting diverse groups
3. Advocate for the benefits of a culturally diverse community
4. Continue involvement in hosting Australian Citizenship ceremonies
5. Support efforts targeting visitors to ensure a safe and enjoyable experience for visitors and residents
6. Facilitate and develop opportunities for employment and training within council and the wider community to assist migrants and refugees
7. Encourage culturally diverse local businesses and those supporting the diverse needs of our community members
8. Provide culturally diverse artists with opportunities to promote and expand their businesses facilitated by council’s Cultural and Community Services Division and the Bondi Pavilion.
4. How does this Cultural Diversity Policy relate to other plans?

Most of our planning includes references to Waverley’s culturally diverse communities with the most relevant plans being our Social Plan, our Cultural Diversity Policy/Action Plan and access and equity plans. Historically, we have developed a number of plans dealing with specific themes and separate action plans have been developed for each of Council’s access and equity policies. As stand-alone plans these tended to be viewed as separate from the Management Plan which determines what we aim to achieve in any one year.

4.1 Integrating cultural diversity into strategic planning

Recent legislative reforms aim to strengthen councils’ strategic focus and integration of statutory planning and reporting processes. These reforms replace the former Management Plan and Social Plan as well as separate access and equity plans with an integrated planning framework. It includes a new requirement to prepare a long-term Community Strategic Plan and Resourcing Strategy. These changes to Department of Local Government (DLG) requirements confirm the direction in which Waverley Council has been heading for quite some time.

From 2005-06 we developed a new and more integrated community planning approach. This approach encourages us to draw our various plans together, to understand how they interact and to get the maximum leverage by planning holistically for the future. This resulted in Council’s first strategic plan Waverley Together and the integration of satellite plans and policies into the 3-year Management Plan (now called Delivery Program) which started to drop down directly from our Strategic Plan.

In 2009, Waverley Together was extensively updated and revised and is now known as Waverley Together 2. It includes long term plans to manage our assets, environment, finances and workforce. Extensive community consultations informed Council’s broad directions over a 12-year timeframe. It also satisfies the DLG’s new requirements which include the need to:

- address social, environmental, economic and civic leadership issues in an integrated manner
- be adequately informed by relevant information relating to social, environmental, economic and civic leadership issues
- be based on the social justice principles of equity, access, participation and rights.

Waverley Together 2 is the foundation for all our corporate and management planning including budget planning. It has shared ownership and reflects the community’s vision. The plan consists of broad directions and strategies which are translated into detailed strategies and actions in the Delivery Program and Operational Plan.

Our Waverley Together 2 clearly demonstrates that we are still committed to achieving community cohesion and equitable access to services. This is being achieved by integrating a range of plans and policies, such as this one, with our strategic directions.
Cultural Diversity Policy and integrated planning – How does it all fit together?

**Flowchart 1**

A long-term resourcing strategy supports the implementation of the Strategic Plan, by managing our environment, assets, human and financial resources.
4.2 Planning and reporting on cultural diversity strategies

The Delivery Program is our statement of commitment to the community, renewed every four years from each newly elected council. It is designed as the single point of reference for all principal activities undertaken by Council during its term of office. All plans, projects, activities and funding allocations must be directly linked to this Program. Principal strategies relating to CALD communities are translated into actions and integrated at this point. The Cultural Diversity Action Plan will draw together all strategies relating to cultural diversity.

Supporting the Delivery Program is our annual Operational Plan. It spells out the details of the Program – the individual projects and activities that will be undertaken each year to achieve the commitments made in the Delivery Program. Strategies relating to CALD communities in the Delivery Program will be detailed here.

Each year, we review our strategies and actions through the Delivery Program when preparing the Operational Plan.

The annual report focuses on Council’s implementation of the Delivery Program and Operational Plan and is one of the key points of accountability between council and the community. It is not a report to the Division of Local Government or the NSW Government, it is a report to the community.
5. Waverley’s distinctive community characteristics

There are many social and cultural aspects Waverley shares with neighbouring council areas. However, some of Waverley’s characteristics which inform this policy and set it apart from its neighbours include:

■ An influx of tourists, people on working holiday visas and medium to long-term business migrants and their families (over three times as many overseas visitors in 2006 compared to 1991)

■ LGA with the largest proportion of Russian speakers (and people indicating Russian ancestry) in NSW. This is a multifaceted heterogeneous group of people from all over the world (including the Russian Federation, Ukraine, China, Germany and South Africa), both Jewish and non-Jewish

■ A large number of birthplaces from around the globe, some represented by very small population groups which presents certain challenges for service provision

■ Home to a large Jewish population – 28% of all Jewish people in NSW live in Waverley accounting for 17% of Waverley’s total population

■ The second largest concentration of all South Africans in NSW after Ku-ring-gai (representing 12% of Waverley’s total overseas born population)

■ An ageing population particularly pronounced in post war immigrant communities

■ In addition, Waverley’s residents tend to be more mobile and transient:

■ Home ownership (fully owned or buying) is low (43% of dwellings compared to 61% in Sydney)

■ Just over 38% of dwellings are rented making a significant proportion of the population vulnerable to dramatic rent increases which have occurred in the last decade
5.1 Who makes up Waverley’s multicultural community?

According to ABS Census 2006, the total population for the Waverley local government area is 60,716, a slight decrease (–1.6%) between 2001 and 2006. In 2006, around 21,000 residents stated that they were born overseas comprising 35% of Waverley’s total population. At the same time 11,100 (18%) of the total population indicated they were born in non-English speaking countries, while 10,380 or 17% of the total population did not state their birthplace at all.

Waverley’s Jewish community is strong numbering about 10,200 in 2006, representing well over a quarter (28%) of all Jewish people in NSW. Many have migrated from Eastern European countries, the former USSR/Russian Federation and Ukraine, South Africa, and Israel (People of NSW, 2006.)

The Department of Immigration and Citizenship settlement database indicates that from 1 September 2006 to 31 March 2009, a total of 1,700 people came to Waverley, including 569 people under the Family Reunion program and 1,130 people under the Skilled category. The top countries of birth were the United Kingdom (569) and Ireland (167) followed by Germany (81).

5.2 How do we compare with Sydney?

The following graph lists the top ten birth places for Waverley residents in 2006, compared to Sydney Statistical Division (SD).

![Graph showing top ten birth places for Waverley and Sydney Statistical Division](image)

Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

Figure 1.
In 2006, 35% of Waverley LGA's population were born overseas compared to 32% in the Sydney Statistical Division (SD).

The Waverley LGA had a relatively higher proportion of persons born in a country other than Australia but this varied across the area. Proportions ranged from a low of 26% in Bronte to a high of 44% in Vaucluse. The five areas with the highest percentages were:

- Vaucluse (44%)
- Rose Bay (42%)
- Dover Heights (40%)
- Bondi Junction (39%)

The following map shows the distribution of Waverley residents who were born overseas with the darker shaded areas identifying a stronger concentration of this population group.
5.3 What are some of the changes since the last census?

The following graph shows the changes between 2001 and 2006 that have occurred in the top ten birth places. The number of residents born in the UK and New Zealand, while still representing 1st and 3rd largest overseas born populations, decreased significantly over that period.

![Graph showing changes in country of birth (top 10), Waverley Local Government Area (LGA), 2001 to 2006 (Enumerated data)](image)

Source: Australian Bureau of Statistics, 2006 and 2001 Census of Population and Housing (Enumerated)

**Figure 3.**

The South African community has had a large influx of migrants with another 16% increase between 2001 and 2006, making it Waverley’s 2nd largest group of people born overseas with nearly 2,500 residents.

5.4 What are some of the languages spoken by our residents?

There was a decline in the number of people in most language groups in Waverley in the 2006 Census. The trend evident in the last two census results continued with non-English speakers over-represented in the 65+ age category. Of the 7,920 people in Waverley over 65 years of age, 31% are from non English speaking background, even though 22% of the aged population did not state their country of birth. It is notable that more than half the speakers of Hungarian, Polish, Italian and Greek are over 65, and a third of the Russian and Ukrainian speakers are also in this category.

While England, South Africa, and New Zealand were the most common overseas countries of birth for the Waverley LGA, Russian speakers (mainly from the Federation of Russia and Ukraine), representing 2% of the total population, are the largest group in Waverley whose primary language is not English. Other non English speaking communities are: Chinese (Hong Kong and Republic of China), Hungarian, and German speaker, at 1% of the total population.
5.5 Who are some of our recent arrivals?

In 2006, nearly a quarter (24%) of Waverley’s overseas born population were new migrants compared to 18% in the Sydney SD. This figure captures all recent arrivals that were born overseas and arrived in Australia between 2001 and 2006. These people intended to stay in Australia for at least one year.

The following map shows the distribution of recently arrived migrants for the Waverley LGA in 2006 with the darker shaded areas identifying a higher concentration of this population group.

*Figure 4.*

The Waverley LGA had a relatively higher proportion of new migrants compared to Sydney overall. Proportions ranged from a low of 12% in Dover Heights to a high of 34% in Bondi Beach. The five areas with the highest percentages were:

- Bondi Beach (34%)
- Tamarama (32%)
- Bondi Junction (28%)
- Bondi (27%)
5.6 How well do residents communicate in English?

The English language proficiency of Waverley’s residents is comparatively high. Responses to ‘How well do you speak English’ in the Census are self assessed and therefore subjective. It also says little about a person’s ability to understand and communicate in writing. Because of this, and the large number of people not responding to this question in the census, it is not always a very reliable indicator for the planning and provision of multilingual services. We also know that a significant proportion of people with language difficulties are older residents.

In 2006, 5% of Waverley’s overseas born population was not fluent in English compared to 14.0% in the Sydney Statistical Division. This figure includes persons who do not speak English at all or do not speak it well. The following map shows the distribution of Waverley residents not fluent in English in 2006 with the darker shaded areas identifying a higher concentration of this population group.

Figure 5.

Compared to Sydney, the Waverley LGA had a relatively lower proportion of persons not fluent in English. Proportions ranged from a low of 1% of people not fluent in English in Tamarama to a high of 8% in Waverley. The five areas with the highest percentages were:

- Waverley (8%)
- Bondi Junction (7%)
- Queens Park (6%)
- Bondi (6%)
6. Legislative Context

This policy flows from a 30 year history of state and federal legislation and confirms council's commitment to social justice principles.

6.1 State Legislation

The NSW Government supports the four interrelated principles of equity, access, participation and rights through its NSW Social Justice Directions Statement.

This Cultural Diversity Policy is based on these principles and is specifically guided by the:

- Local Government Act 1993
- Local Government (General) Regulation 2005
- Community Relations Commission and Principles of Multiculturalism Act 2000

The Local Government Act makes references to the cultural and linguistic diversity that may exist in the community that Council serves.

Specifically, the Act contains the Council Charter which states that Council will exercise its functions with due regard for the cultural and linguistic diversity of its community (chapter 3. Section 8 (1).

The Local Government Amendment (Planning and Reporting) Act 2009 came into force on 1 October 2009. Planning a Sustainable Future 2010 informs councils of their new requirements and guides councils’ implementation of the Department of Local Government’s (DLG) Integrated Planning and Reporting framework. This framework will ensure that planning and decision making will be more focused on sustainability and improve connections between council and the community vision. The community strategic plan must be based on the social justice principles of equity, access, participation and rights (for more details see Planning a Sustainable Future - Planning and Reporting Guidelines and Manual www.dlg.nsw.gov.au)

The NSW Principles of Multiculturalism are enshrined in the Community Relations Commission and Principles of Multicultural Act 2000. Each public authority and local council must observe the principles of multiculturalism in conducting its affairs. It is the responsibility of the chief executive officer of each public authority and local council to implement the provisions of the policy in their administration.

Local councils address the NSW Principles of Multiculturalism through their corporate planning processes as prescribed under the Local Government Act (1993) and the Local Government (General Regulation) 2005.
The four Principles of Multiculturalism as set out in the Community Relations Commissions NSW Principles of Multiculturalism Act 2000 are:

1. All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.

2. All individuals and public institutions should respect and make provision for the culture, language and religion of others within Australia’s legal and institutional framework where English is the common language.

3. All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.

4. All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

6.2 Federal Government Legislation

Racial Discrimination Act 1975 gives effect to Australia’s obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. It aims to ensure that Australians of all backgrounds are treated equally and have the same opportunities. This law protects people across Australia from discrimination on the grounds of race, colour, descent, national or ethnic origin, and immigration status.

Australian Human Rights Commission Act 1986 established to set up the Australian Human Rights Commission which monitors Australia’s obligations under international conventions and declarations of human rights.

Charter of Public Services in a Culturally Diverse Society supports the Government’s commitment to implement its Australian Government Access and Equity Strategy. The Charter was endorsed by Australian, state and territory governments and by the Australian Local Government Association in 1998, and represents a nationally consistent approach to the delivery of culturally responsive Government services. The purpose of the Charter is to ensure that Government services meet the particular needs of people from diverse linguistic and cultural backgrounds so that they can participate fully in economic, social and cultural life.

Social Inclusion Agenda - developed by the Social Inclusion Board which was established in May 2008. It is the current government’s agenda complementing the Access and Equity Strategy. Aspirational principles of this agenda are

- Reducing Disadvantage
- Increasing social, civil and economic participation in society
- A greater voice, combined with greater responsibility
7. History of Waverley Council’s Multicultural Policies

Waverley Council has been providing accessible services to CALD communities for nearly 20 years through a policy framework and resulting actions since the inception of the first Local Ethnic Affairs Policy Statement (LEAPS) in 1990. Twenty years ago Waverley’s community was very different to today’s and responding to the challenges of post-migration settlement, early multicultural policies focused particularly on language and cultural barriers of migrants to accessing Council services.

The following provides a brief chronology of Waverley Council’s Multicultural Policies.

1990
In September 1990, Waverley Council resolved to prepare and implement a Local Ethnic Affairs Policy Statement (LEAPS). As a management plan, the policy formulated strategies for Council departments to become more accessible to residents regardless of their ethnic, religious or linguistic background. It involved a process whereby the Council consulted with government departments, residents and various ethnic communities.

1991
An Inter-departmental Committee was formed with representatives of all departments of Council. It identified community needs and developed various proposals to improve the accessibility of Council. A Community Multicultural Policy Advisory Committee was established to assist Council in its community consultation with ethnic communities and ensure that the procedural changes adopted by Council and the services provided were appropriate.

1997/8
Council reviewed and updated the LEAPS policy based on the existing policy implementation, questionnaires and interviews conducted within Council during 1997 and early 1998. A large portion of the information in that revised document was based on feedback received from this process as well as information gathered from departmental reports, committee reports, community profiles and other documents. In November 1997, the Executive Team amended the title of the LEAPS policy document to *Waverley Multicultural Policy* in an effort to provide a more appropriate title and avoid confusion with other projects.

2003
The Action Plan of the Policy was reviewed and updated incorporating comments and suggestions made by the Multicultural Advisory Committee.

2004
Sections of the Multicultural Policy were updated in 2004 including the Community Profile reflecting the 2001 Census, and the Legislative Requirements to accommodate the requirements of the Local Government (General) Regulation 1999 and the Community Relations and Principles of Multiculturalism Act 2000.

2006
In 2006 all the activities of the Action Plan were incorporated in Council’s annual Management Plan where resources are allocated and implementations of actions is reported.
This Annual Report is a compilation of Waverley Council’s initiatives and activities undertaken to progressively implement the five objectives of the Cultural Diversity Policy. The report covers events, services and programs listed against all the strategies in the Cultural Diversity Action Plan under the headings Leadership, Community harmony, Planning and engagement, Access and equity, Economic and cultural opportunities.

**Leadership**

In 2010 Waverley Council reviewed and updated its Multicultural Policy (1999) and developed the new Cultural Diversity Policy, Waverley Council’s Commitment to Cultural Diversity 2010-2014.

Council’s Multicultural Advisory Committee (MAC) was re-established in November 2009. Since then the MAC has met regularly to provide input and advice. Membership of this committee comprises two Waverley Councillors and eleven service providers and community members. The MAC has provided input to the development of the new Cultural Diversity Policy 2010-2014 and for specific activities including Council’s Refugee Week event.

Council employs a Community Worker - Multicultural three days per week. The role of this position is to ensure the provision of well informed advice to Council on issues affecting Waverley’s multicultural and Aboriginal and Torres Strait Islander communities. Other work includes policy advice, consultation, project development, planning support and advocacy. The Officer attends bi-monthly meetings of the Inner Eastern Sydney Migrant Interagency (IESMI) to keep up-to-date on information and trends relating to migrant and refugee issues.
Community harmony

WAVERLEY LIBRARY

Waverley Library holds a number of community language resources selected on the basis of community demand and demographics. The Library is represented on the Working Group for Multicultural Library services NSW, which meets quarterly.

The Library has an extensive collection of resources in the Russian language. During the year 23,008 loans were registered from the over 2,700 book and audio visual resources in Russian. Other language collections include: Chinese, Polish, French, Hungarian and Spanish. The Library has a long association with the Polish Consulate in Sydney and has co-hosted a number of events.

CHILDREN’S SERVICES

More than a third of families in Waverley’s two child care centres at Bondi Junction are from Culturally and Linguistically Diverse (CALD) backgrounds. Programs promoting inclusion and celebrating cultural diversity were provided throughout the year in all three of Waverley Council’s child care centres and the family day care service. These programs included culturally diverse activities such as African and Japanese storytelling and celebrating special cultural and religious days through arts, crafts, literacy and music. The centres purchased a number of books written in community languages such as Vietnamese, and purchased dress up clothes and music from various cultural groups. Culturally diverse foods are offered at each centre. Bi-cultural support workers are also used for children needing language assistance at play sessions.

WAVERLEY COMMUNITY AND SENIORS CENTRE

The Waverley Community and Seniors Centre continued to provide programs in Languages Other Than English (LOTE) throughout the year: Activities included: a weekly exercise class conducted in Greek (attracting 16-25 participants), and a monthly social bus outing for frail, older members of the Greek community. Monthly meetings for the Russian veterans group are held at the Waverley Seniors Centre with 50-60 regular participants, and the Italian social group attracts 30-40 people.

The Centre also runs a series of culturally diverse educational and physical activities including Spanish, French and German language classes run by the University of the 3rd Age and German beginners’ courses. There are also weekly Sahaja/Hatha and Iyengar Yoga/meditation classes. These courses are very popular amongst a diverse range of people.

WAVERLEY COMMUNITY LIVING PROGRAM

The Waverley Community Living Program (WCLP) provides accommodation and training to assist people with a mild intellectual disability to live independently in the community. The Program includes community education on cultural diversity and social justice topics in their programming. This year they had guest speakers present the topics ‘Social Inclusion for Minority Groups’ and the ‘World Day of Social Justice.’ As part of their sessions on social justice WCLP members decided to raise funds to assist in the relief campaign for earthquake victims in Haiti. WCLP clients celebrated Harmony Week and hosted an Express Yourself evening where clients celebrated their cultural backgrounds through sharing food, stories, music and poetry.
COMMUNITY FACILITIES

Waverley Council’s community facilities include a theatrette at the Library, meeting rooms and a hall at the Mill Hill Centre, a theatre, pottery gallery, music studios and multi-use spaces at the Bondi Pavilion, and parks and sporting fields. A broad cross-section of the community uses the facilities including:

**Mill Hill:** Suave Latin Productions dance classes, Russian English Classes, Russian Social Support Group, Russian War Veterans Group, Cancer Council Italian Support Group, and Jewish Care.

**Bondi Pavilion:** Provides venues, facilities and other resources which may include advice, promotion and partnerships, for groups in the community to organise and run their own cultural activities and functions. Many culturally and linguistically diverse visual and performing artists utilise the Pavilion Art and Music Studios. This fosters a range of cross-cultural exchanges and employment opportunities for artists and tutors of CALD background. Regular classes over the past year have included African dance and drumming, Argentinean Tango, Brazilian Capoeira, Malay Pecak Silat martial arts, and Latin American dance. The Bondi Pavilion Theatre hosted a range of culturally diverse performances this period including *Brazilian Myst* – a play devised by a local Brazilian group to share the history about the relationships between slavery and Capoeira, *Rhythm Safari* – an African musical play, Russian musical performances, Israeli musical performance, and the annual Kosher Theatre Sports.

The **Bondi Pavilion Gallery** provides exhibition space for 26 exhibitions per year with more than 50% representation by CALD artists. The Pavilion Gallery partnered with several groups in the past year to present exhibitions to celebrate cultural diversity. This included a Latin American exhibition as part of the annual South American Festival, a Swiss Australian Cultural Association exhibition, and a Commonwealth of Nations exhibition by local Nigerian curator Jumoke Debayo.

**Parks and sporting fields:** Jewish associations and groups regularly use Council parks for various sporting, social and religious occasions. Mizrachi Synagogue uses Barracluff Park as a pathway to the synagogue in September. Yeshiva College used Barracluff for a religious festival. Kesser Torah College use Rodney Reserve. Maccabi, the Jewish association of sporting clubs use various soccer fields.

The Multicultural Bocce Association plays in Waverley Park twice weekly. Three Gaelic football/hurling teams Clan Na Gael, Cormac McAnallan and the Central Coast use the fields for training.

CULTURAL EVENTS

**Russian Victory Day**

On 9 May 2010 a memorial service was held and attended by a wide cross-section of the Russian community to commemorate the victory of the forces of the former Soviet Union at Berlin on 9 May 1945. This date marked the 65th anniversary of Russian Victory Day. The service was attended by the Consul-General of the Russian Federation, and representatives from the NSW Association of the World War II Veterans from the Soviet Union, the Russian Ethnic Community Council of NSW, members of Parliament, the Mayor of Waverley and Waverley Councillors.
Harmony Week

A number of Council events occurred during Harmony Week. Over 200 people attended a Bollywood-themed event at the Waverley Community and Seniors Centre in partnership with the Holdsworth Community Centre.

Waverley Community Living Program members celebrated Harmony Week with an *Express Yourself* evening. Harmony Day resources were distributed and promoted throughout Council venues and programs. Anti-racism materials were distributed to local primary schools along with ideas on incorporating Harmony Day into school programs. Council’s Bondi Junction Place Management and Community Worker - Multicultural created the *Deliciously Diverse* campaign (more information below in economic and cultural opportunities).

Chanukkah

Waverley Council hosted a *Chanukkah* (the Festival of Lights) event on 7 December 2010 at Council Chambers. Leaders of the Jewish community, leaders and members of the general community and other religious groups in Waverley attended along with Councillors and Council staff to celebrate this event.

Council’s *Refugee Week* event provided an extensive program aimed at raising awareness and highlighting issues relating to the challenges faced and contributions made by refugees. Council developed a number of partnerships for this program and sought advice where needed from the Refugee Council of Australia (RCOA). The program included a workshop on community advocacy facilitated by Ian Rintoule from the Refugee Action Coalition and 'A day in the life of a refugee' workshop run by the Salvation Army. The major event for the week was the Australian Refugee Film Festival, shown in the Bondi Pavilion for the first time. The Film Festival was opened by special guest speaker, Binneh Conteh, a refugee advocate who shared some of his personal story about escaping Sierra Leon. A photographic exhibition of people from a refugee background and their stories, produced by the Adult Migrant Employment Service, was showcased for three weeks at Waverley Library during the Refugee Week period.

COMMUNITY FESTIVALS

South American Festival

This popular annual festival showcases and celebrates Latin American culture, food, music and art. Over 200 artists perform on the day attracting an audience of over 2,000 people.
**Festival of the Winds**

September 2009 saw the 31st anniversary of this popular, free community kite-flying and multicultural festival, attracting around 40,000 people. The Festival celebrates diversity through kites, music, dance and food from around the world. In a partnership with ‘Astronomers Without Borders’ and communication via Tehran, stunning photographs of the night skies from artists across the world were exhibited, with their slogan “One People – One Sky”.

**Ocean Care Day**

Held in November 2009 and 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 Indigenous Australia.

**Global Table Multicultural Street Festival**

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

**Planning and engagement**

Waverley’s community characteristics have changed considerably over the past decade. A comprehensive section analysing Waverley’s demographics was developed to inform Council’s 2009 Cultural Diversity Policy, Waverley Council’s Commitment to Cultural Diversity 2010-2014. Awaiting 2010 ABS census results, the policy reported on 2006 findings when 35% of Waverley’s population of 61,000 indicated they were born overseas. 18% of residents said they were born in a country where English is not the first language. Russian was the language most commonly spoken other than English (2%). Non-English speakers were over-represented in the 65+ age category. More than half the speakers of Hungarian, Polish, Italian and Greek, and a third of Russian and Ukrainian speakers were over 65.

**COMMUNICATING WITH OUR MULTICULTURAL COMMUNITY**

**Media**

At regular intervals during the year, the Mayor’s column was translated and placed in the Horizon (Russian) Community Newspaper. Media releases and story ideas were also shared with Russian and Jewish papers.

**Translating and Interpreting**

Council maintains a pool of accredited language aides, who receive the weekly CLAS allowance when they provide a service. The program is reviewed annually to inform decisions about future recruitment and accreditation of language aides. In 2009-10 the pool consisted of (8) language aides, available to provide communication assistance in the following languages: Cantonese, Greek, Japanese, Mandarin, Polish, Portuguese, Russian and Spanish. The Translating & Interpreting Service (TIS) was used 30 times in this period for the languages Russian, Greek, Spanish, Vietnamese, Turkish, and Mandarin. The standard message on how to contact Council with the help of TIS continues to be used regularly on Council materials and community newsletters. Key points from Waverley’s community newsletter, Waverley in Focus, were translated into Hungarian, Chinese, Spanish, Greek and Russian and included in the Newsletter. Council also contracts E-Translate to conduct translations of brochures and information resources for the community.
Responding to Issues

The *Wipe Out* graffiti removal project initiated by Council’s Safety Officer responded to the needs of CALD business owners who were experiencing graffiti issues by translating the project outline and aims into Chinese, Thai, Korean and Japanese.

Access and equity

**COMMUNITY EDUCATION**

Bondi Beach Lifeguards ran surf life safety programs with international students and new migrants FROM the University of New South Wales and Macquarie University, and local schools.

**SYDNEY EREV**

Council maintains various sections of the Sydney Eruv which are situated in the Waverley LGA, including the railings and flag posts along Bondi Beach Promenade. This virtual fence symbolises the community and defines the area within which orthodox Jewish people are able to undertake various outdoor activities on the day of the Sabbath (Saturday). Without the Eruv, orthodox Jewish people would be restricted to staying inside their homes on the Sabbath.

**COMMUNITY HOUSING**

Waverley Housing for Older People- (WHOP) was advertised through ethnic media to target Italian and Greek residents housing. 52% of our WHOP clients identify as being from a CALD background.

**ACCESS**

Creating equitable access to the new Waverley Park Pavilion for groups and individuals is a big consideration in the planning and development of this facility. An access policy will be developed to address any barriers identified in previous consultations with a number of target groups including multicultural communities. In the development of the Waverley Park Master Plan all potential user needs were identified and the Bocce Multicultural Association joined other stakeholders in providing feedback into the design of the amenities building.

**TRAINING**

All Council staff received training on customer service during 2009-10 including information on communicating with people from NESB.

In addition, this year Council developed a one day training program for all new frontline staff called ‘Working with difference’, incorporating cultural awareness training. The program was developed in response to staff feedback, and in consultation with training specialists, and specialist staff. At the end of June 2010, 19 staff members had completed this course.
Economic and cultural opportunities

EMPLOYMENT
At the end of June 2010, 13% of Council’s workforce of 693 people identified themselves as being of a CALD background. Council employs a permanent part time Community Worker-Multicultural (for details see section under Leadership)

CITIZENSHIP CEREMONIES
Council conducts monthly citizenship ceremonies, welcoming an average of 50 new citizens a month. New citizens come from a range of countries including the UK, South Africa, Sweden, Germany, Italy, Ireland, Korea, Japan, India, Malaysia, and China. Local members of Parliament, Councillors, and community groups join the Mayor in a ceremony to welcome the new citizens, and their families and friends. The monthly ceremonies are held at Council Chambers. In January 2010 we welcomed 97 new citizens at an Australia Day special ceremony which was held at the Bondi Junction/Waverley RSL.

EVENTS
The Deliciously Diverse campaign was created by Council’s Recreation, community Planning and Partnerships division and the Bondi Junction Place Management Office for Harmony Week 2010. The project highlighted culturally diverse food outlets in the Bondi Junction area to showcase our diversity and support local businesses. 11 businesses were selected to provide a culturally diverse lunch deal during Harmony Week. Council provided free promotion and marketing for this campaign through the development of a flyer and using Council promotion avenues.

The Recreation, Community Planning and Partnership division also organised a staff luncheon at Dee Jays, one of the participating food outlets in the Deliciously Diverse campaign. 20 staff members attended the luncheon. Harmony Week resources and information was distributed to raise awareness of the meaning of Harmony Week.
Schedule 2: Cultural Diversity Action Plan 2010-14 (2010-11 implementation)

The following action plan lists activities that will support the implementation of the strategies under the five key policy objectives. Where actions appear in Waverley Council’s Delivery Plan (DP) 2010-2013 or Operation Plan (OP) 2010-2011 a reference to the page number is provided. We will review and report on this action plan and its implementation annually.

ABBREVIATIONS USED THROUGHOUT THIS PLAN INCLUDE:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ATSI</td>
<td>Aboriginal and Torres Strait Islander</td>
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<tr>
<td>BB</td>
<td>Bondi Beaches Place Management Division</td>
</tr>
<tr>
<td>BJ</td>
<td>Bondi Junction Place Management Division</td>
</tr>
<tr>
<td>CALD</td>
<td>Culturally and Linguistically Diverse</td>
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<td>CCS</td>
<td>Cultural and Community Services</td>
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<tr>
<td>CRC</td>
<td>NSW Community Relations Commission</td>
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<tr>
<td>CTS</td>
<td>Corporate and Technical Services</td>
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<td>EA to mayor</td>
<td>Media/Executive Assistant to the Mayor</td>
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<tr>
<td>EEO</td>
<td>Equal Employment Opportunity</td>
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<tr>
<td>EO Communications</td>
<td>Executive Officer to the Executive team (Communications)</td>
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<tr>
<td>GAES</td>
<td>Governance, Administration and Executive Support</td>
</tr>
<tr>
<td>GMU</td>
<td>General Manager’s Unit</td>
</tr>
<tr>
<td>HR/OD</td>
<td>Human Resource and Organisational Development</td>
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<tr>
<td>LCS</td>
<td>Library and Customer Services</td>
</tr>
<tr>
<td>LOTE</td>
<td>Language Other Than English</td>
</tr>
<tr>
<td>MAC</td>
<td>Multicultural Advisory Committee</td>
</tr>
<tr>
<td>MO</td>
<td>Mayor’s office</td>
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<tr>
<td>OHSE</td>
<td>Occupational Health, Safety and Environment</td>
</tr>
<tr>
<td>PES</td>
<td>Planning and Environment Services</td>
</tr>
<tr>
<td>PWS</td>
<td>Public Works and Services</td>
</tr>
<tr>
<td>RCPP</td>
<td>Recreation Community Planning and Partnerships</td>
</tr>
<tr>
<td>TIS</td>
<td>Translating and Interpreting Service</td>
</tr>
<tr>
<td>TS</td>
<td>Technical Services</td>
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</tbody>
</table>
### OBJECTIVE 1 – LEADERSHIP

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Activity</th>
<th>DP/OP Reference</th>
<th>Timeframe/Priority</th>
<th>Target/Measure</th>
<th>Who?</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Advocate and participate in forums that support the inclusion of and build on opportunities for culturally diverse communities.</td>
<td>Involvement, support and input into generalist and culturally specific interagencies and networks including the Inner Eastern Sydney Migrant Interagency, Eastern Sydney Multicultural Access project and other forums supporting multiculturalism.</td>
<td>DP G2b pg 86</td>
<td>Ongoing</td>
<td>Minimum four per year</td>
<td>RCCP</td>
<td>Existing</td>
</tr>
<tr>
<td>1.2 Collaborate with other councils and government agencies to promote community harmony and services for culturally diverse communities.</td>
<td>A coordinated program of social, recreational and cultural events targeting diverse groups including ‘place making’ events, celebrations and/or installations to enliven key places in Waverley and bring the local community together.</td>
<td>OP C1a pg 19 DP C1a pg 20</td>
<td>2010-2011</td>
<td>See below</td>
<td>CCS LCS BB BJ</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide events targeting culturally and linguistically diverse people including Refugee Week, Harmony Day, Global Table and Deliciously Diverse.</td>
<td>OP C1a pg 19 DP C1a pg 20</td>
<td>2010-2011</td>
<td>Five events supporting multiculturalism and Indigenous culture provided annually</td>
<td>CCS LCS BB BJ</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide a program of place making events &amp; activities at various locations in Waverley.</td>
<td>OP C1a pg 19 DP C1a pg 20</td>
<td>2010-2011</td>
<td>Six programs supporting multiculturalism and Indigenous culture provided annually</td>
<td>CCS LCS BB BJ</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Work in partnership with neighbouring councils and/or regional organisations to highlight the benefits of community harmony – through events or community forums exploring community issues, eg. workshops or seminars on social inclusion.</td>
<td>No</td>
<td>Long term</td>
<td>To be negotiated and developed</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td>1.3 Remain an active representative on management committees of local funded services to provide leadership on servicing CALD communities.</td>
<td>Provide management support to community groups including information and advice on demographics and local issues.</td>
<td>DP C4b pg 28 OP C4b Pg 34</td>
<td>2010</td>
<td>At least three community groups provided with management support annually</td>
<td>RCCP</td>
<td>Existing</td>
</tr>
</tbody>
</table>
### OBJECTIVE 1 – LEADERSHIP

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<th>Target/ Measure</th>
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<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.4</strong></td>
<td>Assess the need to provide funds to support local non government organisations (NGOs) and community groups who work with CALD communities under Council’s community grants scheme.</td>
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<td></td>
<td>Resourcing of advocacy and grant seeking to support and strengthen multiculturalism and Indigenous culture in Waverley. Develop partnerships with internal and external stakeholders to facilitate inclusion of multicultural groups.</td>
<td>OP C1a pg 20</td>
<td>2010-2011</td>
<td>One partnership/activity to strengthen multiculturalism annually</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide funding through the small grants program for community groups delivering cultural, recreational and social outcomes.</td>
<td>DP C4b pg 28</td>
<td>2010-2011</td>
<td>Level of funding provided annually ($79,000)</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>1.5</strong></td>
<td>Employ a Community Worker-Multicultural to provide advice to Council on multicultural issues, and support and promote cultural diversity within the organisation and in the community.</td>
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<td></td>
<td>Deliver an annual program of activities relating to cultural diversity that supports Council’s objectives identified in key corporate plans and policies.</td>
<td>No</td>
<td>Ongoing</td>
<td>One program per year</td>
<td>RCPP CCS</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide input into existing plans to improve their capacity for incorporating access and equity considerations regarding cultural diversity.</td>
<td>No</td>
<td>Ongoing</td>
<td>Number of plans improved</td>
<td>RCPP</td>
<td>Existing</td>
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<tr>
<td></td>
<td>Provide input and up to date information to include in social planning reports, updates and demographics.</td>
<td>No</td>
<td>As needed</td>
<td>As needed</td>
<td>RCPP</td>
<td>Existing</td>
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</tbody>
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## OBJECTIVE 2 – COMMUNITY HARMONY

<table>
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<tr>
<th>Strategy</th>
<th>Activity</th>
<th>DP/OP Reference</th>
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<th>Target/ Measure</th>
<th>Who?</th>
<th>Resources</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Highlight, promote and celebrate cultural events such as Global Table. A coordinated program of social, recreational and cultural events targeting diverse groups including ‘place making’ events, celebrations and/or installations to enliven key places in Waverley and bring the local community Together.</td>
<td>DP C1a pg 20</td>
<td>2010-2011</td>
<td>Harmony Day Global Table Refugee Week</td>
<td>BJ</td>
<td>Existing</td>
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<td></td>
<td>BB</td>
<td>RCPP</td>
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<td>RCS</td>
<td>CCS</td>
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<td></td>
<td>Existing</td>
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<tr>
<td>2.2</td>
<td>Highlight and advocate on community issues relating to refugee and migrant communities such as during Refugee Week. Develop documents and resources to help raise awareness and input into refugee issues.</td>
<td>No</td>
<td>2010-11</td>
<td>One per year</td>
<td>RCPP</td>
<td>Existing</td>
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<td>2.3</td>
<td>Provide and support activities specifically relating to migrant and refugee communities. Input into programs delivered by: – Children’s Services – Waverley Community &amp; Seniors Centre – Cultural Services</td>
<td>No</td>
<td>Ongoing</td>
<td>Two activities per year</td>
<td>RCPP</td>
<td>Existing</td>
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<td></td>
<td>CCS</td>
<td>Existing</td>
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<tr>
<td>2.4</td>
<td>Identify and respond to community issues in a respectful and timely manner. Promote cultural sensitivity through the implementation of Council’s customer service charter. Provide balanced and well researched information to address identified community demographic issues on a needs basis</td>
<td>No</td>
<td>Ongoing</td>
<td>Respond to 100% of customer queries/issues</td>
<td>RCPP</td>
<td>Existing</td>
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<td>2.5</td>
<td>Work towards compliance with EEO targets and code of conduct to reduce racism and discrimination. Through education of staff about EEO policy and code of conduct at induction training. Work with HR to develop a meaningful target in the EEO plan to help measure compliance.</td>
<td>No</td>
<td>Ongoing</td>
<td>100% compliance</td>
<td>All staff</td>
<td>Existing</td>
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<td>HR/OD</td>
<td>RCPP</td>
</tr>
<tr>
<td>2.6</td>
<td>Promote and support programs that connect communities, build respect and understanding of culture and society and help maintain people’s cultural heritage and identity. Provide input into a civic pride program that promotes volunteering to enhance community cohesion.</td>
<td>DP C2b pg 22</td>
<td>2010-2011</td>
<td>One civic pride program per year</td>
<td>RCPP</td>
<td>Existing</td>
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<td>CCS</td>
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<td>Existing</td>
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## OBJECTIVE 3 – PLANNING & ENGAGEMENT

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Activity</th>
<th>DP/OP Reference</th>
<th>Timeframe/ Priority</th>
<th>Target/ Measure</th>
<th>Who?</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.1 Continue planning for a diverse and tolerant community.</strong></td>
<td>Plan for a diverse and tolerant community.</td>
<td>DP C1a pg 20</td>
<td>July 2012</td>
<td>Use new census data to inform planning</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Monitor and report on changes to data on languages other than English spoken by Waverley residents; percentage change in age groups in Waverley population; changes in household and family type, and changes in proportion of home owners and renters in Waverley.</td>
<td>OP C1a, pg 19</td>
<td>Ongoing</td>
<td>Regular reporting on census data</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>3.2 Consider the needs of CALD residents in planning and delivering of services and consultations.</strong></td>
<td>Promote to CALD residents Council’s website that supports community comment and engagement and includes a ‘Have a Say’ portal.</td>
<td>DP G2b pg 86</td>
<td>Medium term</td>
<td>Report annually on surveys conducted, consultations held and plans exhibited</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Develop key messages in content and materials plan for targeted translations for key documents/plans. Access interpreters when required.</td>
<td>No</td>
<td>Ongoing</td>
<td>In each Waverley in Focus – four issues per year</td>
<td>EA to Mayor</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>3.3 Review progress and report on integration of access and equity plans.</strong></td>
<td>Report on access and equity policies in Council’s Annual Report. Report on activities supporting the principles of multiculturalism. Report on implementation of cultural diversity action plan.</td>
<td>OP G8b pg 142</td>
<td>September 2011</td>
<td>Information for Annual Report provided annually</td>
<td>GAES</td>
<td>RCPP</td>
</tr>
<tr>
<td></td>
<td>Work with the MAC to improve access to Council’s website that supports community comment and engagement and includes a ‘Have a Say’ portal (also see 3.2)</td>
<td>DP G2b pg 86</td>
<td>Long term</td>
<td>Report annually on surveys conducted, consultations held and plans exhibited</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Ensure that Council’s strategic direction is inclusive and reflects the views of the community.</td>
<td>DP G2a pg 86</td>
<td>Medium term</td>
<td>Community Strategic Plan that is inclusive</td>
<td>CTS</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide opportunities in a variety of forums for all stakeholders to contribute to Council’s decision making.</td>
<td>DP G2b pg 86</td>
<td>Annually</td>
<td>Number and type of community committees and forums held annually</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Advise on culturally sensitive issues to support Council officers in their dealings with residents.</td>
<td>No</td>
<td>Ongoing</td>
<td>Two Working with Difference training workshops per year</td>
<td>RCPP</td>
<td>HR/OD</td>
</tr>
</tbody>
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### OBJECTIVE 3 – PLANNING & ENGAGEMENT

<table>
<thead>
<tr>
<th>Strategy</th>
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<tbody>
<tr>
<td>3.6 Work with and support the Multicultural Advisory Committee and other consultation approaches to receive community input and feedback on multicultural issues relating to Council activities.</td>
<td>Advisory committees, precinct committees and community forums supported and maintained</td>
<td>OP G2b pg 123</td>
<td>Ongoing</td>
<td>At least four MAC meetings per year</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td>3.7 Analyse and report on CALD usage of Council services.</td>
<td>Review and improve service statistics and systems to collect accurate data about Council’s direct service users.</td>
<td>No</td>
<td>Medium term</td>
<td>June 2012</td>
<td>RCPP CCS</td>
<td>Existing</td>
</tr>
</tbody>
</table>
### OBJECTIVE 4 – ACCESS & EQUITY

<table>
<thead>
<tr>
<th>Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Provide targeted translated information and language services to ensure that our community members understand and can participate in Council services and processes.</td>
<td>OP G2c pg 124</td>
<td>Annually 2010-11</td>
<td>Seven languages available through the language aide service Report on review recommendations</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td> </td>
<td>Support access to the Translating &amp; Interpreting Service.</td>
<td>OP G2c pg 124</td>
<td>Ongoing</td>
<td>Number of incidents of use annually of TIS compared to base year 2005/2006</td>
<td>RCPP</td>
<td>All</td>
</tr>
<tr>
<td> </td>
<td>Utilise ethnic media to communicate important Council decisions and initiatives to the community.</td>
<td>No</td>
<td>Annually</td>
<td>Number of times used annually</td>
<td>RCPP</td>
<td>GMU (communications)</td>
</tr>
<tr>
<td> </td>
<td>Provide information and resources on CALD communications in Council’s new Communication Toolkit.</td>
<td>No</td>
<td>2011</td>
<td>Info included in Communications Toolkit</td>
<td>RCPP</td>
<td>GMU (communications)</td>
</tr>
<tr>
<td> </td>
<td>Provide a regular professionally produced and interesting Community newsletter including key message translated into five community languages.</td>
<td>OP G2c pg 124</td>
<td>Quarterly</td>
<td>5% increase in number of respondents that report receiving and reading Council’s community newsletter.</td>
<td>GMU</td>
<td>(media)</td>
</tr>
<tr>
<td>4.2</td>
<td>Ensure education campaigns in the Operational Plan consider and report on equity of access strategies targeting CALD communities.</td>
<td>No</td>
<td>Annually</td>
<td>Two per year</td>
<td>RCPP</td>
<td>GMU (communications)</td>
</tr>
<tr>
<td>4.3</td>
<td>Provide universal signage projects to improve access in public areas particularly on the beaches.</td>
<td>No</td>
<td>Long term</td>
<td>Access issues for CALD communities considered in all new signs</td>
<td>BB</td>
<td>BJ</td>
</tr>
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## OBJECTIVE 4 – ACCESS & EQUITY

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<tr>
<td><strong>4.4</strong></td>
<td>Promote and provide accessible and culturally appropriate services, resources, venues and facilities to CALD communities.</td>
<td>Financial and other support to the community to improve capacity and to support partnerships that enhance Council’s vision in relation to children, young people, older people, those with a disability and marginalised groups. Provide funding through the community grants scheme and the small grants scheme.</td>
<td>DP C4b pg 28</td>
<td>Annually</td>
<td>Level of funding provided through community grants and small grants scheme</td>
<td>RCPP</td>
</tr>
<tr>
<td></td>
<td>Promote community and affordable housing to diverse groups.</td>
<td>No</td>
<td>annually</td>
<td>At least one ad per year in CALD media</td>
<td>RCPP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Implement policies and guidelines for recreational activities to ensure fair and balanced access and to minimise risk.</td>
<td>OP C7a pg48</td>
<td>2010-11</td>
<td>Bondi Park Plan of Management and Waverley Park Pavilion Operational Plan completed</td>
<td>RCCP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provision of a range of current and equitable information and recreational library resources and services. Review and update library CALD collections and resources.</td>
<td>C2a pg21 No</td>
<td>2010-11</td>
<td>Update and acquisitions completed</td>
<td>LCS</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide input into Council programs/events/activities offered by: Waverley Community &amp; Seniors Centre Bondi Pavilion Children’s Services Library Disability Services</td>
<td>No</td>
<td>Ongoing</td>
<td>Four events committee meetings</td>
<td>RCPP CCS</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>4.5</strong></td>
<td>Continue to employ a multicultural worker to provide advice on communication strategies and cultural considerations across Council departments.</td>
<td>Ensure Council’s Multicultural Advisory Committee meets regularly. Implement Council’s Cultural Diversity Policy and action plan.</td>
<td>OP G2b pg 123</td>
<td>Annually</td>
<td>At least quarterly</td>
<td>RCPP</td>
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## OBJECTIVE 4 – ACCESS & EQUITY

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<tr>
<td>4.6</td>
<td>Provide staff training to improve communication with residents from culturally diverse backgrounds.</td>
<td>OP G1b pg 121</td>
<td>Ongoing</td>
<td>90% of new employees to undertake ethics and EEO training within three months of commencement</td>
<td>GAES HR/OD</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide ethics and EEO training to all new employees.</td>
<td>OP G1b pg 121</td>
<td>Ongoing</td>
<td>90% of new employees to undertake ethics and EEO training within three months of commencement</td>
<td>GAES HR/OD</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide EEO refresher training to all existing Employees.</td>
<td>OP G1b pg 121</td>
<td>Ongoing</td>
<td>90% of staff to undertake refresher training every three years</td>
<td>RCPP GAES HR/OD</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide input on cultural diversity issues for Working with Difference training package.</td>
<td>No</td>
<td>Annually</td>
<td>Review and update CALD specific content in training package annually</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Liaise with the manager of Customer Services regarding opportunities for the employment of bi-lingual staff in identified roles.</td>
<td>No</td>
<td>2010-11</td>
<td>Ability to communicate in a LOTE included as a desirable criteria in identified recruitment packages</td>
<td>LCS RCPP HR/OD</td>
<td>Existing</td>
</tr>
<tr>
<td>4.7</td>
<td>Promote the use of bi-lingual staff for direct service roles and provide support and relevant training for these positions.</td>
<td>Implement improvements in the Language Aide Program.</td>
<td>No</td>
<td>2010-11</td>
<td>System review and improvements implemented</td>
<td>RCPP</td>
</tr>
</tbody>
</table>
## OBJECTIVE 5 – ECONOMIC & CULTURAL OPPORTUNITIES

<table>
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<tr>
<td><strong>5.1 Provide a coordinated program of social, recreational and cultural events targeting diverse groups.</strong></td>
<td>Provide a program of place making events and activities at various locations in Waverley.</td>
<td>OP C1a pg 19</td>
<td>2010-11</td>
<td>5 events supporting multi-culturalism and Indigenous culture.</td>
<td>CCS LCS BB BJ</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide events targeting culturally and linguistically diverse people and Aboriginal and Torres Strait Islander communities including NAIDOC Week, Refugee Week, Harmony Day and Global Table.</td>
<td>OP C1a pg 19</td>
<td>2010-11</td>
<td>6 programs supporting multi-culturalism and Indigenous culture.</td>
<td>RCPP BB BJ LCS</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Develop partnerships with internal and external stakeholders to facilitate inclusion of multicultural and Indigenous groups.</td>
<td>OP C1a pg 20</td>
<td>2010-11</td>
<td>1 partnership event strengthening multiculturalism.</td>
<td>CCS RCPP CCS</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>5.2 Use Council’s capacity to model best practice to advocate for the benefits of a culturally diverse community.</strong></td>
<td>Promote best practice in line with CRC’s Implementing the Principles of Multiculturalism Locally (planning framework for councils).</td>
<td>No</td>
<td>Ongoing</td>
<td>Maintain/ improve on CRC benchmark standards</td>
<td>RCPP LCS</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Use existing programs and events to highlight key messages.</td>
<td>No</td>
<td>Ongoing</td>
<td>Global Table, Harmony Day, Refugee Week</td>
<td>RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>5.3 Continue involvement in hosting Australian citizenship ceremonies.</strong></td>
<td>Maintain high quality ceremonies with a range of speakers, performers from culturally diverse backgrounds. Highlight immigration stories at these events.</td>
<td>No</td>
<td>2010-11</td>
<td>11 per year</td>
<td>MO</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>5.4 Support efforts targeting visitors to ensure a safe and enjoyable experience for visitors and residents.</strong></td>
<td>Include translated messages in the Summer Safe Campaign.</td>
<td>No</td>
<td>Annually</td>
<td>Inclusion of languages reflecting visitor demographic.</td>
<td>BB</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Develop and implement events, marketing and education initiatives that enhance visitor experience whilst managing negative impacts.</td>
<td>OP L2b pg 62</td>
<td>Annually</td>
<td>At least 3 events, marketing and education initiatives.</td>
<td>BB BJ</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Seek out opportunities and participate in joint tourism marketing initiatives for the Waverley area.</td>
<td>OP L2b pg 62</td>
<td>Annually</td>
<td>One joint tourism marketing initiative undertaken.</td>
<td>BB BJ</td>
<td>Existing</td>
</tr>
<tr>
<td><strong>5.5 Facilitate and develop opportunities for employment and training to assist migrants and refugees.</strong></td>
<td>Review Council’s capacity for providing refugee/migrant work placements.</td>
<td>No</td>
<td>Medium-term</td>
<td>Potential for partnership approach identified and opportunities explored in 2010-11.</td>
<td>RCPP GMU HR/OD BB BJ</td>
<td>Existing</td>
</tr>
</tbody>
</table>
## OBJECTIVE 5 – ECONOMIC & CULTURAL OPPORTUNITIES

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</thead>
<tbody>
<tr>
<td>5.6 Encourage culturally diverse local businesses and those supporting the needs of our community members.</td>
<td>Improved communication with major Bondi Junction stakeholders.</td>
<td>OP L1a pg 55</td>
<td>Quarterly</td>
<td>Number of newsletters distributed to businesses and property owners. Number of participants at Bondi Junction business group meetings.</td>
<td>BJ</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Engage BJ businesses/CALD eateries in Deliciously Diverse / Global Table/Harmony Day campaign to highlight the area’s cultural diversity.</td>
<td>No</td>
<td>Mar 2011</td>
<td>Number of businesses participating in event</td>
<td>BJ RCPP</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide support and advice to assist artists and others to hold arts and cultural events and activities.</td>
<td>DP C6c pg 34</td>
<td>Annually</td>
<td>Percentage of venue hire hours in Library, School of Arts and Bondi Pavilion used as a percentage of hours available.</td>
<td>LCS RCPP CCS</td>
<td>Existing</td>
</tr>
<tr>
<td></td>
<td>Provide a range of affordable and accessible venues to assist artists and others to hold arts and cultural events and activities</td>
<td>DP C6c pg 34</td>
<td>Annually</td>
<td>Percentage of venue hire hours in Library, School of Arts and Bondi Pavilion used as a percentage of hours available.</td>
<td>LCS RCPP CCS</td>
<td>Existing</td>
</tr>
</tbody>
</table>