

Multicultural Plan 2023-2028



AlburyCity



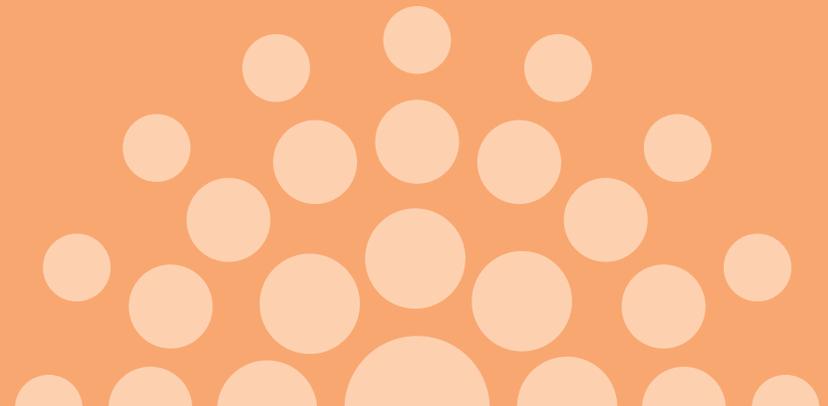


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Welcome to Wiradjuri Country

AlburyCity acknowledges the Wiradjuri people as the traditional custodians of the land in which we live and work and we pay our respects to Elders past, present and future for they hold the memories, culture, tradition and hopes of Aboriginal and Torres Strait Islander people that contribute to our community.







Mayor's Message



The development of the AlburyCity Multicultural Plan 2023-2028 (the Plan) was guided by the expertise, knowledge and lived experiences of our Culturally and Linguistically Diverse (CALD) community leaders, service providers and community members. We are grateful to all who took part in the process and provided input generously.

The development of the Multicultural Plan is the reaffirmation of a long-term commitment by AlburyCity to diversity, inclusion and belonging.

Our commitment to AlburyCity's CALD communities is based on recognition of its rich cultural, linguistic, and religious diversity and heritage, spirit of celebration and community harmony. The AlburyCity Multicultural Plan 2023-2028 affirms a model of social inclusion and cohesion, fostered through partnership building, and open communication and engagement with the community.

We have developed this Plan in the context of binding commitments we have already made through our Declaration of Welcome Zone for Refugees and our participation in the NSW Growing Regions Of Welcome (GROW) Project.

Kylie King - Mayor Albury City

Definitions

Multiculturalism

The Principles of Multiculturalism are set out in the Community Relations Commission and the Multicultural NSW Act 2000. These principles guide the multicultural policy of NSW and commit us to:

- 1 Accepting that we are diverse and that people from diverse communities are free to maintain their own linguistic, religious, racial and ethnic heritage
- 2 Sharing democratic values, governed by the rule of law
- 3 Creating opportunities for all people to participate in all aspects of public life
- 4 Respecting and providing for different cultures, languages and religions, with English recognised as the common language
- 5 Providing the greatest possible access to Government programs and services
- 6 Promoting and maximising the value of our diverse cultural and linguistic heritage to further develop NSW

The Principles of Multiculturalism are the policy of the State of NSW. This means that each local council must observe the Principles of Multiculturalism in conducting its affairs.

Social Justice

The Office Of Local Government's 'Planning for a Multicultural Community' Guidelines states that Social Justice is about promoting a more socially inclusive society for all people, and in particular for those groups of people most likely to be marginalised or in vulnerable situations, such as Aboriginal and Torres Strait Islanders, children, people from culturally and linguistically diverse backgrounds, people with disabilities, older people, women and young people. Social justice is based on four interrelated principles of equity, rights, access, and participation, to ensure that:

- there is equity in the distribution of resources;
- rights are recognised and promoted;
- people have fairer access to the economic resources and services essential to meet their basic needs and to improve their quality of life; and
- people have better opportunities for genuine participation and consultation about decisions affecting their lives.

Social Cohesion

According to the Australian Human Rights Commission, Social Cohesion refers to positive relationships – it is the bond or 'glue' that binds people. A socially cohesive society is one which works towards the wellbeing of all its members, fights exclusion and marginalisation, creates a sense of belonging, promotes trust and offers its members the opportunity of upward mobility.

Racism

The Australian Human Rights Commission's 'National Anti-Racism Strategy' defines racism as:

"Racism can take many forms, such as jokes or comments that cause offence or hurt, sometimes unintentionally; name-calling or verbal abuse; harassment or intimidation, or commentary in the media or online that inflames hostility to certain groups.

At its most serious, racism can result in acts of physical abuse or violence. Racism can directly or indirectly exclude people from accessing services or participating in employment, education, sport and social activities. It can also occur at a systemic or institutional level through policies, conditions or practices that disadvantage certain groups.

It often manifests through unconscious bias or prejudice. On a structural level, racism serves to perpetuate inequalities in access to power, resources, and opportunities across racial and ethnic groups. The belief that a particular race or ethnicity is inferior or superior to others is sometimes used to justify such inequalities."

Our Vision

As our population grows and becomes culturally diverse, our vision is to strengthen Albury as a welcoming, inclusive, and accessible Local Government Area (LGA). We value our multicultural heritage and uphold that people from multicultural backgrounds are valued, supported, included, and respected members of the community.

Every member of our community has the freedom to express their cultural, linguistic, and religious traditions without fear or discrimination. We acknowledge the negative impact that systemic racism and racial injustice have on people from a multicultural background and our broader community. Across our LGA, AlburyCity supports multicultural communities to have equal opportunities to lead and participate in its affairs.





Our Community

The Albury region has a unique multicultural heritage. Traditionally the home of the Wiradjuri people, the region became home to German, Dutch, Italian, Greek and Polish migrant communities after World War II, with settlements located at Bonegilla. More recently, Indian, Filipino, Bhutanese,

Nepalese, South African and Congolese residents have contributed to the city's vital, cosmopolitan feel. Albury has become a regional settlement hub for families from the Democratic Republic of the Congo, Nepal, Bhutan and Sudan.

Albury is a Culturally and Linguistically Diverse (CALD) community.

Based on data from the 2021 Census.



56,093 people live in the Albury LGA.



6,997 (12.5%) residents living in the Albury LGA were born overseas.



20% of them having arrived in Australia within five years prior to 2021.



Albury overseas born residents originate from **61** different countries.



4,814 (8.6%) of them are speaking a language other than English at home.



Where are we from?

Top 10 Countries:

- United Kingdom
- India
- New Zealand
- Philippines
- Bhutan
- Nepal
- Germany
- Netherlands
- South Africa
- Democratic Republic of Congo



Which languages do we speak?

Top 10 languages other than English:

- Nepali
- Punjabi
- Filipino/Tagalog
- Mandarin
- Hindi
- Swahili
- Italian
- Greek
- German
- Malayalam

Council's Role

The Office of Local Government states that regardless of the diversity of the community Councils serve, they must:

- **exercise their functions in a manner that is consistent with, and actively promotes, the Principles of Multiculturalism; and**
- **ensure that their Community Strategic Plan is based on social justice principles**

At AlburyCity, we strive to create equal and inclusive communities, where diversity is encouraged and everyone is respected, welcomed, supported, and treated equitably. We provide a range of programs, awards, committees, and ceremonies to ensure all members of our community are celebrated, valued, and feel that they belong.

We recognise cultural, linguistic, and religious diversity as an integral part of Albury's history and identity, and that this diversity enriches us. We respect and promote the expression of culture, language, and religion free from vilification or discrimination, and that these are basic human rights for all people.

It is acknowledged that within multicultural communities, there are potentially vulnerable groups who may be at risk of further disadvantage such as women, refugees, people seeking asylum, older people, people who are Lesbian, Gay, Bisexual, Transgender, Queer or questioning, Intersex, Asexual or Allies (LGBTQIA+), and people with disabilities. We reject all forms of racial and religious vilification, violence, harassment, and unlawful discrimination, and will work towards a community free of racism.

In supporting community planning and development to ensure multicultural community outcomes are well supported, AlburyCity may act as a:

Leader - We work with internal and external stakeholders to identify and respond to key community issues, through advocacy, facilitation, or negotiation.

Planner - We undertake research, provide information and expertise, and plan our approach to respond to community issues.

Collaborator - We work in partnership with community organisations and other government agencies on projects that deliver tangible positive outcomes to the community.

Capacity Builder - We build the capabilities of local community groups and agencies to better meet the needs of Community.

Provider of Facilities or Programs - Our various facilities are welcoming, and we support or deliver programs that meet the social, cultural, and recreational needs of the community.

AlburyCity welcomes refugees, people seeking asylum and other newly arrived migrants to our LGA with respect and compassion and acknowledge that we have an important role to play in creating a welcoming and socially cohesive community.



Refugee Welcome Zone

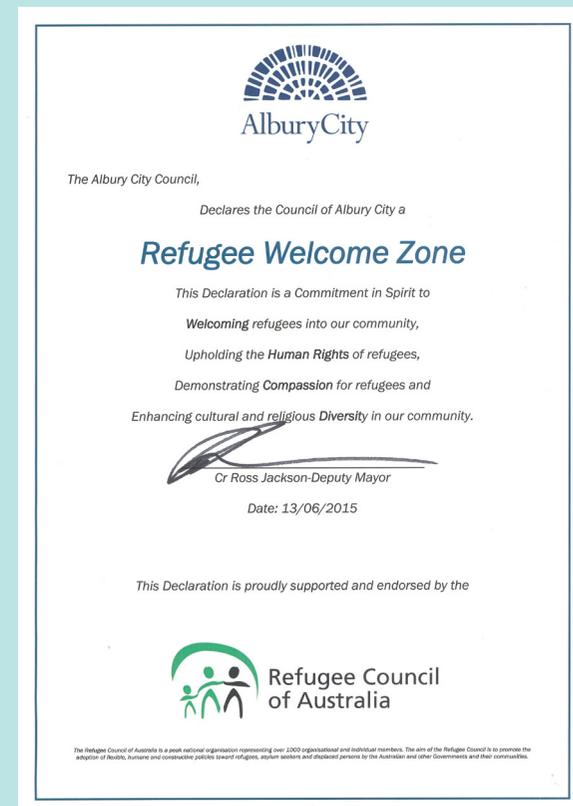
Albury was declared a Refugee Welcome Zone in June 2015.

A Refugee Welcome Zone is an LGA which has made a commitment in spirit to:

- **welcoming refugees into the community,**
- **upholding the human rights of refugees,**
- **demonstrating compassion for refugees; and**
- **enhancing cultural and religious diversity in the community**

By making this Declaration Councils will be encouraged in their continuing efforts to support the men, women and children who make the difficult journey to Australia to seek our protection.

The Refugee Welcome Zone initiative began in June 2002 as part of Refugee Week celebrations, with 15 local Councils in Victoria, New South Wales and South Australia being declared Refugee Welcome Zones at the time. Today, with more than 166 Local Government Areas having declared themselves Refugee Welcome Zones, the initiative has proven to be a great success in connecting local governments with the issues facing refugees and asylum seekers.



What we are already doing

Community and Cultural Grants

Our Community and Cultural Grant Program provides eligible non-for-profit community groups and individuals, with funding available to develop and present new projects, programs, and activities that have a direct benefit to the Albury community.

The Program's intended outcomes are to:

- **Encourage community participation**
- **Enhance social cohesion and cultural inclusion**
- **Build community capability**
- **Promote local arts and culture**
- **Foster equitable access and participation for disadvantaged cohorts**



Refugee Week

AlburyCity supports the event's committee in the planning of Refugee Week by providing financial and administrative support for the event.

The Albury Wodonga Volunteer Resource Bureau

AlburyCity supports the daily operations of the Albury Wodonga Resource Bureau (VRB) by providing in-kind and financial support to the organisation.

AlburyCity provides assistance to VRB through its grants funding opportunities, ad hoc human resourcing, and free or low fee access to its facilities. In recent years, this support has assisted VRB to run programs such as the monthly Multicultural Lunch at the Mirambeena Community Centre, a CALD students homework group, a coffee and card meeting group for senior CALD community members, and acquire two minibuses to provide free transport to CALD community members to allow their participation in programs and activities.

NAIDOC Week

AlburyCity supports the local events and activities organised by the Albury Wodonga NAIDOC Committee which celebrates the history, culture, and achievements of Aboriginal and Torres Strait Islander Peoples.

NSW Growing Regions Of Welcome (GROW) Project

A 3-year pilot program from Multicultural NSW that aims to connect interested people from migrant and refugee backgrounds living in Western Sydney with lifestyle and employment opportunities in regional NSW. Three sites in the Murray region, including the Albury LGA, were selected because of the strong interest from employers, community members, Councils and services to attract and retain more migrants. NSW GROW gives newcomers the opportunity to make a fresh start in the region and local employers another avenue to access skilled workers, as well as strengthening our cultural diversity.

As a member of the NSW GROW Murray Taskforce, AlburyCity has contributed to the writing of the Welcoming Cities 'NSW GROW Research Report' and has provided valuable localised insights for the establishment of the NSW GROW 'Newcomer Attraction and Retention Strategy'. AlburyCity will continue to provide ongoing localised support through its position on the Taskforce and through its engagement with CALD service providers and peak bodies.

Cultural Festivals

AlburyCity provides financial and or in-kind support to the many CALD community groups that organise cultural festivals within the LGA. These celebrations of diversity help with bridging the cultural gap and foster social cohesion, a sense of belonging and assist with integration within the community.





Strategic Links

International, federal, and state legislation clearly document that it is unlawful to discriminate on the basis of characteristics such as cultural, religion and language. It is Council's responsibility to respond to the needs of our CALD residents in a manner that both reflects the requirements of the overarching legislations and responds to the nuances of our community.

The Racial Discrimination Act 1975 gives effect to Australia's obligations under the 'International Convention on the Elimination of All Forms of Racial Discrimination'. This Act aims to promote equality for all persons, regardless of race, colour or national or ethnic origin, and to make discrimination against people on these bases unlawful.

In addition to anti-discrimination law, the government opposes racial vilification and discrimination through the 'National Anti-Racism Strategy' which was launched in 2012. This Strategy aims to promote a clear understanding in the Australian community of what racism is, and how it can be prevented and reduced.

The Multicultural NSW Act 2000 requires each public authority to observe the Principles of Multiculturalism in conducting its affairs.

AlburyCity Council has expressly embedded these principles into its Multicultural Plan 2023-2028. AlburyCity's whole-of-organisation approach to multiculturalism is reflected in and intersects with the following documents:

- **Community Strategic Plan Towards Albury 2050**
- **Customer Experience Strategy 2019-2022**
- **Disability and Inclusion Action Plan 2022-2026**
- **Innovate Reconciliation Action Plan 2022-2024**
- **Community Engagement Plan 2019-2023**

The Plan also considers the outcomes captured in the Two City One Community Strategic Plan which aim to achieve Community's vision of a "caring, equitable and inclusive community, (...) recognised as a cultural and creative region, that embraces and celebrates diversity".

Guiding Legislation

International Conventions

The Universal Declaration of Human Rights (1948)

UN Convention & Protocol Relating to the Status of Refugees (1951)

UN International Convention on the Elimination of All Forms of Racial Discrimination (1996)

UNESCO Universal Declaration on Cultural Diversity (2001)

UNESCO's International Coalition of Cities Against Discrimination in Asia and Pacific Ten Point Commitment Plan (2009)

Federal Legislations

The Racial Discrimination Act 1975

Australian Human Rights Commission Act (1986)

State NSW Legislations

Multicultural NSW Act 2000

NSW Charter of Principles for a Culturally Diverse Society (1997)

Anti-Discrimination Act (1977)

Local Government Act 1993



Our Engagement Journey

Council adopted several methods in developing the Multicultural Plan 2023-2028.

Research and review

- Review of historical context of multiculturalism on local and national levels
- Review of current multicultural socio-political context
- Updated demographic data and forecast information on CALD communities in the Albury LGA

Consultation with the Albury community

Community consultations were conducted throughout July 2022. This interaction was achieved through the following activities:

- Online and hard copy surveys
- Stakeholder workshops with community leaders and service providers

- Interviews with key stakeholders
- Pin boards in our Albury and Lavington libraries for community members to share their “big idea” on how to make Albury more welcoming and inclusive for newcomers

There was also a high level of online engagement and participation through various social media channels, which provided further opportunities for the community and stakeholders to become actively involved in conversations regarding the future of the Plan.

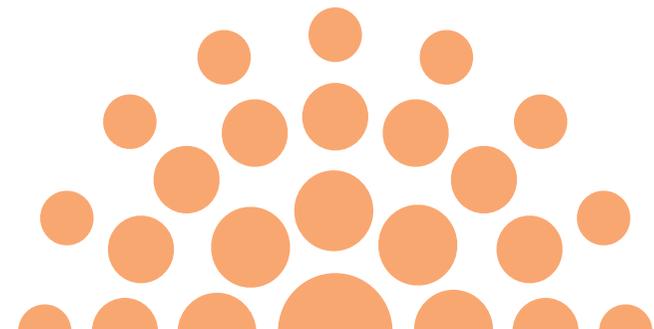
Cross-organisation collaboration

Widespread community consultations have recently been undertaken to inform the development of the following Plans and Strategies:

- AlburyCity Community Strategic Plan Towards Albury2050
- AlburyCity Innovate Reconciliation Action Plan 2022-2024
- AlburyCity Inland Waterways Drowning Prevention Strategy 2022-2027

Results and information gleaned from these consultations were used in the development of the Multicultural Plan 2023-2028, as an efficient method and avoiding over-consultation.

Internal consultations also took place with key stakeholders where an action or actions in the Plan had been allocated to them. The Plan will also rely on inputs and outputs from the following internal areas of Council to welcome and support our CALD communities: Tourism, Economic Development, Communications and Engagement, and Communities. These teams will be consulted on a quarterly basis to ensure sharing of knowledge and expertise as well as to provide a forum for feedback as part of a forward planning approach.



Consultation Findings

Through community engagement with community leaders, service providers, and Albury LGA residents (in particular multicultural residents), we have identified the following key priorities to be addressed in the Plan:

LEADERSHIP

AlburyCity's role should be to facilitate opportunities for CALD communities to advocate for themselves and to bring CALD community leaders and service providers together.

COMMUNICATION

AlburyCity must think of alternative ways to communicate and engage with CALD residents to ensure information is received and understood.

LANGUAGE

Language remains one of the main barriers for refugees, and new migrants to integrate to daily life and increase their sense of belonging.

INFORMATION

AlburyCity can improve CALD residents' sense of belonging by ensuring information on services and community networks and hubs is easily accessible.

EMPLOYMENT AND VOLUNTEERING

Employment or volunteering can be a challenge for newcomers and residents from a CALD background, particularly if their English proficiency is low. AlburyCity should lead the conversation on diversity and inclusion with local employers, including its own workforce.

DIVERSITY

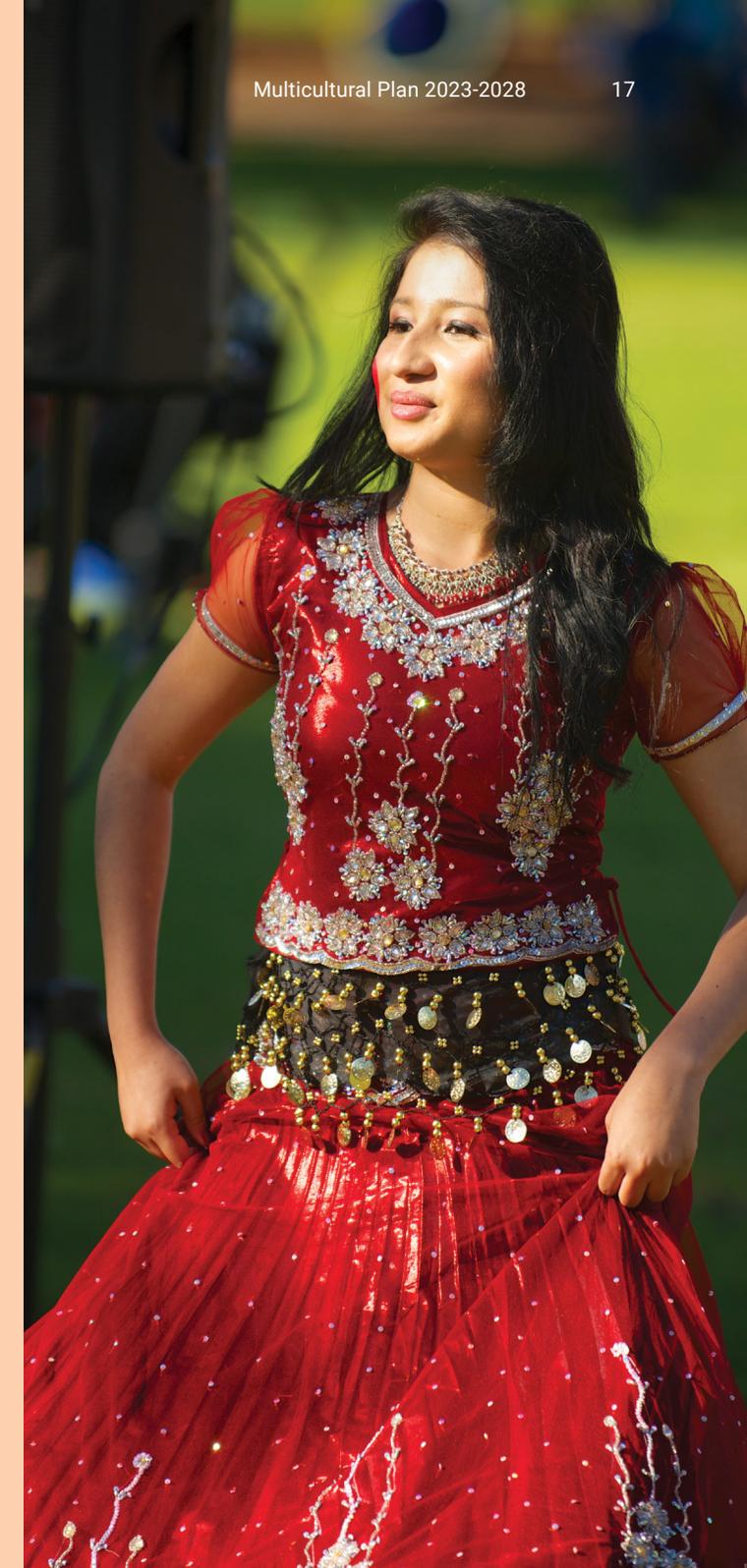
Having a multicultural population brings knowledge, new skills and experiences that enrich our region. AlburyCity should ensure there are opportunities available to celebrate its cultural diversity and offer opportunities for residents to exchange and experience different cultures.

NEW REFUGEES AND MIGRANTS

AlburyCity should be proactive in supporting the integration of newcomers, as well as playing a community education role to encourage social cohesion.

YOUTH

AlburyCity should be supportive of opportunities for young refugees and migrants whether it is through youth leadership, sporting activities promoting integration, or multicultural youth programs. Access to information regarding these opportunities should be readily and easily available.



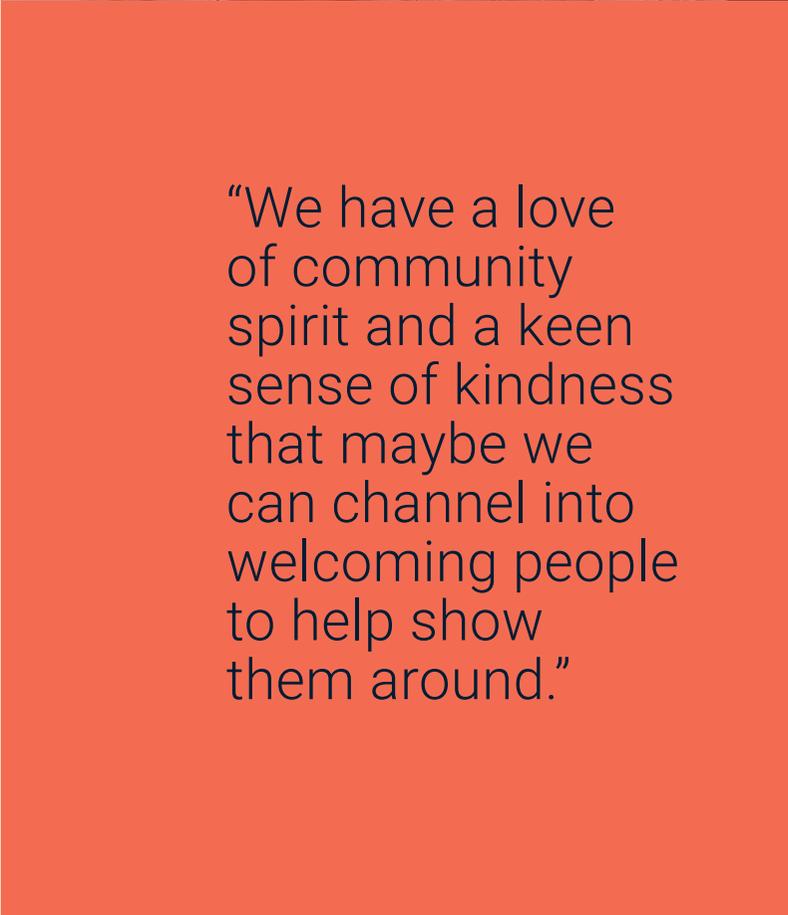
What residents of the Albury LGA have to say about our local cultural diversity

“I’d love for you to share profiles of migrants in Albury. Every month you can share someone’s story on social media. Something like Humans of Albury. Many of us are giving back to the community, we are doctors, dentists, lawyers, social workers helping Australians every day.”





“We must embrace one another’s cultural values and norms.”



“We have a love of community spirit and a keen sense of kindness that maybe we can channel into welcoming people to help show them around.”



"A strong and effective support network for our rich multicultural community groups and First Nations communities is a definite indicator of the health of our community as an inclusive and welcoming city...we must sustain and enhance the resources and opportunities for positive social inclusion at every level of community life - in education, in business, in social and cultural activities, and in all other community dimensions."

Community in Action

Within the Albury LGA, a number of residents are championing initiatives to ensure the multicultural communities feel welcomed, valued and heard. Celebrating and promoting multiculturalism within the community is a shared responsibility.

CASE STUDY 1

Award Amcal Pharmacy Albury

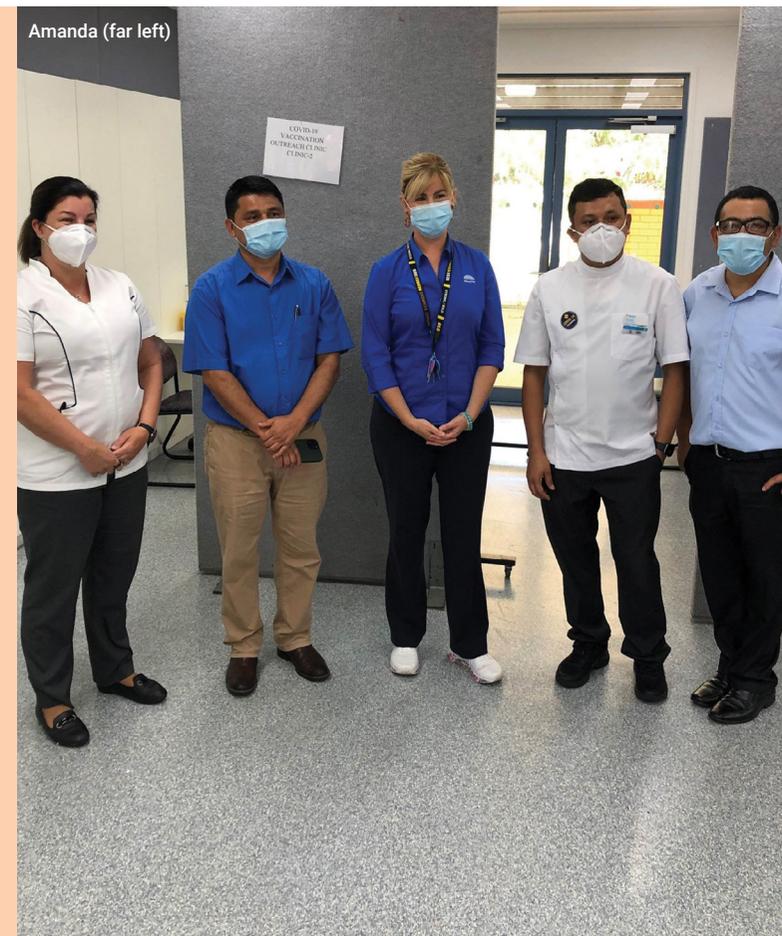
Award Amcal Pharmacy owner Amanda has been a pharmacist on the Border for 19 years. Following a chance encounter with a member from the Bhutanese community in 2008, Amanda identified that there was a need to offer Bhutanese community members in-pharmacy support for referrals by providing in-language assistance to Bhutanese customers who may not speak or understand English well.

At first, Amanda provided in-language assistance over the phone, and now with the recruitment of two pharmacists that speak Hindi and Nepalese, Amanda and her team are able to provide in-pharmacy assistance to customers as well.

Amanda is also working on having the Webster Pack, which helps those taking medication to take the right dose at the right time of the day, translated to make it easier for CALD patients to take their daily medication.

At the height of the COVID19 pandemic, Amanda also provided vaccinations to CALD community members in her pharmacies and during her outreach clinics at the Mirambeena Community Centre. Amanda and her team administered over 400 vaccine doses (COVID19 and Flu) to the community.

Amanda is looking forward to employing more CALD team members in the future in all aspects of her business, as she believes diversity is an advantage and makes for a better workplace and society.





Harka (far right)

CASE STUDY 2

Outreach COVID Vaccination clinics at Mirambeena Community Centre

Witnessing the distress of his fellow community members during the height of the COVID19 pandemic, Harka - the president of the Bhutanese Australian Community Support Group in Albury Wodonga Inc. (BACSGAW), was successful in receiving a grant from Multicultural NSW, through the Community Support Grant stream, to inform members of his community about COVID19, how to keep safe, and the benefits of being vaccinated.

Eight information sessions were delivered to seniors, women, and vulnerable people from the Bhutanese

community. On the last day, Albury Wodonga Health was on site to offer COVID19 vaccination to Bhutanese community members that were over 50 years old. More than 60 members were vaccinated.

Through a partnership with the Albury Wodonga Ethnic Communities Council, Albury Wodonga Health and AlburyCity, Harka was then able to establish outreach COVID19 vaccination clinics at the Mirambeena Community Centre for the whole-of-community including CALD community members. From June 2021 to October 2021, 11 outreach vaccination clinics were held at the Mirambeena Community Centre.

In January 2022, BACSGAW partnered with Amanda from the Award Amcal Pharmacy in Albury to host an additional 6 outreach COVID19 vaccination clinics at the Mirambeena Community Centre. This time focusing on children's vaccinations and booster doses, in addition to first time vaccinations.

Overall, 1245 people were vaccinated during these outreach COVID19 vaccination clinics. This includes a total of 945 Bhutanese community members from children to seniors. The success of this initiative would not have been possible without the goodwill and volunteering support of 20 community members and health practitioners.

Our Action Plan

The Plan has been developed in line with the outcomes in Multicultural NSW's Multicultural Planning Framework and the NSW Office of Local Government Planning for a Multicultural Community guidelines.

The Multicultural Plan 2023-2028 consists of:

- **4 Focus Areas; Planning, Service Delivery, Engagement and Leadership**
- **10 Outcomes which respond to the focus areas**

This Plan provides an outline of how AlburyCity has integrated the Principles of Multiculturalism into our work and how we will engage with multicultural communities over the next five years.

The outcomes and associated actions have been ranked from high to low priority. While it is recognised that all outcomes and actions listed in the Plan are important, AlburyCity will need to consider and prioritise which outcomes and associated actions must be addressed first to meet the needs of the CALD community. AlburyCity will also need to factor in financial and people resourcing constraints.

In 2027, Council Officers will commence a complete review and update of the Plan for delivery in the years 2029-2034.





Focus Area 1

Planning

We plan better, including using data to plan services and policies. AlburyCity addresses the needs of the multicultural community through planning and integrates multicultural policy goals into all its planning processes.



| Outcomes | Actions | AlburyCity's Role | Priority | Key Stakeholders |
|--|--|---|-----------------|--|
| 1.1 Multicultural policy objectives are included in AlburyCity's operations | 1.1.1 Monitor and review the actions of AlburyCity's Multicultural Plan | Leader Planner | High | AlburyCity CALD Peak Body Service Providers |
| | 1.1.2 AlburyCity allocates sufficient resources (human and financial) to coordinate and implement the Multicultural Plan | Planner | High | AlburyCity |
| | 1.1.3 Ensure multicultural issues are considered as part of business planning | Leader Planner | High | AlburyCity CALD Peak Body Community Members Government Agencies Multicultural Advisory Committee Service Providers |
| 1.2 The capacity of Council to support multiculturalism is enhanced | 1.2.1 Provide cultural awareness training to Council Officers to build knowledge and skills and understanding when working on multicultural projects or with CALD residents | Planner Collaborator Capacity Builder | High | AlburyCity CALD Peak Body |
| | 1.2.2 Development of AlburyCity's Diversity and Inclusion Strategy to guide our approach to increasing employment opportunities and support to people of CALD backgrounds | Leader Planner | High | AlburyCity |

Focus Area 2

Service Delivery, Access, and Equity

We ensure that people from diverse cultural backgrounds receive high quality services that meet their needs.



| Outcomes | Actions | AlburyCity's Role | Priority | Key Stakeholders |
|---|--|---|-----------------|---|
| 2.1 CALD residents can easily access services and programs through a range of communication tools | 2.1.1 Review of how CALD community members use of mainstream services and programs | Planner Collaborator | High | AlburyCity Community Members Government Agencies Service Providers |
| | 2.1.2 Identify which services and program information should be available in language, and the communication channels it should be distributed on | Leader Planner Collaborator | High | AlburyCity Community Members Government Agencies Service Providers |
| | 2.1.3 Identify the barriers that prevent CALD communities to use mainstream services and consider ways to address it | Planner Collaborator | High | AlburyCity Community Members Government Agencies Service Providers |
| 2.2 Programs and services provided by Council harness the skills of a culturally diverse population for the social and economic benefit of the whole community | 2.2.1 AlburyCity develop or support a range of programs, events and activities which celebrate the cultural diversity, community cohesion and inclusion, within its LGA | Planner Collaborator Capacity Builder | High | AlburyCity CALD Peak Body Community Members Service Providers |
| | 2.2.2 AlburyCity increases the participation of culturally diverse communities in its activities or initiatives (grants program, advisory committees, volunteering opportunities, awards) | Leader | High | AlburyCity |
| | 2.2.3 AlburyCity partners with other government agencies or Councils to develop projects which support social and economic engagement | Leader Planner Collaborator | High | AlburyCity Councils Government Agencies |
| 2.3 Services and Programs are tailored to CALD residents | 2.3.1 AlburyCity works in partnership with others to offer programs and services that respond to the needs of CALD community members | Planner Collaborator Capacity Builder | Medium | AlburyCity Community Members Government Agencies Service Providers |

Focus Area 3

Engagement

We ensure that AlburyCity has effective processes for engaging with people from culturally diverse communities to inform service and policy design and to provide mechanisms for feedback.



| Outcomes | Actions | AlburyCity's Role | Priority | Key Stakeholders |
|---|---|--|---------------|--|
| <p>3.1 AlburyCity promotes and is accountable for the implementation of the Principles of Multiculturalism within Council and across the LGA</p> | <p>3.1.1 Review and update AlburyCity's Communications Strategy and Community Engagement Plan to ensure consideration is made to audiences from CALD backgrounds, including, but not limited to, use of in-language audio messages, translated printed material and video captioning</p> | <p>Leader Planner Collaborator</p> | <p>Medium</p> | <p>AlburyCity CALD Peak Body Community Members Service Providers</p> |
| | <p>3.1.2 AlburyCity review existing online and print material and consider in-language resources where appropriate</p> | <p>Leader Planner</p> | <p>Medium</p> | <p>AlburyCity</p> |
| | <p>3.1.3 AlburyCity participate in interagency meetings and regularly engage with CALD Peak Body and CALD community groups</p> | <p>Collaborator</p> | <p>High</p> | <p>AlburyCity CALD Peak Body Service Providers</p> |
| <p>3.2 CALD community members have the opportunity to contribute to AlburyCity policy and service delivery development</p> | <p>3.2.1 AlburyCity regularly hosts CALD community forums to engage with and gain feedback from people with culturally diverse backgrounds</p> | <p>Leader Collaborator</p> | <p>Medium</p> | <p>AlburyCity CALD Peak Body Community Members Service Providers</p> |

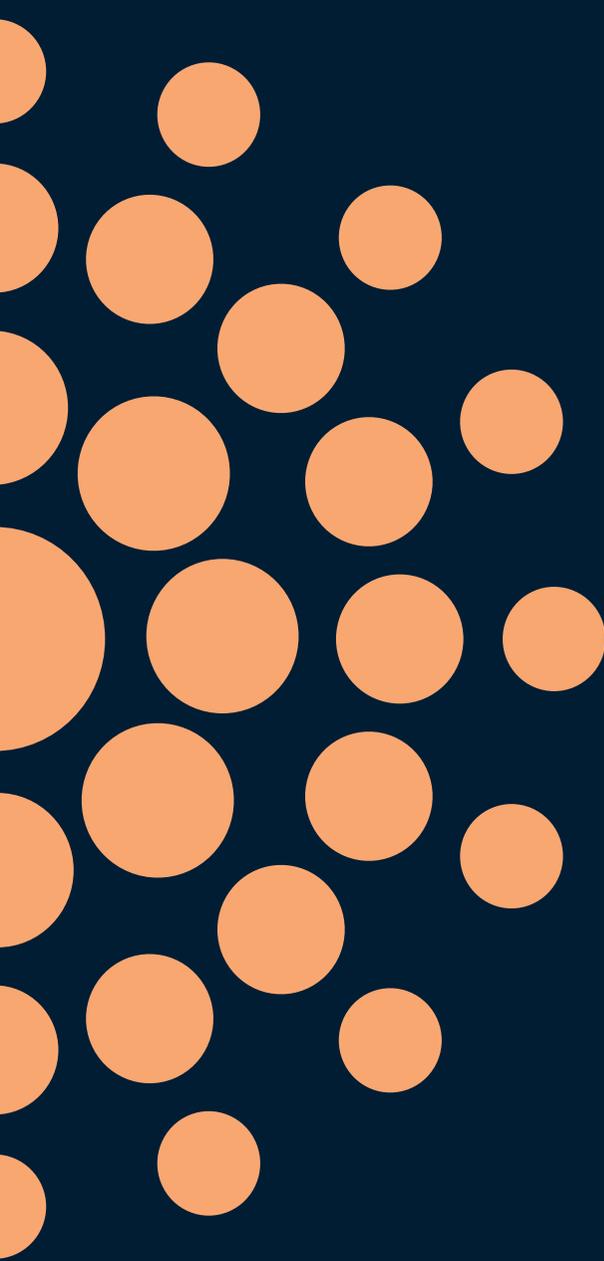
Focus Area 4

Leadership

We ensure that all leaders value diversity and strive to support diversity in its various forms. Our Councillors, Executives and Council Officers promote and are accountable for the implementation of the Principles of Multiculturalism within the council and the local community.



| Outcomes | Actions | AlburyCity's Role | Priority | Key Stakeholders |
|---|--|-----------------------------------|-----------------|--|
| 4.1 AlburyCity is a leader in culturally inclusive practices | 4.1.1 Establishment of a Multicultural Advisory Committee to advise AlburyCity on matters relating to multiculturalism and monitor the progress of the Plan | Leader Planner | High | AlburyCity CALD Peak Body Service Providers |
| | 4.1.2 AlburyCity supports the NSW Principles of Multiculturalism through attendance at key local multicultural events | Collaborator | High | AlburyCity CALD Peak Body Community Members |
| | 4.1.3 AlburyCity supports the Australian Human Rights Commission's "Racism. It Stops With Me" campaign and promotes it through community engagement and activities | Leader Collaborator | Medium | AlburyCity CALD Peak Body Community Members Service Providers |
| | 4.1.4 AlburyCity develops a Diversity and Inclusion Strategy | Leader Planner | High | AlburyCity |
| | 4.1.5 Opportunities are identified for Council Officers to develop their skills in identifying good practice and innovation in multicultural planning and delivery | Leader Capacity Builder | Medium | AlburyCity |
| 4.2 Increased recognition of the value of cultural diversity across the Albury LGA | 4.2.1 AlburyCity continues to communicate positively on the value of cultural diversity within the Albury LGA | Leader | High | AlburyCity CALD Peak Body Community Members |
| | 4.2.2 AlburyCity ensures that any visuals in plan, publication, communication, and social media messaging reflects the cultural diversity of the Albury LGA | Leader | High | AlburyCity |
| | 4.2.3 AlburyCity identifies Multicultural Champions who support the delivery of the Plan, feedback to ensure ongoing refinement of the Plan and raise general awareness of Multiculturalism | Leader | Low | AlburyCity |
| 4.3 AlburyCity is an active member of best practice multicultural organisations | 4.3.1 AlburyCity joins the Welcoming Cities network and explore opportunities to leverage their knowledge and expertise | Leader Planner Collaborator | High | AlburyCity CALD Peak Body |
| | 4.3.2 AlburyCity shares learnings with other Councils and peak body organisations | Leader Collaborator | Medium | AlburyCity CALD Peak Body |



Evaluation

The Multicultural Plan 2023-2028 includes a range of strategies that are organised under the twenty-eight outcomes. The strategies and outcomes are relevant for the five years of the Plan. Each year an implementation plan will be developed that ensures the delivery of the associated actions.

Within Council, the implementation of the Plan is the primary responsibility of the Community and Place cluster.

In 2027 further work will be undertaken to refine the evaluation approach and measures for the Plan.

References

Office of Local Government Planning for a Multicultural Community 2015

Multicultural Policies and Service Program Framework October 2016