

Multicultural Action Plan

KINGBOROUGH COUNCIL
MAY 2024



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Diversity & Inclusion Statement



Kingborough Council strives to be the model of an inclusive culture where diversity of thought and background is valued.

We acknowledge, value and respect people of all cultures, sexualities, beliefs, abilities, genders and ages, and support their rights to equal access, equity and participation.

We believe diversity of thought and background, together with an inclusive work environment are critical to support every person and team to excel.

We want to enable innovation for continuous improvement of service delivery.

We strive for an environment where people feel they belong, are valued as an individual, and are respected with a shared sense of fairness.

Prepared by Kingborough Council's Disability Inclusion and Access Advisory Committee and endorsed by Council in 2023

Background

In order to support its growing multicultural population, Kingborough Council established a Multicultural Advisory Group in July 2023. The creation of the group was largely thanks to a notice of motion put to Council on 19 December 2022 by Kingborough resident and advocate for culturally and linguistically diverse community members, Mrs Sajini Sumar. The work of the group aligns with objectives contained in Council's Strategic Plan.

1.1 A council that engages with and enables its community.

1.2 An inclusive community that has a strong sense of pride and local identity.

Eleven individuals from culturally and linguistically diverse (CALD) backgrounds were appointed to the group. Four stakeholder organisations (Multicultural Council of Tasmania, Libraries Tasmania, Networking for Harmony and Rainbow Communities Tasmania) provided assistance and advice outside the meeting process.

The purpose of the Multicultural Advisory Group was:

- to advise Council on how best to gain a broader understanding of the issues being experienced by people from CALD communities.
- to assist in the preparation of a targeted survey to be used to inform the development of the Kingborough Council Multicultural Action Plan.
- to advise Council on the best ways to distribute the survey and ensure maximum engagement with people from migrant backgrounds.
- to provide a framework to work within, as Council did not have a dedicated multicultural advisory body.

Under the guidance of the Multicultural Advisory Group, a survey was developed and distributed with the aim of gathering information from people from migrant backgrounds who live, work and attend recreational activities in Kingborough.

The main objectives of the survey were to better understand the issues faced by new migrants. The vast majority of respondents think Kingborough is a great place to live, work and enjoy community activities. However, approximately half of the survey respondents reported having experienced or witnessed racism and/or discrimination. This important information influenced the Action Plan and reinforced the aim to create positive change.

To view the multicultural survey data visit Council's website under past engagements.

Emerging Themes

From the survey data four themes have been identified as areas where action can be taken:

1. **Celebration:** celebrating diverse cultures for the community to enjoy
2. **Communication:** improving communications to increase engagement with multicultural communities
3. **Inclusion and education:** providing opportunities for shared learning and greater community participation by CALD community members
4. **Improving outcomes:** work to reduce barriers to full participation

Council's role in addressing these themes will vary across different aspects of supporting and providing for our multicultural communities. Council will often be the facilitator of a service. At other times we will be a partner, leader, advocate or even just a supporter.



Action Plan

1	Celebration	
	Immediate Actions	Timeframe
1.1	Investigate external grant opportunities which aim to address isolation and promote inclusivity of CALD communities.	Ongoing
1.2	Increase the number of multicultural activities that form part of the arts program.	From July 2024
1.3	Introduce programs which promote intercultural awareness as part of Council's Community Services' programs.	From July 2024
1.4	Encourage multicultural groups to host events and activities which celebrate dates of cultural significance via the Community Grants Program.	Ongoing
1.5	Investigate hosting an annual 'new citizen's' event	Mid 2025
1.6	Recognise national awareness days and weeks throughout the year such as Harmony Week, Refugee Week and other relevant days and dates.	Ongoing
	Longer term 'Celebration actions	
1.7	Where possible, incorporate migrant stories and promotion of diverse cultures through public art projects.	Starting 2024 and ongoing

Action Plan

2.	Improved Communication	
	Immediate Actions	Timeframe
2.1	Promote the availability of free interpretation and translation services for Council related business at Council's Customer Service counter.	Immediately
2.2	Develop communication strategies to improve the likelihood of Council messaging being received by multicultural groups and individuals and encourage uptake of direct communication channels such as mailing lists and notifications.	Ongoing from July 2024
2.3	Develop a 'New Residents Guide to Kingborough' booklet and investigate possibilities of offering in languages other than English.	December 2024
2.4	Encourage CALD community members to follow Council on social media.	Immediately and ongoing
2.5	Explore the possibility of developing a 'New Residents' News and Information' tab on the Council website	December 2024
2.6	Provide information on voting rights for permanent residents.	From July 2024
	Longer Term 'Improved Communication' actions	
2.7	Explore the possibility of adapting Council's website to provide translation services in a variety of languages.	Ongoing from January 2025
2.8	Explore Council's ability to offer a service to assist with completing permit applications and other formal documents.	August 2024

Action Plan

3	Greater Inclusion and Education	
	Immediate Actions	Timeframe
3.1	Promote cultural awareness programs to businesses, schools and community groups	Starting July 2024
3.2	Develop a cultural awareness training program for Council staff.	From July 2024
3.3	Design and install signage which includes the word 'Welcome' in a variety of different locally spoken languages to be displayed at events and in the Civic Centre reception area.	July 2024
3.4	Invite new citizens to join a Community Services mailing list in order to be informed directly about events and community activities.	Ongoing from July 2024
3.5	Partner with Equal Opportunity Tasmania to promote reporting mechanisms for those who experience discrimination or harassment based on race/cultural heritage.	Immediately
3.6	Promote Council's 'Diversity and Inclusion Statement' more broadly through the use of banners and the installation of a prominent display in the Civic Centre.	Ongoing from July 2024
3.7	Investigate the resources required to join 'Welcoming Cities'.	Immediately
3.8	Continue to develop relationships with appropriate stakeholders such as shopping centres, transport providers and business operators to ensure incidences of racism and discrimination are addressed and to explore ways to promote and celebrate diversity.	Ongoing

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3.9	Arrange 'Meet the Responders' sessions (police/fire/ambulance) in informal settings and encourage multicultural community members to attend in order to break down barriers to accessing emergency services.	Late 2024/early 2025
3.10	Provide opportunities for representatives from cultural groups to meet with elected members to learn about how Council operates.	Harmony Day March 2025
3.11	Explore ways to share health information for example via Council's immunisation clinics.	From July 2024
3.12	Share survey findings with local health providers to support more inclusive promotion of their services.	October 2024
3.13	Continue to work closely with Kingston Library to ensure community education activities are shared as widely as possible.	Ongoing
	Longer term' Inclusion and Education' actions	
3.14	Investigate the benefits of hosting a 'Multicultural Forum' to provide a platform for multicultural voices to be heard by elected members and the wider community.	Early 2025
3.15	Identify champions from CALD communities to share stories. Investigate the possibility of a regular section in the local paper/social media where stories can be shared	From July 2024

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4	Improving Outcomes	
	Actions	Timeframe
4.1	Promote opportunities which provide new migrants with better understanding of the job market and ways to secure meaningful employment.	Ongoing advocacy
4.2	Support campaigns that aim to reduce racial discrimination and racism.	Ongoing advocacy
4.3	Keep informed about external grant funding which could provide opportunities for local training and/or job-ready skills. and promote social connection.	Ongoing
4.4	Advocate for changes to recognise equivalent overseas qualifications and skills.	Ongoing
4.5	Advocate for improved communication about health services on offer from service providers.	Ongoing
4.6	Advocate for a statewide water safety program for CALD community members and maintain awareness of emerging safety issues.	Ongoing