



Multicultural Principles Policy-Ethnic Affairs Priority Statement

Date policy was adopted by Council:	25 February 2009
Resolution number:	056/09
Previous Policy review date:	June 2013
Next Policy review date:	March 2016
Reference number:	C0884492

1. OUTCOMES:

Queanbeyan is an inclusive community with people of diverse cultures, languages and religions from across the world. Groups within the community retain their own identity and are also part of the wider community.

Queanbeyan City Council values the diversity of cultures, languages and religions of employees. Employees work in harmony and retain their cultural identity.

2. POLICY STATEMENT:

Queanbeyan City Council provides cultural awareness training for employees.

Members of Culturally and Linguistically Diverse (CALD) Communities accessing services are treated with due respect and regard of their culture, language and religion.

3. DEFINITIONS

Fair and equitable refers to an impartial process that considers all parties equally and is not biased or discriminatory. It is a two way process with informed communication between the Council and the community.

Culturally and Linguistically Diverse (CALD) is the current term used to describe the many cultures and languages that are part of Australian life.

Diversity recognises the characteristics that make individuals, people and population groups different from each other. These include such factors as age, gender, race, ethnicity, ability, and religion, as well as education, professional background, marital and income status. The term also includes characteristics or factors such as personality, work style, sexual orientation, having a disability, and general work experience.

Ethno-specific refers to a cultural and linguistic group. For example an *ethno-specific organisation* is an organisation that services the needs of a specific cultural and linguistic group.

Multicultural refers to a recognition and celebration of cultural diversity when describing people, population groups, ideas, work and activities.

Settlement refers to the “period of adjustment that migrants experience before they can fully participate in Australia’s culturally diverse society” (DIMIA). Settlement is experienced as a process that can be divided into stages based on the length of residence of the new community member. These stages are identified by common issues that arise during each phase. In this policy the following settlement stages are used:

- New and Emerging refers to new arrivals (from days to more than 5 years)
- Developing refers to those who have lived a substantial number of years and have begun to feel ‘settled’
- Established refers to the older and established communities who came here in the 1950s.

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

Legislation setting out the requirements for local councils in terms of ethnic affairs and multiculturalism include the:

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

5. OVERVIEW:

Queanbeyan City Council has developed a Multicultural Principles Policy/Ethnic Affairs Priority Statement in line with the NSW Community Relations Commission kit for local Council's. This kit aims to provide advice and resources to all NSW councils, regardless of the size or demographic makeup of their local government area, to assist them to implement the principles of multiculturalism in a way that is best suited to the needs of their local communities and to their existing planning and reporting processes.

Councils are encouraged to use the kit and its primary tools, the *Local Councils Multicultural Planning Framework* and the accompanying *Local Councils Multicultural Planning Guide* in Part Two, to do this.

The development of this policy indicates Council's commitment to foster and develop culturally appropriate services to meet the needs of Queanbeyan's diverse community.

6. PRINCIPLES

Leadership

Queanbeyan City Council supports the principles of multiculturalism and seeks to strengthen community participation and harmony for people of CALD backgrounds.

Community Harmony

Queanbeyan City Council values the rich contribution made by established and newly arrived migrants to the economic, social and cultural life of the region. Queanbeyan City Council fosters mutual respect for cultural, linguistic and religious diversity by ensuring anti-discrimination and equal opportunity measures are adhered to within the organisation and by promoting harmony within the community.

Access & Equity

Queanbeyan City Council is committed to members of all the cultural groups having access to Council services and programs. Queanbeyan City Council plans, implements and reports on access and equity initiatives through the Annual Report, through the Ethnic Affairs Action Plan.

Economic and Cultural opportunities

Council supports positive relations with all cultural groups and provides opportunity to celebrate Queanbeyan's rich migration history and diversity specifically through the Harmony Multicultural Festival and through all other Council events and activities.

7. POLICY OBJECTIVES:

- That Council seeks information from CALD communities and responds where possible.
- That Council's CALD-specific programs and activities are developed in consultation with CALD communities.
- That CALD - specific programs are inclusive and build on wide community strengths.
- That Council's general community programs and activities include CALD community members and are promoted to all members of the community through the City Life Newsletter and the Integrated Planning and Reporting Framework.
- That staff are appropriately trained to work effectively with CALD communities.
- That Council information is available to members of CALD communities in a variety of languages on request.

8. POLICY STRATEGIES

Council's EAPS policy will be implemented through the development of an EAPS Action Plan. This plan will focus on the key areas identified in the NSW Community Relations Commission resource kit *Local Councils Multicultural Planning Framework*. These are:

- Planning and evaluation
- Program and service delivery
- Staffing
- Communication
- Funded Services

9. ACCOUNTABILITY


Progress on the EAPS Action Plan will be reported to Council and the community through the Annual Report.

10. PERFORMANCE INDICATORS

- The number of Council staff who receive cultural awareness training.
- The number of consultations with CALD communities.
- Level of satisfaction of CALD communities on their inclusion in the delivery of Council programs and services.

POLICY:-	
Policy No:	
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PROCEDURES/GUIDELINES:-	
Date Procedure/Guideline (if any) was developed:	Nil
RECORDS:-	
Container Reference in TRIM: Policy	SF080616
Container Reference in TRIM: Procedure	Nil
Other locations of Policy:	Intranet (linked to TRIM Container)
Other locations of Procedures/Guidelines:	Nil
DELEGATION (if any):-	Nil
RESPONSIBILITY:-	
Draft Policy developed by:	Manager Family Services and Community Development
Committees (if any) consulted in the development of the Draft Policy:	Nil
Responsibility for Implementation:	Manager Family Services and Community Development
Responsibility for Review of Policy:	Manager Family Services and Community Development

INTEGRATED PLANNING FRAMEWORK:	
Community Strategic Plan:	Strategic Priority No. 1 The Community
Delivery Program Title:	N/A
Operational Plan:	Program No. N/A

Senior Authorising Officer	Position General Manager	Signature/Date  25 February 2009
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ACTION	COUNCIL MEETING DATE	RESOLUTION NUMBER	REPORT ITEM NUMBER
New	25 February 2009	056/09	Item 10

DATE REVIEWED	REVIEWER POSITION	REVIEWER NAME
25 May 2011	Manager – Family Services and Community Development	Philippa Moss
29 March 2012	Manager – Family Services and Community Development	Philippa Moss
June 2013	Acting Manager, Family Services and Community Development	Geraldine Manser